

living healthy

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A newsletter for the members of Central California Alliance for Health



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.

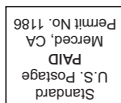
If you would like more information about our privacy practices, see the

New services for Alliance members

Alliance Nurse Advice Line:
Now you can speak to a nurse 24 hours a day, 7 days a week when you need expert advice and quick answers to your health care questions. Call toll-free at **1-844-971-8907**. Hearing- or speech-impaired members can call **1-800-735-2929**.

Extended Call Center hours:
The Alliance has extended its Member Services Call Center hours. Now you can speak to a Member Services Representative on the phone from 8 a.m. to 6 p.m., Monday through Friday.

Notice of Privacy Practices at the back of your Member Handbook/Evidence of Coverage.



Central California Alliance for Health
1600 Green Hills Road, Suite 101
Scotts Valley, CA 95066

Stay healthy before and after your pregnancy

Congratulations! Being pregnant and having a baby is an exciting time! The Alliance is here to support you and your baby.

The Alliance has a program called *Healthy Moms and Healthy Babies*. Get prenatal care during the first 12 weeks or within the first 42 days of joining the Alliance and get a \$25 gift card. You can also receive another \$25 gift card when you see your doctor within three to eight weeks for postpartum care.

During these visits, your doctor can tell you how you and your baby are doing.

Schedule a visit today!

We can also help you connect with other resources such as the *Comprehensive Perinatal Support Program*. During these visits, you will learn how to improve the outcome of your pregnancy, receive health and nutrition services, and give your baby a healthy start in life.

To learn more about these



programs, please call the **Alliance Health Education Line at 1-800-700-3874, ext. 5580.**

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 approved telephonic interpreting vendor when you arrive.

As an Alliance member, you have the right to these free services:

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, but a face-to-face interpreter may be used for

complex cases. The Alliance must approve face-to-face cases ahead of time.

Some of the languages offered for interpreting services include:
■ Arabic ■ Cantonese ■ Farsi
■ Hmong ■ Japanese ■ Korean
■ Mixteco ■ Portuguese ■ Russian
■ Spanish ■ Tagalog ■ Vietnamese.

Written letters and notices that affect your health care coverage offered in Spanish and Hmong. We can also 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. If you have impaired hearing or speech, please call our TTY line at **1-877-548-0857**.

COLDS AND FLU

What's the difference?

Both a cold and the flu are respiratory infections that are caused by different viruses. There are many viruses that can cause a cold, but only a few that can cause the flu.

Adults can spread the flu one day before symptoms appear and up to five to seven days after. Children can spread the virus even longer. The flu is often more intense than a cold. It is vital to know if you have the flu, because it can cause more severe problems.

What can you do if you have a cold or the flu? If you have a cold and need relief from symptoms, there are some over-the-counter drugs that can be used. For the flu, there are antiviral drugs available. Please see your Primary Care Provider to discuss which treatment options are best for you.

What everyday steps can I take to stop the spread of germs?

- Wash your hands with soap and water.
- Avoid contact with anyone who has a cold.
- Cover coughs and sneezes and dispose of tissues promptly.
- Keep surfaces clean.
- Get a flu shot.



Symptom	Colds	Flu
Fever	Rare	Usual; fever of 100 to 102 degrees or higher in children; lasts three to four days
Headache/general pain	Rare/slight	Common/often severe
Feeling tired and weak	Sometimes	Usual; lasts two to three weeks
Stuffy nose	Common	Sometimes
Sneezing	Usual	Sometimes
Sore throat	Common	Sometimes
Chest discomfort/cough	Mild to moderate	Common; can be severe

Other potential problems of colds and flu	
Colds	Flu
Sinus infections	Bronchitis
Middle ear infections	Pneumonia
Asthma	Can worsen chronic conditions

Satisfaction survey coming up

How can the Alliance better serve you? Your feedback helps us know what we are doing well and what we can improve. Sometimes we do

surveys to ask for your feedback.

Over the next few months, we are working with an independent firm to do a satisfaction survey. Some of you will be randomly chosen for the survey and will be contacted by the firm.

If you have any questions, please call Member Services at **1-800-700-3874**, Monday through Friday, 8 a.m. to 6 p.m. If you have impaired hearing or speech, please call our TTY line at **1-877-548-0857**.

Update: *Live Better with Diabetes*

With the *Live Better with Diabetes Program*, members ages 21 and over that have diabetes (type 1 or type 2) may be eligible to receive a \$50 gift card from the Alliance. To qualify for this reward, you must have the Alliance as your **primary insurance** and **complete these four tests** within the same year:

- A-1-c
- Cholesterol
- Diabetes eye exam
- Kidney exam

To learn more about this program, call the Alliance Health Education Line at **1-800-700-3874, ext. 5580**.



No shots? No records? No school

The new California School Immunization Law

In June of this year, Gov. Jerry Brown signed a new law that will go into effect on July 1, 2016. Because of the new law, parents should start now to check to see which vaccines their child may need for entry into child care or school. This will allow time for their child to catch up, if needed. To see which vaccines are required in California, visit www.shotsforschool.org.

In the past, parents had the choice to choose a Personal Belief Exemption (PBE) as a reason for not vaccinating their child. A PBE is a statement that a parent or guardian completes if they feel that the required vaccine is against their beliefs.

After **January 1, 2016**, public or private schools will no longer accept PBEs for required vaccines. For students that have a current PBE on file (before January 1, 2016), that exemption will remain valid until the student reaches

kindergarten or seventh grade.

As children sign up and enter child care or school, they can meet the immunization requirement by:

- Getting the required vaccine doses.
- Getting a medical exemption from a doctor.
- Getting a conditional admission, in some cases. For example, if a child is behind on shots, but not enough time has passed from the prior dose of vaccine and he or she cannot receive the next dose, the parent or guardian will be informed when the student must complete all of the required vaccinations.

Vaccines are safe and can prevent infants and children from getting as many as 14 different diseases when they are vaccinated on time. If you have questions about vaccines or vaccine safety, talk with your Primary Care Provider. To find out more, visit www.cdph.ca.gov/programs/immunize/Pages/MeandMyFamily.aspx.

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.

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 there's something you think we could be doing better.

Formulary changes

Drug name	Used for	Action
butenafine 1% cream and miconazole 2% spray	Topical fungal infection	Added
Eurax 10% cream and lotion	Scabies	Added
Abreva 10% cream	Cold sore	Added
Polysporin and triple antibiotic cream and ointment (generic only)	Topical antibacterial	Added
Dapsone 25mg and 100mg tablet	Anti-infective	Added
Niacin flush free 500mg capsule, Prevalite, and Questran (generic only)	High cholesterol	Added
metoprolol succinate 25mg, 50mg, 100mg, and 200mg tablet	High blood pressure	Added as step therapy after trial and failure of metoprolol tartrate
chlorthalidone 25mg, 50mg tablet and indapamide 1.25mg, 2.5mg tablet	Diuretics	Added
valsartan 40mg, 80mg, 160mg, 320mg tablet	High blood pressure	Added
valsartan with hydrochlorothiazide 80-12.5mg, 160-12.5mg, 160-25mg, 320-12.5mg, 320-25mg tablet	High blood pressure	Added
balsalazide 750mg capsule and mesalamine 4g/6mL enema	Ulcerative colitis	Added
tropicamide 0.5%, 1% drop and acetazolamide 500mg tablet	Glaucoma	Added
Eye wash drop	Eye wash	Added





Tools to help you manage your health condition

Chronic conditions such as diabetes and heart disease can be hard to manage. People with these conditions may need reminders to check their blood sugar levels and take medication, or help with setting healthy eating and physical activity goals. There are many tools to help people manage their chronic conditions, such as mobile health applications.

Q What is a mobile health application?

A mobile application—also known as an app—is a software program that runs on smartphones or tablets. “Mobile” means it can be accessed on a mobile device or on the go, unlike devices that cannot be moved to more than one area, like a personal computer.

Q What do I need to do to use an app?

To be able to use a mobile app, you will need to have a smartphone. Your wireless phone service carrier may confirm if your mobile device supports apps.

Q Do I have to pay?

Many of these apps are free and can be downloaded on a smartphone. It is vital to make sure that the app is from a trusted source before you download the app to your device.

Free apps to try

Here are some examples of trusted apps to use. All the apps listed below are free.

Health topic	Name of app	Purpose
Pain	WebMD Pain Coach	Helps users manage and track pain. You can also set goals and pinpoint pain triggers.
Asthma	Assist Me with Inhalers	Shows proper inhaler usages for people who have asthma and COPD.
Emergency	First Aid	Provides daily emergency advice and safety tips. For example, safety tips for severe weather conditions and natural disasters.
Diabetes	Glucose Buddy	Assists users on how to record and monitor glucose levels, medication, food intake and A-1-c.

Please talk to your doctor about your health condition and discuss a plan to help you better manage your health. The Alliance also has several health programs that can assist you in achieving your health goals. To learn more about these programs, call the Health Education Line at **1-800-700-3874, ext. 5580**.

