

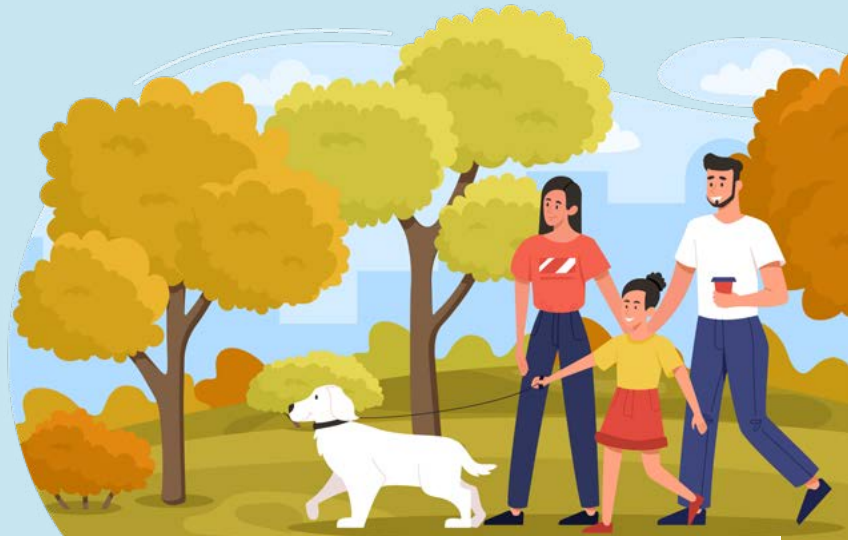
WINTER 2024



CenCalHEALTH®
Local. Quality. Healthcare.

HEALTH matters

Helpful information from CenCal Health



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La versión en español, Temas de salud, está adentro.

Initial Health Appointment (IHA)

CenCal Health recommends that, as a new member, you visit your new Primary Care Provider within 120 days for an Initial Health Appointment.

The purpose of the Initial Health Appointment is to help your PCP learn your health care history and needs. Your PCP might ask you questions about your health history or may ask you to complete a questionnaire. Your PCP will also tell you about health education counseling and classes that can help you.

Take your Benefits Identification Card and CenCal Health ID card to your appointment. It is a good idea to take a list of your medicines and questions with you to your visit. Be ready to talk with your PCP about your health care needs and concerns.

Be sure to call your PCP's office if you are going to be late or cannot go to your appointment. If you have questions about Initial Health Appointment, call Member Services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711) Monday-Friday 8 a.m. - 5 p.m.



When you call your PCP to schedule your Initial Health Appointment, tell the person who answers the phone that you are a member of CenCal Health. Give your CenCal Health ID number.

Your Child May Need a Lead Test!

All children who are CenCal Health members should be tested for lead at ages 12 months and 24 months.

When young children are exposed to lead, it can cause:

- Harm to the brain and nervous system.
- Learning and behavior problems.
- Slowed growth and development.
- Hearing and speech problems.

How can my child be exposed to lead?

- By eating or drinking foods, water, or other materials (such as paint chips) that contain lead.
- Homes built before 1978 (when lead-based paints were banned) probably contain lead-based paint.
- Children who live near airports may be exposed to lead in air and soil from plane fuel.
- By breathing dust or smoke that has lead.
- By touching lead with any part of their skin.

How can lead poisoning be prevented?

- Ask your child's doctor for a lead test if your child may have been exposed to lead. No referral is needed.
- Test the paint and dust in your home if it was built before 1978.

Your local Health Department can help with this.

- » Santa Barbara Public Health Department: 805-681-5100
- » San Luis Obispo Public Health Department: 805-781-5500

To learn more about lead, lead exposure, and lead testing, check out the CenCal Health website at bit.ly/CCHlead

Remove recalled toys from your home. Check for recalls on toys and other products at bit.ly/CCHsafetoys

Well-Child Visits: Ages 0-15 months

Your baby needs at least **SIX** well child visits before the age of 15 months.

Why is this important?

The Benefits of Well-Child Visits

- **Prevention.** Your child gets scheduled immunizations to prevent illness. You also can ask your pediatrician about nutrition, safety, and other concerns.
- **Tracking growth & development.** See how much your child has grown in the time since your last visit and talk with your doctor about your child's development. You can discuss your child's milestones, social behaviors, and learning.
- **Raising any concerns.** Make a list of topics you want to talk about with your child's pediatrician, such as development, behavior, sleep, or eating.
- **Team approach.** Regular visits create strong, trustworthy relationships among pediatrician, parent, and child. This team approach helps develop optimal physical, mental, and social health of a child.

When are Well-Child Visits needed?

- 3 to 5 days old
- 1 month
- 2 months
- 4 months
- 6 months
- 9 months
- 12 months
- 15 months

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Be Ready for Your Child's Checkup

Reminders

- Bring your child's immunization record to the appointment. If you do not have a record, ask your doctor for one.
- Bring a list of all medicines your child is taking, or bring the medicines with you to the appointment.
- Ask about normal growth and development milestones to look for in your child.

Please fill in the information below & bring this with you to your child's appointment!

What questions or concerns do I have about my child that I want to talk about during this appointment?

Are there any recent stresses in the family that may be affecting my child, such as death of a loved one, loss of a job, or fights?

☐ YES ☐ NO

If yes, explain briefly:

Since the last appointment, has my child had any recent injury or been diagnosed with any new disease or condition?

☐ YES ☐ NO

If yes, fill in the following information.

Injury, condition, or disease	Who gave the diagnosis?	What treatment was given?



For more specific information on what services your child gets at each visit, view the Preventive Health Guidelines at: qrc0.de/preventivehealth

For a copy of our Well-Child Visit checklist to bring to your appointment, call 1-800-421-2560 ext. 3126

Mom Needs an Appointment Too!

If you recently had a baby, your doctor will want to see you for a checkup 2-6 weeks after delivery.

During the first weeks after giving birth, your body begins to heal and adjust to not being pregnant. This is called postpartum (or the postpartum period). Your body goes through many changes as you recover. These changes are different for every woman. The first few weeks after childbirth are an opportunity to bond with your baby.

During your postpartum visit, your doctor may conduct a

- Pelvic Exam
- Blood pressure, weight, breasts, and abdomen evaluation
- Cesarean (C-section) wound check
- Screening for depression, anxiety, or tobacco use
- Discussion regarding infant care, sleep, family planning, and getting to a healthy weight

When Do I Need to Call My Doctor?

Watch closely for changes in your health, and call your doctor if:

- Your vaginal bleeding seems to be getting heavier.
- You have new or worse vaginal discharge.
- You feel sad, anxious, or hopeless for more than a few days.
- You are dizzy or lightheaded, or you feel like you may faint.
- You have a fever or are vomiting.
- Your breast or breasts have hard, red, or tender areas.
- You have severe pains in your chest, belly, back, or legs.

Call 911 anytime you think you may need emergency care.

For more information,
CenCal Health members can
follow up with a
Qualified Health Educator.

Just call
1-800-421-2560
ext. 3126.

For access to our online
health education service
with information, tools, and
resources for preventive care
and healthy lifestyles, visit

[www.cencalhealth.org/
health-and-wellness/](http://www.cencalhealth.org/health-and-wellness/)

Have You Gotten Your COVID Booster?

COVID vaccination is FREE for CenCal Health members.
Protect your health and get your COVID booster today!

If you have questions about where to go, contact Medi-Cal Rx
at 1-800-977-2273 or at www.medi-calrx.dhcs.ca.gov.



Your 2024 Member Handbook & Other Important Documents

CenCal Health has a new Member Handbook known as the Evidence of Coverage (EOC) for 2024.

You may request a print copy of the Member Handbook by calling Member Services toll-free at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711), Monday-Friday 8 a.m. - 5 p.m.

What's included:

- A complete listing of your covered benefits and how to access care
- Your rights & responsibilities
- Important phone numbers to know
- What is covered by Medi-Cal, but not CenCal Health
- And more!

To view or download
your new
2024 Member Handbook,
open your mobile phone's
camera & point it to this
QR code, then click the link.



qrco.de/2024EOC

Access to other important documents!

Provider Directory

You can view or download the CenCal Health Provider Directory at the following link:

www.cencalhealth.org/members/provider-directory-for-members/

You may also request a print copy of the Provider Directory by calling Member Services toll-free at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711), Monday-Friday 8 a.m. - 5 p.m.

What's included:

- A complete listing of primary care practitioners and specialists in CenCal Health's network.
- Demographic and geographic information about the practitioners, including name, address, location, office hours, and more!

Member Rights and Responsibilities

You can view or download your Member Rights and Responsibilities at the following link:

www.cencalhealth.org/members/medi-cal/member-rights/

You may also request a print copy of your Member Rights and Responsibilities by calling Member Services toll-free at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711), Monday-Friday 8 a.m. - 5 p.m.

What's included:

- Your Rights — To receive timely care, choose a PCP, be treated with dignity and respect, and more.
- Your Responsibilities — Schedule care through PCP, be on time to appointments, treat providers and health plan staff with respect, and more.

Both are important to learn and understand.

Learn more about CenCal Health by visiting www.cencalhealth.org today!

Milestones Matter: Make Sure Your Child is on Track

Being a parent to little ones is exciting, hectic, and sometimes a bit stressful. You may be wondering if your child is hitting all their milestones in time.

Every child has their own timeline, but the American Academy of Pediatrics recommends developmental and behavioral testing during regular Well-Child Visits for children at ages 9, 18, and 30 months. Specific checks for autism spectrum disorder (ASD) are done at ages 18 months and 24 months. Your child's pediatrician will use developmental tests (questionnaires) and then review your child's results. They will compare your child's abilities with the milestones of children of the same age.

At all Well-Child Visits, the doctor will watch for early signs of developmental problems. These can affect how a child can talk, move, concentrate, and socialize.

A child who has signs of developmental delays should be evaluated. These signs are listed below:

- **By age 12 months, child is unable to**
 - » Play games with you
 - » Wave "bye-bye"
 - » Understand "no"
 - » Call a parent "mama" or "dada" or another special name
 - » Put something in a container
 - » Walk while holding on to furniture
- **By age 15 months, child is unable to**
 - » Point to ask for something or to get help
 - » Stack at least two small objects (like blocks)
 - » Clap when excited
 - » Take a few steps on their own
- **By age 18 months, child is unable to**
 - » Walk
 - » Point to show you something interesting
 - » Say three or more words besides "mama" or "dada"
 - » Feed themselves with their fingers
- **Any loss of language or social skills at any age**



If there are no clear signs of problems from the screening tests, most children don't need more evaluation until the next well-child visit.

Don't delay—get your child in for their checkup today! Call your child's pediatrician to get more information or to schedule an appointment.