



**CenCal
HEALTH®**

Local. Quality. Healthcare.

HEALTH matters

Helpful information from CenCal Health



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

CenCal Health Rates Near the Top in Customer Service!

The Department of Health Care Services surveys a sample of Medi-Cal members every 3 years. Now, the results are in.

CenCal Health ranked #3 in customer service out of all Medi-Cal plans in California!

Our Member Services department has worked hard to achieve this ranking, but we won't stop there! We want to thank our members who responded to the survey. And if you receive a survey in the future, please tell the State how we are doing! We use the survey results to improve the quality of our services, and we truly value your feedback.

Remember that when you call the CenCal Health Member Services department, you are not talking to someone in another state or country. Our call-center staff live and work right here in our community. We strive to serve you like we would family or neighbors...because you are.



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COVID-19 Vaccines: Hear It from a Doctor

Unfortunately, the coronavirus is here to stay. The best way to protect your health and the health of our community is to get your vaccine, now that appointments are open to everyone over age 12.

CenCal Health's Deputy Chief Medical Officer, Dr. Karen Hord, explains the facts about the COVID-19 vaccines:



The FACTS!

1. Getting a vaccine will not give you COVID-19.

None of the vaccines use the live virus. This means you cannot get the COVID-19 virus from the vaccine.

2. The vaccine does offer protection against the coronavirus variants.

The science says that even if the vaccine does not protect against new or mutant strains of the coronavirus, it does offer protection. It is better than not being vaccinated at all.



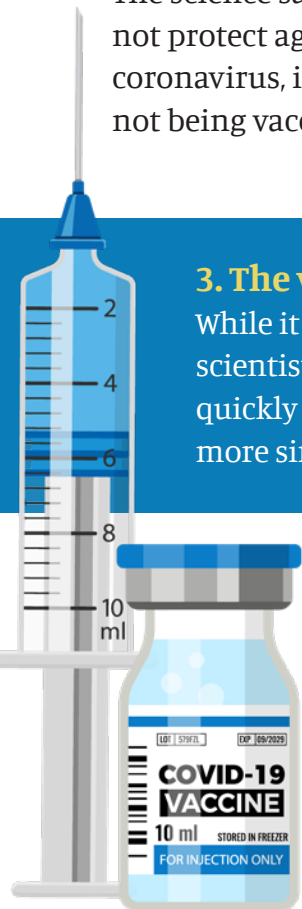
3. The vaccines were strictly tested.

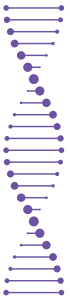
While it is true that the COVID-19 vaccine was produced quickly, scientists and researchers did not skip steps. The process moved quickly because drug companies and the government made it more simple. All vaccines were tested completely in clinical trials.

4. The COVID-19 vaccines mostly have mild side effects.

It is common to get muscle aches, tiredness, headache, fever, chills, or soreness where you had the injection. Side effects often last for a day or two. Allergic or severe reactions are very rare.

You do not have to pay for the vaccine.
The COVID-19 vaccines are being given to everyone at no cost. If you are asked to pay for the vaccine, it is a scam.





5. The COVID-19 vaccine does NOT change your DNA.

The approved coronavirus vaccines use messenger RNA, or mRNA. The mRNA stays in the outer part of our cell; it does not enter into the nucleus of the cell, so it cannot change your DNA.

6. You should get vaccinated even if you've had COVID-19.

Even if you have gotten sick with COVID-19 and recovered, it is still possible to get it again. Experts are recommending that to be safe, get the vaccine to protect yourself and those around you.



7. You still need to be safe after the vaccine—to protect yourself and others.

After getting your vaccine, keep wearing your mask, washing your hands, and practice social distancing.

The vaccine can lower your chance of getting COVID-19, but it is still possible. Also, we do not know whether you can still pass the virus to others.

8. Immigration status does not matter.

When you get the vaccine, no one will ask you for papers, or about your immigration status. They will only ask for your ID.

9. The COVID-19 vaccine will NOT make you infertile.

There is no actual evidence that getting the vaccine can cause women to become infertile or miscarry. If you are pregnant, talk to your doctor about the risks and benefits of getting the COVID-19 vaccine for you and your baby.





Finding the Right Doctor for You Just Got Easier!

We have improved our online & print Provider Directories - now with behavioral health providers!

The new directories:

- Focus on the doctors and other providers available to you in your county.
- Let you know if the provider is accepting new patients.
- List the languages spoken by the provider and the office staff.
- Show the ages served by the provider.
- Show if the provider is Board certified in their specialty.
- Let you know what hospitals the provider works with.
- Show if the provider is trained in cultural competency.
- Show if the provider serves seniors and people with disabilities.

We made these changes to make sure the Provider Directory is useful for you, our members! You can access the new online directory by going to the CenCal Health website at www.cencalhealth.org/providerdirectory or accessing our online search at <https://provdir.cencalhealth.org/>

What is Healthcare Fraud?

Health care fraud is when a person submits false or misleading information to get healthcare products, coverage, or medicine. Fraud is illegal and increases health care costs. Here are some examples of possible health care fraud:

- Loaning or using another member's CenCal Health ID card to get services.
- Changing or falsifying a prescription order.
- Selling prescription drugs or supplies obtained under CenCal Health benefits.

If you know of a situation like this, please tell us. The call is free and confidential. Call our Fraud Hotline at 1-866-775-3944. You can also learn more at www.cencalhealth.org. Click "Do You Suspect Fraud?" in the Members tab.

Be an Organ Donor

Anyone can help save lives by becoming an organ or tissue donor. If you are between 15 and 18 years old, you can become a donor with the written consent of your parent or guardian.

You can change your mind about being an organ donor at any time. If you want to learn more about organ or tissue donation, talk to your PCP. You can also visit the United States Department of Health and Human Services website at www.organdonor.gov.

Check our scores!

CenCal Health's 2020 Quality Report is ready to view at www.cencalhealth.org. Click on the Quality of Care section and check out how we did. You can also get a copy sent to you by calling 805-562-1609.

Need a translator? We've got you covered!

CenCal Health offers interpreter services at no cost to our members. If you need an interpreter for a medical appointment, you can request:

- An over-the-phone interpreter 24 hours a day, 7 days a week
- A video interpreter in the doctor's office
- An in-person interpreter for certain services

CenCal Health and your doctor will always work with you to provide an interpreter. You do not need to bring your own interpreter or family member to help you translate. Call Member Services to request interpreter services at 1-877-814-1861 (TTY 1-833-556-2560) or call the California Relay Line at 711.

Adult Preventive Health Guidelines.

Getting regular checkups can help you stay healthy, prevent disease, and can even save your life.

Routine Health Exams

Cholesterol

Beginning at age 45 for women, and age 35 for men

Chlamydia and Gonorrhea Screening

For women if age 24 or younger and sexually active, and older women at increased risk

Osteoporosis Test

Beginning at age 65 for women

Blood Pressure

Beginning at age 18 for men and women

Body Mass Index (BMI)

At regular checkups for all adults

HIV Test

For men and women ages 15 to 65, and all pregnant women

Depression Screening

For general adult population, including pregnant and postpartum women

Tuberculosis (TB) screening

For adults at increased risk

Hepatitis C Screening

For all adults ages 18 to 79

Immunizations (shots)

Tetanus-Diphtheria-Pertussis (Td or Tdap)

1 dose Tdap, then Td booster every 10 years. Pregnant women should get a Tdap vaccine with each pregnancy

Influenza (Flu Shot)

Every year for all adults

Pneumococcal (PCV13 or PPSV23)

1 dose after age 65

Zoster (RZV)

2 doses for age 50 or older

Measles, Mumps, Rubella (MMR)

1 or 2 doses for adults born in 1957 or later

Chicken Pox (VAR)

2 doses for adults with no history of immunity

Human Papillomavirus (HPV)

If not already completed, adults ages 19 to 26 should get 2 or 3 doses

COVID-19 Vaccine

While the CDC continues the emergency use recommendation

Cancer Screenings

Colorectal Cancer Screening

For men and women beginning at age 50 and continuing until age 75

Cervical Cancer Screening

Every 3 to 5 years for women ages 21 to 65

Breast Cancer Screening (Mammogram)

Breast Cancer Screening (Mammogram) Every 2 years for women 50 to 74

For more information on Adult Preventive Health Guidelines please visit www.cencalhealth.org.




















































PREVENTIVE HEALTH GUIDELINES FOR YOUR CHILD

It is important for your child to have regular checkups with his/her doctor and to get immunizations (shots). Immunizations help protect your child from serious diseases.

Vaccines are very safe and effective. They prevent diseases by making your child's immune system stronger. Immunize your child for a lifetime of good health.

WHAT DOES YOUR CHILD NEED, WHEN?

-  WELL-CHILD VISIT / CHECK UP
-  FLUORIDE VARNISH
-  VISION TEST
-  HEARING TEST
-  DEPRESSION SCREENING
-  BLOOD LEAD TEST
-  DYSLIPIDEMIA SCREENING


BIRTH	 	18 months	 
1 month	  	24 months	  
2 months	 	30 months	 
4 months	 	3 years	  
6 months	 	4-6 years	    
9 months		7-10 years	  
12 months	   	11-12 years	     
15 months	  	13-21 years	     

 Children 6 months and older need a flu shot every year.

IMMUNIZATIONS:

- Birth:** HepB
- 1 month:** HepB
- 2 months:** DTaP, PCV13, Hib, RV, IPV
- 4 months:** DTaP, RV, Hib, PCV13, IPV
- 6 months:** DTaP, RV, Hib, PCV13, IPV
- Between 6 to 18 months:** IPV, HepB
- Between 12 to 15 months:** MMR, Hib, PCV13, VAR
- Between 12 to 23 months:** HepA (2 doses, 6 months apart)
- Between 15 to 18 months:** DTaP
- 4 to 6 years:** DTaP, MMR, IPV, VAR
- 11 to 12 years:** MCV, Tdap, HPV (2 doses for girls and boys)
- 12 to 21:** COVID-19 (while the CDC continues the emergency use recommendation)
- 13 to 21 years:** MCV (at age 16)
- STI / HIV Screening (for ages 15 and older)



Scan the QR code  to learn more about shots and screenings for your child.

