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PHC recognizes that care and services may be under-used and takes steps to screen for this. Decisions made by PHC are based on appropriateness of care and if coverage is present. PHC does not give any sort of payment, incentive, or reward to providers, consultants, or staff to deny medically suitable services to members or to deny coverage.

Best Doctor Contest 2018

PHC thanks all of our members who nominated their health care provider for the Best Doctor Contest this year. Northern Region (Del Norte, Humboldt, Lassen, Modoc, Shasta, Siskiyou and Trinity) members sent in 90 nominations. Southern Region (Lake, Marin, Mendocino, Napa, Solano, Sonoma and Yolo) members sent in 229 nominations. We will let all the nominated providers know how much their patients appreciate the care they provide. The Best Doctors of 2018 winners were Dr. Joe Villalobos from Shasta Community Health Center for our Northern Region and Dr. James Long from the NorthBay Cancer Center for our Southern Region. We congratulate both doctors and thank them for giving excellent care to our members.

The Results are In!

Every year we send member satisfaction surveys to a random sampling of our members. In early 2018, the survey was mailed to 6,000 members. The survey results below are based on a 16% response rate and represent the percent of members who gave a high rating (7 or above) on a scale of 1–10. We are proud to report a high level of member satisfaction based on the survey.

Survey Questions Results

Overall satisfaction with Partnership HealthPlan .................... 92%
Overall satisfaction with health care received .................... 87%
Satisfaction with PHC Member Services customer service information or help given .................... 88%
Satisfaction with PHC Member Services providing service with courtesy and respect .................... 97%

Thank you to those members who participated.

Do You Have Other Health Coverage?

Call us at (800) 863-4155 for any changes to your private health insurance plan through your work, private pay or Senior Advantage health plan. Changes that are not reported could cause a delay when filling prescriptions or seeing your doctor.

Together for your HEALTH
Prepare Your Family for a Healthy Future

Babies less than 6 months old can get diseases from other people. You can protect them from diseases by getting your immunizations, or shots, on time.

Why Protection is Important

Babies younger than 6 months are too young to get all the immunizations that they need to be protected from some diseases. This includes the flu and whooping cough. Whooping cough is a serious and sometimes deadly disease for babies. You can help protect your young baby from the flu and whooping cough by making sure you and your family members get their shots.

Pregnant moms should get the Tdap shot between 27 to 36 weeks of pregnancy to help protect the baby from whooping cough. They should get the flu shot during the beginning of the flu season. Getting Tdap and flu shots gives short-term protection to the new baby. When babies are 2 months old, they can get the first whooping cough shot. When babies are 6 months or older, they can get their flu shot during the flu season.

Health care providers tell us that babies are more likely to get whooping cough and the flu from someone at home. This includes family members and caregivers. When the people around your baby get their immunizations, they are less likely to spread diseases such as whooping cough or the flu. You can build protection around your new baby from whooping cough and the flu. Make sure close family members and caregivers are up to date on their Tdap and flu shots.

Steps to protect your baby from diseases such as Whooping Cough and the Flu.

- Everyone in a baby’s life needs to get their whooping cough shot.
- Everyone 6 months and older should get the flu shot every year.
- All children should get their whooping cough shot.
- All teens and adults should get a Tdap shot to be protected against whooping cough.
- Pregnant women should get a Tdap shot each time they are pregnant. This protects the mother and the baby.

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Seeking Members for the Consumer Advisory Committee (CAC)

Are you a Partnership HealthPlan of California (PHC) member who cares about quality health care for yourself and others? Then you may want to join the CAC!

What does the CAC do?

- Makes sure that PHC is meeting the health care needs of all members
- Provides input on member satisfaction survey results
- Helps identify consumer concerns
- Provides input on current and potential benefits and member materials

Who can join the CAC?

- Eligible PHC Medi-Cal members
- Authorized representatives of eligible PHC Medi-Cal members
- Meetings are held four times a year and are open to the public.

If you want to join the CAC, call us at (800) 863-4155.

PHC Member Services (800) 863-4155

If you have problems or questions about your medical care you should call us. We are available to help you Monday–Friday, 8 a.m.–5 p.m. We can help you with concerns such as:

- General information about medical benefits
- Selecting or changing your doctor or medical group
- Requesting a new PHC ID card
- Problems with medical bills
- Problems or complaints about your medical care
- Problems getting appointments
- Problems getting your prescriptions filled
- Interpreting services

Staying Healthy Assessment (SHA) and Initial Health Assessment (IHA)

Within the first four months as a new member to Partnership HealthPlan, you, or your child, should have a visit with your doctor. The first visit is called an Initial Health Assessment (IHA). You do not have to be sick for this first visit to your doctor. During the IHA, talk with your doctor about your health and what you feel is important for your doctor to know. Your doctor will review your health record and decide if you need other health care services.

Those services may be:

- Referral to a specialist
- Prescription or medicine refill
- Tips for staying healthy
- Health education classes
- Immunizations/shots, child or adult
- Dental screening and referrals to a dentist

During this visit, we ask your doctor to have you fill out a Staying Healthy Assessment (SHA) form.

The SHA has questions about how you live your life, such as the types of food you eat, how much you exercise, and if you smoke. Some of the questions may be personal. You may choose not to answer some or all of the questions if you don’t want to.

If you choose to answer the questions, be honest when filling out the form. It will help your doctor better understand your health needs. The SHA is different for age groups, from birth to adult. It also comes in many languages.

If you have not filled out the SHA before, please ask the person in the front office area to give you one to fill out. For children, this SHA should be filled out at different times based on your child’s age. The doctor will review it at each well-child visit. As an adult, you should complete the SHA every 2–3 years.

If you have questions or problems making appointments, please call us at (800) 863-4155.
Is Your Pharmacy Still in the Partnership HealthPlan Network?

As of January 1, 2019, pharmacies not enrolled with Medi-Cal will not be able to serve Medi-Cal members. This includes Partnership HealthPlan members. We have started to remove pharmacies not enrolled with Medi-Cal from our pharmacy network. This includes all Northern California Costco pharmacies in our service area (24 stores).

Here are some helpful tips if your pharmacy is no longer in our network:

• Call Member Services at (800) 863-4155 and ask for help finding a new pharmacy.
• Tell all your doctors who prescribe medicine for you the name and phone number of your new pharmacy.
• If you have prescriptions at a pharmacy that is not in our network, call them to have your prescriptions moved to your new pharmacy. Give them the name, phone number, and fax number of your new pharmacy.

Please call us at (800) 863-4155. We can give you more information on this change. We can also help you find network pharmacies near you.

Your Member Portal is Here!

What is a Member Portal? It is an interactive tool that can give you access to your Partnership HealthPlan benefits and services. You can use it anytime of the day or night.

What can I do on the Member Portal? The portal has many features to meet your needs. Some of the things you can do are:

• Change your Primary Care Provider (PCP)
• Order a Member ID card
• Look at your eligibility
• View your referrals
• View your prescription history and authorizations
• Set reminders to refill prescriptions
• File a complaint

How can I get on the Member Portal? The Member Portal is on our website: www.partnershiphp.org. You will need to register to begin using all the great features. If you have any questions, call us at (800) 863–4155.

Register today and take advantage of your Member Portal. If you have any questions, call us at (800) 863–4155.

PHC Board of Commissioners: Consumer Representatives

Do you want to have an impact on health care in your community? Then think about being a PHC consumer representative. We are filling 2 consumer seats on our Board of Commissioners. As a representative, you will represent the region you live in.

One representative will cover our Northern Region counties: Del Norte, Humboldt, Lassen, Modoc, Siskiyou, Shasta, or Trinity.

One representative will cover our Southern Region counties: Lake, Marin, Mendocino, Napa, Solano, Sonoma, or Yolo.

To be considered, you must:

• Be an eligible PHC member or representative of an eligible PHC member.
• Submit a completed application by the deadline.
• Commit to attend 6 PHC board meetings during each year of the 2-year term. A stipend for travel costs will be given.
• Commit to give an update of PHC board meetings at PHC Consumer Advisory Committee (CAC) meetings held every 3 months.

For more information on how you could be a consumer representative on the PHC Board of Commissioners, go to www.partnershiphp.org/Community/Pages/default.aspx. Call us at (800) 863–4155. Let us know you would like to apply to join our Board of Commissioners. An application will be sent to you. Applications must be postmarked by Friday, July 19, 2019 at 5 p.m.

When something like a natural disaster or traumatic event happens, it can take time to feel safe and secure again.

There are steps people can take to build resiliency and regain control.

Find support.

When bad events occur, people may want to turn to their friends and family for support. When your community has been affected, you may need to look elsewhere. Meeting with others in a support group is helpful. Stay connected with other people.
Even if you were not directly affected, it is important to protect yourself against “vicarious trauma,” or “secondary traumatic stress.” This means being exposed to the pain and hard luck of other people. When a community is affected, you may feel bombarded by scary information. If this happens to you, look into support groups for “families of” or “friends of” people who have gone through trauma. Talk with a friend outside of the situation.

Take advantage of any resources like on-the-spot counseling. Social services and aid are there to help.

Re-establish your routine.

Get back into your routine as soon as possible. You may not be able to have the exact same routine as before. Get back to work in some way. Recreate another home, if needed. Keep small things the same.

Practice self-care.

Practice deep breathing when you feel anxious. List things you are grateful for. Get rest. As long as you are feeling better each day, you are making progress. If feelings of helplessness, despair, or anxiety continue, or if it is hard to get through your day, think about seeing your doctor or a mental health specialist.

Resources:


Grievance Reminder

You may file a grievance, sometimes called a complaint or an appeal, any time you feel unhappy with your health care. This can be when you are unhappy with PHC or any PHC providers. An appeal is when you ask to change a decision made by PHC or one of your PHC doctors.

You can tell us why you are not happy over the phone or in person. You can also write a letter or fill out a form called Request for Appeal or Complaint. You can get this form at your doctor’s office. If you wish to file your grievance over the phone, please call us at (800) 863-4155.

You can also file for a state hearing. You can do this after you have gone through PHC’s appeal process. You can ask for a state hearing by calling (800) 952-5253. This is the State Hearing Division at the California Department of Social Services (CDSS) at (800) 952-5253.

An administrative law judge (ALJ) from CDSS will hear your case at a state hearing. The ALJ will look at facts from you, your provider, and PHC to make a final decision about your appeal.

If you have other concerns, you can also call the Department of Health Care Services’ Managed Care Ombudsman office at (888) 452-8609. This office helps with all managed care concerns.

Medi-Cal Fraud

Medi-Cal fraud costs taxpayers millions of dollars each year. This prevents us and the state from providing more services.

All of the PHC family (members, doctors, and PHC staff) need to help lower this costly issue. When members let family and/or friends use their Medi-Cal ID card for care it raises the cost for Medi-Cal. It is a crime to let someone else use your Medi-Cal ID card. To reduce fraud, your doctor’s office staff will ask for a picture ID. If you think fraud is occurring, you can call our fraud hotline number at (800) 601-2146. The state also has a fraud hotline number (800) 822-6222. Both handle anonymous information. You don’t have to give your personal information to report suspected fraud. Remember, with your help we can stop this high taxpayer cost.

Immunizations – Not Just for Kids

You may know about children getting immunizations, or shots, to prevent illnesses like chicken pox or measles. Many adults do not know they need shots, too. Besides the more common shots for measles and the flu, there are other shots. These shots can help prevent life-threatening illnesses.

There are shots for young adults to block some forms of cancer. There is also a shot to help prevent meningitis, a serious brain infection. For older adults, there is a vaccine to protect against shingles, a very painful rash. Some people need shots to help prevent serious liver infections.

For older adults and some younger ones who have health problems like asthma, heart disease, or HIV infection, there is a shot to prevent a type of life-threatening pneumonia, a lung infection. The pneumonia shot helps children 5 years and under, and adults 65 and over. Why those age groups? Because those two groups can suffer the most. The infections can be bad at any age, but the very young and older people have more trouble with pneumonia.

The pneumonia bug is spread by being in close contact with someone who has the infection. Not everyone who is coughing and has a fever has pneumonia. It is a good idea to avoid someone with those symptoms even if they just have a common cold or flu.

So, why is this shot so vital? It can protect you from very serious illnesses. It can also protect you from other bad infections such as:

- Brain infections
- Blood stream infections
- Ear infections

Antibiotics can help, but the pneumonia bug is learning how to resist many antibiotics. It is always better to prevent the infection in the first place. Bad pneumonia infections can cause loss of hearing or loss of a limb. You can also die from an infection caused by the pneumonia bug. The shot helps to make it less likely to get these bad infections.

The pneumonia shot is usually given once to be useful. Sometimes people need to get a second shot. Check with your doctor. By getting the shot, you can avoid a lot of problems later in life. Do not wait till you get the infection and then try to treat it. Did you know 9 out of 10 people who get the pneumonia shot are protected from the infections caused by the bug? Getting the shot can save your life.

No one likes to get shots, but they might save your life or the life of those you love.

These types of shots are safe. Prepare yourself and your family for a healthy future. Ask your doctor which shots are right for you.
Information about PHC Doctors
You can call or go to our online directory. Check out http://www.partnershiphp.org, if you would like to obtain the following practitioner information:
• Name, address, telephone numbers
• Professional qualifications
• Specialty
• Medical school attended*
• Residency completion*
• Board certification status

*If you would like information about your practitioner or a physician’s education and/or training, you can locate the information on the Medical Board of California website at www.mbc.ca.gov under License Search. We can also provide you with this information by calling the number below.

You can request a copy of a Provider Directory by calling us at (800) 863-4155. TTY users can call the California Relay Service at (800) 735-2929 or call 711.

Are you Pregnant?
Partnership HealthPlan of California can help you and your baby get a healthy start with:
• Up to $50 in gift cards for early prenatal care and post-partum visits
• Live phone information & support throughout your pregnancy
• Referrals to community resources
• Case management services

For more details call (800) 809-1350.

Member Experience Survey
We want to hear from our members. We will be sending some of our members a survey asking them about how they feel about their health care. The survey will be coming from SPH Analytics on our behalf.

The questions will ask things like in the last 6 months:\n• How you feel about talking with your doctor
• How well your doctor explains how to take your medications
• How easy or hard it was to make appointments

We will use your feedback to improve the care all our members receive. If you receive a survey, please complete it and return it as instructed. We value your feedback!

Intimate Partner Violence Also known as Domestic Violence
Intimate Partner Violence is a form of abuse. It can affect anyone of any age, race, sexual orientation, religion, or gender. Abuse can be threats that can be emotional, verbal, financial, sexual, and even intimidating.
• Does your partner make you feel afraid?
• Does your partner act jealous?
• Has your partner ever threatened to harm you?
• Has your partner ever pushed or hit you, thrown things at you, or forced you to have sex?
• Does your partner threaten to have you deported?
• Does your partner keep you from seeing your loved ones or following your interests?

Your partner can make these feelings worse by blaming you. No one deserves to be abused, threatened, or bullied. You may not be able to stop your partner’s abuse, but you can get support for yourself.

What You Can Do
Talk with someone you trust: a friend, family member, your doctor, or a member of the clergy.

Put together an Emergency Exit Kit. The Kit should have things you would need if you had to leave quickly. Include your ID, birth certificate, medicines and some money. Add things that are really important to you like pictures or jewelry. Keep your cell phone and car keys with you at all times.

Call the National Domestic Violence Hotline at (800) 799-SAFE (799-7233) or (800) 787-3224 (TTY) to find out about domestic violence shelters and programs in your area. Call 911 if you are in danger.

Remember, you are the expert about your own life. Don’t let anyone talk you into doing something that is not right for you. There is no excuse for intimate partner violence.

You Are Not Alone
Abuse happens in all communities. If you are being abused, you may feel:
• Frightened
• Hurt
• Confused
• Disappointed
• Angry
• Ashamed
• Hopeless

Programs & Services
Confidential Mental Health Services:

Out-patient services
• Members assigned to Kaiser, call Kaiser’s Member Services at (800) 464-4000
• Members with Medicare Part B only, call 1-800-MEDICARE (1-800-633-4227)
• All other members, call Beacon at (855) 765-9703

In-patient services
Your county Mental Health Department continues to provide inpatient mental health services.

For the phone number to your county’s Mental Health Department, call us at (800) 863-4155. For TTY, call (800) 735-2929 or 711.

Advice Nurse Program:
PHC offers an Advice Nurse Program to its members. The PHC Advice Nurse Program is available at no cost, 24 hours a day, 7 days a week.

You can reach the PHC’s Advice Nurse by calling (866) 778-8873.

Care Coordination Programs: (800) 809-1350

PHC can help you with:
• Accessing Care
• Case Management
  ▪ Coordination of Care
  ▪ Complex Conditions
  ▪ Coping With New Diagnoses
• Health Education
• Community Services
• California Children Services (CCS)
• Regional Services
• Applied Behavioral Health
• Mental Health Access
• Prenatal & Postpartum Care
• Palliative Care
• Chronic Pain Care
• Transportation to medical appointments

Your partner can make these feelings worse by blaming you. No one deserves to be abused, threatened, or bullied. You may not be able to stop your partner’s abuse, but you can get support for yourself.
Del Norte
Childbirth Preparation
Birth & Beyond
A four week course designed to help new parents learn more about child birth, breast feeding and newborn care.
Sutter Coast Community Clinic (707) 464-5974

Tobacco Use Prevention Program (TUPP)
For further information please contact (707) 464-3191 x 2831

Humboldt
Childbirth Preparation
Mad River Comm. Hospital, Arcata, (707) 822-1385
St Joseph Hospital, Eureka (707) 445-8121
Redwood Memorial Hospital, Fortuna (707) 725-3361
Nurse Family Partnership, Eureka (707) 268-2165
Safe Care, Eureka (707) 441-5075

Tobacco-Free Humboldt
Humboldt County Department of Health and Human Services
Public Health Branch (707) 268-2132

Lake
Childbirth Preparation
Sutter Lakeside Hospital, Lakeport (707) 262-5085
Bright Start (707) 995-4594
St. Helena Family Health Center (707) 995-4500

Lassen
Childbirth Preparation
Northeastern Rural Health, Susanville (530) 251-5000
Promises Perinatal Program
Outpatient recovery program for pregnant, postpartum and parenting women (ages 16 years and older). (530) 251-8112

Lassen County Alcohol & Drug Program (530) 251-8112

Mendocino
Childbirth Preparation
Mendocino Coast Clinic (for clinic patients). Fort Bragg (707) 964-1251
Mendocino Community Clinic, Ukiah (707) 468-1010 option #3

Smoking Cessation Program
Frank R. Howard Memorial Hospital (707) 540-4208

Diabetes Wellness Program
Ukiah Valley Medical Center (707) 463-7527

Modoc
Childbirth Preparation
441 North Main Street
Alturas (530) 233-6311

Behavioral Health
(530) 233-6312

Napa
Childbirth Preparation
Queen of the Valley
(707) 251-2050 or (707) 252-4411
OLE Health, St. Helena (707) 963-0091
OLE Health, Napa (707) 254-1770 or (707) 252-6541

Diabetes Wellness Program
OLE Health (707) 254-1770

Shasta
Childbirth Preparation
Mercy Medical Center, Redding (877) 300-6301

Perinatal Drug and Alcohol Program
1306 Market Street, Redding (530) 245-6411

Tobacco Cessation
A FREE eight session program to help you quit all types of tobacco. For more information and to register for classes, call (530) 246-3729

Second Wind Smoking Cessation Program
An eight session program to help you quit all types of tobacco. In collaboration with local tribal members, participants will learn the difference between commercial and traditional tobacco use. For more information, call (530) 406-9678

Project EX
A FREE eight session program to help TEENS quit all types of tobacco. For more information, call the Youth Violence Prevention Council (530) 244-7194

Shasta County Tobacco Cessation Program
Tips for Quitting (530) 229-8467
Tobacco Recovery Self Management in Anderson, Redding and Shasta Lake (530) 229-5115
Tobacco Recovery 6-week program at Mercy Medical Center (877) 300-6310

Diabetes Self-Management
Free six week program in Anderson, Redding and Shasta Lake (530) 229-5115

Siskiyou
Childbirth Preparation
Merry Medical Center, Mt. Shasta (530) 859-2155
Fairchild Medical Center, Yreka (530) 842-3507

Solano
Childbirth Preparation
CMC Dixon, (707) 635-1600
La Clinica Great Beginnings, Vallejo (707) 645-7316

Diabetes Prevention Program
Sutter Solano (707) 638-5970

Diabetes Classes
Touro University Free Clinic (707) 653-6331
www.tobaccofreesolano.org

Sonoma
Childbirth Preparation
Alliance Medical Center, Healdsburg (707) 433-5494
Pregnancy Counseling Center, Santa Rosa (707) 575-9000

Trinity
Health and Human Services
Childbirth Preparation
(530) 623-8209

Human Response Network
(530) 623-2024

Trinity County Behavioral Health
(530) 623-1362 (Weaverville)
(530) 628-4111 (Hayfork)

Mental Health Services
(888) 624-5820
(530) 628-4111 (Hayfork office)

Alcohol and Other Drugs Services
(530) 623-1362

Yolo
Childbirth Preparation
Woodland Healthcare (530) 669-5540
Davis Community Center (530) 204-5317
Sutter Davis Medical Foundation (916) 887-4039

Diabetes Classes
Woodland Healthcare (530) 576-6298

Warmline Family Resource Center (916) 455-5500
(844) 455-9517

All counties
Help is a Four-Legged Word™
Canine Companions for Independence® provides highly-trained assistance dogs for children and adults with disabilities, free of charge. The most advanced technology capable of transforming the lives of people with disabilities has a cold nose and a warm heart! (800) 572-2275

California Smoker’s Helpline
(800) NO-BUTTS (English)
(800) 662-8887 (for teen smokers)
(800) 844-2439 (for chewing tobacco)
(800) 45-NO FUME (Spanish)
(800) 933-4-TDD (Deaf/Hearing Impaired)

Epilepsy Foundation of Northern California
(800) 632-3532
(510) 922-8687

Health Insurance Counseling and Advocacy Program (HICAP)
(800) 434-0222

Domestic/Intimate Partner Violence - Hotline
(800) 799-SAFE (7233)
(800) 787-3224 TTY

MENDOCA COUNTY CANINE ASSISTANCE TRAINING

Northern CA Multiple Sclerosis Society
(415) 230-6677
MSconnection.org is a social networking website and community for people living with MS and their families.

Join a Local Support Group
www.nationalmssociety.org/Resources-Support/Find-Support/Join-a-Local-Support-Group
National MS Society (800) 344-4867