

# health sense



Summer 2022

## You can get free at-home COVID-19 tests



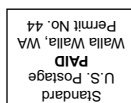
Every home can order 2 sets of 4 free tests (8 tests total) at [covidtests.gov](https://covidtests.gov). The tests will be mailed to you.

Each member can also get up to 8 free tests every month. You will use your pharmacy insurance.

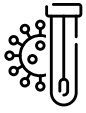
- Medi-Cal members can go to a Medi-Cal Rx pharmacy too. Just show your Medi-Cal Benefits ID Card (BIC). Find a Medi-Cal Rx pharmacy near you at [medi-calrx.dhcs.ca.gov](https://medi-calrx.dhcs.ca.gov).
- Commercial members of Contra Costa Health Plan (CCHP) (i.e., Plan A, Plan B, Plan A2 or IHSS Plan A2) can get at-home COVID-19 tests at no up-front costs from a contracted pharmacy in the CCHP network. Just show your CCHP ID card at the pharmacy counter, and the pharmacist can bill these tests to CCHP. If the pharmacist has trouble processing payment, go to our homepage at [contracostahealthplan.org](https://contracostahealthplan.org). Under the **Announcements** section are reimbursement instructions. Please save your receipt and boxes.

## Learn about accessing health care services

Are you a new Contra Costa Health Plan member? Or do you just want to learn more about accessing health care services available to you? Visit [cchealth.org/cchpnew](https://cchealth.org/cchpnew).



# What you should know about at-home COVID-19 tests



Wearing masks may no longer be required, but COVID-19 is still in our community. An at-home COVID-19 test can tell you in less than 30 minutes whether you have COVID-19. This can help you avoid spreading it to others.

## When to take an at-home COVID-19 test

Test yourself if...	Timing
You have any COVID-19 symptoms.	Immediately.
You were exposed to someone with COVID-19.	At least 5 days after your exposure.
You are going to an indoor event or gathering.	Immediately before the gathering, or as close to the time of the event as possible.*

**\*This is especially important before gathering** with people at risk of severe disease; those who are immunocompromised; older adults; or those who are not up-to-date on their COVID-19 vaccines, including children who cannot get vaccinated yet.

## What your test results mean and what to do

**If you test negative**, there's still a chance that you have the coronavirus and the test just did not detect it. You may want to take another home test in 24 to 48 hours. Another negative test means you are less likely to have the virus.

**If you test positive**, you may be able to get free medicine to help you recover!

Call your doctor or the 24-Hour Advice Nurse at **877-661-6230 (option 1)** right away.



Or go to a test-to-treat site near you. Visit [coronavirus.cchealth.org/treatments](https://coronavirus.cchealth.org/treatments).

Don't delay! Treatment must start within 5 days of when your symptoms began.

## Access standards

The California Department of Managed Health Care (DMHC) has established target wait times for Contra Costa Health Plan and other California plans for access to care. Those standards are below.

**Telephone wait times.** As a member, you can call Advice Nurse Services 24 hours a day, 7 days a week. Call any time you are worried about your health and do not know what to do. To contact Advice Nurse Services, call **877-661-6230**. Spanish-speaking members: Please **press 2**, then choose **option 1**. English-speaking members: Please **press 1**, then choose **option 1**.

Member Services can answer questions about your benefits, your doctors and your eligibility. Call Member Services at **877-661-6230 (press 2)** during their business hours, 8 a.m. to 5 p.m.

We know your time is important, and when you call to speak to someone in Member Services, our goal is also to answer your call within 10 minutes.

Type of service	Wait time for appointment
Routine/follow-up	10 business days
Ancillary services, such as x-rays, lab tests and physical therapy	15 business days
Routine mental health	10 business days
Specialist	15 business days
Urgent care for services that require prior authorization	96 hours
Urgent care for services that do not require prior authorization	48 hours
First prenatal visit	14 days



# Medi-Cal covers dental services

Dental health is an important part of your overall health. If you have Medi-Cal, you are covered for dental services. This is through the Medi-Cal dental program called **Denti-Cal**. Contra Costa Health Plan (CCHP) does not run Denti-Cal. But we want to make sure you know how to access your covered dental services. All you have to do is:

**1. Find a Medi-Cal dentist near you** at [smilecalifornia.org](http://smilecalifornia.org). Or call the Denti-Cal Customer Service Line at **800-322-6384**, Monday through Friday, 8 a.m. to 5 p.m. (If you are hearing- or speech-impaired, call TTY: **800-735-2922**.)

**2. Make an appointment.** If you cannot make it to your appointment, please call your dentist as soon as possible to cancel. Then they can give that slot to someone else. You can reschedule your appointment.


**3. Bring your Medi-Cal Benefits ID Card (BIC).** It should look like one of the cards above.

If you are under the age of 21, you are covered for a checkup and cleaning

every 6 months. If you are 21 or over, you are covered for a checkup and cleaning once a year. You are also covered for other dental benefits, such as:

- X-rays.
- Fluoride varnishes.
- Fillings.
- Emergency dental services.
- And more.

Dental health is important at every stage in life. You should start seeing the dentist once you get your first tooth as a baby or no later than your first birthday. Make sure you keep seeing the dentist as you age and your mouth changes.

 If you want more information about your Denti-Cal benefits or if you need help with dental services, visit [smilecalifornia.org](http://smilecalifornia.org) or call the Denti-Cal Customer Service line at **800-322-6384**, Monday through Friday, 8 a.m. to 5 p.m.



## Initial health assessment

Are you a new member? Then you need to complete an initial health assessment (IHA). We recommend that you make an appointment to see your provider within 120 days to address any conditions you may have and to make sure your preventive services are up-to-date.

Your primary care provider (PCP) will perform the assessment. It's a lot like a regular doctor visit. Your PCP will:

- Take your medical history.
- Examine you.
- Give you any vaccines you need.
- Do any preventive screenings you need.
- Discuss any concerns you have.
- Help you make a plan to address chronic diseases or other problems.



**DO YOU HAVE A PCP OR WANT TO CHOOSE A DIFFERENT DOCTOR?**

*That's your first step. Call Member Services at **877-661-6230, option 2.***

# Sensitive services are private

Sensitive services are health care services related to sexual and reproductive health, sexually transmitted infections, mental or behavioral health, substance use disorders, gender-affirming care, or intimate partner violence.

As a Contra Costa Health Plan (CCHP) member, you have the right to get sensitive services without permission from the primary subscriber, other enrollee, parents or caregivers. If you can consent to care for sensitive services, you can get these services privately. CCHP will not share sensitive services information with anyone else, unless you tell us to.

If you want CCHP to communicate with you about sensitive services using a different mailing address, email address or phone number, other than the one we have on file, call Member Services at **877-661-6230, option 2**, Monday through Friday, 8 a.m. to 5 p.m.



## What to know about telehealth services

You have the right to access your medical records. This includes telehealth records from third parties. Your primary care provider will have access, too, unless you say no.

It's important to know that:

- Telehealth is available at in-network cost-sharing and will count against your out-of-pocket maximum (if any).

Providers need to get your consent for services. This includes services provided by telehealth providers. CCHP

will make sure providers have obtained your consent.

### You have options

You might get specialty telehealth services. This could be for mental health or substance use disorders. If so, you can:

- Continue to receive that service with the telehealth provider.
- Go to a contracting clinic.
- Go to a contracting health facility.

## Nondiscrimination notice

Discrimination is against the law. Contra Costa Health Plan (CCHP) follows State and Federal civil rights laws. CCHP does not unlawfully discriminate, exclude people, or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity or sexual orientation.

CCHP provides:

- Free aids and services to people with disabilities to help them communicate better, such as:
  - ✓ Qualified sign language interpreters.
  - ✓ Written information in other formats (large print, audio, accessible electronic formats, other formats).
- Free language services to people whose primary language is not English, such as:
  - ✓ Qualified interpreters.
  - ✓ Information written in other languages.

If you need these services, contact CCHP between 8 a.m. and 5 p.m. by calling **877-661-6230**. If you cannot hear or speak well, please call TTY: **711**. Upon request, this document can be made available to you in braille, large print, audiocassette or electronic form. To obtain a copy in one of these alternative formats, please call or write to:

Contra Costa Health Plan  
595 Center Ave., Suite 100  
Martinez, CA 94553  
**877-661-6230** (TTY: **711**)



## HOW TO FILE A GRIEVANCE

If you believe that CCHP has failed to provide these services or unlawfully discriminated in another way on the basis of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation, you can file a grievance with CCHP's Civil Rights Coordinator. You can file a grievance by phone, in writing, in person, or electronically:

- By phone: Contact CCHP between 8 a.m. and 5 p.m. by calling **877-661-6230**. Or, if you cannot hear or speak well, please call TTY/TDD: **711**.
- In writing: Fill out a complaint form or write a letter and send it to: CCHP Civil Rights Coordinator, Member Grievance Unit, 595 Center Ave., Suite 100, Martinez, CA 94553 or fax it to **925-313-6047**.
- In person: Visit your doctor's office or CCHP and say you want to file a grievance.
- Electronically: Visit CCHP's website at **contracostahealthplan.org**.

## OFFICE OF CIVIL RIGHTS—CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

If you have Medi-Cal, you can also file a civil rights complaint with the California Department of Health Care Services, Office of Civil Rights, by phone, in writing, or electronically:

- By phone: Call **916-440-7370**. If you cannot speak or hear well, please call TTY/TDD: **711** (Telecommunications Relay Service).
- In writing: Fill out a complaint form or send a letter to:  
Deputy Director, Office of Civil Rights  
Department of Health Care Services Office of Civil Rights  
P.O. Box 997413, MS 0009  
Sacramento, CA 95899-7413  
Complaint forms are available at **[http://www.dhcs.ca.gov/Pages/Language\\_Access.aspx](http://www.dhcs.ca.gov/Pages/Language_Access.aspx)**.
- Electronically: Send an email to **CivilRights@dhcs.ca.gov**.

## OFFICE FOR CIVIL RIGHTS—U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

If you believe you have been discriminated against on the basis of race, color, national origin, age, disability, or sex, you can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing, or electronically:

- By phone: Call **800-368-1019**. If you cannot speak or hear well, please call TTY/TDD: **800-537-7697**.
- In writing: Fill out a complaint form or send a letter to:  
U.S. Department of Health and Human Services  
200 Independence Ave., SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**.
- Electronically: Visit the Office for Civil Rights Complaint Portal at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**.

# Managing anxiety naturally

Contra Costa Health Plan's (CCHP) Health Education Department recently offered an online class to support our members in managing anxiety naturally! The members who attended enjoyed it very much and expressed their appreciation to CCHP for offering such a unique class.

Some participants said:

"I'm familiar with a lot of natural methods already, and I still learned A TON. I'm super impressed with the classes."

"I liked that those natural solutions were taught in order to manage anxiety—that's VERY important to me."

"The different techniques presented taught me to cope with my anxiety."

The anxiety class covered topics such as:

- Understanding root causes of anxiety.
- Learning how diet can trigger or help symptoms.
- Using food as medicine to feel good—and what foods to avoid.
- How exercise, good sleep habits and being in nature can improve health.

The class also offered delicious recipes, breathing techniques, beginners' yoga and effective mindfulness exercises, as well as 7 hacks to improve anxiety.

If you need help managing your anxiety and want to try natural solutions, you can find the recordings of all 4 sessions and all the class materials on our website at [cchealth.org/healthplan/health-ed-anxiety.php](http://cchealth.org/healthplan/health-ed-anxiety.php).

If you are interested in our next Managing Anxiety Naturally class, email [HealthEducation@cchealth.org](mailto:HealthEducation@cchealth.org) to sign up.



## Has your contact information changed?

If you are enrolled in Medi-Cal, it's important to keep your information up-to-date. Has your contact information changed in the past two years? If so, update the Medi-Cal county office so you can stay enrolled. You can go online at [ehsd.org](http://ehsd.org) or call **866-663-3225**.

*health*  
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HEALTH SENSE contains educational health information of general interest. It is not intended to be medical advice and cannot be relied upon as medical advice.

HEALTH SENSE may also contain general information about plan benefits. Plan benefits vary, and for information about your

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particular benefit plan, please see your Evidence of Coverage booklet or call Member Services at 877-661-6230.

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Si desea este folleto en español, llame al **877-661-6230 (oprima 2)**.