



HEALTH matters

Helpful information from CenCal Health



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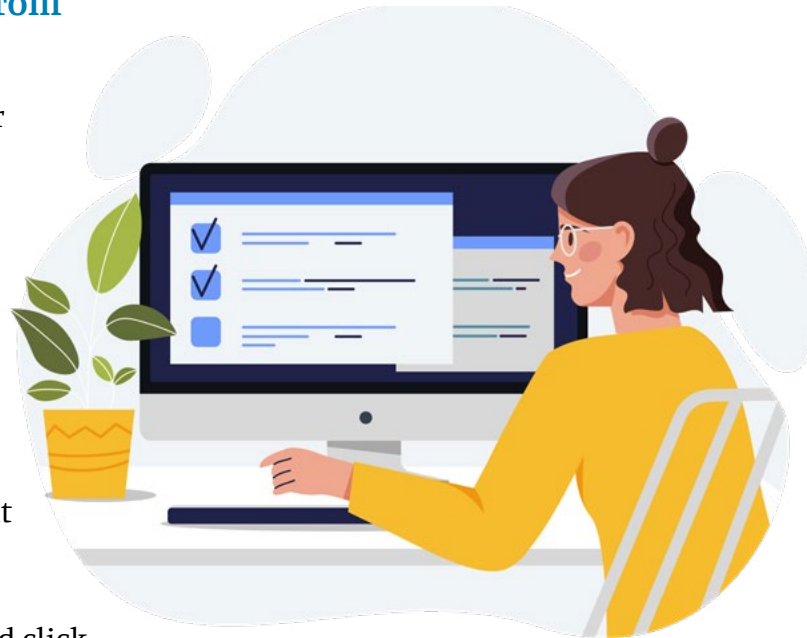
La versión en español, Temas de salud, está adentro.

Don't wait! Complete your health survey today!

CenCal Health must collect a Health Survey from our members once each year.

This survey helps CenCal Health serve you better. Our staff will review your responses. They can provide education on your health needs and recommend overdue medical services.

You can also complete the required survey online in our new Member Portal. **Your personal member account allows you to manage your health information from your computer or smartphone!**



You can create an account by scanning the QR code to the right or by visiting www.cencalhealth.org and click "Member Login" and follow the steps to create an account. Then, go to the "Complete member surveys" section to complete your required Health Survey online.

Get active this summer!

Summer is a great time to be active. Even if you live where it gets hot or humid, there are ways you can stay active safely.

If the temperature is lower than 80°F, you can usually be active outside without taking extra precautions. It depends on how active you already are and how used to hot weather you are.

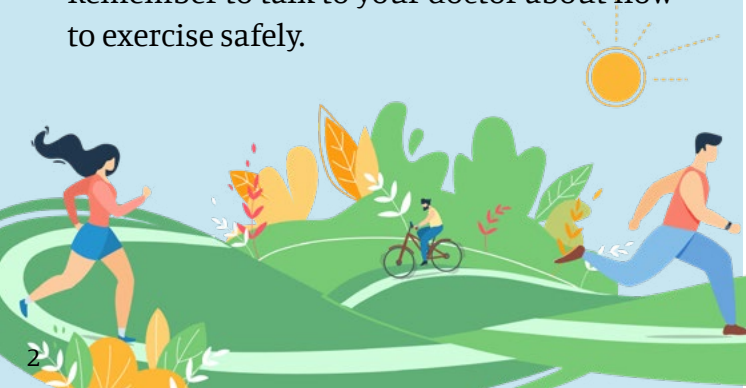
If you are overweight or have health problems, you may be at a higher risk for heat-related illness. You may also have trouble if you are not used to exercising in warmer weather.

Older adults and children are also at higher risk for heat-related illness and should be extra cautious.

Anytime you exercise, it's a good idea to:

- Drink plenty of water before, during, and after exercise.
- Take rest breaks. Exercise more slowly than usual or for a shorter time.
- Stay in the shade when you can.
- Wear light-colored, breathable clothes.
- Always wear sunscreen.
- Watch for signs of dehydration (dry mouth and eyes or feeling lightheaded, tired, or thirsty). If you are dehydrated, make sure to rest, cool down, and drink more fluids. If you don't, it could lead to heat exhaustion or heat stroke which are very serious and require immediate medical attention.

Remember to talk to your doctor about how to exercise safely.



Important News: Medi-Cal renewals have started again

Once a year, Medi-Cal sends out a renewal package for you to complete. The forms in that package tell Medi-Cal if you still qualify. **You will receive yours when it is your time for renewal.**

If you do not complete and return your renewal package when you receive it, you will lose your coverage with CenCal Health.

To prevent losing your coverage, tell the Department of Social Services (DSS) **if you have moved or changed your phone number in the last three years.** To find the phone number or address of the DSS office nearest you, see the list at our website, www.KeepCenCal.org.

When your renewal month comes, watch your mailbox for a big yellow envelope! Complete and return it right away. Need help? Check our website www.KeepCenCal.org.

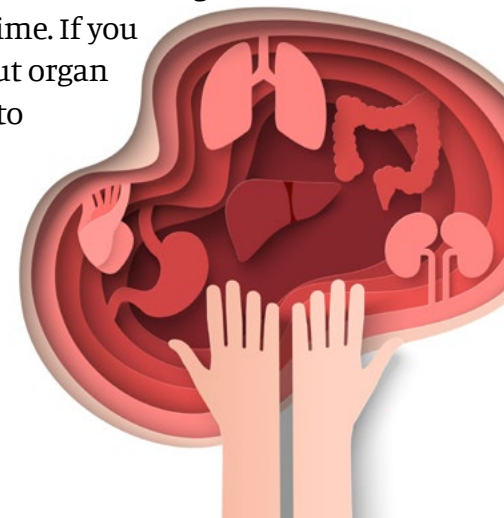
You can be an Organ Donor

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.

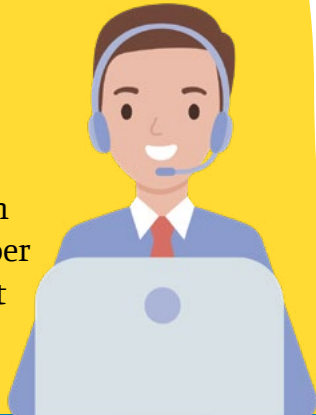
You can also visit the United States Department of Health and Human Services website at www.organdonor.gov.



Health Education services are here for you!

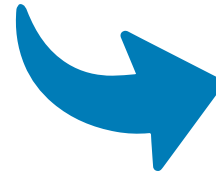
- Want materials sent to your home?
- Looking for a health class in your area?

CenCal Health members can request health education information through the member portal or call the Health Education Request Line at 1-800-421-2560 ext. 3125.



COVID Testing and Treatment

Scan the QR code to find out about your benefits for COVID-19 testing and treatment.



Stay healthy by watching your weight

What is a healthy weight?

A healthy weight is the weight at which you feel good about yourself and have energy all day. It's also one that lowers your risk for health problems.

Why pay attention to your weight?

Staying at a healthy weight is one of the best things you can do for your health. It can help prevent serious health problems, including heart disease, stroke, and type 2 diabetes. Eating healthy foods and being more active also can help you feel better and have more energy.

What can you do to get to a healthy weight and stay there?

If you want to get to a healthy weight and stay there, making healthy lifestyle changes will often work better than dieting.

These steps can help.

- **Eat healthy foods.** On most days, eat a variety of whole grains, vegetables, fruits, dairy, and lean meats. All foods, if eaten in moderation, can be part of healthy eating. If you have diabetes, kidney disease, heart problems or food allergies, please discuss your diet with your doctor.
- **Be active.** When you're active, you burn calories. This makes it easier to reach and stay at a healthy weight. Try to be active for at least one (1) hour every day.

- **Change your thinking.** When you're trying to reach a healthy weight, changing how you think about certain things may help. **Here are some ideas:**

- Don't compare yourself to others. Healthy bodies come in all shapes and sizes.
- Pay attention to how hungry or full you feel.
- Focus on improving your health instead of dieting.



Please talk to your doctor about how to reach and/or maintain a healthy weight.






















































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.

Immunizations 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.

- Visits
- Screenings
- Immunizations



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	    	

STI / HIV Screening (for ages 15 and older)

2023—These guidelines are based on the CDC Recommended Immunization Schedules and the American Academy of Pediatrics Recommendations For Preventive Pediatric Health Care, aap.org. This document is updated annually; visit www.cenclhealth.org for the most recent version.



Well-Child Visit / Check Up

It is important for your child to have regularly scheduled checkups, often called well-child visits. Each visit includes a complete physical exam. At this exam, the health care provider will check your child's growth and development in order to find or prevent problems.



Fluoride Varnish

Fluoride varnish prevents tooth decay and helps keep your child's teeth and gums healthy. Once teeth are present, fluoride varnish may be applied every 3–6 months until age 5.



Depression/Suicide Risk Screening

Your child's doctor may now screen your child for depression every year from ages 12 through 21 and can help provide treatment and resources.



Blood Lead Test

This tests for lead levels in your child's blood. Protecting children from exposure to lead is important to lifelong good health.



Hepatitis B Screening

Hepatitis B is a serious disease that is caused by a virus (HBV) attacking the liver. Your child's doctor may now screen your child for HBV infection from birth to 21 years.



Dyslipidemia Screening

This screening checks for lipids (fat) in your child's blood that can affect heart health. For ages 9-11 and 17-21.



Vision / Hearing Tests

Vision screening is an important way to find any vision problems your child might have. Hearing screening is an important step in helping understand if your child may be deaf or hard of hearing.



Anxiety Screening

Your child's doctor may screen your child for anxiety from ages 8 to 18 years and can help provide treatment and resources to help with anxiety.



Cardiac Screening

Your child's doctor may screen your child for risk of cardiac arrest or cardiac death from ages 11 to 21 years.

Immunizations



Birth:	4 months:	Between 12-15 months:	Between 15-18 months:	11 to 12 years:
• HepB	• DTaP	• MMR	• DTaP	• MCV
1 month:	• RV	• Hib		• Tdap
• HepB	• Hib	• PCV15	4 to 6 years:	• HPV
2 months:	• PCV15	• VAR	• DTaP	(2 doses for girls & boys)
• DTaP	• IPV		• MMR	
• PCV15	6 months:	Between 12-23 months:	• IPV	13 to 21 years:
• Hib	• DTaP	• HepA	• VAR	• MCV (at age 16)
• RV	• RV	(2 doses, 6 months apart)		
• Hib	• Hib			
• IPV	• PCV15			
	• IPV			

Ages 6 months and older:

COVID-19:

2 or 3 dose primary series and booster

PREVENTIVE HEALTH GUIDELINES FOR ADULTS

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

The following tests and immunizations are recommended for most adults.

- Routine Health Exams
- Immunizations (shots)
- Cancer Screenings



- Mark the ones you may need below. Take this to your doctor to talk about which of these tests and shots you need, and when you should get them.

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
- 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
- Prediabetes and Diabetes Screening**
Asymptomatic adults aged 35 to 70 years who have overweight or obesity.

Perinatal Care

- Prenatal visit**
For pregnant women within the first trimester
- Postpartum visit**
For women between 1 to 12 weeks after delivery

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 or PCV20)**
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
- **Hepatitis B**
For adults ages 19 to 59.
2, 3, or 4 doses depending on vaccine or condition.
- **COVID-19**
2 or 3 dose primary series and booster

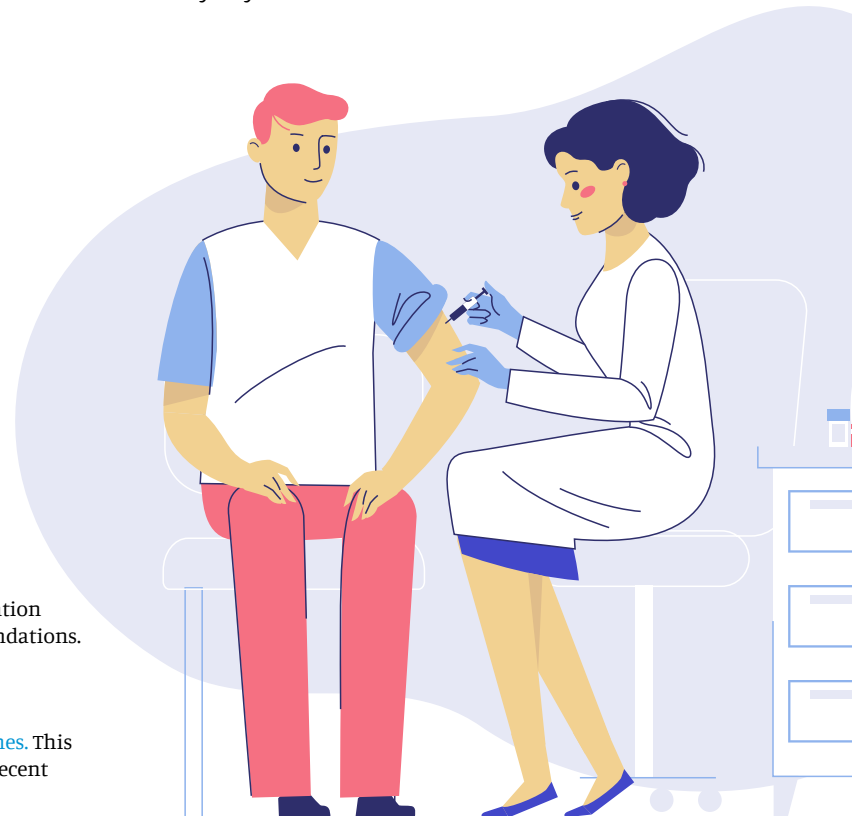
2023—This summary is based on the CDC Recommended Adult Immunization Schedule and select U.S. Preventive Services Task Force (USPSTF) recommendations. A complete list of USPSTF A and B recommendations is available at: www.uspreventiveservicestaskforce.org.

The complete CDC Immunization Schedule can be found at cdc.gov/vaccines. This document is updated annually; visit www.cencalhealth.org for the most recent version.



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)**
Every 2 years for women 50 to 74



It is CenCal Health's 40th anniversary!

In 1983, the Santa Barbara healthcare community created a program for Medi-Cal called the Santa Barbara Health Initiative. It is now called CenCal Health.

This program used managed care to contract with healthcare providers to give care to our members. Before CenCal Health, people with Medi-Cal had to use a phone book (remember those?) to call and find doctors who would accept Medi-Cal members. There was no customer service for them to call when they needed help.

CenCal Health was the first plan of its kind. It gives control over how it delivers care to Medi-Cal members to the local counties, including:

- Doctors
- Hospitals
- The county public health system
- Local government

Forty years later, CenCal Health is a widely recognized plan that serves more than 233,000 children, families and individuals. Our network of local health care professionals has delivered compassionate care to our members for four decades. When members call Member Services for help, they are speaking to people right here in our counties.

We thank our providers and our staff for 40 years of service in Santa Barbara County. (And 15 years serving our San Luis Obispo County members.)

CenCal Health is, at our core, neighbors serving and helping neighbors. Our staff is proud of our mission of improving the health and well-being of the communities we serve – because they are our communities.

We are honored to serve you.

Be aware: Do not fall for health care fraud!

The National Health Care Anti-Fraud Association (NHCAA) estimates that the financial losses due to health care fraud are in the tens of billions of dollars each year.

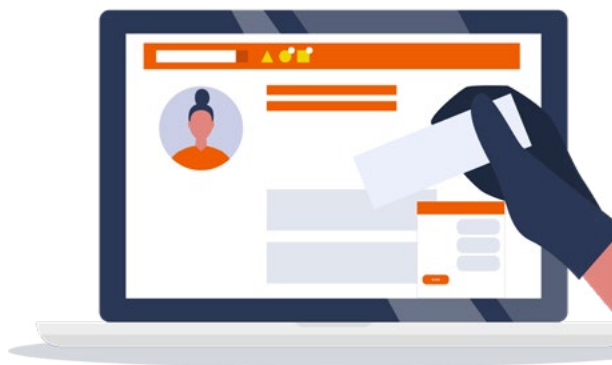
Some examples of health care fraud are:

- Using someone else's insurance card to get health care services.
- Receiving equipment you or your doctor never requested.
- Obtaining multiple prescriptions for the same drug from several doctors during the same timeframe.

How can I report fraud?

Reporting is simple! To contact the CenCal Health Compliance Dept.

- Call: 866-775-3944
 - Write: CenCal Health, Attn: Fraud Investigations-Compliance, 4050 Calle Real, Santa Barbara, CA 93110
 - Email: Fill out a Fraud, Waste, and Abuse Form and email it to FWATeam@cencalhealth.org
- Find the form here: www.cencalhealth.org/members/suspect-fraud



Natural care options for health

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.



Quality Report: Our scores are in!

CenCal Health's 2023 Quality Report is ready to view. This year, scores reflected high performance for postpartum care, diabetes blood glucose control, and others. Scores showed room for improvement in controlling high blood pressure, lead screening in children, and others.

Go to www.cencalhealth.org/providers/quality-of-care/ to see the full report. You can also get a copy sent to you by calling (805) 562-1609.

How to get mental health services for your child when you need them

CenCal Health members have benefits for Applied Behavior Analysis (ABA).

ABA treatment can help:

- Increase language
- Improve attention, focus, social skills, and cooperative behaviors
- Decrease problem behaviors

If you believe your child may benefit from ABA, call your PCP or a qualified provider. They will discuss with you if your child may be eligible and start the referral process.

Member Rights & Responsibilities

As a CenCal Health member, you have many Rights that we want you to know about. You also have Responsibilities, and both are very important for you to know and understand.

CenCal Health Member rights are as follows:

1. To be treated with respect and recognition of their dignity, giving due consideration to the Member's right to privacy and the need to maintain confidentiality of the Member's protected health information (PHI) and private information (PI).
2. To be provided with information about CenCal Health's organization, its practitioners and providers, Member rights and responsibilities, and all services available to Members.
3. To be able to choose their Primary Care Provider (PCP) within CenCal Health's network unless the PCP is unavailable or is not accepting new patients.
4. To participate with practitioners in decision making regarding their health care, including the right to refuse treatment.
5. To submit grievances, either verbally or in writing, about CenCal Health, providers, care received, and any other expression of dissatisfaction not related to an Adverse Benefit Determination.
6. To request an appeal of an Adverse Benefit Determination within 60 calendar days from the date on the notice of Adverse Benefit Determination (NABD) and how to continue benefits during the in-plan appeal process through the State Fair Hearing, when applicable.
7. To request a State Fair Hearing, including information on the circumstances under which an expedited State Fair Hearing is available.
8. To receive interpretation services and written translation of critical informing materials in their preferred threshold language, including oral interpretation and American Sign Language.
9. To have a valid Advance Directive in place, and an explanation to Members of what an Advance Directive is.
10. To have access to family planning services, sexually transmitted disease services, from a provider of their choice, without referral or prior authorization, either in or outside of CenCal Health's network. To have Emergency Services provided in or outside of CenCal Health's network, as required pursuant to federal law.
11. To have access to Federally Qualified Health Centers (FQHCs), Rural Health Clinics (RHCs) and Indian Health Service Facility (IHS) Programs outside of CenCal Health's network, pursuant to federal law.

12. To have access to, and receive a copy of, their medical records, and request that they be amended or corrected, as specified in 45 CFR sections 164.524 and 164.526.
13. To change Medi-Cal managed care plans upon request, if applicable.
14. To access Minor Consent Services.
15. To receive written Member informing materials in alternative formats, including braille, large size print no smaller than 20 point font, accessible electronic format, and audio format upon request and in accordance with 45 CFR sections 84.52(d), 92.102, and 42 CFR 438.10.
16. To be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation.
17. To receive information and/or have a candid discussion on available treatment options and alternatives that are appropriate and medically necessary, and presented in a manner appropriate for the Member's condition and ability to understand available treatment options and alternatives, regardless of cost or benefit coverage.
18. Freely to exercise these Member rights without retaliation or any adverse conduct by CenCal Health, subcontractors, downstream subcontractors, Network Providers, or the State.
19. To make recommendations regarding CenCal Health's Member rights and responsibilities policy.

CenCal Health Member responsibilities are as follows:

1. To learn how to use the CenCal Health plan and supply information (to the extent possible) that CenCal Health and its practitioners and providers need in order to provide the best care possible.
2. To follow plans, treatment plans, and instructions for care that they have agreed to with their practitioners.
3. To understand their health problems and participate in developing a mutually agreed-upon treatment plan and goals, to the degree possible.
4. To cooperate with their providers and treat their providers and CenCal Health staff with courtesy and respect.
5. To always present their CenCal Health ID card when getting services.
6. To help CenCal Health keep correct records by providing timely information regarding changes in address, family status, and other health care coverage.
7. To notify CenCal Health as soon as possible if a provider bills them inappropriately.