



**CenCal  
HEALTH®**

Local. Quality. Healthcare.

# HEALTH matters

Helpful information from CenCal Health



Standard Presort  
US Postage  
PAID  
Santa Barbara, CA  
Permit No. 625

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

## Get a Ride to Your Doctor or Pharmacy

**Your benefits include getting a ride to your appointments when the appointment is for a Medi-Cal covered service.**

**You can get a ride, at no cost to you, when you are:**

- Traveling to and from an appointment for a Medi-Cal service authorized by your provider; **or**
- Picking up prescriptions and medical supplies.

**To request a ride for services that have been authorized, call at least five business days (Monday-Friday) before your appointment:**

- CenCal Health at 1-877-814-1861 **or**
- Ventura Transit System at 1-855-659-4600



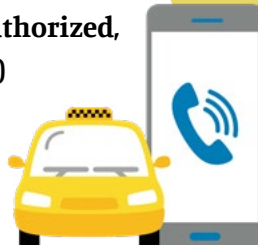
## Be an Organ Donor

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 [organdonor.gov](http://organdonor.gov).



# Start Early to Prepare for Back-to-School

It is never too early to start preparing for the upcoming school year.

Taking care of your child's health needs **before** the school year can help set them up to stay healthy and safe. Start your planning now!



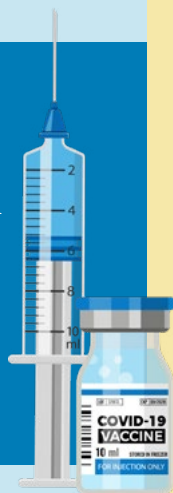
## Over the Summer

### Get vaccinations

Getting your children and teens ready to go back to school is the perfect time to make sure they are up-to-date with their immunizations. Vaccination protects students from diseases and keeps them healthy.

### Children 5 years and older can get the COVID-19 vaccine.

If your child hasn't gotten theirs, make sure to do this before school starts. Getting vaccinated is one of the best ways to protect your child from COVID-19.



### Schedule doctor appointments early.

Doctor offices can be very busy in August, so make your appointment for annual well-visits, sports physicals, and vaccinations ahead of time.

## Before the First Day of School



### Decide

On a safe route to school.

### Notify the school

If your child has allergies, needs regular medications, has diet restrictions, or other important information.



## During the School Year

### Start with breakfast

Your child should eat breakfast every day, to ensure they have energy at school.

### Eat healthy

Keep healthy snacks around and aim for 5-7 fruits and veggies per day.

### Get enough sleep

Make sure your child is getting the recommended amount of sleep for their age.



# Urgent: Do Not Lose Your Medi-Cal!



## Report Changes Now!

Once a year, Medi-Cal sends out a Redetermination package for you to complete. The redetermination package tells Medi-Cal if you still qualify. During the COVID-19 pandemic, Medi-Cal stopped the Redetermination process. Soon, Redetermination will start again.

**If you do not complete your Redetermination package when you receive it, you will lose your Medi-Cal coverage.**

### How can you prevent this?

#### Make sure you tell Medi-Cal if you move

Did you move in the last two years? Do you get your mail somewhere else? Let the Department of Social Services (DSS) know. Medi-Cal members must report a change of address as soon as possible to DSS. Updating your contact information (like your mailing address, phone number and email) is very important so that you can continue receiving notices about Medi-Cal.

#### What other changes should you report?

Other life changes must also be reported. This includes changes to your income, disability status and family size.

If you are unsure about a certain change, contact DSS. They can help.

#### Why do I have to do this now?

During the COVID-19 pandemic, people with Medi-Cal were able to keep their coverage regardless of any life changes. Later this summer, DSS will determine if you are still eligible for Medi-Cal. Make sure you report any changes now; it may help you keep Medi-Cal coverage.

#### How to report changes

You should report changes to your local county's Department of Social Services office. You can do it in person, by phone, fax or online. Some changes can be submitted by email. **To report changes or for more information, contact one of the offices listed below.**

#### Santa Barbara County offices:

##### Lompoc

1100 W. Laurel Ave Lompoc, CA 93436  
Phone: (805) 737-7080 • Fax: (805) 737-6047

##### Santa Barbara

234 Camino Del Remedio, Santa Barbara, CA 93110  
Phone: (805) 681-4401 • Fax: (805) 681-4402

##### Santa Maria

2125 S. Centerpointe Parkway, Santa Maria, CA 93455  
Phone: (805) 346-7135 • Fax: (805) 346-7196 **OR**

1444 S. Broadway, Santa Maria, CA 93454  
Phone: (805) 614-1300 • Fax: (805) 614-1529

#### San Luis Obispo County offices:

##### Arroyo Grande

1086 East Grand Avenue, Arroyo Grande, CA 93420  
Phone: (805) 474-2000 • Fax: (805) 474-2134

##### Atascadero

9415 El Camino Real, Atascadero, CA 93422  
Phone: (805) 461-6000 • Fax: (805) 461-6036

##### Morro Bay

600 Quintana Road, Morro Bay, CA 93442  
Phone: (805) 772-6405 • Fax: (805) 772-6409

##### Nipomo

681 West Tefft Street Suite 1, Nipomo, CA 93444  
Phone: (805) 931-1800 • Fax: (805) 931-1804

##### Paso Robles

406 Spring Street, Paso Robles, CA 93446  
Phone: (805) 237-3110 • Fax: (805) 237-3115

##### San Luis Obispo

3433 South Higuera, San Luis Obispo, CA 93401  
Phone: (805) 781-1600 • Fax: (805) 781-1361

If you live in Santa Barbara County, you can also call the Santa Barbara County Department of Social Services at (844) 289-4682, or go online to [secure.countyofsb.org/dss/octopus/en](https://secure.countyofsb.org/dss/octopus/en)








You can also go online: [www.CoveredCA.com](http://www.CoveredCA.com) • [www.MyBenefitsCalWin.org](http://www.MyBenefitsCalWin.org) • [www.BenefitsCal.com](http://www.BenefitsCal.com)


















































# 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)
- 13 to 21 years:** MCV (at age 16)
- 15 to 17:** STI / HIV Screening (for ages 15 and older)

## COVID-19

- Ages 5 to 17 years:** 2 doses, 3–8 weeks apart
- Ages 12 to 17 years:** Booster dose 5 months after second dose.

\*These recommendations may change. Refer to [www.cdc.gov](http://www.cdc.gov) for current dose recommendations.



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



# 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 women 25 years and older 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

### Prediabetes and Diabetes Screening

Adults aged 35 to 70 years who have overweight or obesity.

### 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 (PCV15, PCV20, or PCV23)

1 dose after age 65

### Hepatitis B

For adults ages 19 through 59. 2, 3, or 4 doses depending on vaccine or condition.

### 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

## Cancer Screenings

### Colorectal Cancer Screening

For men and women beginning at age 45 and continuing until age 75

### Cervical Cancer Screening

Every 3 to 5 years for women ages 21 to 65

### Breast Cancer Screening (Mammogram)

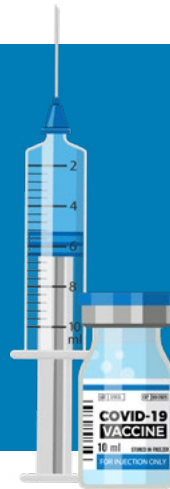
Breast Cancer Screening (Mammogram) Every 2 years for women 50 to 74

### COVID-19 Vaccine

2 doses of mRNA vaccine, given 4–8 weeks apart. Booster dose given 5 months after second dose.

OR

1 dose of J&J vaccine. Booster dose of mRNA 2 months after original dose.



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



## 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 (866) 775-3944. You can also learn more at [www.cencalhealth.org](http://www.cencalhealth.org). Click "Do You Suspect Fraud?" in the Members tab.



# Need Mental Health Care? Call Us!

Starting January 1, 2022, CenCal Health's Behavioral Health Department has opened!

**Members no longer need a referral before seeing a contracted therapist or psychiatrist.**

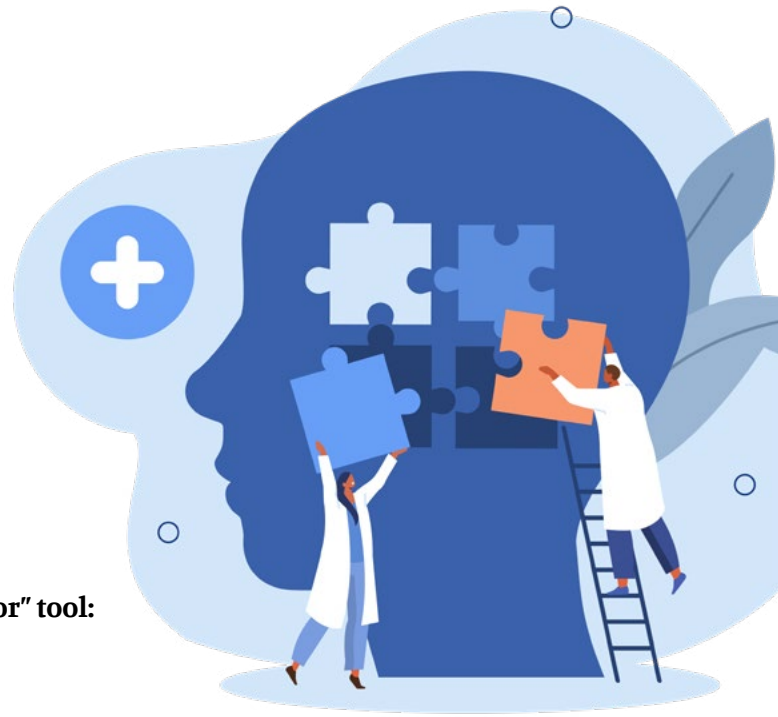
**Please contact the Behavioral Health Department at (877) 814-1861 to get information about:**

- Behavioral health treatment
- Applied Behavior Analysis (ABA) services
- Mental health providers
- Mental health benefits

**To find a provider, you can also use our website's "Find a Doctor" tool:**

1. Go to [www.cencalhealth.org](http://www.cencalhealth.org)
2. Select "Find a Doctor Now"
3. Then select "Search for Behavioral Health"

If you are not sure if your provider, previously under The Holman Group, is still contracted with CenCal Health, please call the Behavioral Health Department, or use our website tool.



## Changes to CenCal Health's 2022 Evidence of Coverage (EOC)

The Department of Health Care Services has updated the language in the 2022 EOC (also called the Member Handbook).

**The Member Handbook tells members what their benefits are and how to get them.**

Changes have been made for these Medi-Cal covered benefits and services:

- Minor Consent Services
- What Your Health Plan Covers
- Enhanced Care Management Services
- Community Support Services

To see these changes, go to our website at [www.cencalhealth.org/members/memberhandbook/](http://www.cencalhealth.org/members/memberhandbook/)

**You can view and/or download these notices, called "Erratas" for these changes and updates to your benefits and services.**

