



promise  
HEALTH PLAN

# cares

HEALTH TALK

Summer 2019



## Tools for better health

Take charge of your health on our **Health and Wellness portal** (website). The portal has many tools that can help you eat healthier and be more active. You will find:

- ◆ Meal plans and recipes.
- ◆ Exercise plans and demonstrations.
- ◆ Workshops (classes) on many health topics.
- ◆ Health videos.
- ◆ Email access to a dietitian and a fitness trainer.

To get started, create an account at **blueshieldpromise.cernerwellness.com**. Then complete the Personal Health Assessment (PHA). The PHA is a health questionnaire that helps you know your health risks. Based on your answers, you will get a report with your health risks. You will get tips on reducing your risks. You will also have access to the tools mentioned above.

As part of our **Healthy Rewards Program**, you will earn points when you complete certain activities on the portal. These points will help you earn a \$10 gift card to CVS.

Log on to learn more and start earning points!

# Breastfeeding your baby

## A health choice

Did you know that the number of mothers choosing to breastfeed has grown steadily in the last 10 years? Breast milk is becoming the choice of nourishment for newborns and infants everywhere. Why? It is often called the first food. And there are a lot of good health benefits for both the mom and baby. Here are just a few of them:

- ◆ **Breast milk is good for your baby**
  1. It is easy to digest.

2. It has all the nutrients your baby needs.

3. It helps to protect your baby from many illnesses.

- ◆ **Breastfeeding is good for you**

1. It helps you recover from giving birth.

2. It saves you money and time.

3. It gives you time to enjoy your baby.

If you need help getting started, talk to your doctor. You can also call WIC (Women, Infants and Children) at **888-942-2229**. This is a free call.

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Long Beach, CA  
Permit No. 2041

Blue Shield of California Promise Health Plan  
601 Potrero Grande Drive  
Monterey Park, CA 91755

# We speak your language

We want to make sure that you can speak to your doctor and medical staff in your language, including American Sign Language.

If your doctor does not speak your language, you have the right to:

- ◆ Ask us or your doctor for an interpreter at **no cost to you**.
- ◆ Receive interpreter services, including American Sign Language, 24 hours a day, 7 days a week. This means interpreter services are also available to you after normal business hours. After business hours, call Customer Care.

By law, your doctor cannot:

- ◆ Ask you to bring your own interpreter or pay for an interpreter.
- ◆ Use your child to interpret for you.
- ◆ Refuse or delay medical care services because you do not speak English or do not speak it well.

As a Blue Shield of California Promise Health Plan member, you also have the right to the following at no cost to you:

- ◆ Get notices about your benefits in your language and in alternative formats, such as Braille, large print or audio.
- ◆ Get health brochures in your language and in alternative formats.
- ◆ Be referred to community agencies that offer culturally sensitive services.
- ◆ File a grievance if we do not meet your language needs.
- ◆ Obtain auxiliary aids and services. You can access these services by calling Customer Care.

If you need a free interpreter for your next doctor's visit, please call Customer Care at least 7 days

before your appointment. We strongly discourage the use of friends or family, especially minors, to interpret for you.

Visit our website or call Customer Care if you want to get member brochures, learn about member benefits or learn how to file a grievance. Information is available in many languages on our website. If you have visual problems, you can use the magnification tool on the website to make the text easier to see. If you need a document in alternative formats, such as Braille,

large print or audio, call Customer Care.

## We can help

We offer our members a listing of community resources and agencies. It has information on agencies near you that can help you with issues such as domestic violence and elder care. The listing also includes agencies that offer counseling services, social services and interpreter services. If you would like a copy of the listing, please call Customer Care.



## Alcohol misuse screening and counseling (AMSC)

Drinking too much alcohol puts your health and safety at risk. You have a right to alcohol misuse screening and counseling (AMSC), and it is free. Your doctor will ask you questions to see if you are drinking too much or in an unsafe way. If it seems like you are misusing alcohol, your doctor may offer free services like counseling or stress management. Your doctor may also refer you to specialized resources for alcohol misuse treatment. Ask your doctor for more information about AMSC at your next visit.

# Take charge of your health

Your doctor is your partner in helping you stay healthy. He or she has free brochures on many health topics.

Ask your doctor or call us if you'd like to get any of these brochures. You can also view brochures and videos on our website.

### Living Well Information Line

We can answer your questions about cholesterol, weight control,

exercise, nutrition and diabetes. You may also call Customer Care and ask for the Health Education Department.

### Health Education classes

If you want to attend a health and wellness class, talk to your doctor. He or she can refer you to local classes. Please call Customer Care and ask for the Health Education Department.



## Important information

Customer Care: **800-605-2556** (LA County)/**855-699-5557** (SD County) (TTY: **711**), 8 a.m. to 6 p.m., Monday through Friday  
Nurse Advice Line: **800-609-4166**, 24 hours a day, 7 days a week  
Main website: **blueshieldca.com/promise**  
Wellness website: **blueshieldpromise.cernerwellness.com**  
California Smokers' Helpline (quit-smoking hotline):  
**800-NO-BUTTS (800-662-8887)**



**Linda Fleischman**  
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**Paulina Montalvo**  
Health Educator

Blue Shield of California Promise Health Plan complies with applicable state and federal civil rights laws and does not discriminate on the basis of race, color, national origin, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age or disability.

You can get this information for free in other formats, such as large print, Braille or audio. Call **1-800-605-2556** (LA County)/**1-855-699-5557** (SD County) (TTY: **711**), 8:00 a.m.–6:00 p.m., Monday through Friday. The call is free.

ATTENTION: Language assistance services, free of charge, are available to you. Call **1-800-605-2556** (LA County)/**1-855-699-5557** (SD County) (TTY: **711**).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. **1-800-605-2556** (LA County)/**1-855-699-5557** (SD County) (TTY: **711**).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-800-605-2556** (LA County)/**1-855-699-5557** (SD County) (TTY: **711**)。

IMPORTANT NOTE: To view information on Non-Discrimination requirements, you can go to our website at <https://www.blueshieldca.com/promise/affordable-care-act.asp>.

Blue Shield of California Promise Health Plan CARES is published for members of Blue Shield of California Promise Health Plan, 601 Potrero Grande Drive, Monterey Park, CA 91755, [blueshieldca.com/promise](https://www.blueshieldca.com/promise). Customer Care telephone number: **1-800-605-2556** (LA County)/**1-855-699-5557** (SD County) (TTY: **711**), 8:00 a.m.–6:00 p.m., Monday through Friday.

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## Free mobile app offers pregnancy support

Are you a mom-to-be? We are offering you a free mobile app that can help guide you through your pregnancy. The app, **DueDatePlusbyBSC Promise**, is available in English and Spanish to San Diego members. LA members can access the app soon, too.

**How to use it**  
Use **DueDatePlusbyBSC Promise** to look up symptoms and issues you may experience during pregnancy, view ultrasound videos, set reminders, and find local resources. The app also sends daily tips and affirmations to help you stay positive. You can add your partner and family members to follow along on their own mobile device.

**Questions?**  
Look for **DueDatePlusbyBSC Promise** by searching “Blue Shield Promise” in the App Store. If you have questions about the app or how to download it, please call Customer Care and ask for the Health Education Department.

# What to know if you take an opioid for pain

Opioids are an effective way to ease pain, such as after surgery or an injury. But they also come with serious risks of addiction. This is especially true if you take them for a long time.

Before you take an opioid, ask your doctor if there are safer ways to help with pain relief. And be honest if you’ve ever misused drugs or alcohol. If so, treating your pain with an opioid may be too risky.

But what if an opioid is the right choice? Ask your doctor to prescribe the lowest dose and the smallest quantity. And find out when and how to stop using them.

Take these precautions:

- ◆ Take an opioid exactly as prescribed. Never take an extra dose.
- ◆ Be aware of serious side effects, such as excessive drowsiness or craving more medicine. Call your doctor or go to the hospital for help.
- ◆ Avoid alcohol when taking an opioid. And, unless your doctor tells you otherwise, don’t use sleeping pills, muscle relaxants or drugs that treat anxiety.
- ◆ Don’t share your opioids. Your medicine is for you only.
- ◆ Store opioids in a secure place. Keep this medication out of the reach of children, visitors, and family and friends.
- ◆ Get rid of it safely. Flush the medicine down the toilet or find a local drug take-back program. You can also look for a pharmacy mail-back program.

*Sources: Centers for Disease Control and Prevention; U.S. Food and Drug Administration*

