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Annual Disclosure Statement

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.

Together for your HEALTH

Introducing Whole Child Model
We are excited to serve our child members who have CCS (California Children Services) with a new program called the Whole Child Model (WCM). The WCM program started January 1, 2019.

WCM helps child members and their families with CCS and non-CCS benefits and services. We have nurse case managers ready to help coordinate care for children with CCS. Families can ask for help with things like:

- Access to care
- Leaving the hospital and going back home
- Health concerns
- Getting medical testing approved
- Medicines
- Well child visits
- Sickness (not related to CCS)*
- Immunizations

To learn more about WCM, call Member Services at (800) 863-4155 or Care Coordination at (800) 809-1350.

Member Portal: Answers at your fingertips.

Did you know we now have an online tool just for members? It is called PHC Member Portal. The Member Portal can help members find information about their PHC benefits. You can still call us for help to answer your questions. To use the Member Portal, all you have to do is sign up and answer a few questions. The answers you give will be kept safe. Your privacy and health records are very important to us. We will protect them.

When you sign into the Member Portal you can:
- Change your mailing address
- Print your own PHC ID card
- Look up your health records such as:
  - Immunization records
  - Lab results
  - Pharmacy records. Learn about the drugs you are taking.

The Member Portal is a great tool to use when you want to answer your questions or need help staying healthy. If you have questions, call us at (800) 863-4155.
Managing Your Pain Safely

Did you know opioid pain medication can often cause more harm than good? Using opioid pain medication has serious risk of addiction, overdose, and death. This is especially true with long-term use. By taking more medication you higher the risk of overdose and death. Opioid pain medicines also cause other health problems including:

- Tolerance - meaning you will need to take more medication to treat the same amount of pain
- Physical dependence - meaning you will feel withdrawal symptoms if you stop taking these medications
- Feeling more pain
- May have a hard time going to the bathroom
- Nausea, vomiting, and dry mouth
- Feeling dizzy
- Feeling confused
- Feeling sad
- Increased risk of heart attack
- Bone fractures
- Low energy and feeling weak
- Itching and sweating

Your health is important to us! We understand that endless pain can be too much. We want to work with you and your doctor. We want to provide the best, safest treatment for your health problem.

Some things to think about:

- Work closely with your doctor to set clear pain management goals and a treatment plan.
- Think about the risks of opioid medication use. If you take more than one month of pain medication, there is a chance you may stay on these medications for life.
- Many non-opioid treatments have been proven to work better to control pain with fewer side effects.
- Taking opioid pain medication and benzodiazepines (such as Xanax or Valium to treat anxiety) is not safe. Taking these medications at the same time should be avoided.
- If you are taking opioid pain medication, ask your doctor for Naloxone medication. Naloxone is an emergency medicine. It can save your life if you have too much opioid pain medicine in your body.

Failure to Return Your Medi-Cal Renewal Packet can be Harmful to Your Health!

As a Medi-Cal beneficiary, you may know there is a Medi-Cal renewal process. You will get a Medi-Cal re-evaluation packet from your Eligibility Worker (EW). To keep your Medi-Cal benefits, you may be asked to send documents to verify things like your address or income. Your EW or case worker looks at your case every year to see if you are still eligible for Medi-Cal.

If you are taking these medications for a second year of pain medication, there is a chance you will need more medication to treat the same amount of pain. Tolerance - meaning you will need to take more medication to treat the same amount of pain. Physical dependence - meaning you will feel withdrawal symptoms if you stop taking these medications. Feeling more pain - may have a hard time going to the bathroom. Nausea, vomiting, and dry mouth. Feeling dizzy. Feeling confused. Feeling sad. Increased risk of heart attack. Bone fractures. Low energy and feeling weak. Itching and sweating.

Your health is important to us! We understand that endless pain can be too much. We want to work with you and your doctor. We want to provide the best, safest treatment for your health problem.

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- If you are taking opioid pain medication, ask your doctor for Naloxone medication. Naloxone is an emergency medicine. It can save your life if you have too much opioid pain medicine in your body.

What is Care Coordination?

PHC has a department that helps members. This department is called Care Coordination (CC). CC helps you find doctors, services, resources and other benefits. We connect you to the care you need.

You can ask for help with things like:

- Access to care
- Leaving the hospital and going back home
- Health concerns
- Getting medical testing approved
- Medicines

Call us when you need help getting care. Our phone number is (800) 809-1350. TTY users can call the California Relay Service at (800) 735-2929 or call 711.

Well-Child Visits – Infants to Teens

Even when your child is healthy, check-ups are important. They will help keep your child healthy. During check-ups you can talk about any concerns that you have. Your child’s doctor will go over your child’s routine health, growth, and progress. Your child will also get needed health services, like:

- Health visits (head to toe physicals)
- Vision, hearing and TB skin testing and lab services
- Shots
- Tracking your child’s growth
- Sending your child to other doctors if needed

If you are new to PHC, it is very important for your child to see a doctor soon. This is a time to get to know each other and review your child’s health.

Infants will have many well-child visits during the first and second years of life. Children and teens should get a well-child visit once a year. With the help of on-going well-child visits, your child’s doctor can often find and address health problems before they get worse.

Make your child’s appointments in advance. Write down questions you want to ask and talk about. Well-child visits are the time to ask and get facts about:

- Health and safety
- Nutrition and diet
- Physical fitness and general health care
- Sleep habits
- How well your child is growing
- Problems such as learning
- Concerns about the teen years

A visit when your child is sick will focus on the problem. Your child’s doctor will not have enough time to do a full exam and cover all important preventive health and education topics. To get your doctor’s full attention, your child will need a well-child visit. Please make your child’s appointment right away.
Healthy Recipe to Try

**Half-Veggie Burgers**

25 minutes prep and cook time. Makes 8 servings.

**Ingredients**
- 3 cups cooked lentils or beans
- 1 cup finely chopped bell pepper or mix of your favorite vegetables
- 1 pound lean ground beef (or other ground meat like chicken)
- 1 egg (optional)
- ½ teaspoon salt
- 1 teaspoon ground black pepper
- 8 whole wheat hamburger buns
- Your favorite hamburger dressings – tomato, lettuce, mustard, etc.

**Directions**
1. In a large bowl, mash lentils or beans with a fork.
2. Add veggies, meat, and salt and pepper to the bowl and mix with your hands. For grilling, add egg to keep them from crumbling.
3. Form 8 patties.
4. Cook on a barbecue or in a skillet on the stove set to medium-high heat. Cook to dark brown on one side. Flip them and cook other side to dark brown.
5. Serve on toasted buns with your favorite dressings.

**Nutrition Information**
Serving size: 1
- Total Calories: 365
- Total Fat: 7 g
- Saturated Fat: 2 g
- Carbohydrates: 49 g
- Protein: 27 g
- Fiber: 6 g
- Sodium: 451 mg

Visit [https://eatfresh.org](https://eatfresh.org) for more healthy recipes.

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**PHC Member Handbook**

Your Member Handbook has information you need. It explains the services and benefits that you get as a member of Partnership HealthPlan of California (PHC). It also lets you know about your rights and responsibilities as a PHC member.

**Information you can find in your Member Handbook:**
- How to get health care services and medicines
- What to do when you need to get care quickly
- How we review new medical technology
- What limits PHC has on services
- How to ask for a second opinion
- How to file a grievance or appeal
- How to get information about primary care
- How to get information about specialty care and other providers in the network
- What to do when you are out of the area
- What to do if you need help after hours
- How to get assistance in other languages
- And much more

All new members get a copy of the Member Handbook when they are enrolled in PHC for the first time. If you want another handbook, call us at (800) 863-4155. You can also find the handbook on our website at [www.partnershiphp.org](http://www.partnershiphp.org).

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**Some PHC Meetings are Open to the Public**

We have meetings monthly and every other month. These meetings are with our board members, staff, contracted providers, and members like you. Some of these meetings are open to the public. If you would like to attend one of these meetings, call us at (800) 863-4155. We will give you information about meeting times and locations.

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**Do You Have Other Health Coverage?**

When you have changes to your private health insurance plan, call us at (800) 863-4155. This includes changes with your work, private pay, or Senior Advantage health plans. Changes that are not reported could cause a delay. This can delay filling your prescriptions or seeing your doctor.

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**PHC Covered Drugs Update**

PHC meets with doctors and pharmacists every 3 months to talk about the list of drugs PHC covers. Drugs are sometimes added or taken away from this list. You can use the link below to see changes to what drugs are covered. If you have any question, please call us at (800) 863-4155. TTY users can call the California Relay Service at (800) 735-2929 or call 711.

Member Service link: [https://member.partnershiphp.org](https://member.partnershiphp.org)/. PHC covered-drugs changes link, [http://www.partnershiphp.org/Providers/Pharmacy/Pages/PT-Formulary-Changes.aspx](http://www.partnershiphp.org/Providers/Pharmacy/Pages/PT-Formulary-Changes.aspx)

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**PHC Offers Interpreter Services**

We have services that provide real time interpreters. You can call the Member Services Department for access to this service. Ask for a non-English language interpreter when you call us. You do not need children, friends or family members to interpret for you. You can have an interpreter at your health care visits. We must approve this in-person service before your visit with your doctor. Please call us at (800) 863-4155 at least 3 business days before your doctor’s visit. This service is no cost to you or your doctor.

PHC translates all member informing materials into Spanish, Russian, and Tagalog. Call us if you need these materials in a different language. You can also get materials in large print or braille. Let us know if your language needs have not been met. You have the right to file a complaint or an appeal. You can find out how to do this on PHC’s website. Go to “Members” and click on “File a Member Complaint, Appeal or Hearing Information” located under Services Available Online. You can also call us at (800) 863-4155 to file a complaint or appeal.

We are here to help you get the best care that meets your needs. TTY users can call the California Relay Service at (800) 735-2929 or call 711.
We can help you with:
• 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

We are available Monday–Friday, 8 a.m.–5 p.m. You can call us at (800) 863-4155.

**TOPS (Take Off Pounds Sensibly)**

TOPS (Take Off Pounds Sensibly), is a common sense approach to managing weight. TOPS also promotes maintaining good health. Enrolled members attend weekly meetings. They share tips on losing weight. They also exchange recipes. They encourage and support each other. The staff is all volunteers. The TOPS weight loss program is non-profit and non-commercial.

This program is offered to all eligible PHC members. Are you ready to stop dieting and start making real life changes?

PHC will pay your membership for one year. Some TOPS locations charge a chapter fee (on average $5.00 per month). PHC does not pay chapter fees.

To join TOPS or get more facts, call PHC’s Member Services Department at (800) 863-4155.

**Member Rights and Responsibilities**

Do you know your rights and responsibilities as a PHC member? For a copy of our Rights and Responsibilities Statement you can contact us at (800) 863-4155 or visit our website at www.partnershiphp.org. TTY users can call the California Relay Service at (800) 735-2929 or call 711.

**Privacy Act Statement**

PHC is required by law to maintain the privacy of your health information. We are required to inform you of our legal duties and privacy practices where your protected health information (PHI) is concerned.

For a copy of our Notice of Privacy Practice you can contact us at (800) 863-4155 or visit our website at www.partnershiphp.org. TTY users can call the California Relay Service at (800) 735-2929 or call 711.

**Lab Services**

PHC and some of our doctors contract with specific lab vendors for services. When your doctor refers you for lab work, make sure to ask your doctor which lab you should use. If your doctor doesn’t know, you can always call us at (800) 863-4155.

**Injury Prevention**

Injuries are the leading cause of death in children, teens, and adults up to age 45. Many more people survive their injuries but have health problems for the rest of their lives. The good news is most injuries can be prevented.

There are two major kinds of injuries, unintended and intentional. Unintended injuries are things that just happen. Intentional injuries are meant to cause harm to a person or group of people.

Unintended injuries include things like car or bike accidents, playground or sports injuries, and water-related injuries. Poisonings and drug overdoses are often unintended, too. Intentional injuries include things like child abuse and neglect, elder abuse, youth violence, intimate partner or sexual violence, and suicide.

You can learn a lot about preventing injuries on the Centers for Disease Control (CDC), website. The main page is www.cdc.gov/injury/index.html. Here are 10 CDC tips to prevent injuries:

• Wear your seatbelt
• Place children in the proper car seats or boosters in the back seat of the car
• Walk on sidewalks
• Wear the proper helmet for your or your child’s activity
• Learn how to swim
• Wear a life jacket when on the water, and for children when near the water and on the water
• Get rid of dangers in your home that can lead to tripping like loose rugs
• Store medicines out of reach of children and teens
• Take medicines only as told to you by your or your child’s doctor
• Have your eyes checked

**Ready to Quit Smoking?**

Smoking is the biggest cause of sickness and early death. It does not matter how old you are or how long you have smoked, it is important to quit. Quitting smoking lowers your risk of lung cancer, heart disease, stroke and other lung diseases. Your health starts to get better as soon as you quit smoking!

• After 20 minutes - your blood pressure starts to lower
• After 24 hours - your chance of having a heart attack is less
• After 1 year - your risk of heart disease is lowered
• After 5 to 15 years - your risk of stroke is lowered

There are many ways to quit smoking. You may even have to try a few ways before you quit for good, but do not get discouraged!

The important thing is that you quit. Keep in mind that it is never too late - especially if you are living with a chronic illness.

Partnership HealthPlan of California can help! We can refer you to in-person and telephone counseling at no cost. We also cover all of the FDA approved medicines that help people quit smoking.

Call Care Coordination for a referral at (800) 809-1350. TTY users can call the California Relay Service at (800) 735-2929 or call 711.

**Tips to Help You Quit:**

• Admit the problem to yourself and your family, friends, and coworkers.
• Keep track of when and why you smoke.
• Set a quit date.
• Limit the time you spend with people who smoke.
• Write down a list of reasons to quit smoking. Keep the list with you as a reminder of the reasons you want to quit.
• Talk to your doctor about treatment options.

**California Smokers’ Helpline (CSH)**

CSH has telephone counseling and self-help materials to help you quit smoking. Their expert services are no cost to you. Learn more about how CSH can help you quit for good by calling 800-NO-BUTTS (800-662-8887). Visit the website at www.nobutts.org.
Ask Your Doctor About Telehealth Specialty Care Services!

Do you need specialty care? Do you find it hard to get to a specialist office? Will shorter travel time to see a specialist help your health care needs?

Partnership HealthPlan of California (PHC) wants you to have easier access to specialists. PHC and Telemed2U (TM2U) are working together to give PHC members access to telehealth specialty care services. You can get these services from your doctor’s office. Ask your doctor if telehealth is right for you. TM2U provides services to members by giving you the ability to visit with a specialist in a real-time video setting. Real-time video gives you a chance to talk face-to-face with a specialist about your care. Our telehealth program is helping members get specialty care in areas like:

- Dermatology
- Endocrinology
- Gastroenterology
- Infectious Disease
- Neurology
- Nutrition
- Rheumatology
- Urology

What could this mean for you? No more long hours traveling, no more waiting on referrals, and you may save on travel costs. Our telehealth program is focused on getting members the specialty care they need. The program is growing but some services may not be offered in all areas. Telehealth services are open to members 21 and older. We are working on widening our provider network to be able to offer the telehealth program to all members. For more details about the telehealth program, ask your doctor at your next visit or give them a call today.

Breast Cancer Screening

Why do I need to be screened for breast cancer?

Breast cancer is common. About 1 out of 8 women will get breast cancer in their life. Women die from breast cancer more than any other cancer except for lung cancer. More than 8 out of 10 women who get breast cancer have no family history of breast cancer. The 2 biggest risk factors for breast cancer are being a woman and getting older.

Regular breast cancer screening can help find breast cancer early. Finding it early helps you get early treatment for your best chances of beating breast cancer.

What is breast cancer screening?

At your yearly wellness check-up, you will get a clinical breast exam. Your provider will use his or her hands to check for lumps on your breasts and under your arms. They can also teach you to do a self-breast exam. If you find lumps, have pain, or find other changes, you should see your provider as soon as possible.

Mammograms are another way to screen for breast cancer. A mammogram is an x-ray of the breast. It is the best way to find cancer in the early stages before you can feel it or have signs from it. Early treatment is key to helping you beat cancer.

When can I get a mammogram?

Women who are 50 to 74 years old and have no family history of breast cancer should get a mammogram every 2 years. If you are 40 to 49 years old, talk to your provider during your yearly wellness check-up about when it would be best for you to get one.

Partnership HealthPlan of California pays for your mammogram. If your provider wants you to get one, we also want you to get one. Call Care Coordination at (800) 809-1350 if you do not know where to get a mammogram. TTY users can call the California Relay Service at (800) 735-2929 or call 711.

Notice About Estate Recovery

The State of California must seek repayment from the estate of a deceased PHC member for:

- Services the member got on or after his or her 55th birthday and who own assets at the time of death.
- Payments made including; managed care premiums, nursing facility services, home and community based services, and related services received when the member was inpatient in a nursing facility or received community-based services.
- Any other payments for services the member got from providers not with PHC.

To learn more about estate recovery, call (916) 650-0590. TTY users can call the California Relay Service at (800) 735-2929 or call 711.

Adolescent Immunizations

It is that time of year again. We are beginning to think about the upcoming school year. That first day of school checklist. What backpack to use? Which outfit to wear? There is another important question we tend to forget. Is my child up to date with immunizations?

During middle school years, your children are due for three immunizations:

1. Meningococcal immunization. This shot protects against a type of bacteria that can cause the brain and spinal cord to swell.

2. Human papillomavirus (HPV) immunization. This shot protects against some strains of the virus that have been known to cause certain cancers in both men and women.

3. Tetanus, Diphtheria, and Pertussis (Tdap) immunization. This shot protects against infections that can happen from cuts or wounds. It also protects against germs that travel through the air by coughing, sneezing, or even talking. An example would be whooping cough.

When people are not given the recommended immunizations, some germs can spread fast. Germs can spread through families, friends, schools, and communities. This makes a lot of people sick. This is why immunizations are so important.

If most people get their recommended immunizations, then certain germs will have a harder time spreading from person to person. This is known as “herd immunity.” Herd immunity protects babies as well as family members who cannot have certain immunizations. They also protect people who have an immune system that cannot fight off some germs.

Getting the recommended immunizations not only protects your child, but it helps protect others as well.
Asthma is a disease in your lungs that makes it hard for you to breathe. Asthma does not go away. The good news is asthma can be controlled and you can live a healthy and active life.

What do I need to do to keep my or my child’s asthma under control?

The first step to controlling asthma is to work closely with your doctor. Make sure to have a wellness exam every year. This visit is your time to talk to your doctor about your health and how to stay healthy.

To make sure you can keep your asthma under control, your doctor will prescribe asthma medicines. There are two types of asthma medicines. One is called a controller medicine and the other is called a quick-relief medicine.

- Controller medicines cut down on the swelling and mucus in your lungs and help improve asthma control. You will take these medicines every day even if you do not have signs of asthma. These medicines are inhaled steroids and airway medicines (like fluticasone or salmeterol) or allergy medicines (like antihistamines or montelukast). They work best when you take them at the same time every day. To help you remember to take them at the same time, take them with a daily activity like brushing your teeth.

- Quick relief medicines (like Albuterol or Ventolin) are used when you are having signs of an asthma attack. These signs can be coughing, tightness in your chest, and having a hard time breathing. Your quick relief medicines do not take the place of your controller medicines. Be sure to continue taking your controller medicines as your doctor told you when you also need your quick relief medicines. If you are taking your quick relief medicines more than 2 times a week, or 2 or more nights in a month, your asthma is not in control. This is a good time to talk to your doctor.

- Some candies, spices, health remedies and cosmetics made outside of the United States can have lead.
- Candies that have tamarind, chili powder, or salt that is from mines in certain parts of the world, may have high lead levels. Be alert. A high level of lead was found in a jar of La Tia Mana skin cream.
- Wash toys, pacifiers, and window sills often.
- Wash your children’s hands before eating.

If You Are Pregnant

- Do not use imported spices, snack foods, health remedies, cosmetics or clay pots.
- Do not eat non-food items such as clay, pottery, soil, or paint chips.
- Get a blood test if you think you may have been exposed to lead. Your unborn baby will have the same lead level as yours.

- Children born to mothers with lead poisoning may have learning and behavioral problems.

Lead has been removed from many household products and supplies in recent years. Still, it is a good plan to get a simple blood test at your doctor’s office that can check for lead poisoning. It is recommended that children ages 12 months and 24 months get screened for lead. If testing is not done at these ages, you can still have your child screened up to the age of 6 years old. Sometimes older children can be tested as well. If lead is found in the blood, the doctor might do a second test. Other children in your home might need to be tested too.

It is vital to know that high levels of lead need medical care right away. Lead poisoning doesn’t end there. You will need to find the source of the lead and get rid of it. Your doctor can help with this.

To learn more, call the National Lead Information Center at (800) 424-5323. You may be able to find lead detection kits at your local hardware store.

Source: State of California Department of Public Health

Protect Your Child from Lead Poisoning

Lead is a very toxic metal, mainly for young children. It can harm nearly every system in their bodies. Small amounts can cause learning disabilities and major health problems. High levels can harm their brain and even cause death.

Tips to Protect Your Children from Lead Poisoning

- Tell your doctor if your child lives in, or spends a lot of time in a place built before 1978 and has peeling or chipped paint or has been remodeled lately.
- Tell your doctor if you recently came to the United States or adopted a child from a country that has high levels of environmental lead. Some of the countries with high lead are Egypt, China, India, Thailand, Mexico and Peru.
- Do not let your children put car or house keys into their mouths.
- If anyone in your house works where lead dust could get on their clothes, be sure that the person changes clothes before hugging your child.
- Keep your children away from peeling paint.
- Be careful when using items from other countries such as clay pots and dishes.

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