



The power of clean hands

Washing your hands is very important for staying healthy. Here's why clean hands matter:

Why wash your hands?

Stop germs: Germs are tiny organisms that can make you sick. They often live on your hands. Washing your hands removes these germs.

Stay healthy: When you wash your hands, you reduce your chances of getting a cold or the flu. This means fewer sick days.

Protect others: Clean hands help keep your family and friends healthy, too, by preventing the spread of germs.

When should you wash your hands?

- Before eating or cooking.
- After using the bathroom.
- After coughing, sneezing or blowing your nose.
- After playing with pets.
- After touching garbage.

How to wash your hands

1. Wet your hands with clean, running water (warm or cold).
2. Apply soap and make a lather. Be sure to clean the backs of your hands, between your fingers and under your nails.
3. Scrub for 20 seconds. You can time it by singing the "Happy Birthday" song twice.

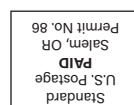


4. Rinse your hands well under clean, running water.

5. Dry your hands using a clean towel or air dry them.

Handwashing is quick and easy. It's one of the best ways to stay healthy and help keep others healthy too. So, remember to wash your hands often!

RMC



The flu shot: Why timing matters

When it comes to getting your yearly flu shot, it pays to be an early bird.

Here's why: It takes about 2 weeks after the shot for your body to build immunity and start protecting against the flu. So it's a good idea to get yours before the flu starts going around.

When is the best time? As soon as the shot is available in the fall. It's good to have it done by the end of October. But even in January or later, a flu shot is worth it. The flu is still active well into the spring.

Yearly flu shots are a good idea for everyone in your family 6 months and older.

Source: Centers for Disease Control and Prevention



Are you a Medi-Cal member who needs help getting a ride to your medical or dental appointments?

Call our Transportation Unit at **855-222-1218**.

We can help set up rides so you don't miss your visits. We can help, even if you:

- Cannot take a regular bus or car.
- Need to get picked up at your door and dropped off at the door (door-to-door service).
- Have other special transportation needs.

Try to call us at least 7 days before you need your ride. The earlier you call, the better, especially if you cannot take a bus or car. If your visit was set up on short notice because it was urgent, then call us as soon as possible. If you no longer need a ride, call us to cancel at least 1 business day in advance.

If you are unhappy about any of the services you received, you can tell us so we can make it better.

Visit our website for more information.

Where you can get a flu shot

For people with Medi-Cal

- At your doctor's office. (See walk-in flu schedule.)
- Pharmacies. Find a pharmacy near you to get a flu shot: [medi-calrx.dhcs.ca.gov](https://www.medi-calrx.dhcs.ca.gov). Bring Medi-Cal BIC card (19 years and older only).
- Public health immunizations: Make appointment at [vax.cchealth.org](https://www.vax.cchealth.org) (all ages).

For County employees with CCHP

- At your doctor's office. (See walk-in flu schedule.)
- Rite Aid or Walgreens (if over 3 years old). Bring CCHP member card.
- Public health immunizations: Make appointment at [vax.cchealth.org](https://www.vax.cchealth.org) (all ages).



Ambulatory care walk-in flu clinics schedule for season 2024

Clinic	Address	Dates	Times
Antioch Health Center	2335 Country Hills Drive, Antioch, CA 94509	Oct. 10 Oct. 15 Oct. 17	5:30 to 8 p.m. 5:30 to 8 p.m. 5:30 to 8 p.m.
Brentwood Health Center	171 Sand Creek Road, Suite A Brentwood, CA 94513	Oct. 23 Oct. 25 Oct. 30 Nov. 6	5:30 to 8 p.m. 1:30 to 3:30 p.m. 5:30 to 8 p.m. 5:30 to 7:30 p.m.
Bay Point Health Center	215 Pacifica Ave., Bay Point, CA 94565	Oct. 17 Oct. 25	1 to 4:30 p.m. 8:30 to 11:30 a.m.
Concord Health Center	3052 Willow Pass Road, Concord, CA 94519	Starting Oct. 1	Monday through Friday, 8 to 11:30 a.m. and 1 to 4:30 p.m.
Martinez Health Center	2500 Alhambra Ave., Martinez, CA 94553	Oct. 7 Oct. 10 Oct. 14 Oct. 17 Oct. 21 Oct. 24	5:30 to 8 p.m. 5:30 to 8 p.m. 5:30 to 8 p.m. 5:30 to 8 p.m. 5:30 to 8 p.m. 5:30 to 8 p.m.
Miller Wellness Health Center	25 Allen St., Martinez, CA 94553	Oct. 2 and 16 Oct. 5 and 12	8:30 a.m. to 4:30 p.m. 1:30 to 4:30 p.m.
West County Health Center	13601 San Pablo Ave., San Pablo, CA 94806	Oct. 9 Oct. 10 Oct. 16 Oct. 17	5 to 8:30 p.m. 5 to 8:30 p.m. 5 to 8:30 p.m. 5 to 8:30 p.m.
Pittsburg Health Center	2311 Loveridge Road, Pittsburg, CA 94565	Oct. 2 Oct. 9 Oct. 16 Oct. 23 Oct. 30	5:30 to 8 p.m. 5:30 to 8 p.m. 5:30 to 8 p.m. 5:30 to 8 p.m. 5:30 to 8 p.m.

Check out our new health education website!

We have resources available to help you learn about your health and well-being.

Check out our:

Health Library: We have a library that covers many health topics. You can look at topics for adults, children and tests.

Tools and videos: We have tools that can help you learn about health topics at your own pace.

Nutrition: Check out healthy recipes.

Classes: We offer both virtual and in-person classes.

Resource guide: Find out about local resources to help you.

Visit our new website at [healthed.cchealth.org](https://www.healthed.cchealth.org).





When it comes to lead, it's best to test!

Harms of lead on young children

Lead exposure is harmful to children. It can affect your child's development. According to the Centers for Disease Control and Prevention, lead can cause:

- Damage to the brain and nervous system.
- Slowed growth and development.
- Learning and behavior problems.
- Hearing and speech problems.

Most children who have lead poisoning do not look or act sick. The only way to know is by doing a blood test.

Where lead is found

Lead can be found in many places, including:

- Older homes, built before 1978.
- Imported candies and spices.
- Clay pottery and cooking pans.
- Dust and dirt.

- Occupations such as construction or painting or hobbies like fishing, stained glass making, firearms and antiques.

Next steps: Get tested

A blood test is the best way to know if your child has been exposed to lead. Your child should get a blood lead test:

- At both 1 and 2 years of age.
- If they are under 6 and have not been tested.
- If you think they have been exposed to lead.

If you need to find out who your primary care provider (PCP) is, contact CCHP Member Services at **877-661-6230**.

No amount of lead is safe in a child's system. Contact your doctor today and get them tested!

Nondiscrimination notice

Discrimination is against the law. Contra Costa Health Plan (CCHP) follows State and Federal civil rights laws. CCHP does not unlawfully discriminate, exclude people, or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity or sexual orientation.

CCHP provides:

- Free aids and services to people with disabilities to help them communicate better, such as:
 - ✓ Qualified sign language interpreters.
 - ✓ Written information in other formats (large print, audio, accessible electronic formats, other formats).
- Free language services to people whose primary language is not English, such as:
 - ✓ Qualified interpreters.
 - ✓ Information written in other languages.

If you need these services, contact CCHP between 8 a.m. and 5 p.m. by calling **877-661-6230**. If you cannot hear or speak well, please call TTY: **711**. Upon request, this document can be made available to you in braille, large print, audiocassette or electronic form. To obtain a copy in one of these alternative formats, please call or write to: Contra Costa Health Plan
595 Center Ave., Suite 100
Martinez, CA 94553
877-661-6230 (TTY: 711)

HOW TO FILE A GRIEVANCE

If you believe that CCHP has failed to provide these services or unlawfully discriminated in another way on the basis of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation, you can file a grievance with CCHP's Civil Rights Coordinator. You can file a grievance by phone, in writing, in person, or electronically:

- By phone: Contact CCHP between 8 a.m. and 5 p.m. by calling **877-661-6230**. Or, if you cannot hear or speak well, please call TTY/TDD: **711**.
- In writing: Fill out a complaint form or write a letter and send it to: CCHP Civil Rights Coordinator, Member Grievance Unit, 595 Center Ave., Suite 100, Martinez, CA 94553 or fax it to **925-313-6047**.
- In person: Visit your provider's office or CCHP and say you want to file a grievance.
- Electronically: Visit CCHP's website at **contracostahealthplan.org**.

OFFICE OF CIVIL RIGHTS-CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

If you have Medi-Cal, you can also file a civil rights complaint with the California Department of Health Care Services, Office of Civil Rights, by phone, in writing, or electronically:

- By phone: Call **916-440-7370**. If you cannot speak or hear well, please call TTY/TDD: **711** (Telecommunications Relay Service).
- In writing: Fill out a complaint form or send a letter to:
Deputy Director, Office of Civil Rights
Department of Health Care Services Office of Civil Rights
P.O. Box 997413, MS 0009
Sacramento, CA 95899-7413
Complaint forms are available at **http://www.dhcs.ca.gov/Pages/Language_Access.aspx**.
- Electronically: Send an email to **CivilRights@dhcs.ca.gov**.

OFFICE FOR CIVIL RIGHTS-U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

If you believe you have been discriminated against on the basis of race, color, national origin, age, disability, or sex, you can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing, or electronically:

- By phone: Call **800-368-1019**. If you cannot speak or hear well, please call TTY/TDD: **800-537-7697**.
- In writing: Fill out a complaint form or send a letter to:
U.S. Department of Health and Human Services
200 Independence Ave., SW
Room 509F, HHH Building
Washington, D.C. 20201
Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**.
- Electronically: Visit the Office for Civil Rights Complaint Portal at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**.

TAGLINES

English

ATTENTION: If you need help in your language call 1-877-661-6230 (TTY: 711). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call 1-877-661-6230 (TTY: 711). These services are free of charge.

(Arabic) الشعار بالعربية

يُرجى الانتباه: إذا احتجت إلى المساعدة بلغتك، فاتصل بـ (TTY: 711) 1-877-661-6230. تتوفر أيضًا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة بريـل والخط الكبير. اتصل بـ (TTY: 711) 1-877-661-6230. هذه الخدمات مجانية.

Հայերեն պիտակ (Armenian)

ՈՒՇԱԴՐՈՒԹՅՈՒՆ: Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, զանգահարեք 1-877-661-6230 (TTY: 711): Կան նաև օժանդակ միջոցներ ու ծառայություններ հաշմանդամություն ունեցող անձանց համար, օրինակ՝ Բրայլի գրատիպով ու խոշորատառ տպագրված նյութեր: Չանգահարեք 1-877-661-6230 (TTY: 711): Այդ ծառայություններն անվճար են:

ហ្លួសម្ពុលជាភាសាខ្មែរ (Cambodian)

ចំណាំ: បើអ្នក ត្រូវ ការជំនួយ ជាភាសា របស់អ្នក សូម ទូរស័ព្ទទៅលេខ 1-877-661-6230 (TTY: 711)។ ជំនួយ និង សេវាកម្ម សម្រាប់ ជនពិការ ដូចជាឯកសារសរសេរជាអក្សរធំ សម្រាប់ជនពិការភ្នែក ឬឯកសារសរសេរជាអក្សរពុម្ពធំ ក៏អាចរកបានផងដែរ។ ទូរស័ព្ទមកលេខ 1-877-661-6230 (TTY: 711)។ សេវាកម្មទាំងនេះមិនគិតថ្លៃឡើយ។

简体中文标语 (Chinese)

请注意：如果您需要以您的母语提供帮助，请致电 1-877-661-6230 (TTY: 711)。另外还提供针对残疾人士的帮助和服务，例如盲文和需要较大字体阅读，也是方便取用的。请致电 1-877-661-6230 (TTY: 711)。这些服务都是免费的。

(Farsi) مطلب به زبان فارسی

توجه: اگر می‌خواهید به زبان خود کمک دریافت کنید، با (TTY: 711) 1-877-661-6230 تماس بگیرید. کمک‌ها و خدمات مخصوص افراد دارای معلولیت، مانند نسخه‌های خط بریل و چاپ با حروف بزرگ، نیز موجود است. با 1-877-661-6230 (TTY: 711) تماس بگیرید. این خدمات رایگان ارائه می‌شوند.

हिंदी टैगलाइन (Hindi)

ध्यान दें: अगर आपको अपनी भाषा में सहायता की आवश्यकता है तो 1-877-661-6230 (TTY: 711) पर कॉल करें। अशक्तता वाले लोगों के लिए सहायता और सेवाएं, जैसे ब्रेल और बड़े प्रिंट में भी दस्तावेज़ उपलब्ध हैं। 1-877-661-6230 (TTY: 711) पर कॉल करें। ये सेवाएं नि: शुल्क हैं।

Nqe Lus Hmoob Cob (Hmong)

CEEB TOOM: Yog koj xav tau kev pab txhais koj hom lus hu rau 1-877-661-6230 (TTY: 711). Muaj cov kev pab txhawb thiab kev pab cuam rau cov neeg xiam oob qhab, xws li puav leej muaj ua cov ntawv su thiab luam tawm ua tus ntawv loj. Hu rau 1-877-661-6230 (TTY: 711). Cov kev pab cuam no yog pab dawb xwb.

日本語表記 (Japanese)

注意日本語での対応が必要な場合は 1-877-661-6230 (TTY: 711)へお電話ください。点字の資料や文字の拡大表示など、障がいをお持ちの方のためのサービスも用意しています。 1-877-661-6230 (TTY: 711)へお電話ください。これらのサービスは無料で提供しています。

한국어 태그라인 (Korean)

유의사항: 귀하의 언어로 도움을 받고 싶으시면 1-877-661-6230 (TTY: 711) 번으로 문의하십시오. 점자나 큰 활자로 된 문서와 같이 장애가 있는 분들을 위한 도움과 서비스도 이용 가능합니다. 1-877-661-6230 (TTY: 711) 번으로 문의하십시오. 이러한 서비스는 무료로 제공됩니다.

ແທກໄລພາສາລາວ (Laotian)

ປະກາດ: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໃຫ້ໂທຫາເບີ 1-877-661-6230 (TTY: 711). ຍັງມີຄວາມຊ່ວຍເຫຼືອແລະການບໍລິການສໍາລັບຄົນມີການ ເຊັນເອກະສານທີ່ເປັນອັກສອນນູນແລະມີໂຕເລິມໃຫຍ່ 1-877-661-6230 (TTY: 711). ການບໍລິການເຫຼົ່ານີ້ບໍ່ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ.

Mien Tagline (Mien)

LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiex longc mienh tengx faan benx meih nyei waac nor douc waac daaih lorx taux 1-877-661-6230 (TTY: 711). Liouh lorx jauv-louc tengx aengx caux nzie gong bun taux ninh mbuo wuaaic fangx mienh, beiv taux longc benx nzangc-pokc bun hluc mbiutc aengx caux aamz mborqv benx domh sou se mbenc nzoih bun longc. Douc waac daaih lorx 1-877-661-6230 (TTY: 711). Naaiv deix nzie weih gong-bou jauv-louc se benx wang-henh tengx mv zuqc cuotv nyaanh oc.

ਪੰਜਾਬੀ ਟੈਗਲਾਈਨ (Punjabi)

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਾਲ ਕਰੋ 1-877-661-6230 (TTY: 711). ਅਪਾਰਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ। ਕਾਲ ਕਰੋ 1-877-661-6230 (TTY: 711). ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ।

Русский слоган (Russian)

ВНИМАНИЕ! Если вам нужна помощь на вашем родном языке, звоните по номеру 1-877-661-6230 (линия TTY: 711). Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру 1-877-661-6230 (линия TTY: 711). Такие услуги предоставляются бесплатно.

Mensaje en español (Spanish)

ATENCIÓN: si necesita ayuda en su idioma, llame al 1-877-661-6230 (TTY: 711). También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al 1-877-661-6230 (TTY: 711). Estos servicios son gratuitos.

Tagalog Tagline (Tagalog)

ATENSIYON: Kung kailangan mo ng tulong sa iyong wika, tumawag sa 1-877-661-6230 (TTY: 711). Mayroon ding mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumento sa braille at malaking print. Tumawag sa 1-877-661-6230 (TTY: 711). Libre ang mga serbisyong ito.

แท็กไลน์ภาษาไทย (Thai)

โปรดทราบ: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ กรุณาโทรศัพท์ไปที่หมายเลข 1-877-661-6230 (TTY: 711) นอกจากนี้ ยังพร้อมให้ความช่วยเหลือและบริการต่าง ๆ สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ ที่เป็นอักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพท์ไปที่หมายเลข 1-877-661-6230 (TTY: 711) ไม่มีค่าใช้จ่ายสำหรับบริการเหล่านี้

Примітка українською (Ukrainian)

УВАГА! Якщо вам потрібна допомога вашою рідною мовою, телефонуйте на номер 1-877-661-6230 (TTY: 711). Люди з обмеженими можливостями також можуть скористатися допоміжними засобами та послугами, наприклад, отримати документи, надруковані шрифтом Брайля та великим шрифтом. Телефонуйте на номер 1-877-661-6230 (TTY: 711). Ці послуги безкоштовні.

Khẩu hiệu tiếng Việt (Vietnamese)

CHÚ Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi số 1-877-661-6230 (TTY: 711). Chúng tôi cũng hỗ trợ và cung cấp các dịch vụ dành cho người khuyết tật, như tài liệu bằng chữ nổi Braille và chữ khổ lớn (chữ hoa). Vui lòng gọi số 1-877-661-6230 (TTY: 711). Các dịch vụ này đều miễn phí.

Preventive health screenings you may need

Getting regular screenings is a good way to find health problems early. It is important to start screening tests before you have symptoms to help you stay healthy. Treatment works best when cancer or chronic diseases are caught early.

Stay up to date on common screenings

When to start screening and how often to get one depends on factors such as family health history, lifestyle choices and other personal risk factors. Talk with your primary care provider to create a plan that works for you!

Breast cancer

- Age: 40 to 74 years.
- Most women should get a mammogram, which takes an x-ray of the breast tissues, every 1 to 2 years.

Cervical cancer

- Age: 21 to 65 years.
- Women should get a test every 3 to 5 years, starting at age 21. If you are 30 or older, talk to your provider about your options to get a Pap and HPV screening test.

Colorectal (colon) cancer

- Age: 45 to 75 years.
- Most adults should begin screening right after turning 45. Talk to your provider about which test is right for

you and how often to get one. A FIT kit or Cologuard may be an option for you.

Prostate cancer

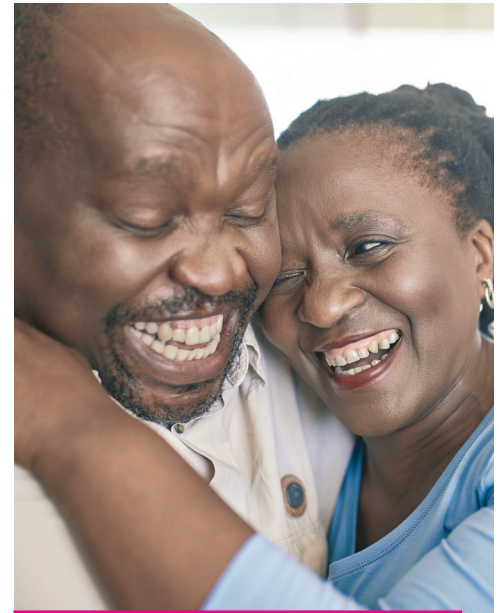
- Age: 55 years or older.
- Talk to your provider about your personal risk factors and when to get a test. Men with higher risks may need to get screenings sooner.

Diabetes

- Age: 35 to 70 years.
- A blood sugar test will help you find out if you have prediabetes or diabetes. Talk to your provider about when and how often to get a test. Adults who are overweight may need to get screenings sooner.

High blood pressure

- Age: 18 years or older.
- All adults should get a high blood pressure screening at least every 1 to 2 years.



If you need a new provider, call Member Services at 877-661-6230 (TTY: 711).

Depression

- Age: 12 years or older.
- Mental health is important from childhood to adulthood and may change over time. Teens should get a screening test every year. If you are 18 or older, ask your provider about getting a screening.

Walk-in mammogram

Clinic	Address	Dates	Times
Contra Costa Regional Medical Center	2500 Alhambra Ave., Martinez, CA 94553	Oct. 10	5:30 to 8 p.m.
		Oct. 17	5:30 to 8 p.m.
		Oct. 24	5:30 to 8 p.m.
Pittsburg Health Center	2311 Loveridge Road, Pittsburg, CA 94565	Oct. 9	5:30 to 8:30 p.m.
		Oct. 30	5:30 to 8:30 p.m.

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particular benefit plan, please see your Evidence of Coverage booklet or call Member Services at 877-661-6230 (TTY: 711).

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