How to Access Services for Autism Spectrum Disorder

How to Prevent Getting the Flu

Women Should Get Screened for Cervical Cancer

Ways to Help Manage Your Pain
See Your Doctor to Stay Healthy

Are you new to CalOptima? Call your doctor today to schedule your first visit within 90 days (3 months) of becoming a CalOptima member. 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 problems early before they become too serious.

The first time you see your new doctor as a CalOptima member, the doctor will ask questions about your health, family history and may also do an exam. You will find out which health screenings you need and when to go back for checkups. This is a good time to ask questions and to talk about the medicines you take.

If you have not seen your doctor, call now to make an appointment. Talk with your doctor about what care is right for you.

What Is a Patient Portal?

A patient portal is a secure online website for doctors to give you 24-hour access to your health information from anywhere with an internet connection. By having a secure username and password, you can view health information such as:

- Recent doctor visits
- Discharge summaries
- Medications
- Immunizations
- Allergies
- Lab results

How to get started:

Ask your doctor if they use a patient portal. If he or she does, get the web address and information on how to sign up to access the portal. After you have signed up, log into your doctor’s patient portal to see what information your doctor can provide about your health. See if you can communicate with your doctor through the patient portal. This is a safe way to get answers to your questions.

How to Prevent Getting the Flu

The flu is a very serious illness that can lead to hospitalization, and in some cases, even death. Seasonal flu is an outbreak of the flu virus that can occur yearly between October and May. Protect yourself from the flu every fall and winter by getting a flu shot. Each year, you can get a flu shot starting in September. Even healthy people can get sick from the flu. Protect yourself each year by getting a flu shot early.

How Can You Protect Yourself from the Flu?
The best way to protect yourself against the flu is to get the flu vaccine. CalOptima offers the flu shot to members at no cost.

Who Should Get the Flu Shot?
People age 6 months or older, especially if you:

- Are 50 years of age or older
- Have chronic health issues
- Are morbidly obese

Pneumococcal Shot
Pneumonia is an infection in your lungs. It is caused by a bacteria or virus that can be spread from person to person. It can cause mild to severe illness and, at times, lead to death. Most people need only one shot to protect them for life. You can get this shot during any time of the year, even when you go in for your yearly flu shot.

Who Should Get the Pneumococcal Shot?

- People age 65 or older
- Make sure to get the pneumococcal shot if you:
  - Have a long-term health problem like asthma, diabetes, lung or heart disease
  - Live in a nursing home or long-term care facility
  - Live with or care for those at high risk for health problems from pneumonia

Shingles Shot
Shingles is a painful skin rash, often with blisters. Anyone who has recovered from chickenpox may get shingles. Adults 60 years and older are at greatest risk for shingles, and its complications at that age are worse. Be sure to talk to your doctor about the shingles vaccine at your next visit. You should receive the vaccination once every 5 years.

Call your doctor to find out where you can get the flu, pneumonia and shingles shot(s). If your doctor does not have the flu or pneumococcal or shingles shot at the office, go to your local pharmacy to get them.
Women Should Get Screened for Cervical Cancer

Learn About the HPV Vaccine and Pap Test

Cervical cancer is one of the simplest cancers to prevent with routine screenings. Cervical cancer is cancer of the cervix. The cervix is the structure at the opening of the uterus (womb). The uterus is where a baby grows when a woman is pregnant.

Most people don’t realize that the human papillomavirus (HPV) is the main cause of cervical cancer. HPV is a very common sexually transmitted infection. Most people get it, but it often goes away on its own. However, if HPV doesn’t go away, it can cause cancer.

The HPV vaccine helps to protect your body against infection and cancers. The schedule for getting vaccinated depends on your age and health. Ask your doctor if the HPV vaccine is right for you. You can get the HPV vaccine at no cost.

The Pap test (or Pap smear) is the screening test for cervical cancer. The test can find growths that are not normal that can turn into cancer. A Pap test is quick and simple. Some women may feel minor discomfort that goes away after the test is over. It is important to talk with your doctor to find out how often you need to have a Pap test. You can get the Pap test at no cost. Some women need to be tested more often than others.

Cervical cancer is not caused by poor hygiene, and it is a disease that can occur in women of any ethnic group. It may not cause symptoms right away. You need a Pap test if you are a woman between 21–64 years old, whether or not you are sexually active. If you are 65 or older, ask your doctor if you can stop having Pap tests.

Because your health is so important, we want you to speak up and get the care you need.
When you are in pain it can affect your quality of life. Pain tells your body that something is wrong. If the cause of pain is known, sometimes removing it can help. At times, what causes pain is not known.

Pain can be caused by many things including:

- An injury or irritation to a part of the body, for example, muscles, organs or bones. You may feel an ache, throbbing or sharp stabbing pains.
- Nerve damage and pain can occur from diseases such as diabetes. They can also be from trauma and stroke. Your pain may feel like pins and needles, prickling, or a burning feeling.

The choice of treatment depends on your type of pain. Treatments to help with mild forms of pain from an injury or irritation include over-the-counter (OTC) medicines such as ibuprofen (Advil, Motrin) and naproxen (Aleve). If OTC medicines do not work, your doctor may write you a prescription for a stronger medicine such as an opioid.

Opioids are not the best choice for treating nerve pain. Nerve pain does not respond well to opioids. Different medicines for nerve pain provide some relief. Examples of these medicines include duloxetine (Cymbalta), gabapentin (Neurontin) and pregabalin (Lyrica).

Use all pain medicines with caution. Ibuprofen can increase the risk of harm to your kidneys. It may not be recommended for people with kidney disease. Opioids, such as hydrocodone-acetaminophen (Norco, Vicodin), should be avoided in older adults because they can cause dizziness and increase risk of falls and fractures.

Other ways that your doctor may suggest for managing pain include:

- a hot or cold treatment
- physical therapy
- acupuncture
- exercise
- relaxation training

No single way is certain to provide complete pain relief. It may take different combinations of methods before you find the treatment that works best for you. Talk to your doctor about which pain medicine or therapy is most safe and helpful for your type of pain.
How to Access Services for Autism Spectrum Disorder

If your child has Autism Spectrum Disorder (ASD), you can access services for Behavioral Health Treatment (BHT) offered through CalOptima. BHT includes Applied Behavioral Analysis and other evidence-based services.

A CalOptima member may qualify for BHT services if:

- The member is under 21 years of age
- The member has a diagnosis of ASD
- The member has behaviors that get in the way with home or community life, such as anger, violence, self injury, running away or difficulty with living skills, play and/or communication skills

ASD is a developmental disorder that can cause social, communication and behavioral issues, as defined by the Centers for Disease Control and Prevention (CDC). Each person is unique and people may show different signs of ASD. Early detection and treatment can result in better outcomes for a person who has ASD.

The CDC identifies these as possible signs of ASD:

- Does not show interest by pointing out objects or looking at objects when they are pointed out by others
- Does not show interest in other people or may be very interested in other people but unaware of how to engage them
- Avoids eye contact and likes to be alone
- Does not talk about feelings
- Does not like to be held
- Does not respond when people talk to him or her but may respond to sounds
- Repeats words, phrases and or actions over and over
- Has challenges with speech and language skills
- Does not engage in pretend play
- Gets upset by change
- Has unusual responses to the ways things sound, smell, taste, look and feel
- Loses skills that he or she had

It is important that doctors screen children for developmental delays. If you have questions or concerns about this, talk with the doctor.

For questions about screening, diagnosis and treatment of ASD, please talk with your child’s doctor. For screening and referrals to services, call CalOptima Behavioral Health at 1-855-877-3885. TDD/TTY users can call toll-free at 1-800-735-2929.

You can also call CalOptima Customer Service at 1-714-246-8500 or toll-free at 1-888-587-8088. TDD/TTY users can call toll-free at 1-800-735-2929.

For more on ASD, please visit www.cdc.gov.
As a new CalOptima member, you will need to:

**Choose A Primary Care Provider (PCP)**
Choose a PCP from the Health Network Provider Directory. You must choose a PCP that is contracted with the health network you choose. You can choose a different PCP within the same health network for each eligible family member. You may change your PCP every 30 days.

**Choose A Health Network**
A health network is a group of doctors and hospitals that provides health care services. CalOptima’s health networks are listed in the Health Network Provider Directory, which is sent to all new CalOptima members.

You may choose the same health network for you and your eligible family members. If you would like to choose a different health network for each family member, call CalOptima’s Customer Service Department at 1-714-246-8500 or toll-free at 1-888-587-8088. TDD/TTY users can call toll-free at 1-800-735-2929. If you do not choose a health network within 30 days of becoming a member, CalOptima will choose one for you.

**Fill Out The Health Network Selection Form**
The Health Network Selection Form is included in your new member packet. You must list your choice of health network and PCP, sign the form, and return it to CalOptima as soon as possible.

**Read And Keep Your CalOptima Member Handbook**
Your CalOptima Member Handbook has important information about CalOptima’s programs and services. Refer to your handbook to find out what benefits are covered, how to change your health network, how to change your PCP, and for other information about your health care services.

**Schedule Your First Health Exam**
Schedule the first health exam for you and/or your eligible family members within 90 days (3 months) of becoming a CalOptima member.

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**How To Work With Your PCP**

To help your PCP:

- Call your PCP when you are sick.
- Make a list of questions to ask your PCP before your visit.
- Show your CalOptima ID card(s) at all health care visits.
- Be helpful and talk about your health care needs and problems with your PCP.
- Ask your PCP to explain if you do not understand.
- Take your medicine the way your PCP tells you.
- Cancel your appointment at least 24 hours before your visit if you cannot keep it.

Your PCP will:

- Provide general health care services, medical advice and treatment options.
- Help you get preventive care, shots and well-care services.
- Give prescriptions for medicines.
- Refer you to specialists.

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 medical emergency.
How’s Your Health?

CalOptima has a new online health assessment. The assessment will help you understand how you can improve your health and quality of life. After you submit your responses, you will receive an individualized health score of low, moderate or high, as well as areas of improvement and resources to help guide you to make healthier choices. Please visit our Health and Wellness page at www.caloptima.org.

The people in the photographs that appear in this document are models and used for illustrative purposes only.