Don’t Forget to Vaccinate

Safe Medicine Disposal

Vision Benefit

Sign Up for Our Member Portal
New Members Start Here
You need to do these 4 things

As a new CalOptima member, you will get a “Welcome to CalOptima” package in the mail. Please open it right away and do these 4 things:

1. Choose a primary care provider (PCP) and a health network
The package will have a large book called the Health Network and Provider Directory. Choose a PCP and health network from the directory. You must choose a PCP who belongs to the health network you choose.

2. Fill out the health network selection form
The health network selection form is 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 you can.

3. Read and keep your CalOptima member handbook
Your CalOptima member handbook has key information about CalOptima’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.

4. Schedule your first health exam
Schedule the first health exam within 90 days (3 months) of joining CalOptima. We believe preventive care is the best way to keep you and your family health. 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.

Pregnant?
What to do if you are planning on getting pregnant
Family planning services are covered by your health network or CalOptima. These include counseling, pregnancy testing, and birth control methods. Call the CalOptima Customer Service department.

What to do if you are pregnant
You need to see your doctor as soon as you think you are pregnant to begin prenatal care. Ask your doctor about Perinatal Support Services. This is a program that gives you more information while you are pregnant and for two months after your baby is born.

Did you know?
CalOptima covers behavioral health services including:
- Assessment
- Individual and group therapy
- Help with medicines for mental health

Members can learn more by calling CalOptima Behavioral Health at 1-855-877-3885.
What Is the Best Way to Handle Medicines?

Medicines must be taken as prescribed by your doctor. Your prescribed medicines must be taken only by you. If you store unused, or expired medicines at home, there is a risk that others can take them by mistake or access and abuse them. This can lead to serious health effects.

Certain pain medicines are known to be very harmful or deadly when taken without a prescription. These medicines include opioids such as hydrocodone (Vicodin, Norco) and oxycodone (Percocet, OxyContin). They should be removed safely from your home as quickly as possible when you no longer need them. The U.S. Food & Drug Administration suggests pain medicines should be promptly flushed down the toilet if none of the options listed below are available:

How To Get Rid of Unused or Expired Medicines

- **DisposeRx packets:** Some local pharmacies offer DisposeRx packets. The packets contain a powder that dissolves and changes opioids into gel form when mixed with water. The gel mix can be tossed in household trash.
- **Permanent sites:** Some retail, hospital, clinic pharmacies and police stations have permanent drop-off boxes. Local pharmacies have drop-off boxes where you can safely dispose medicines at any time of the year. You can drop off prescribed and over-the-counter medicines at no charge even if the medicines were bought somewhere else. Illegal drugs, needles and syringes, inhalers, and liquids are not accepted. Check with your local pharmacies or this website to find a site closest to you: https://apps2.deadiversion.usdoj.gov/pubdispsearch
- **National Drug Take Back Days:** The government hosts a Drug Take Back Day twice a year in April and October. There are more than 5,000 sites set up across the country to collect your unused medicines. You can learn more about dates and locations at this website: https://www.deadiversion.usdoj.gov/drug_disposal/takeback/index.html

Most medicines can be dropped off at medicine take-back events or drop-off boxes as mentioned above. When those options are not available, the medicines may be thrown away in household trash by following these steps:

- **Remove** the medicine from the original container.
- **Mix** the medicine with a substance that cannot be consumed, such as used coffee grounds or cat litter.
- **Place** the mixture in a sealed bag.
- **Throw** the sealed bag away in the trash.
- **Scratch** out all personal information on the prescription label of the empty container.

Have a Healthy Pregnancy and Baby

Give your baby the best start by joining Bright Steps as soon as you find out you are pregnant. Bright Steps is a no-cost program that provides eligible CalOptima members:

- Support during and after your pregnancy
- Nutrition and healthy habits advice for you and your family
- Community referrals that support a healthy pregnancy and baby
- Information on how to obtain a breast pump

Eligible members may receive a no-cost $25 gift card if a postpartum checkup is done within 3–8 weeks after the baby is born. Call us today to find out how!

Concerned About Your Child’s Weight?

Your child can learn how to live healthy. CalOptima is offering eligible members ages 5–18 and their families the opportunity to attend Shape Your Life health education classes at no cost.

Shape Your Life is a no-cost program that provides eligible CalOptima members:

- 6 group classes
- Healthy eating information
- Fun games and activities to get everyone moving

Eligible members can receive a one-time no-cost $50 gift card for attending 6 Shape Your Life group classes and having a follow-up visit with their primary care doctor.

To learn about Shape Your Life, Bright Steps and other CalOptima health and wellness services call 1-714-246-8895. We are here to help you Monday through Friday from 8 a.m. to 5 p.m. Or call CalOptima Customer Service toll-free at 1-888-587-8088 and ask for health and wellness services. TDD/TTY users can call toll-free at 1-800-735-2929. We have staff who speak your language. Visit our website at www.caloptima.org/healtheducation.
Let’s get started with these steps:
1. Use a 9-inch plate for your all your meals.
2. Fill half your plate with non-starchy vegetables.
3. On the other side of the plate, fill a quarter of it with your protein.
4. Fill the other quarter with a grain or starchy vegetable.

Add a small piece of fruit (½ cup) or a serving of dairy (8 oz.) such as milk, on the side.

**Non-Starchy Vegetables**
- Artichoke, bean sprouts, Brussels sprouts, broccoli, cabbage, carrots, cauliflower, eggplant, greens like kale, green beans, jicama, mushrooms, onions, peppers, salad greens (lettuce, romaine, or spinach), squash or tomato

**Fruits**
- Apples, blueberries, melons, grapefruit, strawberries, pears or plums

**Grains and Starchy Vegetables**
- Brown rice, wild rice, whole wheat pasta, quinoa, popcorn (air popped) and other whole grains such as bulgur (cracked wheat), whole wheat flour, whole rye, buckwheat, oats (rolled or steel cut), or whole grain bread
- Green peas, sweet potato, pumpkin, parsnip acorn or butternut squash
- Dried beans (black, lima or pinto), lentils or fat-free refried beans

**Protein**
- Chicken or turkey without skin
- Lean beef or pork
- Fish and seafood such as tuna, trout, salmon, tilapia, crab, shrimp, oysters or lobster
- Tofu, reduced-fat cheese, cottage cheese or egg whites

**Dairy**
- Fat-free or low-fat milk (1%)
- Plain soy milk
- Plain, non-fat yogurt or light yogurt

Whether you have diabetes or not, the plate method is a simple way to control your portion sizes. This will help you plan how much to eat, by learning the amount of each food group you should eat. You don’t need to count calories. This method works best for lunch and dinner.

Use your hands as a guide for food portions.

<table>
<thead>
<tr>
<th>Size</th>
<th>1 fist = 1 cup</th>
<th>1 thumb = 1 ounce</th>
<th>1 handful = 1 ounce of snack food</th>
<th>1 palm = 3 ounces</th>
<th>1 thumb tip = 1 teaspoon</th>
</tr>
</thead>
<tbody>
<tr>
<td>Try</td>
<td>1 serving of fruit and vegetables</td>
<td>1 tablespoon of peanut butter</td>
<td>A handful of nuts</td>
<td>A cooked serving of meat</td>
<td>A serving of butter</td>
</tr>
</tbody>
</table>

Talk to your doctor to see if the plate method would work for you. To learn more about the plate method and diabetes meal planning, please call CalOptima’s Health Management department at 1-714-246-8895.

DON’T FORGET TO VACCINATE GET SHOTS AT NO COST

Measles?
Measles — a dangerous disease that was wiped out in the United States in 2000 — has returned! This is a very harmful, highly contagious virus that may start with a fever, sore throat, cough, runny nose and red, watery eyes. It can be easily spread from person to person. Measles can cause blindness, severe diarrhea, ear infections, pneumonia, brain swelling and death. Sadly, there has been an increase in measles cases in recent years due to low vaccination rates. From January 1 to August 1, 2019 alone, there has been 1,172 cases of measles reported in the United States.

Vaccines protect you and your child from getting measles. CalOptima pays for all member shots, so you can get them at no-cost. Make sure that all your family shot records are up-to-date.

Well-care visits
Set up a well-care visit with your child’s doctor especially before they start or go back to school. Children going to school must show proof that they got all of their shots. Your child can get needed shots at a well-care visit. The doctor makes sure that your child has all the shots they need. Many studies have proven that shots are safe and prevent illnesses. It is safe for your child to get more than 1 shot at their doctor visit. If your child misses a shot, just go back to your child’s doctor to catch up. They will not make you restart all the shots.

California law requires kids to have these shots:

<table>
<thead>
<tr>
<th>Shots</th>
<th>How Many</th>
</tr>
</thead>
<tbody>
<tr>
<td>Poliomyelitis (Polio)</td>
<td>4 doses</td>
</tr>
<tr>
<td>Diptheria, Tetanus, and Pertussis (DTaP)</td>
<td>5 doses</td>
</tr>
<tr>
<td>Measles, Mumps, Rubella (MMR)</td>
<td>2 doses</td>
</tr>
<tr>
<td>Hepatitis B (Hep B)</td>
<td>3 doses</td>
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<tr>
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Before Starting Kindergarten

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<th>Shots</th>
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<tr>
<td>Tetanus, reduced Diptheria, and acellular Pertussis (Tdap)</td>
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Before Starting 7th Grade

Talk to your doctor to make sure that your child is up-to-date with all needed shots.

Diabetes and Yearly Eye Exams
If you have diabetes, it is very important to get a dilated eye exam every 12 months. This is because you are at risk of getting diabetic retinopathy, a disease that harms the small blood vessels in the eye. It can lead to loss of sight and blindness mainly in people 20 to 74 years old. An eye exam can help you get timely care. CalOptima covers the dilated eye exam every 12 months through the Vision Service Plan (VSP).

Signs of diabetic retinopathy may include but are not limited to:
- Blurred sight and slow vision loss over time
- Floaters
- Shadows or missing areas of vision
- Trouble seeing at night

What else?
Many people with retinopathy do not see any signs, until the damage is severe or before bleeding occurs in the eye. Keep a healthy range of blood sugar, blood pressure and cholesterol to prevent diabetic retinopathy. Follow your eye doctor’s advice on how to protect your sight.

Can CalOptima pay for the eye exam?
Yes, CalOptima pays for the dilated eye exam every 12 months through VSP. The eye doctor will let you know how often you should get your eyes checked. Call CalOptima’s Customer Service department to see if you are eligible for vision care!

Health Management Programs
CalOptima offers health management services at NO COST to our members. We add eligible members to selected programs based on their health records or a doctor referral. Eligible members can also choose to sign up. When enrolled into a program, members may receive information in the mail from CalOptima or get a call from one of our staff. We are here to help you improve your health.

<table>
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<tr>
<th>Program Name</th>
<th>Description</th>
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<td>Child Asthma Health Program</td>
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<tr>
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<tr>
<td>Diabetes Health Program</td>
<td>Prevents diabetes and its complications.</td>
</tr>
<tr>
<td>Bright Steps Maternity Health Program</td>
<td>Prevents diabetes and its complications.</td>
</tr>
<tr>
<td>Shape Your Life Childhood Obesity Program</td>
<td>Prevents diabetes and its complications.</td>
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If you no longer want to be part of a health management program and prefer to stop* getting mailings or calls about your condition, please call us at 1-714-246-8895. We are here to help you Monday through Friday from 8 a.m. to 5 p.m. TDD/TTY users can call toll-free at 1-800-735-2929. We look forward to helping you improve your health!

* The request to stop getting information from us, will only apply to Health Management mailings. You will still get materials that CalOptima is required to mail you.

Talk to your doctor to make sure that your child is up-to-date with all needed shots.

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Before Starting 7th Grade

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Important Phone Numbers

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<td>Medical Emergency</td>
<td>Dial 9-1-1 or go to the nearest emergency room for a true medical emergency.</td>
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<thead>
<tr>
<th>CalOptima</th>
<th>Customer Service department, 24 hours a day, 7 days a week.</th>
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<tr>
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<td>Toll-free: 1-888-587-8088, TDD/TTY: 1-800-735-2929</td>
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<tr>
<td>Behavioral Health</td>
<td>Behavioral Health department for help with outpatient mental health services for mild to moderate impairments due to a mental health condition.</td>
</tr>
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<td>Toll-free: 1-855-877-3885, TDD/TTY: 1-800-735-2929</td>
</tr>
<tr>
<td>Health Education</td>
<td>Health Education department for help with health and wellness materials to help you stay healthy.</td>
</tr>
<tr>
<td>Denti-Cal</td>
<td>For help with dental benefits</td>
</tr>
<tr>
<td></td>
<td>Toll-free: 1-800-322-6384, TDD/TTY: 1-800-735-2922</td>
</tr>
<tr>
<td>VSP (Vision Service Plan)</td>
<td>Call CalOptima’s Customer Service department to see if you are eligible for vision care services. These numbers are for VSP.</td>
</tr>
<tr>
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<td>Toll-free: 1-800-438-4560, TDD/TTY: 1-800-428-4833</td>
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Get Information in 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 Member Handbook
The most current member handbook is available on our website at www.caloptima.org and upon request. To get it mailed to you, please call our Customer Service department

*The people in the photographs that appear in this document are models and used for illustrative purposes only.
Sign Up Today for Our Member Portal! Your Online Access to CalOptima.

CalOptima recently launched our new member portal. The member portal is a secure online website that gives you 24-hour access to your health information.

You can access CalOptima’s new member portal on a computer, tablet or smart phone device. Other languages will begin rolling out in fall 2019.

Take an active role in your health care. Register https://member.caloptima.org today!

To make changes online go to the member portal at www.caloptima.org.

The new self-service options make it easier and faster for you to:

- Update your personal information
- Request a new ID card
- Print a copy of your ID card
- Change your health network or primary care provider (PCP)
- Ask CalOptima Customer Service a question
- View the history and status of your prescriptions and referrals (coming in mid-2020)
- Complete your annual Health Assessment Survey

CalOptima’s website gets a new look, and a self-service member portal

Nurse Advice Phone Line
24 hours a day, 7 days a week.

For help to find out if you need care at the doctor’s office, urgent care or emergency room.

Toll-free: 1-844-447-8441
TDD/TTY: 1-844-514-3774