

Thank you for trusting us with your health for 20 years!

# living healthy

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A newsletter for the members of Central California Alliance for Health



CENTRAL  
CALIFORNIA  
**ALLIANCE**  
FOR HEALTH

20<sup>th</sup> ANNIVERSARY

CREATING HEALTH CARE SOLUTIONS

1996-2016

## The Alliance Nurse Advice Line is helping our members!

**W**hen you have health questions, the **Alliance Nurse Advice Line** is a good place to start. It's free, fast and easy. You won't spend hours waiting in the emergency room. A caring, registered nurse will discuss and answer your health questions and help you decide what to do next.

The nurse can help you decide:

- If you need to see a doctor
- If it is safe to wait or if you need care right away
- What to do if your symptoms get worse
- What you can do at home to feel better

What our members are saying about this new service:

"...It's great to have this service where you can call after hours when you need medical advice."

"I absolutely love it! I have used

it more than once and have had great experiences; the nurses have been very helpful, and the nurses' suggestions (helped me) avoid having to go to the emergency room. I was very excited to learn about this line because I always had a hard time trying to get through to the doctor's office to see if it's necessary to take my children to the emergency room."

The Alliance is committed to helping members get good health care advice 24 hours a day, 7 days a week. Call toll-free at **1-844-971-8907**. The phone number is also on your Alliance ID card. For the Hearing or Speech Assistance Line, call **1-800-735-2929** (TTY: Dial 7-1-1).

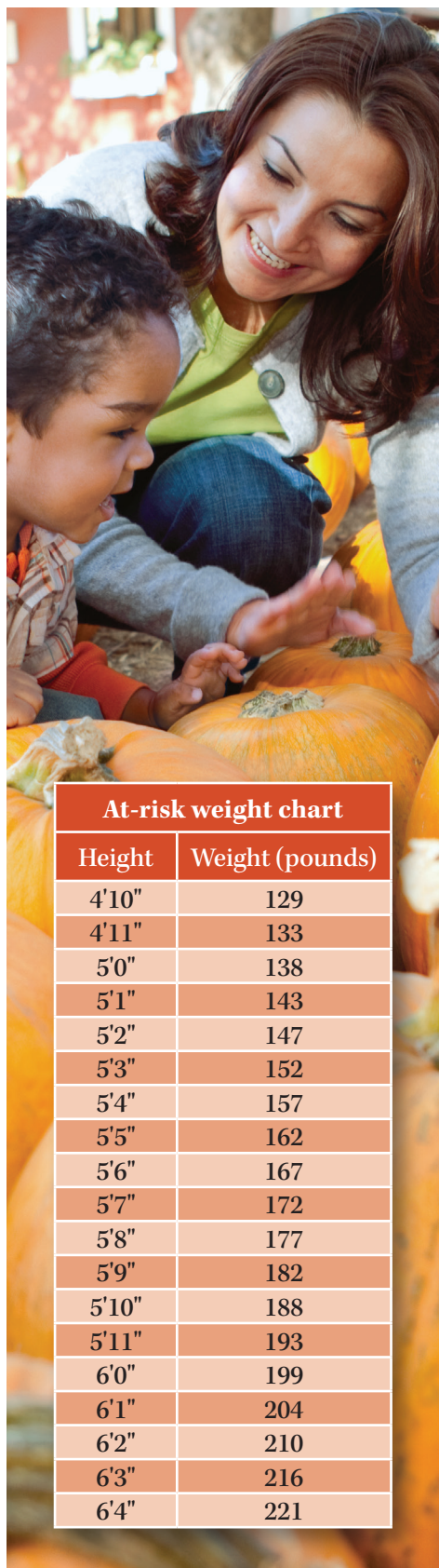


### » IMPORTANT NOTICE:

Member Services will not be available on December 15 from 10:30 a.m. to 3:30 p.m. due to a companywide meeting.

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# Could you be at risk for prediabetes?

**E**ighty-six million Americans now have prediabetes; that's 1 out of 3 adults! Having **prediabetes** means your blood glucose (sugar) levels are higher than normal but not high enough to be diagnosed as diabetes. Prediabetes can lead to heart disease, stroke and type 2 diabetes, the most common form of diabetes.

**Take the test—know your score!** Answer these simple questions to find out if you are at risk. For each “Yes” answer, add the number of points listed in that column of the table. All “No” answers are 0 points.

At-risk weight chart	
Height	Weight (pounds)
4'10"	129
4'11"	133
5'0"	138
5'1"	143
5'2"	147
5'3"	152
5'4"	157
5'5"	162
5'6"	167
5'7"	172
5'8"	177
5'9"	182
5'10"	188
5'11"	193
6'0"	199
6'1"	204
6'2"	210
6'3"	216
6'4"	221

Could you be at risk for prediabetes?	Yes	No
Are you a woman who has had a baby weighing more than 9 pounds at birth?	1	0
Do you have a sister or brother with diabetes?	1	0
Do you have a parent with diabetes?	1	0
Find your height on the “At-risk weight chart” to the left. Do you weigh as much as or more than the weight listed for your height?	5	0
Are you younger than 65 years of age and get little or no exercise in a typical day?	5	0
Are you between 45 and 64 years of age?	5	0
Are you 65 years of age or older?	9	0
<b>Total points</b>		

**If your score is 3 to 8 points:** This means your risk is probably low for having prediabetes now.

**If your score is 9 or more points:** This means your risk is high for having prediabetes now.

Prediabetes can be reversed by losing weight if needed, eating healthy and being more active. Please talk to your Primary Care Provider about your risk and how to prevent type 2 diabetes.

The Alliance also covers prediabetes education for members of all ages. Call the Alliance Health Education Line at **1-800-700-3874, ext. 5580**, to learn more about how to enroll in our diabetes prevention programs.

Source: Centers for Disease Control and Prevention



STIR-FRY

# Dinner in minutes

**W**ant to stir up mealtime? Try **stir-fry**. It's simple, healthy and tasty.

All you need are the basics:

**Veggies:** Go for bold colors, texture and flavor. Choose a fun mix of your favorite veggies, such as carrots, broccoli, cabbage, celery, zucchini or squash, cauliflower, asparagus and bell peppers.

**Protein:** Pick lean cuts of meat or poultry. Tofu works well too.

## Formulary changes

Drug name	Use	Action
Bengay gel, patch and cream	Topical pain relief	Added
Guanfacine ER	ADHD	Added
Icy Hot gel, patches and cream	Topical pain relief	Added
Mynatal and Mynatal Advance	Prenatal vitamin	Added
Nonlatex condoms	Contraceptive	Added
PNV/ferrous fumarate/FA 28mg-0.8mg	Prenatal vitamin	Added
PNV123/IRON CAR/FA/OM3/DHA/EPA	Prenatal vitamin	Added
Prenatal 19	Prenatal vitamin	Added
Prenatal Vit Calc, Iron, FA	Prenatal vitamin	Added
Prenatal Vit/Iron fumarate/FA 28mg-0.8mg	Prenatal vitamin	Added
Strattera	ADHD	Removed
Tiger Balm cream, ointment and patch	Topical pain relief	Added

## Stir-fried chicken and veggies recipe

Makes 4 servings.

Prep time: 20 minutes

Cook time: 20 minutes

Ready in: 40 minutes

### INGREDIENTS

- 3 tablespoons extra-virgin olive oil
- ½ to 1 pound boneless, skinless chicken breasts, cut into cubes
- 2 cloves garlic, chopped
- 1 cup broccoli, chopped
- 1 cup sliced cabbage
- ½ cup sliced celery
- 1 cup thinly sliced carrots
- 1 cup sliced zucchini
- 1 green onion, chopped
- 1 teaspoon salt

### DIRECTIONS

■ Heat oil in wok or large heavy skillet over medium-high heat. Add chicken and garlic and cook until meat is no longer pink (at least 10 minutes).

■ Stir in broccoli, cabbage, celery, carrots, zucchini, onion and salt and stir-fry for 6 to 10 minutes or until vegetables are no longer firm.

**Extras:** Kick up the flavor with minced onions, garlic, cilantro or ginger. Finish with a dash of pepper flakes, soy sauce, hoisin sauce, or sweet and sour sauce. If everyone is safe to eat nuts, try adding peanuts or cashews for extra crunch and healthy fats!



## Does your doctor speak your language?

It is important that you can talk with your doctor clearly. If you and your doctor are not able to understand each other all the time, it could affect your health care. The Alliance has doctors in our network who speak a language other than English. You can find these doctors in your Provider

Directory or by calling Member Services.

If you have trouble talking with your doctor, we can help. You don't have to use family, friends or your doctor's office staff to interpret for you. You have the right to a trained interpreter, and the Alliance pays for this service. Your doctor can call a special

phone line to get an interpreter who speaks your language. Then you and your doctor will talk through the interpreter.

If you would like an interpreter, let your doctor's office know which language you need when you call to make an appointment. Ask them to call the Alliance's Language Line telephone

interpreter service when you arrive.

As an Alliance member, you have the right to:

■ **Interpreter services** in your language to help you talk with your:

- Doctor
- Other health care provider
- Health plan

In most cases, telephonic interpreters are used. For complex situations, a face-to-face interpreter may be approved ahead of time.

Some of the languages available include:

Arabic	Mixteco
Cantonese	Portuguese
Farsi	Russian
Hmong	Spanish
Japanese	Tagalog
Korean	Vietnamese

■ **Written letters and notices** that affect your health care coverage are also offered in Spanish and Hmong. We can help you read these documents if you speak a language other than English.

For help with getting an interpreter or reading documents you receive, please call **Member Services** at **1-800-700-3874**, Monday through Friday, 8 a.m. to 6 p.m. For the Hearing or Speech Assistance Line, call **1-800-735-2929** (TTY: Dial **7-1-1**).



## We're committed to your satisfaction

We want you to be happy with your health care and with our service. But sometimes you might not be. When that's the case, we want to hear about it.

If the complaint is about your provider's office, it's best to talk to them first.

Let someone on staff know what happened. Ask him or her for help fixing the problem.

The same goes for a complaint about hospital care. Ask to speak with a nurse, social worker or patient advocate.

For questions about

charges, call the billing department at the number on your statement. Let them know what insurance you have. Ask them to bill your insurance.

If you prefer, though, you can tell us about the problem. You can do this by calling Member

Services. You can also write a letter or fill out a form on our website at [www.ccah-alliance.org](http://www.ccah-alliance.org).

Let us know if:

- You're not happy with the care your doctor is giving you
- You're not pleased with the services you get from your plan
- You don't think the plan should have denied you certain services

Someone will look into your complaint. We'll do all we can to help you. If you're still unhappy after we try to resolve your case, we'll tell you what steps you can take next.

Your satisfaction is important to us. Please tell us if you're not happy with a provider or with something we've done.

## Protecting your privacy

Details about your health care are personal, and you deserve to have them kept that way.

That's why we do all we can to protect your privacy. We make sure your personal health information is kept safe.

We may disclose your information for the purposes of treatment, payment and health care operations

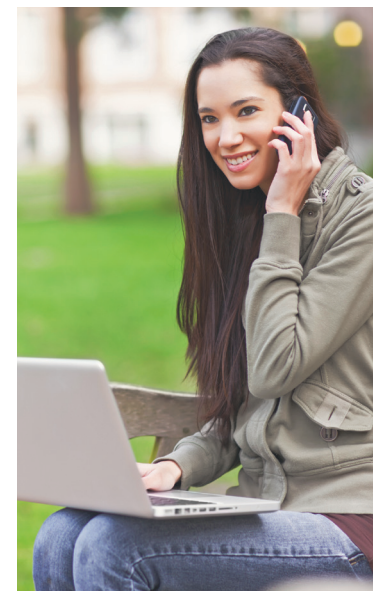
without having to ask your permission. An example of this would be to tell a provider if you were eligible as an Alliance member, so that she or he could treat you. There are other situations in which we may also disclose information without your permission.

These are determined by law.

If other people ask us for your information, outside of what is allowed by law, you must say it is OK before we

can give it to them. We often review the way we keep your information safe. And we'll continue to do so. We want you to have good care and peace of mind.

If you would like more information about our privacy practices, please see the Notice of Privacy Practices at the back of your Member Handbook/Evidence of Coverage. The notice is also available on our website, [www.ccah-alliance.org](http://www.ccah-alliance.org).





# How satisfied are you?

**T**he answer to this question is important to the Alliance. We want to serve you well. For this reason, the Alliance does an annual satisfaction survey. This survey gives us the chance to hear what you think about the care and service you receive.

Only a handful of Alliance members are selected to participate in this survey. Thank you to those of you who participated! You helped make health care services better for everyone. We would like to summarize what we heard.

You said that you:

- Really like your health care providers
- Appreciate the Alliance and the service you receive from us

We're pleased to hear it! We will share this feedback with our providers too. Although we love hearing where we succeed, we also like to hear where we can improve.

You shared that it can be hard to get the care you need quickly and that your doctors do not spend enough time with you.

We would like you to know that we are working hard to create the best health care experience for you. For example, have you heard about the Alliance Nurse Advice Line? This is a good place to start when you have health questions. You'll get expert advice and quick answers to all of your health care questions from a caring, registered nurse.

You can get more details on our member home page, [www.ccah-alliance.org/members.html](http://www.ccah-alliance.org/members.html). Keep an eye out for other new ways the Alliance is working to help get you the right care, at the right time, in the right place.

## ALLIANCE NURSE ADVICE LINE

### Here for you 24/7

Do you have questions about your health? If yes, the Alliance can help!

Call the FREE Alliance Nurse Advice Line for answers 24 hours a day, 7 days a week at **1-844-971-8907**.

Do you need help managing your health? Call the Case Management Line at **1-800-700-3874, ext. 5512**. Or if you would like health education information, please call the Health Education Line at **1-800-700-3874, ext. 5580**.

You can talk to someone on our Care Management team from 8 a.m. to 5 p.m., Monday through Friday.