



CARES

HEALTH TALK

FALL 2021

blue
california



Promise Health Plan

PRESORTED
STANDARD
U.S. POSTAGE
PAID
San Francisco, CA
PERMIT NO. 83

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



HEALTH EDUCATION SERVICES:

Your doctor and Blue Shield Promise can provide you with brochures on many health topics at no cost to you. Ask your doctor, call us or visit our website blueshieldca.com/promise to get these brochures.



DIABETES PREVENTION PROGRAM

In partnership with Solera Health, Blue Shield Promise offers a 12-month-long program that helps prevent type 2 diabetes – at no cost to you. Learn to be more active, eat better, and lose weight by making small changes to your daily routine. To find out if you qualify, please call Solera Health at **866-692-5059 (TTY: 711)**, 6 a.m. – 6 p.m., Monday – Friday..



LIVING WELL INFORMATION LINE

We can answer your questions about high blood pressure, cholesterol, weight control, nutrition, diabetes, and quitting smoking or vaping. Please call Customer Care at **800-605-2556** (Los Angeles County) or **855-699-5557** (San Diego County) and ask for the Health Education Department.



VIRTUAL HEALTH EDUCATION CLASSES

Interested in attending a virtual health and wellness class to help you reach your health goals? Find out what classes are available to you by calling Customer Care at **800-605-2556** (Los Angeles County) or **855-699-5557** (San Diego County). Ask for the Health Education Department.

PRENATAL CARE

THE ROAD TO A HEALTHY AND SAFE PREGNANCY AND DELIVERY

Pregnancy can be one of the most joyous times in a woman's life. Having a healthy pregnancy is the best way to have a healthy birth. Prenatal care is the health care you get while you are pregnant. Getting early and regular prenatal care improves the chances of a healthy and safe pregnancy.

Early prenatal visits let you and your doctor get to know each other and plan for the birth of your baby together. During your visits, your doctor will keep track of how you and your baby are doing.

WHAT HAPPENS AT YOUR FIRST PRENATAL CHECKUP?

Your first checkup is usually the longest because your doctor asks you lots of questions about your health. At the first prenatal care checkup, your doctor:

- Gives you a physical exam and checks your overall health.
- Checks your blood pressure and urine.
- Gives you a pelvic exam and Pap smear.
- May give you vaccinations, like a flu shot.
- Tells you your due date.
- Prescribes a prenatal vitamin.
- Gets you help to kick habits such as smoking and alcohol.
- Talks with you about prenatal tests. These are medical tests you get during pregnancy. They help your doctor find out how you and your baby are doing.

WHAT HAPPENS AT LATER PRENATAL CARE CHECKUPS?

Later prenatal care checkups usually are shorter than the first one. At your checkups, tell your doctor how you are feeling. Your doctor can help you understand what's happening and help you feel better if you are not feeling well. At later prenatal care checkups, your doctor:

- Checks your weight and blood pressure.
- Checks your baby's heartbeat.
- Measures your belly to check baby's growth.
- Gives you certain prenatal tests to check you and your baby. For example, looks at your baby during an ultrasound test.

Your prenatal visits are a good time to talk to your doctor about breastfeeding. Breastfeeding has many health benefits for mom and baby. Breastmilk has all the nutrients that your baby needs. It is easy for your baby to digest. It also protects your baby from many illnesses. Breastfeeding helps you recover from giving birth. It saves you money and time. It also gives you time to enjoy your baby.

The cost of prenatal care for you, as a member, is covered by Blue Shield Promise. So go ahead and make the call, for your baby and for you. Call your doctor's office to make an appointment.

Sources: National Institute of Child Health and Human Development; March of Dimes; The Office on Women's Health (OWH)

DUE DATE PLUS

FREE PREGNANCY APP/ PARENT APP



We offer a free mobile app that can help guide you through your pregnancy. It also helps with the first two years of your baby's life.

The app is called [DueDatePlusbyBSCPromise](#). It is available to Blue Shield Promise Medi-Cal members in San Diego and Los Angeles Counties in English and Spanish.

To download the app, search for "Blue Shield Promise" in the App Store or Google Play. Enter your member ID when you download the app and you may qualify for a \$50 gift card. If you have questions, please call Customer Care at **800-605-2556** (Los Angeles County) or **855-699-5557** (San Diego County) and ask for the Health Education Department.



CARING FOR YOUR CAREGIVER

Caregivers play an essential role in many lives. They are responsible for the physical care and emotional support of patients, as well as themselves. When caregivers take care of themselves, they can take even better care of their patients. Higher levels of stress, anxiety, depression, and exhaustion are common in this field, so we wanted to share some quick tips on caring for your caregiver:

- > Let them know you appreciate them and all they do
- > Encourage them to eat well and get enough sleep, water, and exercise
- > Suggest support groups or social events
- > Make sure they take breaks, a 10-minute walk can really help
- > Watch for depression warning signs in your caregiver
- > Improve communication
- > Have a back-up caregiver if you can

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

(TTY: 711),

24 hours a day,

7 days a week

Kick it California:

(quit smoking, vaping, smokeless tobacco personal quit services)

(800) 300-8086

(English),

(800) 600-8191

(Spanish).

KICKITCA.ORG

FRUITS AND VEGETABLES

Add more fruits and vegetables to your day.

Eating fruits and vegetables provides many health benefits. Vegetables and fruits:

- Are naturally low in fat and calories
- Can lower your risk of heart disease
- Provide vitamins, minerals, and dietary fiber vital for health and maintenance of your body

To fit more fruits and vegetables in your day, try them as snacks and add them to your meals. Try different vegetables. Eat whole or cut-up fruits instead of juices since they contain more fiber.

Source:
USDA MyPlate.gov



FLU & COVID 19 VACCINE:



If you have not done so yet, it is not too late to get your annual influenza (flu) shot. The flu is still active well into spring. Getting the flu shot can help you stay healthy and active.

The CDC recommends an annual flu shot for everyone over 6 months of age. Vaccination is especially important for:

- Children aged 6 months through 4 years
- People aged 50 years and older
- Women who are or will be pregnant during the flu season
- People with chronic medical conditions (asthma, heart disease, kidney disease and diabetes)
- People who live or care for anyone with a medical condition that put them at high risk of flu-related complications

Getting vaccinated is easy, fast and does not cause any serious side effects. Flu shots are available at no charge to members by going to your network doctor or local pharmacy.

If you haven't already gotten your COVID-19 vaccine, this is a good time to get it. According to the CDC, it's safe to get your flu shot and COVID-19 vaccine at the same appointment. It's quick, convenient, and protects not only you but your community as well. For more info on the COVID-19 vaccine, head to blueshieldca.com/COVID.

Sources: Centers for Disease Control and Prevention



COMMUNITY RESOURCE DIRECTORY:

We offer our members a listing of community resources and agencies. It has information on agencies near you that can help you with issues like 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 at **800-605-2556** (Los Angeles County) or **855-699-5557** (San Diego County).

COMMUNITY RESOURCE CENTERS:

Our resource centers are open to LA County members and the general public. Get access to a variety of health care and community resources at activehealthyinformed.org



Community Resource Center



INTERPRETING SERVICES:

We offer free over-the-phone and in-person interpreting services, including American Sign Language. Even though your friends or family may wish to help interpret for you, it is best to have a professional interpret to communicate your health needs. We strongly discourage the use of friends or family, especially minors, to interpret for you.

Call Customer Care to be connected to an interpreter, or for more information on our Cultural and Linguistic services.

Interpreter services are also available to you after normal business hours. After business hours, call Customer Care and select the prompt for the Nurse Advice Line.

IN-PERSON INTERPRETER

Call Customer Care to schedule an interpreter to be with you at your doctor's appointment. Please call at least five days before your doctor's appointment. [To access these services, call Customer Care](#) at: **(800) 605-2556** (Los Angeles County) or **(855) 699-5557** (San Diego County) (TTY: 711).

FILING A GRIEVANCE:

If we do not meet your language needs, you can [file a grievance by calling Customer Care](#) at: **(800) 605-2556** (Los Angeles County) or **(855) 699-5557** (San Diego County) (TTY: 711).

HEALTH INFORMATION IN YOUR LANGUAGE:

As our member, you also have the right to the following at no cost to you:

- Get notices about your benefits in your language and alternative formats, such as Braille, large print, or audio.
- Get health brochures in your language and alternative formats.
- Obtain Auxiliary aids/services. You can access these services by calling **Customer Care** or **California Relay Service (TTY) English (888) 877-5379** or **Spanish (888) 877-5381**.

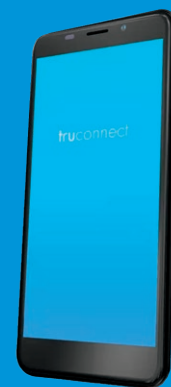
CA LIFELINE

As a Medi-Cal member, your household may be eligible for the California Lifeline state program. This includes:

- Free 5" LTE smartphone
- Unlimited talk
- Unlimited text
- Up to 14 GB of data each month
- Free International Calling to Select Countries.

You can apply in person at retail locations, or online at TruConnect.com.

If you have any questions about California Lifeline, please contact **(800) 430-0443**.



NONDISCRIMINATION NOTICE

Discrimination is against the law. Blue Shield of California Promise Health Plan follows State and Federal civil rights laws. Blue Shield of California Promise Health Plan 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.

Blue Shield of California Promise Health Plan 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 Blue Shield of California Promise Health Plan between 8 a.m. – 6 p.m., Monday through Friday. Call Customer Care in your region:

(800) 605-2556 (Los Angeles)
(855) 699-5557 (San Diego)

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:

Blue Shield of California Promise Health Plan
Customer Care
601 Potrero Grande Dr., Monterey Park, CA 91755
(800) 605-2556 (Los Angeles)
(855) 699-5557 (San Diego)
TTY:711

Medi_21_126_LS_09242021

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 of Civil Rights by phone, in writing, or electronically:

- By phone: Call **916-440-7370**. If you cannot speak or hear well, please call **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
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

If you believe you have been discriminated against on the basis of race, color, national origin, age, disability or sex, 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 **1-800-368-1019**. If you cannot speak or hear well, please call **TTY/TDD 1-800-537-7697**.
- 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 509F, HHH Building
Washington, D.C. 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>.

HOW TO FILE A GRIEVANCE

If you believe that Blue Shield of California Promise Health Plan 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 Blue Shield of California Promise Health Plan's Civil Rights Coordinator. You can file a grievance by phone, in writing, in person, or electronically:

- By phone: Contact Blue Shield of California Promise Health Plan's Civil Rights Coordinator between 8 a.m. – 6 p.m., Monday – Friday by calling (844) 883-2233. 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:

Blue Shield of California Promise Health Plan Civil Rights Coordinator
601 Potrero Grande Dr.
Monterey Park, CA 91755
- In person: Visit your doctor's office or Blue Shield of California Promise Health Plan and say you want to file a grievance.
- Electronically: Visit Blue Shield of California Promise Health Plan's website at www.blueshieldca.com/promise/medi-cal.

Blue Shield of California Promise Health Plan is contracted with L.A. Care Health Plan to provide Medi-Cal managed care services in Los Angeles County.

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

Blue Shield of California Promise Health Plan is an independent licensee of the Blue Shield Association.