

BETTER TOGETHER

Member Newsletter | Spring 2023



Health Tip:

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



CalOptima Health

Get Current on Preventive Care

Summer is a great time to check in with your doctor to make sure you are up to date on needed tests and vaccines.

During the COVID-19 pandemic, many people delayed visits to their doctors. Preventive care is the best way to keep you healthy. This means seeing your doctor, even if you do not feel sick. Your doctor can find health problems early before they become too serious. These visits can also help manage long-term health conditions, such as diabetes or high blood pressure.

Ask your doctor about these services:

Preventive Health Care Services	Who Needs the Services
Well-care visit	Everyone
Vaccines: <ul style="list-style-type: none">• Flu• Pneumonia• Shingles• COVID-19 (if eligible)	Ask your doctor
Pap and HPV test	Women ages 21–64
Mammogram	Women ages 50–74
Colorectal cancer screening	Men and women ages 45–75
Chlamydia screening	Women ages 16–24

You can take charge of your health by staying current on well-care visits, screenings and vaccines. If you are due for any of these services, call your doctor now to make an appointment. Talk with your doctor about what care is right for you.



If you have questions, please call CalOptima Health Customer Service at **1-714-246-8500** or toll-free at **1-888-587-8088 (TTY 711)**, Monday through Friday, from 8 a.m. to 5:30 p.m. We have staff who speak your language. Visit us at www.caloptima.org.

Keep Up With Well-Child Visits

Getting well-child visits is a key part of your child's health. Well-child visits are a time when parents can check their child's health, growth and development at different ages.

In the 1st year of life, your child will grow and change quickly. This is why children have more scheduled well-child visits when they are younger. Well-child visits start a few days after birth and continue until your child turns 21. It is important for your child to see their doctor at each recommended visit.

Vaccines Protect Your Child From Disease



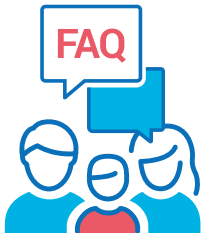
+ Vaccines are very safe and effective.

- Vaccines are tested often to ensure they have few side effects.
- It is safe for your child to get more than 1 shot at a doctor's visit. Some shots are combined in 1 dose to lower the number of shots given at once.



+ Vaccines can protect your child against disease or illness.

- Getting vaccines can protect children from viruses and bacteria that they come into contact with every day.
- Children who have not gotten their shots can be carriers of disease that threatens the health of others.



+ It is normal for your child to have some mild side effects.

- Normal side effects include headache, low fever and redness or swelling where the shot was given. These effects should go away after 2 days.



+ All vaccines for children are at no cost to CalOptima Health members.

- Visit the doctor to make sure your child is up to date with all the shots they need!



Manage High Blood Pressure

What is blood pressure?

Blood pressure is the force of your blood pushing against the walls of your blood vessels, also known as arteries. Each time your heart beats, it pumps blood into the arteries.

Check your blood pressure

Checking your blood pressure is important. If your blood pressure stays high for a long time, it could lead to kidney disease, heart attack, stroke or a memory problem called vascular dementia. You should check your blood pressure regularly since high blood pressure often has no symptoms. You can:

- Use a blood pressure monitor at home
- Ask your doctor to check your blood pressure

Blood Pressure Category	Systolic Blood Pressure (upper number)		Diastolic Blood Pressure (lower number)
Normal	Less than 120	and	Less than 80
Elevated	120–129	and	Less than 80
High Blood Pressure Stage 1 (no other heart risk factors)	130–139	or	80–89
High Blood Pressure Stage 2 (with other heart risk factors)	140 or higher	or	90 or higher
Dangerously high blood pressure — seek medical care right away	Higher than 180	and/or	Higher than 120



Take your medicine

Take your blood pressure medicine as ordered by your doctor. Do not stop taking your medicine without talking to your doctor first.



Talk to your doctor

Work with your doctor to make sure you are taking the right steps to control your blood pressure and stay healthy.



Make lifestyle changes

If you have high blood pressure, you can help lower it by being active, eating a healthy diet and making other lifestyle changes.

Blood Pressure Monitor Info



As a CalOptima Health member with high blood pressure, also called hypertension, you may be eligible to get a blood pressure monitor at no cost with a prescription under your Medi-Cal Rx pharmacy benefit.

How do I get a blood pressure monitor?

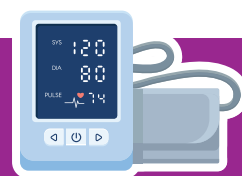
- Your doctor will need to write you a prescription for a blood pressure monitor.
- Take the prescription to your pharmacy to get your blood pressure monitor. Remember to ask the pharmacist to show you how to use your new blood pressure monitor.

How can I tell if my blood pressure monitor is working?

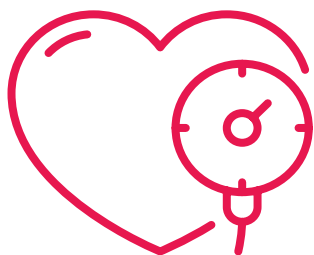
- Make sure to use your blood pressure monitor daily to make sure the machine is working.
- Follow the steps in the owner's guide if you think your blood pressure monitor is not working. If you need help with your blood pressure monitor, call the phone number listed in the owner's guide.
- You can also talk to your doctor or pharmacist if you need help using your blood pressure monitor.

What do I do if my blood pressure monitor is broken?

- Call your doctor to see if you are eligible for a replacement.



Do not forget!
Check your blood pressure often to help you and your doctor know if your medicines, diet and workout routine are helping you manage your blood pressure.



To learn more about this topic, call our Health Management department at CalOptima Health at **1-714-246-8895 (TTY 711)**. We are here to help you Monday through Friday, from 8 a.m. to 5 p.m. We have staff who speak your language. Visit us at www.caloptima.org.

Protect Yourself From COVID-19— Get Your Booster Today!

COVID-19 vaccines continue to be a safe and effective way to protect yourself from severe disease, hospital stays and death. COVID-19 boosters are recommended since the protection from vaccines tends to go down over time, especially for people 65 years and older.

Who can get a COVID-19 booster?

The guidance may change without notice. Please check with your provider first to learn what COVID-19 booster is right for you.

- People 6 months and older can get an updated Moderna booster.
- People 5 years and older can get an updated Pfizer booster.
- People 18 years and older can get the Novavax booster.

When should you get an updated COVID-19 booster?

- People can get an updated Pfizer or Moderna booster 2 months after completing the primary COVID-19 vaccine series or 2 months after their last COVID-19 booster.
- People can get the Novavax booster 6 months after completing the primary COVID-19 vaccine series.

What type of COVID-19 booster can you get?

- People 6 months and older may get a Moderna updated booster.
- People 5 years and older may get a Pfizer updated booster.
- People 18 years and older may get a Novavax booster.

Don't delay. Get your COVID-19 booster today!



Eligible CalOptima Health members ages 6 months and older can get up to a maximum of 4 \$25 gift cards (1 gift card per recommended COVID-19 vaccine dose) if the first dose is started by **June 30, 2023**. Please note that you must be eligible on the date of your vaccination to receive the gift card(s). Members in long-term care and the CalOptima Health Program of All-Inclusive Care for the Elderly (PACE) are not eligible for the COVID-19 Vaccine Member Health Rewards Program.

Testing Your Child for Lead: What You Need to Know

What is lead?

Lead is a metal that causes major health problems in young children. Many items with lead are no longer sold, but lead can still be found in and around older homes, or in traditional home remedies, foods and some products.

Why test for lead?

- There is no safe blood lead level for children.
- Even low levels of lead can affect a child's brain, growth, learning and behavior and cause other health problems.
- Most children with lead in their blood show no signs and may look and act healthy.

A blood test is the only way to know if your child has been exposed to lead.

Who should be tested?

- Children should first be tested for lead at age 12 months and again at age 24 months.
- Get a catch-up test if your child has missed a blood lead test.

How is the blood lead test done?

- A small amount of blood is taken from the finger, heel or arm and is tested for lead.
- A finger-prick or heel-prick collects a few drops of blood and has fast results.
- Blood may also be taken from a vein to confirm the level of lead.

Don't delay. Talk with your child's doctor about getting a blood lead test.



CalOptima Health may need to contact you with important news about your benefits and health information. Call Customer Service toll-free at **1-888-587-8088 (TTY 711)**, Monday through Friday, from 8 a.m. to 5:30 p.m. to update your contact information and to let us know we can call or text you. Remember to sign up for the CalOptima Health Member Portal at **www.caloptima.org** to access your health information.

Taking Care of Yourself After Giving Birth

Caring for a new baby can be hard while your body is healing and changing, but it is important to take care of yourself, too. Getting a postpartum checkup after giving birth is an important step to stay healthy.

What is a postpartum checkup?

A postpartum checkup is a health checkup with your provider to make sure that you are recovering well after giving birth. This is important because giving birth may put you at risk for serious health problems.

Benefits of postpartum checkups

You and your provider can talk about:

- Physical, mental and emotional changes after giving birth
- Family planning
- How to manage and prevent any health problems

When to get postpartum care

Get your postpartum checkup even if you are feeling fine.

- Get your postpartum checkup within 12 weeks of giving birth.
- If you had a cesarean birth (also called a c-section), your provider may want to see you 2 weeks after you give birth.

Pregnancy complications

Health problems can happen up to a year after giving birth. If you had complications during pregnancy or have a chronic health condition, such as high blood pressure or diabetes, you may need extra checkups. If something doesn't feel right, call your provider right away.

CalOptima Health offers eligible members a no-cost \$50 health reward for completing a postpartum checkup within 12 weeks of giving birth.



Plan your visit. Schedule your postpartum checkup today.



For more information, please call CalOptima Health's Bright Steps Program at **1-714-246-8895**.

Treatment Can Help Children With ADHD



If your child has attention deficit hyperactivity disorder (ADHD), starting treatment early can help. ADHD is one of the most common behavioral health disorders that affects how the brain grows and develops. Children with ADHD may have a hard time with self-control, keeping still and staying on task. These symptoms may lead to issues at home or at school.

Other signs of ADHD are:

- Having trouble paying attention
- Doing things on impulse (without thinking)
- Constantly moving, fidgeting or talking
- Functioning or learning issues

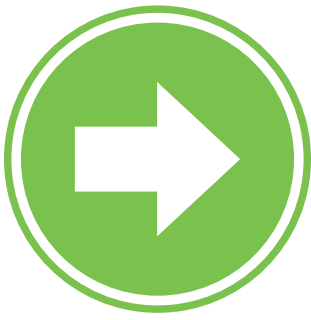
Children with ADHD tend to have better results when it is detected early. Talk to your child's doctor if you think your child might have ADHD.

Common treatments are:

- Behavior therapy
- Medicine
- Education
- Talk therapy

Medicine can help with ADHD symptoms. A child with a new diagnosis of ADHD must see the doctor within the first 30 days of taking a new medicine. After that, they will need to see the doctor at least 2 more times in the next 10 months. Seeing the doctor often helps make sure the medicine is working.





New Members Start Here

You need to do these 4 things

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



Choose a primary care provider (PCP) and a health network

The package will have instructions on how to access the Health Network and Provider Directory. Please choose a PCP and health network from the directory. You must also choose a PCP who belongs to the health network you choose.



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 Health as soon as you can.



Read your CalOptima Health Member Handbook

The package will have instructions on how to access your CalOptima Health Member Handbook. Your handbook has key information about CalOptima Health'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 CalOptima Health. 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** 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.

CalOptima Health Customer Service

Monday–Friday, from 8 a.m. to 5:30 p.m.
Toll-free: **1-888-587-8088** | 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.
Monday–Friday, from 8 a.m. to 5 p.m.

Local: **1-714-246-8895**

Toll-Free: **1-888-587-8088** | 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**

2023 Member Health Rewards Program

CalOptima Health offers no-cost rewards to eligible Medi-Cal members for taking an active role in their health.

Visit www.caloptima.org/healthrewards to view or print current health reward forms.





CalOptima Health, A Public Agency
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Orange, CA 92856-8163

www.caloptima.org

Update Your Contact Information

During the COVID-19 public health emergency, Medi-Cal beneficiaries have stayed enrolled in the program. If your contact information or household circumstances have changed, please update your information today by contacting the County of Orange Social Services Agency at [1-800-281-9799](tel:1-800-281-9799). This may help you keep your Medi-Cal coverage.

