

health sense

CONTRA COSTA
HEALTH



Fall 2025

2 programs to help you live well

The California Department of Health Care Services wants Medi-Cal members to live healthier lives. Contra Costa Health Plan (CCHP) has 2 programs that can help. The programs are called Enhanced Care Management (ECM) and Community Supports (CS).

What is ECM?

ECM is a benefit for members with highly complex needs. It provides extra services to make sure you stay healthy.

Each eligible member will have an ECM care coordinator. This person will talk to them and their providers. They make sure you get the care you need.

ECM care coordinators can help members:

- Find doctors and get an appointment.
- Better understand your medications.
- Set up a ride to get to your doctor visits.
- Find and apply for other services, like help with housing or food.
- Get follow-up care after you leave the hospital.

People eligible for ECM include:

- Children or youth with complex health needs.
- People who are homeless or at risk for it.
- People with frequent hospital stays.
- People with frequent short-term skilled nursing facility stays.

- People with frequent emergency visits.
- People who have serious mental illness.
- Children with serious emotional disturbance.
- People with substance use disorder who also have chronic health conditions.

What is CS?

CS provides additions to covered services for those who are eligible.

This can be things like:

- Housing transition or navigation.
- Housing or tenancy support services.
- Medical respite.
- Short-term housing after a hospital stay.
- Healthy meals.
- Removing asthma triggers from your home.

These services can help decrease hospital visits.

If you qualify, we may talk to you

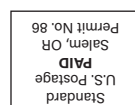


about these services. You can also talk to your health care provider. They can find out if you qualify. They can also tell you when and how you can receive these services.

Or you can call CCHP Member Services. CCHP Member Services is available Monday through Friday, 8 a.m. to 5 p.m. Just call **877-661-6230, option 2** (TTY: 711).

Please note: Members have the right to decline or stop ECM or CS at any time.

CPN



When the flu becomes an emergency

A bad case of the flu can be a miserable experience. But sometimes the flu can be more than just an annoying sickness.

How the flu can be severe

Although it takes a few days to a week or 2, most people recover from the flu. But some people develop severe and potentially life-threatening complications, like pneumonia. The flu can also lead to dehydration. And it can make other health problems, like asthma or heart disease, worse.

Although anyone can develop flu complications, people at higher risk include adults over age 65, younger children, pregnant women and people

with underlying health conditions—such as diabetes or heart, kidney or lung disease.

Warning signs of a flu emergency

If you have flu-like symptoms and you're in a high-risk group, ask your doctor about antiviral medicines. When started early, they may help you recover sooner.

Pay attention to your symptoms and seek medical care right away if you have signs of a flu emergency, which can include:

- Trouble breathing or fast breathing in children.
- Chest pain.
- Dizziness or confusion.

- Severe muscle pain.
- Seizures.
- A fever or cough that improves but then returns or worsens.
- In children, a fever above 104 degrees or, in infants younger than 12 weeks, any fever.
- Dehydration. Signs include not urinating, having a dry mouth and having no tears when crying.
- A worsening of chronic health conditions.

Is it an emergency? If you're not sure if it's an emergency, call our Advice Nurse at **877-661-6230, option 1 (TTY: 711)**. Contra Costa Health Plan's Advice Nurse is available 24 hours a day, 7 days a week, including holidays.

Where you can get a flu shot

FOR PEOPLE WITH MEDI-CAL

- At your doctor's office.
- Pharmacies. Find a pharmacy near you to get a flu shot at [medi-calrx.dhcs.ca.gov](https://www.medi-calrx.dhcs.ca.gov). Bring your Medi-Cal BIC card (19 years and older only).
- Public health immunizations. Make an appointment at [vax.cchealth.org](https://www.vax.cchealth.org) (all ages).

FOR COUNTY EMPLOYEES WITH CCHP

- At your doctor's office.
- Any CCHP network pharmacy. Bring your CCHP member card.
- Public health immunizations. Make an appointment at [vax.cchealth.org](https://www.vax.cchealth.org) (all ages).





Ask the Advice Nurse

If you or a family member is sick or hurt and you can't reach your primary care provider for help, call the Advice Nurse. The Advice Nurse line is available **24 hours a day, 7 days a week**, including holidays. Just call **877-661-6230, option 1 (TTY: 711)**. Interpreter services are available.

How should I prepare?

Your child's doctor is a partner in your family's health. Make a list of questions about things related to your child's:

- Physical or mental health.
- Changes in behavior or routine.
- Diet or sleep.
- School or social life.

Share your child's recent successes. And encourage your kids to ask questions of their own. This will help build trust between them and their doctor.

You can find information online through our member materials at cchealth.org/CCHPmaterials. **Medi-Cal for Kids & Teens** has information about preventive and treatment services from birth to age 21.

If you want a printed paper copy of any of these member materials mailed to you, go to the webpage to place an order or call us, Monday through Friday, 8 a.m. to 5 p.m., at **877-661-6230, option 2 (TTY: 711)**.

Keep up with well-child visits

Children, teens and young adults (under age 21) enrolled in Medi-Cal qualify for free services and support to stay or get healthy. This includes checkups, shots, health screenings and treatment for physical, mental and dental health problems.

Well-child visits help keep your child healthy. And they can help catch any health problems early, when they are often easier to treat.

Here's a quick overview of what to expect.

How often should my child see their doctor?

Within the first month after your child is born, you may see your child's doctor several times. Then, visits are

usually 2 to 3 months apart. As your child gets older, they will see their doctor about once a year.

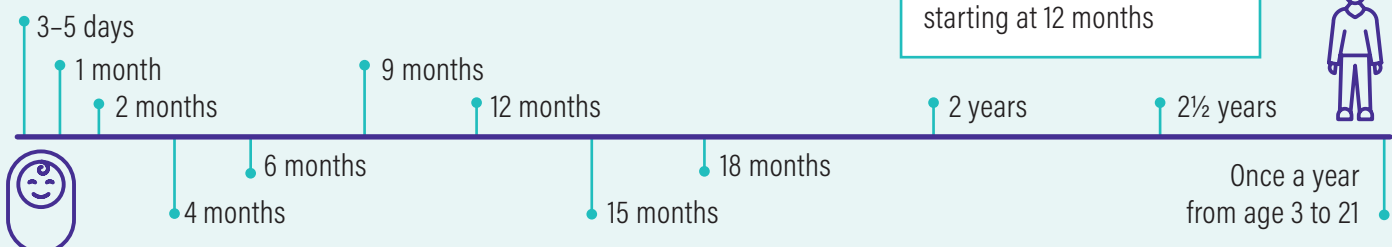
What things will my child's doctor check?

Every visit will include a physical exam. Your doctor will also:

- Check your child's weight and height.
- Offer the recommended vaccinations.
- Check your child's vision, hearing and other functions.
- Discuss any concerns you or your doctor have.

These steps ensure that any health concerns are tackled early and that your child is developing as expected.

Schedule a checkup on or before these ages



Understanding A1c

Living well with type 2 diabetes means controlling your blood sugar. There's a simple blood test that can help you manage it. It's called the A1c test.

With type 2 diabetes, your pancreas doesn't make enough insulin. Or your body may not use it the right way. Insulin is a hormone. It usually helps your cells store and use glucose that comes from food.

Your cells turn glucose into energy to fuel your body. When you have diabetes, your cells can't absorb glucose. It stays in your blood. Too much glucose in your blood harms your cells. Plus, your body isn't getting the energy it needs.

Enter the A1c test. It is also called the hemoglobin A1c test or Hb A1c. Hemoglobin is a protein in your blood. The test measures how much glucose is attached to this protein.

Your doctor may order an A1c test to find out if you have type 2 diabetes

or prediabetes. The test can also show how well your diabetes treatment is working.

The A1c looks at your average glucose levels over a few months. The results are shown as a percentage. A higher percentage means a higher glucose level.

For most adults with type 2 diabetes, a result of less than 7% is the goal. Ask your doctor what your target percentage should be.

To manage your diabetes, you may need to have this test 2 or 3 times a year. It depends on your treatment plan and goals. The A1c test is just one part of your overall care. You'll still need to check your blood sugar and see your doctor regularly. Getting enough exercise and eating a healthy diet are essential too.

Sources: Academy of Nutrition and Dietetics; American Diabetes Association; Centers for Disease Control and Prevention; National Institutes of Health

Nondiscrimination notice

Discrimination is against the law. Contra Costa Health Plan (CCHP) follows State and Federal civil rights laws. CCHP does not unlawfully discriminate, exclude people, or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity or sexual orientation.

CCHP provides:

- Free aids and services to people with disabilities to help them communicate better, such as:
 - ✓ Qualified sign language interpreters
 - ✓ written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services to people whose primary language is not English, such as:
 - ✓ qualified interpreters
 - ✓ information written in other languages.

If you need these services, contact CCHP between 8 AM–5 PM by calling **877-661-6230**. If you cannot hear or speak well, please call TTY: **711**. Upon request, this document can be made available to you in braille, large print, audio cassette, or electronic form. To obtain a copy in one of these alternative formats, please call or write to:

Contra Costa Health Plan
595 Center Ave., Suite 100,
Martinez, CA 94553
877-661-6230 (TTY: **711**)



HOW TO FILE A GRIEVANCE

If you believe that CCHP has failed to provide these services or unlawfully discriminated in another way on the basis of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation, you can file a grievance with CCHP's Civil Rights Coordinator. You can file a grievance by phone, in writing, in person, or electronically:

- By phone: Contact CCHP between 8 AM–5 PM by calling **877-661-6230**. Or, if you cannot hear or speak well, please call TTY/TDD: **711**.
- In writing: Fill out a complaint form or write a letter and send it to: CCHP Civil Rights Coordinator, Member Grievance Unit, 595 Center Ave., Suite 100, Martinez, CA 94553, or fax it to **925-313-6047**.
- In person: Visit your doctor's office or CCHP and say you want to file a grievance.
- Electronically: Visit CCHP's website at **www.cchealth.org**.

OFFICE OF CIVIL RIGHTS–CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

You can also file a civil rights complaint with the California Department of Health Care Services, Office for Civil Rights by phone, in writing, or electronically:

- By phone: Call **916-440-7370**. If you cannot speak or hear well, please call TTY/TDD: **711** (Telecommunications Relay Service).
- In writing: Fill out a complaint form or send a letter to:
Deputy Director, Office of Civil Rights
Department of Health Care Services
Office of Civil Rights
P.O. Box 997413, MS 0009
Sacramento, CA 95899-7413
Complaint forms are available at **http://www.dhcs.ca.gov/Pages/Language_Access.aspx**.
- Electronically: Send an email to **CivilRights@dhcs.ca.gov**.

OFFICE OF CIVIL RIGHTS–U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing, or electronically:

- By phone: Call **800-368-1019**. If you cannot speak or hear well, please call TTY/TDD: **800-537-7697**.
- In writing: Fill out a complaint form or send a letter to:
U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509E, HHH Building
Washington, DC 20201
Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**.
- Electronically: Visit the Office for Civil Rights Complaint Portal at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**.

Notice of Availability of Language Assistance Services and Auxiliary Aids and Services

English

ATTENTION: If you need help in your language call 1-877-661-6230 (TTY: 711). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call 1-877-661-6230 (TTY: 711). These services are free of charge.

الشعار بالعربية (Arabic)

يُرجى الانتباه: إذا احتجت إلى المساعدة بلغتك، فاتصل بـ 1-877-661-6230 (TTY: 711). تتوفر أيضًا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة بريل والخط الكبير. اتصل بـ 1-877-661-6230 (TTY: 711). هذه الخدمات مجانية.

Հայերեն (Armenian)

Ուշադրություն: Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, զանգահարեք 1-877-661-6230 (TTY: 711): Կան նաև օժանդակ միջոցներ ու ծառայություններ հաշմանդամություն ունեցող անձանց համար, օրինակ՝ Բրայլի գրատիպով ու խոշորատառ տպագրված նյութեր: Զանգահարեք 1-877-661-6230 (TTY: 711): Այդ ծառայություններն անվճար են:

ខ្មែរ (Cambodian)

ចំណាំ: បើអ្នក ត្រូវ ការជំនួយ ជាភាសា របស់អ្នក សូម ទូរស័ព្ទទៅលេខ 1-877-661-6230 (TTY: 711)។ ជំនួយ និង សេវាកម្ម សម្រាប់ ជនពិការ ដូចជាឯកសារសរសេរជាអក្សរធំ សម្រាប់ជនពិការភ្នែក ឬឯកសារសរសេរជាអក្សរព្រមព្រីន ក៏អាចរកបានផងដែរ។ ទូរស័ព្ទមកលេខ 1-877-661-6230 (TTY: 711)។ សេវាកម្មទាំងនេះមិនគិតថ្លៃឡើយ។

中文 (Chinese)

请注意：如果您需要以您的母语提供帮助，请致电 1-877-661-6230 (TTY: 711)。另外还提供针对残疾人士的帮助和服务，例如盲文和需要较大字体阅读，也是方便取用的。请致电 1-877-661-6230 (TTY: 711)。这些服务都是免费的。

فارسی (Farsi)

توجه: اگر می‌خواهید به زبان خود کمک دریافت کنید، با 1-877-661-6230 (TTY: 711) تماس بگیرید. کمک‌ها و خدمات مخصوص افراد دارای معلولیت، مانند نسخه‌های خط بریل و چاپ با حروف بزرگ، نیز موجود است. با 1-877-661-6230 (TTY: 711) تماس بگیرید. این خدمات رایگان ارائه می‌شوند.

हिंदी (Hindi)

ध्यान दें: अगर आपको अपनी भाषा में सहायता की आवश्यकता है तो 1-877-661-6230 (TTY: 711) पर कॉल करें। अशक्तता वाले लोगों के लिए सहायता और सेवाएं, जैसे ब्रेल और बड़े प्रिंट में भी दस्तावेज़ उपलब्ध हैं। 1-877-661-6230 (TTY: 711) पर कॉल करें। ये सेवाएं नि: शुल्क हैं।

Hmoob (Hmong)

CEEB TOOM: Yog koj xav tau kev pab txhais koj hom lus hu rau 1-877-661-6230 (TTY: 711). Muaj cov kev pab txhawb thiab kev pab cuam rau cov neeg xiam oob qhab, xws li puav leej muaj ua cov ntawv su thiab luam tawm ua tus ntawv loj. Hu rau 1-877-661-6230 (TTY: 711). Cov kev pab cuam no yog pab dawb xwb.

日本語 (Japanese)

注意日本語での対応が必要な場合は 1-877-661-6230 (TTY: 711)へお電話ください。点字の資料や文字の拡大表示など、障がいをお持ちの方のためのサービスも用意しています。 1-877-661-6230 (TTY: 711)へお電話ください。これらのサービスは無料で提供しています。

한국어 (Korean)

유의사항: 귀하의 언어로 도움을 받고 싶으시면 1-877-661-6230 (TTY: 711) 번으로 문의하십시오. 점자나 큰 활자로 된 문서와 같이 장애가 있는 분들을 위한 도움과 서비스도 이용 가능합니다. 1-877-661-6230 (TTY: 711) 번으로 문의하십시오. 이러한 서비스는 무료로 제공됩니다.

ພາສາລາວ (Laotian)

ປະກາດ: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໃຫ້ໂທຫາເບີ 1-877-661-6230 (TTY: 711). ຍັງມີຄວາມຊ່ວຍເຫຼືອແລະການບໍລິການສໍາລັບຄົນເຝິກການ ເຊັ່ນເອກະສານທີ່ເປັນອັກສອນນູນແລະມີໂຕເລັມໃຫຍ່ ໃຫ້ໂທຫາເບີ 1-877-661-6230 (TTY: 711). ການບໍລິການເຫຼົ່ານີ້ບໍ່ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ.

Mien

LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiemx longc mienh tengx faan benx meih nyei waac nor douc waac daaih lorx taux 1-877-661-6230 (TTY: 711). Liouh lorx jauv-louc tengx aengx caux nzie gong bun taux ninh mbuo wuaaic fangx mienh, beiv taux longc benx nzangc-pokc bun hluo mbiutc aengx caux aamz mborqv benx domh sou se mbenc nzoih bun longc. Douc waac daaih lorx 1-877-661-6230 (TTY: 711). Naaiv deix nzie weih gong-bou jauv-louc se benx wang-henh tengx mv zuqc cuotv nyaanh oc.

ਪੰਜਾਬੀ (Punjabi)

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਾਲ ਕਰੋ 1-877-661-6230 (TTY: 711). ਅਪਾਰਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ। ਕਾਲ ਕਰੋ 1-877-661-6230 (TTY: 711). ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ।

Русский (Russian)

ВНИМАНИЕ! Если вам нужна помощь на вашем родном языке, звоните по номеру 1-877-661-6230 (линия TTY: 711). Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру 1-877-661-6230 (линия TTY: 711). Такие услуги предоставляются бесплатно.

Español (Spanish)

ATENCIÓN: si necesita ayuda en su idioma, llame al 1-877-661-6230 (TTY: 711). También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al 1-877-661-6230 (TTY: 711). Estos servicios son gratuitos.

Tagalog (Filipino)

ATENSIYON: Kung kailangan mo ng tulong sa iyong wika, tumawag sa 1-877-661-6230 (TTY: 711). Mayroon ding mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumento sa braille at malaking print. Tumawag sa 1-877-661-6230 (TTY: 711). Libre ang mga serbisyonang ito.

ภาษาไทย (Thai)

โปรดทราบ: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ กรุณาโทรศัพท์ไปที่หมายเลข 1-877-661-6230 (TTY: 711) นอกจากนี้ ยังพร้อมให้ความช่วยเหลือและบริการต่าง ๆ สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ ที่เป็นอักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพท์ไปที่หมายเลข 1-877-661-6230 (TTY: 711) ไม่มีค่าใช้จ่ายสำหรับบริการเหล่านี้

Українська (Ukrainian)

УВАГА! Якщо вам потрібна допомога вашою рідною мовою, телефонуйте на номер 1-877-661-6230 (TTY: 711). Люди з обмеженими можливостями також можуть скористатися допоміжними засобами та послугами, наприклад, отримати документи, надруковані шрифтом Брайля та великим шрифтом. Телефонуйте на номер 1-877-661-6230 (TTY: 711). Ці послуги безкоштовні.

Tiếng Việt (Vietnamese)

CHÚ Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi số 1-877-661-6230 (TTY: 711). Chúng tôi cũng hỗ trợ và cung cấp các dịch vụ dành cho người khuyết tật, như tài liệu bằng chữ nổi Braille và chữ khổ lớn (chữ hoa). Vui lòng gọi số 1-877-661-6230 (TTY: 711). Các dịch vụ này đều miễn phí.



Behavioral health and wellness screenings

Did you know we offer behavioral health (sometimes called mental health) and wellness screenings for children and teens ages 8 to 18? These screenings help find early signs or symptoms of behavioral health issues. This includes depression and anxiety.

Benefits of screening include:

Early detection. When problems are found early, it's easier to get timely care. It can also improve outcomes and overall well-being.

Preventive care. Regular screenings are proactive. They can help prevent behavioral health issues from starting or getting worse.

Holistic health. This treats behavioral health as a vital part of overall health. It helps with better school performance, social interactions and quality of life.

Consider scheduling a behavioral health and wellness screening for your child. These screenings are confidential. The goal is to support your child's overall health.

For more information or a screening, please contact your health care provider. You may also ask for one at your child's next checkup.

Need a ride to appointments?

Are you a Medi-Cal member who needs help getting a ride to your medical or dental appointments? Call our Transportation Unit at **855-222-1218**.

We can help set up rides so you don't miss your visits. We can help, even if you:

- Cannot take a regular bus or car.
- Need to get picked up at your door and dropped off at the door (door-to-door service).
- Have other special transportation needs.

Try to call us at least 7 days before you need your ride. The earlier you call, the better, especially if you cannot take a bus or car. If your visit was set up on short notice because it was urgent, then call us as soon as possible. If you no longer need a ride, call us to cancel at least 1 business day in advance.

If you are unhappy about any of the services you received, you can tell us so we can make it better.

Visit our website for more information.

