

# BETTER TOGETHER

OneCare Member Newsletter | Fall 2023



## Health Tip:

Wellness visits are at no cost to members of all ages. Schedule a visit with your doctor today.



**OneCare**  
CalOptima Health

# Getting the Most From Your PCP Visit

As a member of OneCare (HMO D-SNP), a Medicare Medi-Cal Plan, you have access to more than 1,200 primary care providers (PCPs). It's important to see your PCP for a well-care visit at least once a year.

- When you see your PCP, ask these 3 questions:
  1. What is my main health concern?
  2. What do I need to do?
  3. Why do I need to do this?
- Be sure the following are completed at your well-care visit:
  - ✓ Height and weight check
  - ✓ Body mass index review
  - ✓ Blood pressure check
  - ✓ Health history review
  - ✓ Medicine review
  - ✓ Physical exam
  - ✓ Advance directive review
  - ✓ Referrals for other health screenings
  - ✓ Immunization (shots) review
- During your visit, your PCP may say you should see a OneCare specialist and request a referral. Please be aware that it may take 10–14 days for the referral to be approved.
- If you need care soon and it's not an emergency, go to urgent care. You can find an urgent care facility near you on CalOptima Health's website, or by calling OneCare Customer Service or your health network. Go to the emergency room only if it is a life-threatening condition or injury.
- Remember:
  - ✓ If you need to be seen by a specialist, you must have a referral from your PCP
  - ✓ If you need to be seen right away and it is not an emergency (life-threatening), go to an urgent care facility
  - ✓ If you need help scheduling appointments, OneCare has Personal Care Coordinators who can help you

Call OneCare Customer Service toll-free at **1-877-412-2734** (TTY **711**) 24 hours a day, 7 days a week. We have staff who speak your language. Visit us at [www.caloptima.org/OneCare](http://www.caloptima.org/OneCare).



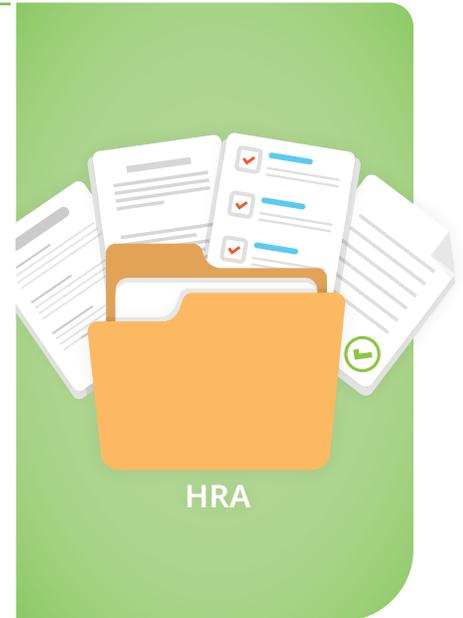
# Stay Healthy in 3 Easy Steps

As a OneCare member, you have access to many great health benefits. Here are 3 easy ways to use your benefits to help you stay healthy:

## Step 1 Complete your Health Risk Assessment (HRA).

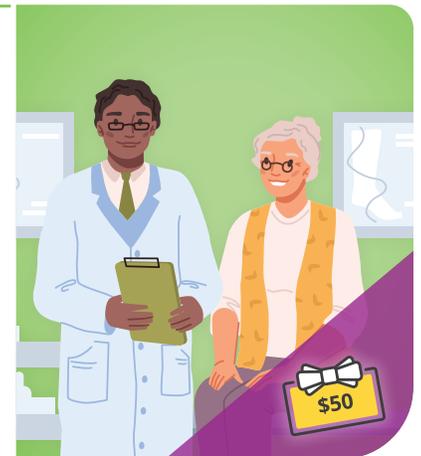
The HRA is a questionnaire about your health, lifestyle and medicines. Your HRA answers can help your doctor find health issues that may come up and start a plan to keep you healthy. Some questions may seem personal beyond the issue or pain you have now, while others ask about things that affect your wellness and joy in life. CalOptima Health keeps your answers secure and private and only shares them with people involved in your medical care.

Call OneCare Customer Service at **1-877-412-2734 (TTY 711)** to complete your HRA over the phone or request a paper copy. Be sure to mail it back to CalOptima Health.



## Step 2 Complete your Annual Wellness Visit and get a no-cost \$50 gift card!

Call your doctor's office to schedule a free Annual Wellness Visit and get a no-cost \$50 gift card for completing this visit. Your doctor will talk with you about your health, health goals and how to reach them, and provide a recommended schedule for screenings. Routine checkups and screenings can help prevent chronic health problems from starting or getting worse.



## Step 3 Stay connected with CalOptima Health.

Your health is everything to us! Keep your contact information up to date so you don't miss out on chances for rewards, helpful news, tips and local events! Contact CalOptima Health Customer Service to update your information or log in to the Member Portal at [www.caloptima.org/en/ForMembers/MemberPortal](http://www.caloptima.org/en/ForMembers/MemberPortal).



# Don't Miss Out on Your Gift Cards!

## Here Are CalOptima Health's 2023 OneCare Member Health Rewards

CalOptima Health offers health rewards to eligible members of OneCare for taking an active role in their well-being. For more information and health reward forms, visit [www.caloptima.org/healthrewards](http://www.caloptima.org/healthrewards).



Member Health Rewards	No-Cost Rewards	Eligibility Criteria
Annual Wellness Visit	\$50 gift card	Members who complete an Annual Wellness Visit in 2023 (no health reward form needed)
Breast Cancer Screening	\$25 gift card	Members who complete a breast cancer screening mammogram in 2023
Colorectal Cancer Screening	\$50 gift card	Members who complete a colonoscopy in 2023
Diabetes A1C Test	\$25 gift card	Members with a diagnosis of diabetes who complete an A1C test in 2023
Diabetes Eye Exam	\$25 gift card	Members with a diagnosis of diabetes who complete a dilated or retinal eye exam in 2023
Osteoporosis Management in Members Who Had a Fracture	\$25 gift card	Members who received a bone mineral density test or prescription for a drug to treat osteoporosis in the 6 months following a fracture in 2023

*Please note: You must meet all health reward eligibility requirements to qualify for the gift card. It takes at least 8 weeks after we receive the completed form to process your gift card. Each reward offer requires a completed health reward form except the Annual Wellness Visit. The gift card cannot be used to purchase alcohol, tobacco or firearms. Gift cards have no cash value, and CalOptima Health is not responsible if they are lost or stolen. You may only receive 1 gift card per calendar year for each health reward. Gift cards are available while supplies last. These programs may end at any time without notice.*

# Diabetes Care: Get These Important Screenings to Stay Healthy

How healthy are you? Without the right exams and screenings, it can be hard to keep track of your diabetes. Here are some ways to stay healthy:

Check It	Test It	Control It
<p>Are you at risk?</p> <ul style="list-style-type: none"><li>■ Overweight</li><li>■ Family history of diabetes</li><li>■ Gestational diabetes during pregnancy</li></ul>	<p>Get tested regularly:</p> <ul style="list-style-type: none"><li>■ A1C test (every 3–6 months as directed)</li><li>■ Blood pressure exam (every office visit)</li><li>■ Diabetic eye exam (yearly)</li><li>■ Kidney exam (yearly)</li><li>■ Cholesterol test (yearly)</li></ul>	<p>Keep diabetes under control:</p> <ul style="list-style-type: none"><li>■ Have regular doctor visits</li><li>■ Eat healthy foods</li><li>■ Stay active</li><li>■ Monitor your blood sugar levels with regular A1C testing</li><li>■ Take medicines as directed by your doctor</li></ul>

- The only way to know your A1C level is by getting tested. An A1C test checks your blood sugar levels to tell you if your diabetes is under control. This can also help your doctor create a plan to help you control your diabetes.
- Getting a yearly diabetic eye exam helps check for early signs of health problems.
- If you have high blood pressure or high cholesterol levels, ask your doctor if you need to take any medicines or make lifestyle changes.
- Early chronic kidney disease has no signs or symptoms. Get your kidneys checked regularly by your doctor with simple blood and urine tests.

*Call your doctor and schedule an appointment today!*

Don't forget to complete and submit your health reward forms. For more information and to get the forms, visit [www.caloptima.org/healthrewards](http://www.caloptima.org/healthrewards).



# Remember to Schedule Routine Cancer Screenings

Keeping up with your routine cancer screenings is an important part of your overall health.

**Early cancer screenings can help find cancer cells before they grow or spread to other areas of the body.** Getting all your screenings can help with early detection and avoid delays in treatment. Below are a few tests that should not be delayed:

## Breast cancer screening

Beginning at age 40, talk to your doctor about when and how often you should get a mammogram. A mammogram takes an X-ray picture of each breast to check for cancer. If anything is found, you will be notified if additional testing is needed.

## Lung cancer screening

At age 50, if you are a current smoker or have quit in the past 15 years, talk to your doctor about the risk of lung cancer and the benefits of being screened. Get an annual screening for lung cancer with a low-dose computed tomography scan.

## Colorectal cancer screening

At age 45, talk to your doctor about when you should get tested for colorectal cancer. Your risk for colorectal cancer increases with age. Some people do not have symptoms, but those who do may have:

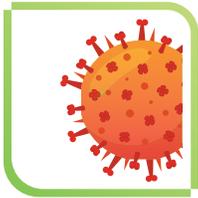
- Blood in the stool or rectal bleeding
- Change in stool or bowel habits like frequent diarrhea or constipation
- Stomach pain
- Unplanned weight loss



There are many choices available for cancer screenings. Your doctor can help you figure out what type of test is best for you and when you should get tested. To help you stay healthy, it is important to find cancer early so that you can get treatment right away.

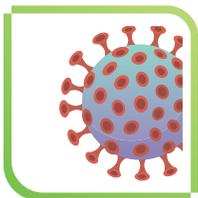
# Protect Your Health With These Vaccines

You may think of vaccinations as something only children need, but did you know **all** adults also need to be vaccinated? Vaccines help to protect your health and the health of your loved ones against serious infections. As we age, our immune system weakens, putting us at higher risk for certain diseases and their complications. Make sure you are up to date on the following vaccines.



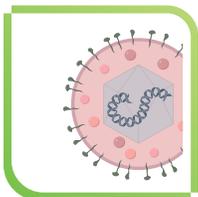
## Flu

The flu is a virus that can cause mild to severe illnesses. People ages 65 and older are at a greater risk of serious health problems if they get the flu. Even healthy people can get sick from the flu. Protect yourself each year by getting the flu vaccine at the end of summer.



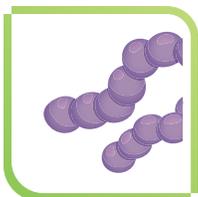
## Coronavirus

Coronavirus can cause mild to moderate respiratory illness (COVID-19). If you are 65 and older, pregnant or have health conditions such as a chronic disease or a weak immune system, you may be at higher risk of serious illness.



## Shingles

Shingles is a painful skin rash, often with blisters. Anyone who has recovered from chickenpox may get shingles. Adults ages 60 and older are at greatest risk for shingles and more serious complications. Be sure to talk with your doctor about the shingles vaccine at your next visit. You should receive the vaccine once every 5 years or as recommended by your doctor.



## Pneumococcal

Pneumococcal disease causes infections such as pneumonia, meningitis and bloodstream infections. For adults ages 65 and older, a pneumococcal vaccine is recommended to protect against the bacteria called pneumococcus, which can lead to pneumonia. Pneumonia is an infection in your lungs. It can cause mild to severe illness, and at times, can lead to death. You can get this vaccine at any time of the year, and you can get it at the same time as the flu shot.

Call your doctor to find out where you can get vaccines for flu, COVID-19, shingles and pneumonia. If your doctor does not have these vaccines, you can ask your pharmacy or call CalOptima Health's Customer Service department.



# Things You Can Do to Manage Your Medicines

When you take your medicine the way it is prescribed, this is called medication adherence. This includes how much to take and when to take it.

## Here are some tips to help you keep track of your medicines:

- Keep an up-to-date list on hand
- Use a pill box to stay organized
- Set an alarm to remind you to take your medicines
- Take your medicines as directed by your doctor



- Call your pharmacy for refills when you are running low
- Ask your doctor or pharmacist about 90-day supplies
- Sign up for automatic refills at your pharmacy



Creating the most accurate list of all medicines you are taking is called medication reconciliation. Your doctor will do this during your visit and go over your medicines, how much to take and how often you should take them.

## Be sure to:

- Bring your updated list of medicines to your next appointment.
- Ask your doctor first before taking any over-the-counter medicines, vitamins or supplements.
- Use 1 pharmacy to fill your medicines so it has a complete record.



## Medication Therapy Management (MTM) Program

The MTM Program is available for certain members in OneCare. Members enrolled in the MTM Program can meet with our pharmacists at no cost. Pharmacists can let you know the best way to take your medicines and help you save money on copays. For more information visit: [www.caloptima.org/en/ForMembers/OneCare/Pharmacy/MedicationTherapyManagement](http://www.caloptima.org/en/ForMembers/OneCare/Pharmacy/MedicationTherapyManagement).

If you have any questions, call OneCare Customer Service toll-free at **1-877-412-2734 (TTY 711)**, 24 hours a day, 7 days a week. We have staff who speak your language. Visit us at [www.caloptima.org/OneCare](http://www.caloptima.org/OneCare).

# Take Action to Improve Your Bone Health

Osteoporosis is a disease that develops when the body loses bone mass or when the structure and strength of bone change. This decline in bone strength can increase the risk of fractures (broken bones). Osteoporosis often develops unnoticed over many years, with no signs or discomfort until a fracture occurs.

You can start at any age to improve your bone health. Here are some things you can do to prevent bone disease and fractures:

- Stay physically active by doing weight-bearing activities such as walking while holding a pair of light weights.
- Take steps to prevent falls such as getting regular vision and hearing checks.
- Make your home safer. Clear away the clutter on floors. Remove throw rugs or tape them down. Install railing or grab bars in places you're likely to slip.
- Eat a healthy diet rich in calcium and vitamin D to help keep good bone health.
- Drink caffeine in moderation. Too much caffeine can affect the balance of calcium in your body.
- Minimize alcohol intake. Drinking too much alcohol can damage bones.
- Quit smoking, if you smoke.
- Take your prescription medicine for osteoporosis, which helps prevent fractures.

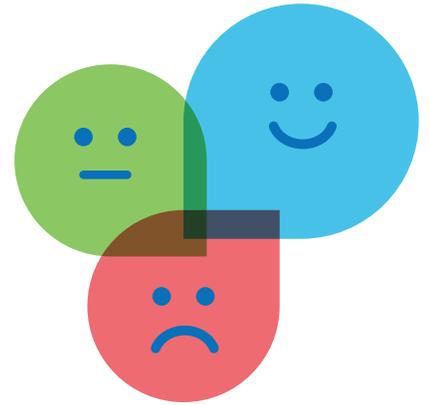
Don't wait until you have a broken bone. Reach out to your doctor for a DEXA or bone mineral density test, especially for women ages 65 and older. The test results will tell you how strong your bones are, whether you have osteoporosis and your risk of having a fracture. Your doctor can offer treatment options for rebuilding bone or slowing bone loss. Be sure to also ask about ways you can avoid bone loss due to side effects from medicines you are taking for other conditions.



# Understanding Depression

## What Are the Symptoms of Depression?

- Feeling sad, down or empty most of the day, almost every day, for 2 weeks or longer
- Loss of interest or pleasure in work, school and activities
- Weight loss or weight gain
- Trouble sleeping at night and staying awake during the day
- Lack of energy and no motivation
- Feeling irritable or agitated most of the time
- Difficulty thinking or making decisions
- Feeling hopeless, worthless or helpless
- Thoughts or talk of not wanting to live



## What Can You Do?

If you believe you have signs of depression, ask your doctor about depression screening. Your doctor will ask questions about the way you feel and evaluate your symptoms. Depression is a very common and highly treatable condition. There are many treatment options and resources available. Some of the common treatment options include:

- Medicines (antidepressant drug treatment)
- Talk Therapy (individual or group counseling)

With the right treatment, you can recover from depression with time. Getting treatment can help you begin to take control of your symptoms and start to feel better. If you have been prescribed antidepressants, give your current medicines more time to work. Be patient. Treatment takes time and commitment. Never stop treatment or medicines without first talking to your doctor. Doing this could cause depression to return. Stopping medicines suddenly could also cause other symptoms.

*The sooner you get help, the sooner you can begin to feel better.*

To learn more about Behavioral Health and Substance Use Services, call the CalOptima Health Behavioral Health Line toll-free at **1-855-877-3885 (TTY 711)**, 24 hours a day, 7 days a week. We have staff who speak your language. Visit us at **[www.caloptima.org](http://www.caloptima.org)**.



# Keep Your Heart Healthy After a Heart Attack

A heart attack happens when blood flow that brings oxygen to the heart becomes blocked. Making changes in your life and taking medicine for the heart can help prevent, lower your risk of or recover from a heart attack. It can also reduce your risk of death from heart disease.

## What changes can you make?

- **Quit smoking, if you smoke.** Make a plan to quit, get help through counseling and ask your doctor about products that can help you quit smoking such as nicotine patches, gum, lozenges or nasal sprays.
- **Exercise.** Do at least 40 minutes of exercise such as walking, jogging or swimming at least 3 to 4 days per week. Using weights or resistance bands can help make your muscles stronger.
- **Improve your diet.** Eat healthy, low-fat meals with less salt and less added sugars. Eating fruits, vegetables and food with fiber can help prevent heart disease and strokes.
- **Maintain a healthy weight.** Being overweight causes your heart to work harder. Eating smaller portions or fewer calories can help you maintain a healthy weight. Some other tips for a healthy weight include drinking more water, getting good sleep and managing stress.



## Which medicine might you need to take?

- + **To prevent another heart attack:** Medicines called beta blockers help slow the heart down, lower blood pressure and reduce the workload of the heart. Beta blockers include metoprolol and atenolol.
- + **To lower blood pressure:** High blood pressure harms the blood vessel walls. Some people may need to take more than one medicine to help lower their blood pressure. These types of medicines include hydrochlorothiazide, lisinopril and amlodipine.
- + **To prevent blood clots:** Common medicine to prevent blood clots include aspirin or clopidogrel.
- + **Statins:** Statins prevent fatty build-up from forming, growing or breaking open to block blood vessels. Types of statins include atorvastatin and rosuvastatin.



Making changes in your life and choosing healthy foods are key to help prevent a heart attack. Talk to your doctor about your diet, exercise plan and medicine that may be best for you to help keep your heart healthy.

# What You Can Do to Help With Dry Mouth

Dry mouth happens when you do not have enough saliva to keep your mouth moist. Medicines for high blood pressure, depression and bladder-control issues often cause dry mouth. This can increase your risk of tooth decay, infections and cavities.

## Avoiding these things may help:



Spicy or salty foods



Snacks with a lot of sugar such as cookies



Caffeine, soft drinks and acidic fruit juices like orange juice



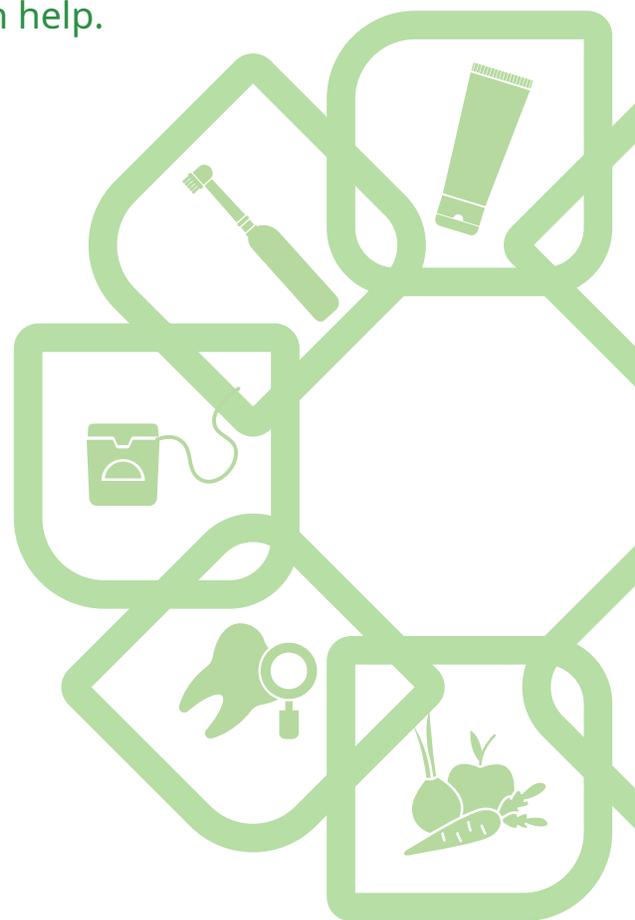
Smoking and alcohol use

## Sipping on water or drinks with no sugar added can help.

### You can also follow these tips for good oral health:

- Brush your teeth with fluoride toothpaste
- Use an electric toothbrush if you can
- Floss daily between meals
- Visit your dentist yearly, even if you have no teeth or have dentures
- Choose fruits and vegetables for snacks

Remember to report any pain or dry mouth issues to your dentist. You can also reach out to CalOptima Health for additional education on how to take care of your health needs.



Please visit us at [www.caloptima.org/healthandwellness](http://www.caloptima.org/healthandwellness) or scan the QR code to see health videos.



# Medi-Cal Renewal — Take Action to Keep Your Medi-Cal

Now that the pandemic is over, the County of Orange Social Services Agency (SSA) has restarted the annual Medi-Cal renewal process. Don't have a gap in your coverage. Make sure you have reported any changes to your name, mailing address, email address and phone number, so SSA can contact you.

You will either get a letter saying you were renewed automatically or a renewal form in a yellow envelope. If you receive a renewal form, submit your information within 60 days online, by phone, in person or by mail. Your renewal will be sent based on the month you first enrolled in Medi-Cal.

## Take these actions:



1. Update your contact information with SSA.



3. Check your mail for a renewal form in a yellow envelope.



2. Create or check your online account at **BenefitsCal.com**.



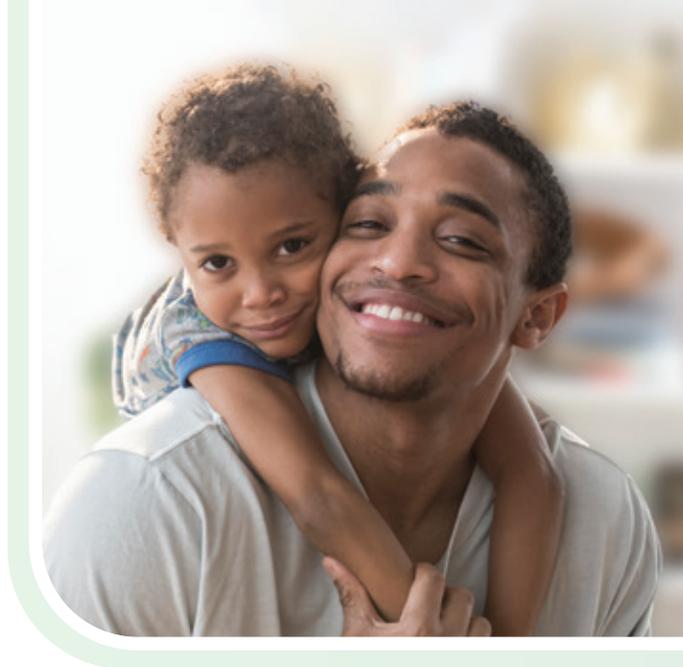
4. Complete your renewal form if you get one.

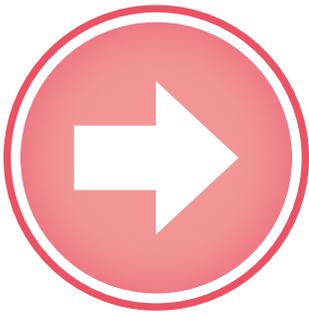
Go to your Medi-Cal account at **BenefitsCal.com** or call SSA at **1-800-281-9799**. Take action to keep your Medi-Cal!

## CalFresh Can Give You Money for Groceries

You don't have to choose between buying healthy groceries and paying your bills, like rent. Apply for CalFresh to get up to **\$939\*** per month for a family of 4 or up to **\$281\*** per month for an individual. The program issues benefits on a debit-type card that can be used at grocery stores, farmers markets and online. Apply now at **GetCalFresh.org** or call CalOptima Health Customer Service at **1-888-587-8088 (TTY 711)**.

\*CalFresh is not a Medi-Cal program, and it will not change your Medi-Cal benefits. There is no guarantee you will qualify if you apply, and the benefit amounts vary.





# New Members Start Here

## You need to do these 2 things

As a new OneCare member, you will get a “Welcome to OneCare” package in the mail. Please open it right away and do these 2 things:



### Read and keep your OneCare Member Handbook

Your OneCare Member Handbook has key information about OneCare’s programs and services. Refer to your handbook to find out what we cover, how to change your health network, how to change your PCP and many other details.



### Schedule your first health exam

Schedule your first health exam within 90 days (3 months) of joining OneCare. We believe preventive care is the best way to keep you and your family healthy. That means seeing your doctor for the first time, even if you do not feel sick. Your doctor can find health issues early, before they turn into big problems.



### OTHER LANGUAGES OR FORMATS

Information and materials are available in large-size print and other formats and languages. Please call our Customer Service department and tell us your preferred spoken and written language, and if you need information or materials in another format.



### CALOPTIMA HEALTH MEMBER HANDBOOK

The most current Member Handbook is available on our website at [www.caloptima.org/OneCare](http://www.caloptima.org/OneCare) and upon request. To get it mailed to you, please call our Customer Service department.



# Important Phone Numbers

## After-Hours Advice

If you need after-hours medical advice, call your PCP's office or the phone number on the back of your health network or medical group card.

## Medical Emergency

Dial **9-1-1** or go to the nearest emergency room for a true emergency.

## OneCare Customer Service

24 hours a day, 7 days a week.  
Toll-free: **1-877-412-2734** | TTY: **711**

## Behavioral Health

For help with outpatient mental health services for mild to moderate impairments due to a mental health condition.

24 hours a day, 7 days a week.  
Toll-free: **1-855-877-3885** | TTY: **711**

## Health Education

For health and wellness materials to help you stay healthy.

24 hours a day, 7 days a week.  
Toll-Free: **1-877-412-2734** | TTY: **711**

## Nurse Advice Line

For help to find out if you need care at the doctor's office, urgent care or emergency room. 24 hours a day, 7 days a week.

Toll-free: **1-844-447-8441** | TTY: **1-844-514-3774**

## Medi-Cal Dental Program

For help with dental benefits.

Toll-free: **1-800-322-6384** | TTY: **1-800-735-2922**

## VSP (Vision Service Plan)

Call CalOptima Health's Customer Service department to see if you are eligible for vision care services. These numbers are for VSP.

Toll-free: **1-800-877-7195** | TTY: **1-800-428-4833**

## Silver&Fit

For help with no-cost access to a wide network of fitness facilities or exercise centers.

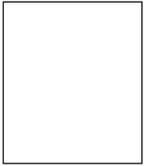
**www.SilverandFit.com**

Toll-free: **1-877-427-4788** | TTY: **711**

OneCare (HMO D-SNP), a Medicare Medi-Cal Plan, is a Medicare Advantage organization with a Medicare contract. Enrollment in OneCare depends on contract renewal. OneCare complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Call OneCare Customer Service toll-free at **1-877-412-2734** (TTY **711**), 24 hours a day, 7 days a week. Visit us at **www.caloptima.org/OneCare**.



CalOptima Health, A Public Agency  
P.O. Box 11063  
Orange, CA 92856-8163



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[www.caloptima.org](http://www.caloptima.org)



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