



CenCalHEALTH[®]
Local. Quality. Healthcare.

Winter 2021

HEALTH matters

Helpful information from CenCal Health

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WEAR YOUR MASK
WATCH YOUR DISTANCE
WASH YOUR HANDS

La versión en español, Temas de salud, está adentro.

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How to Get Important Plan Documents

CenCal Health offers the newest versions of the documents listed below online. You can view or download these documents anytime on our website at www.cencalhealth.org

- **Member Handbook/Evidence of Coverage** - This book lists all of the Medi-Cal benefits offered to you and/or your child. It explains the benefits and services covered by CenCal Health. You can find it here: www.cencalhealth.org/eoc
- **Provider Directory** - CenCal Health contracts with many Primary Care Providers, specialists, and hospitals near you. The Provider Directory lists these providers, their addresses, and contact information. You can find it here: www.cencalhealth.org/providerdirectory
- **Formulary** - The Formulary is a list of medications that CenCal Health covers when your doctor prescribes it. You can find it here: www.cencalhealth.org/formulary

You can also ask us to mail you printed versions of these three documents at any time. We will mail you printed copies within five business days of when we get your request. Call our Member Services department Monday - Friday, 8 a.m. - 5 p.m., at 1-877-814-1861 (TTY 1-833- 556-2560 or 711).



Is a Telemedicine Appointment Right for You?

Many of us put off going to the doctor when the coronavirus pandemic hit. Now that we know more about preventing the spread of the virus, it's time to restart your preventive care. Doctor's offices are open, and some are even offering telemedicine!

What is telemedicine? Telemedicine means having your doctor's appointment over phone or video. It is a way to get care when you can't be (or don't need to be) in-person with your doctor.

You may have never had a telemedicine appointment before — don't worry! Today, telemedicine is easier to use than ever.

Here's what you need to know:

STEP 1 Call your CenCal Health provider.

Find out if they offer telemedicine and if a telemedicine appointment is right for your medical needs.

STEP 2 Get set-up.

You will need a smartphone, tablet, or computer and an internet connection.

STEP 3 Get connected.

Ask your doctor's office what software/app to download before your appointment. They may also send you an email with a link. Call your doctor's office if you are having trouble connecting.

STEP 4 Prepare for your appointment.

You may need to create an account or log into the app or website. Gather everything you will need for your appointment, such as your member ID card and information related to your visit.

STEP 5 Attend your appointment.

Your telemedicine appointment will be through phone or video. You might have to wait in a virtual waiting room before your appointment begins.

Take Charge of Your Health

Health Education materials can help you learn about how to have a healthy lifestyle and how to manage health conditions. If you would like information about a health topic, call our **Health Education Request Line at 1-800-421-2560, extension 3126**. We will send the materials you need to your home at no cost to you.



What is Complementary Care?

The word “complementary” means “in addition to.” Complementary medicine is a term used for a wide variety of health care practices that may be used along with standard medical treatment.

Examples of complementary medicine include:

- Alternative health approaches such as traditional Chinese medicine, homeopathy, and naturopathy.
- Mind and body practices like acupuncture, massage therapy, and tai chi.
- Natural products like herbs, dietary supplements, and probiotics.

CenCal Health covers some complementary and alternative care, like acupuncture and chiropractic. To learn more, go to www.cencalhealth.org/eoc

Is COVID-19 Stressing You Out? Manage Your Anxiety With These 8 Tips

It's normal to feel worried during times of stress, and many people struggle with anxiety in the best of times. Here are some steps you can take to manage anxiety and lower your stress.

1. **Stay on a regular schedule.** Keeping a normal routine can be reassuring. Sleep and eat at regular times. If you're working from home, shower and dress as you normally would.
2. **Eat healthy, balanced meals.** Don't overdo caffeine, and limit or avoid alcohol.
3. **Get enough sleep.** And don't forget to rest if you need to.
4. **Stay active.** If you can, go for a walk or a bike ride. If you can't get outside, find ways to be active indoors. For example, you might look for online exercise classes or put on some music and dance.
5. **Take breaks from media.** Limit the amount of time you spend on your phone or computer reading news about the virus. Focusing too much on it can raise your anxiety level.
6. **Do things that help you relax.** Maybe it's stretching, meditation, or deep breathing. Or maybe it's taking a warm bath, reading a good book, or doing a hobby you enjoy.
7. **Keep in touch with your support network.** Sharing your feelings with friends and family may help you feel better. Your support in return can be helpful to them, too.
8. **Reach out if you need more help.** Many therapists can do counseling by phone or online. You could also look for an online support group.

The COVID-19 Vaccine: We're in This Together

The science is clear: Vaccines save lives. A COVID-19 vaccine is one of the most important tools to end the pandemic. You can support your community by keeping yourself and your family up-to-date on vaccinations — including the COVID-19 vaccine once it is widely available.

Is the Vaccine Safe?

We understand that some people may be concerned about being vaccinated. But rest assured — even though these vaccines were developed quickly, they are very safe, and are over 94% effective. Both the Food and Drug Administration (FDA) and the Centers for Disease Control and Prevention (CDC) have approved them for use.

Similar to other vaccines, most side effects are mild. Severe reactions have occurred in only a small number of people. If you are concerned, your doctor can help you decide if it is safe for you to get vaccinated.

Be Careful What You Read

Conspiracy theories and misinformation have caused confusion and anxiety about the COVID-19 vaccine. When browsing the internet, check that the source is credible and updated on a regular basis.

The CDC's web content is researched, written, and approved by physicians, researchers, epidemiologists, and analysts. Content is based on peer-reviewed science. You can trust what the CDC says.

When Can I Be Vaccinated?

The State will fairly distribute the COVID-19 vaccine to everyone in California who wants it. Those at highest risk will get the vaccine the soonest. There will be no cost to GenCal Health members.

Visit www.covid19.ca.gov/vaccines to learn more about the COVID-19 vaccine.



Your Prescription Drug Benefit Is Changing in April

You have received letters from the State telling you about a change coming to covered prescription drugs on January 1.

This change has been delayed until April 1, 2021.



The new Medi-Cal Rx prescription drug program will begin April 1, 2021.

What is changing?

Beginning April 1, 2021, you will get your Medi-Cal covered prescriptions through the Medi-Cal Rx program instead of CenCal Health. This means that if you have a problem with getting your covered prescription drugs, you will need to call Medi-Cal Rx beginning on April 1, 2021.

How will it affect members?

You may not even notice a change. But if you have a problem getting your prescription drugs, there will be a new customer service number to call. In March, we will send you a new CenCal Health ID card that has the Medi-Cal Rx customer service phone number on it.

Will I need to change my medication?

Most people will not have to change their medications or pharmacy. The list of drugs that require prior approval may be different from before. Your doctor may need to get approval to refill prescriptions. They may talk to you about changing to a medication that does not require prior approval.

Will my pharmacy change?

Most pharmacies will accept your new coverage. If you need help finding a pharmacy, use the Medi-Cal Rx Pharmacy Locator online at www.Medi-CalRx.dhcs.ca.gov or call the Medi-Cal Rx Call Center 24 hours a day, 7 days a week, at 1-800-977-2273, or 711 for TTY, Monday through Friday, 8 a.m. to 5 p.m.

The State will send you more information as the date gets closer.



HAVE YOU MOVED?

Make sure you tell us your new address!
Call Member Services toll free at
1-877-814-1861 Monday - Friday, 8 a.m. to 5
p.m. [CA Relay at 711 or TTY at 1-833-556-2560].



View our
**2020
Community
Report!**

www.cencal2020.org