

SUMMER 2024



CenCalHEALTH®
Local. Quality. Healthcare.

HEALTH matters

Helpful information from CenCal Health



www.cencalhealth.org



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M-HE-MNLHE-0724 E/S

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

Initial Health Appointment reminder

CenCal Health recommends that, as a new member, you visit your new Primary Care Provider (PCP) within 120 days for an Initial Health Appointment. This 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 (BIC) 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 Appointments, call Member Services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711) Monday through Friday, 8 a.m. to 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 and give them your CenCal Health ID number.

**Take photos of your
medicine bottles
on your phone and
show the doctor!**



Need help improving your health?

Self-management tools are here to help! These online resources give guidance on health issues. You can get quick and personal results based on your health information. We have self-management tools on many topics, including:

- Healthy weight
- Smoking and tobacco use
- Physical activity
- Healthy eating
- Managing stress
- Alcohol use/drinking
- Depression

Access the tools directly from CenCal Health's website at <https://qrco.de/CCH-3AbC1/>, through your online Member Account, or through printed mail by request.



Call the Health Education Request Line at 1-800-421-2560, ext. 3126 to learn more or to request specific health education materials or support.

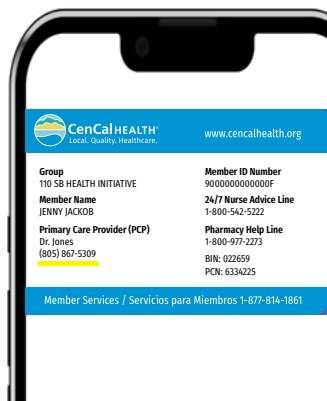


Protect Yourself from Pesticides

Farmworkers and people who live near agricultural areas may have a higher risk of health effects from pesticides. Here are some tips for protecting yourself:

1. **Avoid** getting pesticides on your skin or in your body. Pesticide residue may be on plants, soil, irrigation water, equipment, and work clothing or gear. Always wear long-sleeve shirts, long pants, socks, shoes, a hat, and a scarf for protection. Always keep your work clothes separate from non-work clothes.
2. **Stay out** of treated areas when told, whenever you see signs displayed, and when pesticides are being applied.
3. **Wash** your hands right before you eat, drink, smoke, chew gum, and before you use the toilet or your phone. Wash your hair and body with soap and water and put on clean clothes after work. Wash your work clothes separately after every use.
4. **Act quickly** if pesticides are spilled or sprayed on you or your clothes. Wash off the body part with soap and water or wipe off with a towel. Wash your body and hair and change into clean clothes as soon as possible.

Remember: If you are having health issues like allergies, asthma, or something else, call your Primary Care Provider (PCP) right away. Their phone number is on your CenCal Health Member ID Card.



Fluoride Varnish: Does My Child Need It?

Healthy gums and teeth are important to your child's overall health. One way to protect your child's teeth is with fluoride varnish.

What is fluoride varnish?

Fluoride varnish is a dental treatment that can help prevent tooth decay or slow it down. It is made with fluoride, a mineral that can strengthen tooth enamel (the outer coating on teeth). Fluoride varnish is painted on the top and sides of each tooth with a small brush.

When should my child get fluoride varnish?

Fluoride varnish can be applied once your child's first tooth appears. It can be applied every 3 to 6 months, depending on your child's risk of dental disease. Ask your child's pediatrician or dental provider about fluoride varnish during your next visit!

To find a list of Medi-Cal Dental providers in your area, visit <https://dental.dhcs.ca.gov/>.



Help your child grow and thrive

Your child's early years are very important for their growth. Tracking how your baby plays, learns, speaks, acts, and moves can help you support their development. The CDC's free Milestone Tracker app makes it easy to find fun and simple activities for every age.

Below are some examples of how you can use the app:

- Track & share milestones
- Get tips & activities
- Learn when to act early

Learn more at cdc.gov/MilestoneTracker or download the app for free on Google Play or the Apple App Store.



Health Education services are here for you!

Did you know you can have health education materials sent directly to your home?

CenCal Health members can request information on topics like diabetes, asthma, cancer screenings, and many more.

Simply make your request through your online Member Account at <https://qrco.de/CCHmemberportal> or by calling the Health Education Request Line at 1-800-421-2560, ext. 3126.

It's that easy!



Practice Guidelines

Practice Guidelines are carefully created rules to help doctors and patients make good choices about health care in specific situations. The advice in these guidelines comes from a detailed review of medical research. CenCal Health uses Practice Guidelines to help doctors make decisions about:

- Health care services
- Behavioral health services

CenCal Health's Practice Guidelines use accepted standards for treating health conditions. View these guidelines at <https://qrco.de/1a4b6cD>. You can also request a hard copy by emailing populationhealth@cencalhealth.org or calling 1-800-421-2560, ext. 3126.

Get the right care at the right place!

It may be confusing to know when to visit your Primary Care Provider (PCP), visit urgent care, or go to the emergency room. CenCal Health is here to help.

Visit your **PCP** if you:

- Need a checkup or immunizations
- Have cold & flu symptoms
- Have general medical questions
- Have mild pain or discomfort

Remember: Your PCP name and phone number are on your Member ID card.

Visit **Urgent Care** if you:

- Have a mild allergic reaction
- Get a muscle sprain or strain
- Are in moderate pain
- Have minor cuts or wounds
- Have a moderate stomach ache or fever

Visit the **Emergency Room** if you:

- Have broken bones
- Have trouble breathing
- Are in severe pain
- Are in a possible drug overdose
- Have thoughts of suicide or self-harm

Need medical advice right away?

Call CenCal Health's Nurse Advice Line anytime, day or night, at 1-800-524-5222.



Get your child vaccinated!

As the school year approaches, the Santa Barbara County Public Health Department and CenCal Health encourage families to keep their children up to date on immunizations. California state law requires children to get certain vaccinations for both public and private schools.

These vaccinations help protect our children from life-threatening illnesses. The vaccine schedule for school-aged children is:

4 to 6 years:

- DTaP (Diphtheria, Tetanus, and Pertussis)
- MMR (Measles, Mumps, Rubella)
- IPV (Polio)
- VAR (Chickenpox)

9 to 12 years:

- HPV (Human Papillomavirus) 2 doses, 6 months apart

11 to 12 years:

- MenACWY (Meningococcal)
- Tdap (Tetanus, Diphtheria, and Pertussis)
- HPV (if 2 doses have not been given)

13 to 21 years:

- MenACWY (at age 16)

To learn more or to schedule your child's vaccine, Contact your child's Primary Care Provider (PCP).

Scan the QR code or download a list of needed vaccines at <https://qrco.de/becN3m> or www.countyofsb.org/1679/School-Resources



It might be time for a blood pressure check!

Make an appointment with your doctor to talk about your blood pressure. If you have high blood pressure, it is important to have regular checkups to make sure it stays in control.

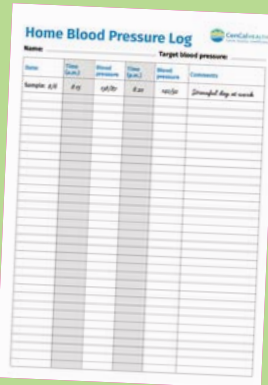
You can get a **FREE** blood pressure monitor every five years and a cuff every year!

Here's how:

1. Ask your doctor to write a prescription for a home blood pressure monitor and/or cuff.
2. Take the prescription and your CenCal Health member ID card to your pharmacy.

If you have questions about a free monitor and/or cuff, please contact Medi-Cal Rx for details at 1-800-977-2273.

For a free Home Blood Pressure Tracking Log, call the Health Education Request Line at 1-800-421-2560, ext. 3126.



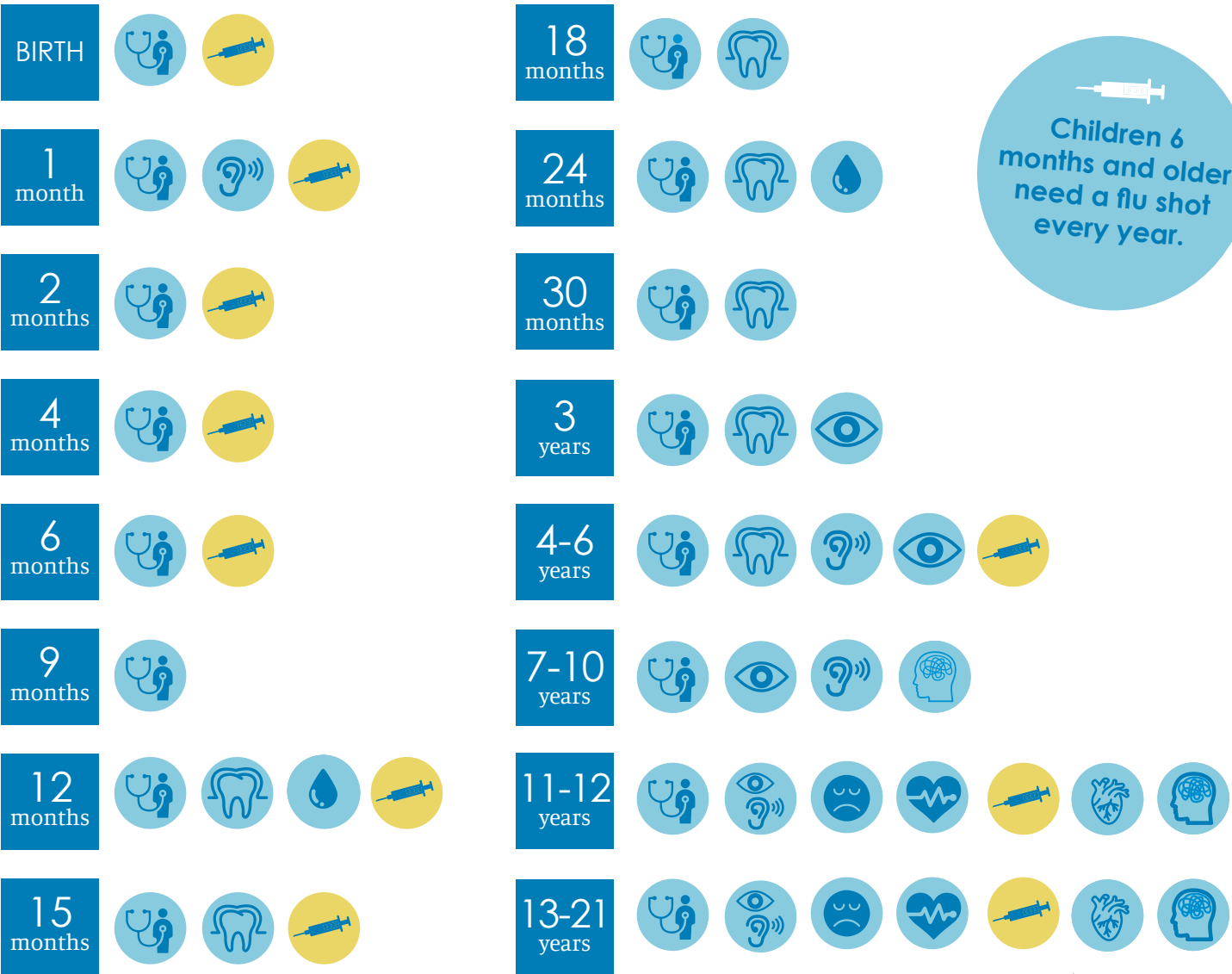
Preventive health guidelines for your child

It is important for your child to have regular checkups with their doctor and to get immunizations (shots). Immunizations help protect your child from serious diseases.

Immunizations are very safe and effective. They prevent diseases by making your child's immune system stronger. Immunize your child for a lifetime of good health.

- Visits
- Screenings
- Immunizations

2024—These guidelines are based on the CDC Recommended Immunization Schedules and the American Academy of Pediatrics Recommendations For Preventive Pediatric Health Care, [aap.org](https://www.aap.org). This document is updated annually; visit www.cencalhealth.org for the most recent version.



Children 6 months and older need a flu shot every year.

STI / HIV Screening (for ages 15 and older)

Well-Child Visit/Checkup

It is important for your child to have regularly scheduled checkups, often called well-child visits. Each visit includes a complete physical exam. At this exam, the health care provider will check your child's growth and development in order to find or prevent problems.

Fluoride Varnish

Fluoride varnish prevents tooth decay and helps keep your child's teeth and gums healthy. Once teeth are present, fluoride varnish may be applied every 3-6 months until age 5.

Depression/Suicide Risk Screening

Your child's doctor may now screen your child for depression every year from ages 12 through 21 and can help provide treatment and resources.

Blood Lead Test

This tests for lead levels in your child's blood. Protecting children from exposure to lead is important to lifelong good health.

Dyslipidemia Screening

This screening checks for lipids (fat) in your child's blood that can affect heart health. For ages 9-11 and 17-21.

Vision/Hearing Tests

Vision screening is an important way to find any vision problems your child might have. Hearing screening is an important step in helping understand if your child may be deaf or hard of hearing.

Cardiac Screening

Your child's doctor may screen your child for risk of cardiac arrest or cardiac death from ages 11 to 21 years.

Anxiety Screening

Your child's doctor may screen your child for anxiety from ages 8 to 18 years and can help provide treatment and resources to help with anxiety.

Hepatitis B Screening

Hepatitis B is a serious disease that is caused by a virus (HBV) attacking the liver. Your child's doctor may now screen your child for HBV infection from birth to 21 years.

IMMUNIZATIONS:

Birth: <ul style="list-style-type: none">• HepB	Between 12-15 months: <ul style="list-style-type: none">• MMR• Hib• PCV15• VAR
Between Birth-6 months: <ul style="list-style-type: none">• RSV (depending on mother's RSV vaccination status)	Between 12-23 months: <ul style="list-style-type: none">• HepA (2 doses, 6 months apart)
1 month: <ul style="list-style-type: none">• HepB	Between 15-18 months: <ul style="list-style-type: none">• DTaP
2 months: <ul style="list-style-type: none">• DTaP• PCV15• Hib• RV• IPV	4 to 6 years: <ul style="list-style-type: none">• DTaP• MMR• IPV• VAR
4 months: <ul style="list-style-type: none">• DTaP• RV• Hib• PCV15• IPV	9 to 10 years: <ul style="list-style-type: none">• HPV (2 doses)
6 months: <ul style="list-style-type: none">• DTaP• RV• Hib• HepB• PCV15• IPV	11 to 12 years: <ul style="list-style-type: none">• MenACWY• Tdap• HPV (if 2 doses have not been given)
	13 to 21 years: <ul style="list-style-type: none">• MenACWY (at age 16)
Ages 6 months and older: COVID-19: 2 or 3 dose primary series and booster	

IMMUNIZATIONS DEFINED

RV: Rotavirus
IPV: Polio
VAR: Chickenpox
HepA: Hepatitis A
Tdap: Tetanus, Diphtheria, and Pertussis
MenACWY: Meningococcal
PCV15: Pneumococcal
HPV: Human Papillomavirus
MMR: Measles, Mumps, Rubella
Hib: Haemophilus influenzae type b
DTAP: Diphtheria, Tetanus, and Pertussis
RSV: Respiratory syncytial virus

Preventive health guidelines for you

For Adults

Getting regular checkups can help you stay healthy, prevent disease, and can even save your life.

- Routine Health Exams
- Immunizations (shots)
- Cancer Screenings

2024—This summary is based on the CDC Recommended Adult Immunization Schedule and select U.S. Preventive Services Task Force (USPSTF) recommendations. A complete list of USPSTF A and B recommendations is available at: [uspreventiveservicestaskforce.org](https://www.uspreventiveservicestaskforce.org). The complete CDC Immunization Schedule can be found at [cdc.gov/vaccines](https://www.cdc.gov/vaccines). This document is updated annually; visit [cdc.gov/vaccines](https://www.cdc.gov/vaccines) for the most recent version.



☒ Mark the ones you may need below. Take this to your doctor to talk about which of these tests and shots you need, and when you should get them.

Routine Health Exams

- ☐ **Cholesterol**
Beginning at age 45 for women, and age 35 for men
- ☐ **Chlamydia and Gonorrhea Screening**
For women if age 24 or younger and sexually active, and women 25 years and older at increased risk
- ☐ **Osteoporosis Test**
Beginning at age 65 for women
- ☐ **Blood Pressure**
Beginning at age 18 for all adults
- ☐ **Body Mass Index (BMI)**
At regular checkups for all adults
- ☐ **HIV Test**
For adolescents and adults ages 15 to 65, and during all pregnancies
- ☐ **Depression Screening**
For general adult population, including those who are pregnant and postpartum

- ☐ **Anxiety Screening**
For adults 64 years or younger, including those who are pregnant and postpartum
- ☐ **Tuberculosis (TB) screening**
For adults at increased risk
- ☐ **Hepatitis C Screening**
For all adults ages 18 to 79
- ☐ **Prediabetes and Diabetes Screening**
Asymptomatic adults aged 35 to 70 years who have overweight or obesity

Perinatal Care

- ☐ **Prenatal visit**
For pregnancy, within the first trimester
- ☐ **Postpartum visit**
Between 1 to 12 weeks after delivery

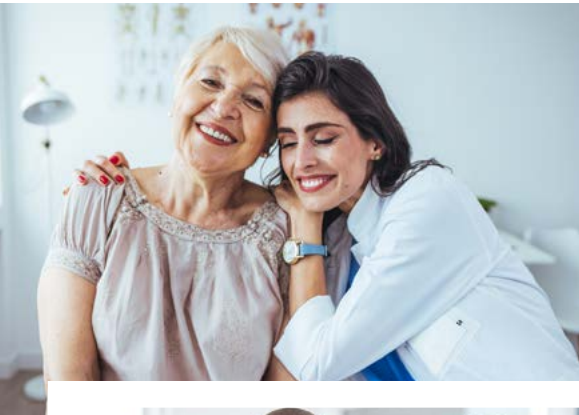
Immunizations (shots)

- ☐ **Tetanus-Diphtheria-Pertussis (Td or Tdap)**
1 dose Tdap, then Td booster every 10 years. Pregnant people should get a Tdap vaccine with each pregnancy.
- ☐ **Influenza (Flu Shot)**
Every year for all adults
- ☐ **Pneumococcal (PCV15 or PCV20)**
1 dose after age 65
- ☐ **Zoster (RZV)**
2 doses for age 50 or older
- ☐ **Measles, Mumps, Rubella (MMR)**
1 or 2 doses for adults born in 1957 or later
- ☐ **Chicken Pox (VAR)**
2 doses for adults with no history of immunity
- ☐ **Human Papillomavirus (HPV)**
If not already completed, adults ages 19 to 26 should get 2 or 3 doses
- ☐ **Hepatitis B**
For adults ages 19 to 59
2, 3, or 4 doses depending on vaccine or condition
- ☐ **COVID-19**
2 or 3 dose primary series and booster
- ☐ **Respiratory Syncytial Virus (RSV)**
1 dose during pregnancy at 32 to 37 weeks along (September through January only)



Cancer Screenings

- ☐ **Colorectal Cancer Screening**
For all adults beginning at age 45 and continuing until age 75
- ☐ **Cervical Cancer Screening**
Every 3 to 5 years for people with a cervix ages 21 to 65
- ☐ **Breast Cancer Screening (Mammogram)**
Every 2 years for women 40 to 74
- ☐ **Lung Cancer Screening**
Every year for adults aged 50 to 80 years who currently or used to heavily smoke



Newly pregnant? Time to see a doctor!

Regular doctor's visits are key to keeping you and your baby healthy during your pregnancy. When you find out you are pregnant, schedule your first visit **before your 13th week** (in the first trimester).

My pregnancy is 40 weeks long. Why do I need to see a doctor so soon?

During the first trimester, prenatal care includes important blood tests, a physical exam, conversations about lifestyle, and more. At your first prenatal visit, your doctor or midwife will:

- Ask about your medical history
- Do an ultrasound
- Complete important health exams
- Estimate your due date

All of these things will help your doctor or midwife keep you and your baby safe and reduce risks during your pregnancy.

Call the Health Education Request Line at 1-800-421-2560, ext. 3126 to request a copy of our booklet, "Healthy Pregnancy."

Our quality scores are in!

CenCal Health's 2024 Quality Report is ready to view. This year, the report shows high scores for asthma care, timeliness of postpartum care, child well-care visits, and more!

Scores showed room for improvement in child and adolescent immunizations, developmental screenings, and members getting follow-up care after visiting the Emergency Room for substance use or mental illness.

Go to <https://qrco.de/CCH-9876/> to see the full report. You can also get a copy sent to you by calling 805-562-1609.

Know Your Pharmacy Benefits

Pharmacy Benefit:

Medication you receive from a pharmacy.

To learn more about medications, visit <https://medi-calrx.dhcs.ca.gov/member/> or call Medi-Cal Rx Customer Service at 1-800-977-2273.

Physician-Administered-Drug (PAD) Medical Pharmacy Benefit: Medication injected or infused at your doctor's office or healthcare facility.

To find the latest updates to the PAD drug list or information about an authorization request for a PAD, visit www.cencalhealth.org/members/your-pharmacy-benefits/ or call CenCal Health at 1-877-814-1861 Monday through Friday, 8 a.m. to 5 p.m.

Changes to Your Coverage

There are changes to the 2024 CenCal Health Member Handbook/Evidence of Coverage:

- Section 3: How to get care
 - » Minor consent services
- Section 4: Benefits and services
 - » What your health plan covers
 - » Maternity and newborn care

To review these changes, please go to CenCal Health's website at the link provided here: www.cencalhealth.org/members/memberhandbook/

You may also request to have the corrections mailed to you by calling Member Services at 1-877-814-1861 Monday through Friday, 8 a.m. to 5 p.m.

The Community Report is here!

CenCal Health is proud to present our latest Community Report! This year's report allows us to reflect back on our achievements over the last year. We also share opportunities for the future. Through this report, we bring our Strategic Plan to life. To view the 2024 Community Report, visit www.cencal2024.org.