

health sense



Fall/Winter 2016

Flu shots save lives

The flu shot is the best protection from the flu—for you and the people around you. Why is it so important to get your flu shot?

You may have less sick time. The shot isn't perfect. You might still get the flu. But you're likely to be less sick—or for a shorter time—than if you didn't get a shot.

It helps you avoid getting even sicker. The shot can help you avoid illnesses that often travel with the flu. One of these is pneumonia. It can be deadly.

It's safe. Some people believe the vaccine causes the flu. But it can't.

You will help keep others well. Some people say, "I never get the flu." In fact, they might be getting the flu but not be sick enough to know they have it. And they can still spread the flu, which leads to one of the best reasons to get the shot: The more people who get the shot, the fewer people who get sick.

It can save lives. Thousands of people die every year from the flu and the illnesses it can cause. So getting a shot gives you a shot at saving lives.

Who needs it? Everyone 6 months and older should get a shot as soon as the vaccine arrives in your area. That's often in the fall, but flu season lasts for months. A winter shot is OK too.

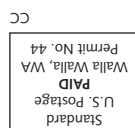
It's flu season!

Get your flu shot at one of our walk-in clinics

Antioch Health Center	<ul style="list-style-type: none"> ■ Oct. 4, 6 ■ Oct. 18 	<ul style="list-style-type: none"> ■ 6–8:30 p.m. ■ 6–8:30 p.m.
Brentwood Health Center	<ul style="list-style-type: none"> ■ Oct. 10, 12 ■ Oct. 24 	<ul style="list-style-type: none"> ■ 6–8:30 p.m. ■ 6–8:30 p.m.
Concord Health Center, Building 1	<ul style="list-style-type: none"> ■ Oct. 18, 20, 26 	<ul style="list-style-type: none"> ■ 6–8 p.m.
Martinez Health Center, Building 1	<ul style="list-style-type: none"> ■ Oct. 11 ■ Oct. 12 ■ Oct. 13 	<ul style="list-style-type: none"> ■ 1:30–4:30 p.m. ■ 4:30–8:30 p.m. ■ 8:30–11:30 a.m. ■ 4:30–8:30 p.m.
Miller Wellness Center Martinez	<ul style="list-style-type: none"> ■ Oct. 21 	<ul style="list-style-type: none"> ■ 1–4 p.m.
Pittsburg Health Center	<ul style="list-style-type: none"> ■ Oct. 25, 27 ■ Oct. 29 ■ Nov. 5 	<ul style="list-style-type: none"> ■ 5:30–8:30 p.m. ■ 9 a.m.–4 p.m. ■ 9 a.m.–4 p.m.
West County Health Center	<ul style="list-style-type: none"> ■ Oct. 12, 13 ■ Oct. 15 	<ul style="list-style-type: none"> ■ 5:30–8:30 p.m. ■ 8:30 a.m.–4:30 p.m.

How do I get the shot? See your doctor, or call **800-495-8885** for an appointment with the Treatment Nurse. Or visit a Flu Shot Clinic (see

schedule above). Members age 10 and older can also get their shot at Walgreens and Rite Aid pharmacies, October through April.



Give the greatest gift

BE AN ORGAN DONOR

If you could save lives, would you? You can. Just sign up to become an organ donor.

You could save up to 8 lives. You might also help those who need tissue to recover from burns and other wounds. Or to regain vision or hearing.

A widespread need. Your gift is sorely needed. On any given day in this country, about 79 people receive organ transplants. But 18 people die waiting for transplants.

Right now, there are more than 100,000 people on waiting lists for a kidney, heart, liver, lung or other

organ. Others need tissue—such as skin, veins, heart valves, the cornea and the middle ear.

Don't rule yourself out.

There are very few fixed limits on who can be an organ donor. Age doesn't matter. But donors younger than 18 do need a parent's consent. Newborns as well as seniors have saved and improved lives.

Some medical problems might exclude you as a donor. They include HIV or a spreading brain cancer. But most people can donate.

Sign up. You can sign up to become an organ donor online at www.organdonor.gov. Click on "Becoming a Donor." But to cover all bases, it's best to:

- Show your choice on your driver's license, if you can.
- Tell your doctor, family and friends about your choice.
- Include organ donation in your will and advance directives.



CCHP ADVICE NURSE 24/7 health advice

The Advice Nurse Unit is here to help Contra Costa Health Plan (CCHP) members. We are open 24/7, including holidays. Please call **877-661-6230, option 1**, to speak to an Advice Nurse.

When calling about your child, please make sure your child is with you at the time of your call. To give the best care, the Advice Nurse needs up-to-the-minute information. You may need to ask the child questions.

If your child is not with you when you call, the Advice Nurse will not be able to help you. That may delay getting care for your child.

We can help with:

- Emergencies.
- Serious medical issues.
- Advice when your provider is not available.

Depending on your symptoms, you may be eligible for the following:

- An urgent care appointment.
- A telephone appointment with a CCHP primary care provider.
- A standing order for medications

for many symptoms.

And Advice Nurses answer questions about:

- Health care and medications.
- Infectious disease exposure.
- Caring for yourself or a family member.
- If and when you need to be seen.
- If a visit to the emergency room is required.
- Current immunization information for you or your child.
- Health-related resources in your community.
- Contacting your provider.



We are making appointments easier and faster

It's now easier and faster for you to make an appointment to see your doctor. The changes are based on feedback from our members. After you have a checkup, you may need to be seen again. Here's how that can work:

When do you need to be seen?	When to make the appointment
Within 4 weeks or less.	Before you leave the clinic.
In 4 weeks or more.	2 weeks before you need it.
Often—if you're pregnant or just gave birth.	Up to 8 weeks ahead of time.
Often—if your child is 18 months or younger.	Up to 3 months ahead of time.
Soon—you need a checkup before a surgery or other procedure.	Up to 3 months ahead of time.

We've made changes to our Appointment Unit too. It means you can talk to a clerk faster. Call **800-495-8885** weekdays from 7 a.m. to 6 p.m.

Schedule online: It's easy!

Are you in the Contra Costa Regional Medical Center (RMC) network? You can now schedule office visits with your primary care provider online.

Just sign up for myccLink. It's a free service from the county. Call **844-622-5465** or email myccLink.support@hds.cccounty.us.

You'll get a code to activate your account. Then you can make appointments online up to 28 days ahead of time.



QUALITY MANAGEMENT PROGRAM

How we improve your care

Contra Costa Health Plan's Quality Management Program always works to improve the care that our members get. One way we do that is by checking to see if our members are getting the right health checks at the right times.

We bring together teams to do Performance Improvement Projects. Their goal is to improve care. Right now we are working to improve care related to pregnancy and to asthma. The program also supports adults with diabetes and families with obese kids. We also look into problems with clinical care. We ensure that members can get health education, translation and interpreters as needed.

To learn more about the program, visit www.cchealth.org/healthplan/quality.php. Or call us at **925-313-6917**, and we will send you a copy of the QM Program description.



Disease Management Programs

HELP FOR OBESE KIDS AND FOR PEOPLE WITH DIABETES

Contra Costa Health Plan has programs to help adults with diabetes and families with obese kids.

People with diabetes get free info in the mail. They can also talk to a nurse who is an expert in diabetes. The nurse can:

- Teach you about diabetes and how to control it.
- Send you resources.
- Answer any questions.
- Help you set goals.

The program for families with kids who are obese is called the Go! Club. It mails out info on:

- Helping kids be active.
- Where to find help and info nearby.
- Tips on food and drinks.
- Healthy recipes.
- Fun exercise ideas.

You can also talk to a nurse. She or he can help your whole family make healthy changes.

You can refer yourself or family members to one of these programs. Call **925-313-6968** or email disease.management@hsd.cccounty.us.

How CCHP compares to similar health plans

Care for members with back pain	Better
Well visits for 3- to 6-year-olds	Better
Care for pregnant women	As good
Vaccines for children and adolescents	As good
Access to care	Improving



Access standards

The California Department of Managed Health Care has established target wait times for Contra Costa Health Plan and other California plans for access to care. Below are those standards.

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 do not require prior authorization	48 hours
Urgent care for services that do require prior authorization	96 hours
First prenatal visit	10 business days
Emergency	Immediate

Telephone wait times. You have access to the 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. Your call will usually be answered in less than 30 seconds, which is our goal. Call **877-661-6230 (press 1)**. We are also working to make the wait time to speak to Member Services less than 30 seconds. Right now, the average wait time is 2 to 3 minutes. Their business hours are 8 a.m. to 5 p.m., and their number is **877-661-6230 (press 2)**.

Updated health checks for kids

We want our members to get the care they need. And we make sure doctors know which health checks to do and when. It's based on info from the U.S. Preventive Services Task Force and the American Academy of Pediatrics. You can find our guidelines at www.cchealth.org/healthplan/clinical-guidelines.php.

- Recent changes include:
- More development and autism checks for kids.
 - Anticavity varnish as soon as kids' teeth come in.
 - Yearly vision screenings starting at age 3.
 - Yearly depression, alcohol and drug screening for teens.
- The goal is to find problems early. That way kids stay healthier. If you have questions, talk to your doctor.





How to choose the healthiest salad greens

Headed to a salad bar for lunch? Chances are, there will be lots of greens up for grabs. But do you know which types pack the biggest nutritional punch?

Seeing green. Not all greens are equal. In fact, America's favorite, iceberg, ranks the lowest in nutrition across the board. (It's mostly water, after all.)

Spinach, on the other hand, boasts:

- Nearly twice the advised daily value of vitamin K.
- Half the recommended value of vitamin A.
- Ample amounts of calcium and iron.

Clearly, Popeye was on to something.

Do you prefer more crunch? Try a cup of romaine. It has a huge dose of vitamin A and a variety of other nutrients. And red leaf lettuce clocks in at just 4 calories per cup. It has nearly half of your daily dose

of vitamins A and K. Arugula also packs a healthy dose of nutrients. And if you can't decide, try mixed greens.

More color is better. Darker lettuces are higher in nutrients. Those include:

- Romaine.
- Red leaf.
- Butterhead.

What is the reason? The darker leaves are able to absorb more light. It lets them make more vitamins. You can't choose store-bought salad leaf for leaf. But at home, opt for the tops and outer leaves. It makes for a more nutritious base.

Ready to go darker and even healthier? While they're not stocked at most salad bars, check the produce aisle for tougher roughage like Swiss chard and kale. They beat out even spinach in the antioxidant game.

Be sure to give them a good cold rinse first. The folds in these greens tend to collect dirt more easily than other veggies. Then serve them raw, boiled or steamed.

But keep in mind that high heat can strip veggies of their natural vitamin content.

Go lean. Finally, try to hold off on the less healthy salad toppings. Those include:

- Creamy dressings.
- Croutons.
- Bacon bits.
- Layers of cheese.

Instead, opt for a lighter vinaigrette. And for crunch and protein, try chopped walnuts or sunflower seeds.

Source: www.greatist.com



Chicken and pear salad with mint dressing

Makes 4 servings.

INGREDIENTS

Salad

- 3 firm, ripe pears, cut into approximately 1-inch cubes
- Juice of ½ lemon
- 2 cups cooked chicken breast, cut into 1-inch cubes
- 1 cucumber, peeled, sliced thin and coarsely chopped
- 4 tablespoons red onion, finely chopped

Dressing

- ¼ cup white vinegar
- 1 teaspoon lemon juice
- 1 to 2 tablespoons honey
- ⅓ cup minced fresh mint
- ⅛ teaspoon salt
- ⅛ teaspoon black pepper
- 1 teaspoon cinnamon
- 4 large lettuce leaves

DIRECTIONS

- Drizzle freshly cubed pears with lemon juice.
- In large mixing bowl, combine pears, chicken, cucumber and onion. Set aside.
- Blend vinegar, lemon juice, honey, mint, and salt and pepper

in food processor or blender until smooth.

■ Drizzle dressing over fruit and chicken mixture, and toss gently to coat.

■ If not serving immediately, cover and refrigerate.

■ To serve, retoss gently, sprinkle with cinnamon and arrange on plates with beds of lettuce.

NUTRITION INFORMATION

Amount per serving:
231 calories, 3g total fat (less than 1g saturated fat), 31g carbohydrates, 23g protein, 5g dietary fiber, 131mg sodium.

Source: American Institute for Cancer Research

Breast cancer screening now at Antioch Health Center

Did you know? Women in east Contra Costa County now have better access to breast cancer screenings (mammograms). They're offered at the new Antioch Health Center, at 2335 Country Hills Drive in Antioch. The center opened in February 2016.

Breast cancer is the most common cancer in women. About 12.3% of women will be diagnosed with it. A mammogram is an x-ray of the breast. Doctors use them to look for early signs of breast cancer. Catching cancer early means treatment may work better.

Women 50 to 74 years old should get screened every 2 years. If breast cancer runs in your family, you may need to start sooner. And you may need to get screened more often. Talk to your doctor about your risks.



TO MAKE AN APPOINTMENT, PLEASE CALL:

Antioch Health Center, 925-431-2370

Contra Costa Regional Medical Center, 925-370-5320

Pittsburg Health Center, 925-431-2370

West County Health Center, 510-231-9494

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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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