

**Ventura County Medi-Cal Managed
Care Commission (VCMMCC) dba
Gold Coast Health Plan
Consumer Advisory Committee Meeting**

Date: Wednesday, September 5, 2012

Time: 5:00pm

Place: 2240 E. Gonzales Road, Suite 200, Oxnard CA 93036

AGENDA

Call to Order, Welcome

Pledge of Allegiance

Roll Call

Public Comment / Correspondence

Chair opening comments

1. Approve Minutes

- December 8, 2011 Meeting
- June 6, 2012 Meeting

2. Gold Coast Health Plan Update

a. Plan Update

- Welcome Address

b. Health Education and Cultural Linguistics Update

- CBAS Transition and Implementation
- Medi-Cal Incentive to Quit Smoking Program (MIQS)
- Cultural Sensitivity Training
- Group Needs Assessment

c. Member Services Update

- Call Center Update
- LTC / SNF – Senior Issues
- Medicare Part A Program
- Balance Billing

Meeting agenda available at <http://www.goldcoasthealthplan.org>

ADMINISTRATIVE REPORTS RELATING TO THIS AGENDA AND MATERIALS RELATED TO AN AGENDA ITEM SUBMITTED TO THE COMMISSION AFTER DISTRIBUTION OF THE AGENDA PACKET ARE AVAILABLE FOR PUBLIC REVIEW DURING NORMAL BUSINESS HOURS AT THE OFFICE OF THE CLERK OF THE BOARD, 2220 E. GONZALES ROAD, SUITE 200, OXNARD, CA.

IN COMPLIANCE WITH THE AMERICANS WITH DISABILITIES ACT, IF YOU NEED SPECIAL ASSISTANCE TO PARTICIPATE IN THIS MEETING, PLEASE CONTACT TRACI AT 805/981-5340. REASONABLE ADVANCE NOTIFICATION OF THE NEED FOR ACCOMMODATION PRIOR TO THE MEETING (48 HOURS ADVANCE NOTICE IS PREFERABLE) WILL ENABLE US TO MAKE REASONABLE ARRANGEMENTS TO ENSURE ACCESSIBILITY TO THIS MEETING.

Ventura County Medi-Cal Managed Care Commission (VCMMCC) dba Gold Coast Health Plan September 5, 2012 Consumer Advisory Committee Meeting Agenda (continued)

Time: 5:00 P.M.

- 2. Gold Coast Health Plan Update – (continued)**
 - d. Communications and Outreach Update
 - Member Newsletter
 - New website – Language utilization
 - Approval of October Resource Fair Flyer
 - e. Government Relations Update
 - Health Care Reform & Medicaid Expansion
 - Healthy Families Program Transition
- 3. Committee Functions**
 - a. Discussion of Goals and Objectives
 - b. Amend CAC Charter
 - c. Comments

Adjourn

Unless otherwise determined, the next regular meeting of the Consumer Advisory Committee Meeting will be held on December 5, 2012 at 5:00 p.m. at 2240 E. Gonzales Road, Suite 200, Oxnard CA 93036.

Meeting agenda available at <http://www.goldcoasthealthplan.org>

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**Ventura County Medi-Cal Managed Care Commission
(VCMCC) dba Gold Coast Health Plan (GCHP)
Consumer Advisory Committee Minutes
December 8, 2011
(Not official until approved)**

CALL TO ORDER

Chair Andre Galvan called the meeting to order at 5:06 p.m. in Suite 200 at the Ventura County Public Health Building located at 2240 E. Gonzales Road, Oxnard, CA 93036.

ROLL CALL

COMMITTEE MEMBERS IN ATTENDANCE

Edie Brown
Joseph L. Buchroeder
Robert Dennis
Julianna Fjeld
Norma Gomez
Ruben Juarez
Katharine Raley
Curtis S. Updike

EXCUSED / ABSENT COMMITTEE MEMBERS

Frisa Herrera
Linda Smith

COMMITTEE STAFF IN ATTENDANCE

Andre Galvan, Committee Chair
Traci R. McGinley, Clerk of the Board
Sonji Lopez, Grievance and Appeals Assistant
Erika Reyes, Member Services Coordinator

OTHER STAFF IN ATTENDANCE

Brandy Armenta, Compliance Specialist
Lupe Gonzalez, Health Educator
Steve Lalich, Communication Director

The Pledge of Allegiance was recited.

Language Interpreting and Translating services provided by GCHP from Lourdes González Campbell and Associates.

PUBLIC COMMENT / CORRESPONDENCE

None.

1. APPROVAL OF MINUTES – SEPTEMBER 12, 2011

The following corrections to the minutes were made:

Page 3, 4th paragraph, Medi-Cal needs to be changed to Medicare, the Chair's name needs to be corrected and Page 5, 2nd to the last paragraph should read as follows:

Director Lalich indicated that the benefit of creating a "medical home" with a PCP is then members go to urgent care or the emergency-room just when required, which is more cost effective for the Plan.

Member Juarez moved to approve the September 12, 2011, minutes as amended; Member Updike seconded. The motion carried. **Approved 7-0.**

2. UPDATE TO MEMBERS FROM GCHP

Commissioner Maylee Berry introduced herself to the Committee. She added that this committee is one of the most important because it does what is best for the Member. She added that the Committee Members need to be strong for the Plan Members. The Plan rules and regulations are done by the State; that is what makes it different for members of the public. The State must approve everything, the budget, etc. There have been issues, we have done a great job in getting the word out, but there is still more to do. Every day we still hear that people do not know how to contact us. She then asked the Committee Members to contact Chair Galvan should they have any issues.

Member Raley explained that she attended the last Commission Meeting and the "issues" that people raised would not have been issues if they would have stayed for the entire meeting. She stressed the importance of the consumer group attending the meetings also.

a. Compliance Report

Brandy Armenta, Compliance Specialist, announced that GCHP is slating a Compliance, Fraud, Waste & Abuse hotline. There is some overlap between Compliance and Quality. Quality would be under Medical so it is for members. Member Updike asked if it was for Provider abuse; to which Specialist Armenta responded "all."

b. Provider Network Update

Chair Galvan announced that staff was unable to be in attendance at the meeting.

c. Member Services Update

Member Raley stated that there are a number of contracts with large organizations in Los Angeles. Member Dennis expressed his concern that many Members do not have access to the internet. Chair Galvan, this goes back to the concept of a medical home. Health Educator Gonzalez noted that there are new Vendor services every day and they do not have to be in the network.

Member Fjeld asked if they are aware that deaf people need interpreters. Chair Galvan responded that GCHP does have a vendor, the information is posted on the website and all of GCHP nurses are aware of it.

Member Fjeld indicated that many facilities do not understand. Chair Galvan responded that Mark Robinson & Christina Montero did bring the video phone to the Commissions attention.

Chair Galvan requested the Committee Members contact him when they have a problem.

RECESS: A short recess was called from 6:02 to 6:09 p.m.

Chair Galvan explained the 2011 3rd Quarter Call Center Report and added that this report is sent to the State. The items listed in the Report are areas of service that must be met by specific levels per our agreement. We must be in compliance.

Member Fjeld asked if calls had been received from deaf people. Chair Galvan responded, yes but it is not an area that the State required be monitored. Member Fjeld asked how data could be obtained. Chair Galvan responded that the information is captured; it is just not sent to the State.

Member Updike asked how many people are located at the Call Center. Chair Galvan responded that there are 42 people working 5 days per week.

Sonji Lopez, Grievance and Appeals Assistant explained that she handles all walk in members, along with Erika. She explained that she does grievance appeals and researches grievances. Specific processes were briefly discussed. She added that she is currently working on training information for the Call Center.

d. Introduce New Member Services Community Outreach-Erika Reyes

Chair Galvan introduced the newest member to the team, Erika Reyes, Outreach Coordinator. She will be doing outreach and is already going out this Sunday. Erika Reyes, Member Services Coordinator, stated that her goal is to go out and explain the processes to Members. Director Lalich added that again, this position was not originally anticipated.

3. FEEDBACK FROM CAC MEMBERS

a. Approved Group Needs Assessment (GNA)

Health Educator Gonzalez explained that DHCS has asked GCHP to get this information out to the members. The Plan is getting ready to reach out to 10,000 random members. The information is planned to go out by February 1, after new information is received from the State the second week of January. She then explained that the Handout contains standard questions that the State approved.

Member Brown asked if there was a way to determine if Members are seniors in jeopardy. Health Educator Gonzalez responded no, but the information will be sent out to households.

Member Updike asked if responses will be provided to the Committee. Health Educator Gonzalez responded that a summary findings report will be provided. The information will also be used by other departments for educational purposes. Member Updike asked if she planned to reach out to Mixteco and Indigenous. Health Educator Gonzalez responded that the Plan is working with MICOP.

Member Juarez asked when it would be sent out. Health Educator Gonzalez responded that her goal is to have it out February 1, anticipating between 2-3 month responses. Member Dennis added that the Committee would like to know when it is sent out so they can be prepared when they are contacted by Members.

Member Raley moved to approve the Group Needs Assessment Questionnaire, Member Dennis seconded. The motion carried. **Approved 7-0.**

b. Goals and Objectives

Chair Galvan asked for a subcommittee in order to meet and to come up with Goals and Objectives for the Committee. Members Brown, Dennis (or Smith) and Juarez offered.

c. Open Discussion from Members

Member Norma Gomez (through Lourdes González Campbell and Associates, Language Interpreting and translating services provided by GCHP) expressed that the main problem is the language barrier; families are coming from Salinas and having problems with GCHP because when they left Ventura they were not in GCHP. Now they are going to the doctor and cannot get services because they did not choose a clinic. Four people came in with this problem. We cannot take care of that many families. She added that GCHP works hard with MICOP but just for part of the time and people come in every month, they are seeing 300-400 per month. There are three different Districts in Oxnard. She added that she doesn't know how to work together so these families can take their children to the doctor.

Director Lalich explained that GCHP is working with MICOP; a Letter of Agreement for services in Salinas was completed. GCHP created portability in Salinas and Monterey counties and hopes to create it in other counties as well.

Member Updike added that HSA now has Mixteco speakers on staff.

Director Lalich added that GCHP is trying to get information out, but it is a challenge. Staff is also trying to be present at MICOP events.

Chair Galvan asked how MICOP helps these families find their provider. Member Gomez responded that most go to Las Isles. MICOP is trying to assist people so they can keep their appointments.

Chair Galvan asked Member Gomez if she could come into GCHP and work with staff on these items.

Member Buchroeder stated that there needs to be better communication between doctors and pharmacies. Chair Galvan responded that it would be a good item to add to the Goals and Objectives.

4. MEMBER MAINTENANCE ADMINISTRATION

a. W-9

Chair Galvan reminded the Committee that GCHP needed W-9 information in order to pay Committee Members for attending the meetings.

b. 2012 Meeting Dates and Times

Member Updike moved to adopt the Meeting Calendar, Member Dennis seconded. The motion carried. **Approved 7-0.**

COMMENTS FROM MEMBERS

None.

Director Lalich announced that three different pharmacies would be holding special events and will be distributing glucose meters, additional information is on GCHP website.

ADJOURNMENT

The meeting adjourned at 7:06 p.m.

**Ventura County Medi-Cal Managed Care Commission
(VCOMMCC) dba Gold Coast Health Plan (GCHP)
Consumer Advisory Committee Minutes**

June 6, 2012

(Not official until approved)

CALL TO ORDER

Chair Andre Galvan called the meeting to order at 5:15 p.m. in Suite 200 located at 2240 E. Gonzales Road, Oxnard, CA 93036.

ROLL CALL

COMMITTEE MEMBERS IN ATTENDANCE

Robert Dennis (arrived at 5:45 p.m.)
Julianna Fjeld
Norma Gomez
Ruben Juarez
Frisa Herrera

EXCUSED / ABSENT COMMITTEE MEMBERS

Joseph L. Buchroeder
Edie Brown
Katherine Raley
Curtis Updike
Linda Smith

COMMITTEE STAFF IN ATTENDANCE

Andre Galvan, Committee Chair
Traci R. McGinley, Clerk of the Board
Sonji Lopez, Grievance and Appeals Assistant
Paula Cabral, Administrative Assistant
Blanca Robles, Interim Member Services
Connie Harden, Member Services

OTHER STAFF IN ATTENDANCE

Brandy Armenta, Compliance Specialist
Lupe Gonzalez, Health Education and Disease Management Manager
Steve Lalich, Communication Director
Percy Mayfield, Claims Manager

The Pledge of Allegiance was recited.

Language Interpreting and Translating services provided by GCHP from Lourdes González Campbell and Associates.

Signing interpretation provided by Mark Robinson and Marty Masser of Tri-County Glad.

Chair Galvan announced that due to lack of a quorum, items requiring action would be reviewed.

PUBLIC COMMENT / CORRESPONDENCE

None.

1. APPROVAL OF MINUTES – DECEMBER 8, 2011

Minutes from December 8, 2011 will be resubmitted at a later meeting.

2. UPDATE TO MEMBERS FROM GCHP

a. CEO Update

Cassie Undlin, Interim CEO for Gold Coast Health Plan, reviewed the activity report from the Call Center. The report shows how many calls came in (both in English and Spanish) how many calls were answered, how many were abandoned and the average length of time calls were on hold.

Committee Member Fjeld inquired as to how many TTY and / or video phone calls were received; Chair Galvin responded that those calls were tracked, but were not on this report. Interim CEO Undlin added that it would be included in the future report. Committee Member Fjeld encouraged Gold Coast to consider switching to video phones as the TTY system is becoming obsolete or VIR is another system that should be investigated.

Interim CEO Undlin reviewed the Plan's changes and accomplishments since April 1, 2012. She stated that the Plan is working closely with the State to resolve issues as well as organizational changes that have taken place. Root causes to the problems are being reviewed, but staff is focusing on moving forward. Interim CEO Undlin encouraged the members to read the CEO Report that is posted on the website or attend the Commission meetings.

b. Health Education Update

Lupe Gonzalez, Health Education and Disease Management Manager, reviewed the Health Education, Cultural and Linguistic Services Program Update as well as the Telephonic Interpreter information. Committee Member Fjeld expressed her desire to have professional interpreting services available to doctors and staff (at least "Sign Language for Anyone - Baby Signs" be made accessible until an interpreter can arrive). Manager Gonzalez stated that the "Sign Language for Anyone - Baby Signs" will be provided to the providers.

Committee Member Gomez asked if the Plan had interpreting services for Mixteco Members. Manager Gonzalez responded that she was working on developing a contract for services with MICOP.

c. Provider Relations Update

Chair Galvin reviewed the number of contracts and Letters of Agreements. Committee Member Dennis asked if home health care was available; Chair Galvin responded that it was.

Committee Member Juarez asked how a member could see a provider's directory if they do not have access to the internet. Chair Galvin stated that a member can call and receive the information.

Committee Member Dennis asked how many providers were lost; Chair Galvin responded that the Plan only lost one, and have contracted 99% of all providers who were previously Medi-Cal providers.

Committee Member Dennis also wanted to know if it was possible for Gold Coast to provide a "participant friendly" booklet. He discussed *The Lanterman Developmental Disabilities Services Act* he will be providing contact information for *People First* in Sacramento (Robin Rhodes).

Chair Galvin reviewed the community outreach and added that staff needed to step up our presence. Committee Member Dennis said we need to involve ourselves in Special Olympics to get our name out. Steve Lalich, Communication Director, stated that staff needs assistance in knowing which events staff should attend. Director Lalich stated that GCHP did radio and television commercials and we have also done a You Tube video, but still need to have the community understand that Medi-Cal is synonymous with Gold Coast.

d. Member Services Update

Sonji Lopez, Member Services - Grievance and Appeals, reviewed the VSP program and explained that members are entitled to one visit and one pair of glasses every two years.

Committee Member Dennis asked if Gold Coast was going to have a dental plan made available; Chair Galvin stated that the Plan was researching that benefit. Committee Member Fjeld stated that it would be nice to make dental care a goal for next year.

Connie Harden, Member Services, reviewed the changes made to the Member Handbook and explained that the book had to be rewritten (changes highlighted in yellow) to make it more readable. It was noted that the changes to the health plan are included in the new handbook, which will only be given to new members, but the changes are listed and available on the website. Ms. Harden added that the VSP information had been sent out to all members in the newsletter.

e. Claims Update

Percy Mayfield, Claims Manager, reviewed the different claim forms. Committee Member Dennis said that sometimes a patient may get multiple bills for the same procedure (from a doctor and a hospital) and suggested that a message needed to get out to the members that they should not ignore the bills, but they should call the phone

numbers listed on the bill. Manager Mayfield stated that anytime a member receives a bill they should submit it to Gold Coast for payment.

f. Communications Update

Steve Lalich, Communications Director, reviewed the new website which he anticipates going live June 18th. Additional information will be added to the site and it will be mirrored in Spanish. Director Lalich told the Committee he will be emailing 12 photos to them for review and selection of the *“Change your Primary Care Provider”* photo section.

The newsletter was reviewed; the next one will be sent out in September and another in December which will include information relevant to the season (i.e. eating healthy, school, holidays, etc.). It will also include immunization schedules and upcoming community events. There is the possibility of adding a note to follow us on Facebook and other social media outlets. We will be sending a subscription E-newsletter for pregnant women (for 43 weeks) and then a subscription E-newsletter for new parents.

Committee Member Juarez asked if the members could change their provider on the website; Director Lalich responded that the feature is not available at this time.

Chair Galvin stated that they will be reaching out to the providers to comment on various subject matters. Committee Member Dennis asked if it was possible to have a “Dear Abby” type column with different providers offering advice.

g. Compliance Update

Brandy Armenta, Compliance Specialist, reviewed the fraud hotline which is up and running and is also listed on the website.

Other

The next meeting will be held on September 5, 2012.

ADJOURNMENT

The meeting adjourned at 7:40 p.m.

winning health



Gold Coast
Health PlanSM
A Public Entity

Issue 2 • Summer/Fall 2012

Back to school

A CHECKUP CHECKLIST FOR YOUR KIDS

It's back-to-school time. And that means it's time for you to do a little homework.

Don't panic! It won't take much effort. All you have to do is pick up the phone. By making appointments for health and dental checkups for your child, you'll help start the school year right.

Here's a checklist:

Schedule a well-child checkup. A yearly exam is important—even when your child isn't sick. It may help spot problems early and gives your child's Provider a chance to offer advice about how to stay healthy. Call your doctor (PCP) to make an appointment. See your Gold Coast Health Plan ID card for your doctor's phone number.

A checkup is also the time to:

- Make sure that immunizations are up-to-date.
- Get answers to questions you or your child might have.
- Have the physical that may be needed for your child to take part in school sports.

Schedule an eye exam. Seeing well can be key to doing well in

school. The sooner you find vision problems, the better. Contact VSP at **800-877-7195** to locate vision services for your child.

Schedule a hearing screening. Good hearing makes it easier to perform well in school. It also helps

Get your child's eyes checked before school starts. Seeing well is part of being able to do well in school.

kids interact with others. Things like infections and high noise levels can affect hearing. So it's good for kids to be tested on an ongoing basis.

Schedule a dental checkup. Trouble with your child's teeth can make it hard to speak, eat and concentrate. A checkup may prevent serious problems and protect your child's smile.



If these visits reveal health concerns, you may have one more call to make—to your child's school. Staff there should know about your child's health conditions and what they can do to help.

Sources: American Academy of Otolaryngology—Head and Neck Surgery; American Academy of Pediatrics

» **LEARN MORE.** For information about Medi-Cal, CalFresh or CalWorks, please call 888-472-4463.

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Your first stop for health care

PRIMARY CARE PROVIDERS

When you or your child needs medical care, where do you turn?

You want someone you can trust. You want someone who knows about your health or your child's health. You want someone you are comfortable talking to.

For most people, that person is a Primary Care Provider (PCP). Dr. Nancy Wharfield, Associate Medical Director of Gold Coast Health Plan, says: "Think of a PCP as the head of your health team. He or she takes care of most of your health problems. And your PCP can send you or your child to a

specialist if needed."

In the Gold Coast Health Plan PCP network, there are:

- Family doctors, who care for people of all ages. They focus on helping you stay well.
- Pediatricians, who treat children and young adults.
- OB-GYNs, who take care of women.
- Internists, who treat adults.
- Nurse practitioners, who help you stay well and teach you how to take care of yourself. They focus on many areas of medicine, such as taking care of families or women. And they treat many health problems.

Remember, your PCP is the first stop for health care when you or a family member is sick.

To find a PCP, call Member Services at **888-301-1228**.



» WANT TO QUIT SMOKING?
Call the California Smokers' Helpline at **800-NO-BUTTS (800-662-8887)**.

Why kids need to see the dentist

Even when your child only has baby teeth, regular dental visits are important.

The dentist can show you how to clean your child's teeth. He or she can also check for problems.

If there are problems, it's better to find them early.

Beginning with the first tooth, take your child

to see the dentist twice a year. Some children may need to go more often. Ask the dentist what is best for your child.

Need help getting dental care? For more information about the California Medi-Cal Denti-Cal Program, call Denti-Cal toll-free at **800-322-6384**.

Source: American Academy of Pediatric Dentistry



Alert!

Starting Oct. 1, 2012, the Community-Based Adult Services (CBAS) benefit will be administered by Gold Coast Health Plan instead of the state Medi-Cal program.

To learn more about the CBAS benefit, visit us on the web at www.goldcoasthealthplan.org or contact us at **888-301-1228**.

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Models may be used in photos and illustrations.

Member Services
Health Education
Editor

Andre Galvan
Lupe Gonzalez, PhD, MPH
Steven Lalich

School lunches that hit the spot

Help your kids shine all day at school—pack a healthy and fun lunch.

Fresh ideas. To get good nutrition, kids need a variety of foods. The best meal has all five food groups. Try:

- A whole-grain tortilla. Make a burrito with fat-free refried beans and vegetables.
 - A whole-wheat pita. Fill it with tuna salad and sprouts.
 - Peanut butter on whole-wheat bread. Add raw carrots, snap peas or cherry tomatoes on the side.
 - A ready-to-eat salad in a bag. Toss in some diced turkey for protein.
- Make sure each lunchbox gets

fruit—such as a mango, an apple or a pear—and a carton of milk.

Pack in the fun. The next step is getting kids to eat that healthy lunch.

Make lunch together. Let kids help pick what goes in the bag.

For a fun lunch:

- Choose colorful food.
- Cut vegetables and sandwiches into fun shapes.
- Use a lunch bag or box that your child likes.

To be safe, use a lunchbox that keeps cold items cold.

Make it exciting. Plan special foods for special times, such as birthdays or holidays.

Cafeteria style. Kids who eat in the cafeteria can still get a healthful meal.

Get a copy of your school lunch menu. Help your child to make healthy choices.

Farm fresh. Visit your local farmers markets for fresh fruits and vegetables:

- Oxnard at “C” Street and Fifth Street, Thursdays, 9 a.m. to 1 p.m.
- Ventura at Palm Street and Santa Clara Street, Saturdays, 8:30 a.m. to noon.
- Thousand Oaks at the Oaks Shopping Center, east end parking lot, Thursdays, 1:30 to 6 p.m.

Source: Academy of Nutrition and Dietetics

Tuna salad wrap

Ingredients

- 1 can (6.5 ounces) water-packed white tuna, drained
- 1 small carrot, shredded
- ¼ cup finely chopped celery
- ¼ cup finely chopped green pepper
- ½ tablespoon dried chives or chervil
- 2 to 4 tablespoons nonfat mayonnaise
- Salt and freshly ground black pepper, to taste



- 4 8-inch flour tortillas
- 4 tablespoons nonfat cream cheese
- 4 well-dried leaves of leafy green lettuce, slightly smaller than a tortilla
- ½ cup shredded reduced-fat cheddar cheese
- 4 sprigs fresh mint, cilantro or flat-leaf parsley

Directions

- In small bowl, combine tuna, carrot, celery, green pepper, chives and enough mayonnaise to make a moist (but not wet) salad. Add salt and freshly ground pepper to taste.
- On each tortilla, spread a thin layer of cream cheese (about 1 tablespoon) across the center ⅔ of tortilla’s surface, leaving a 2-inch margin along edges. Center 1 lettuce leaf on top of each tortilla. Press leaf into cream cheese. Spread ¼ of the tuna salad firmly over

each lettuce leaf, leaving a 2-inch margin at top and bottom of each tortilla. Sprinkle a quarter of the cheese over each tortilla, and top with a sprig of fresh mint or other fresh herb.

■ Fold the bottom of the tortilla up to cover the top of the filling. Fold in the two sides ¼ inch. Roll tortilla up, holding side folds in. Roll wraps tightly and as firmly as possible to ensure that packets stay closed. Tightly seal each in plastic wrap and refrigerate until ready to serve or pack. Wraps made without wet ingredients can keep for 24 hours or more without getting soggy.

Nutrition information

Makes 4 wraps. Amount per serving: 238 calories, 6g total fat, 3g saturated fat, 24g carbohydrates, 20g protein, 2g dietary fiber, 534mg sodium.

Source: American Institute for Cancer Research

clip and save

Why kids need shots

There's no getting around it. Your child will wind up with sniffles and sore throats.

But there are many diseases you can help your child avoid—dangerous ones. All you need to do is be sure your child gets vaccinated.

Today's vaccines help keep your child safe from more than a dozen diseases. And many of these diseases are deadly.

They include:

- **Pertussis**, also known as whooping cough, which can make it hard for your child to breathe.
- **Measles**, which can cause brain swelling.
- **Hepatitis B**, an infection of the liver that can lead to cancer.

So check with your child's doctor to see if your child's shots are up-to-date.

Source: American Academy of Family Physicians; Centers for Disease Control and Prevention



If your child has missed some shots, don't worry. It's not too late to catch up. Ask your child's doctor.

WHOOPING COUGH

Is your family safe?

Pertussis (also called whooping cough) is an illness that begins like a cold. The trouble is that it can get much worse than a cold.

It can cause coughing fits. These can be very serious. This illness can be especially bad for babies. That's why it's important to get the shots to help prevent it.

Kids need shots at:

- » 2 months. » 4 months.
- » 6 months. » 15 to 18 months.
- » 4 to 6 years. » 11 or 12 years.

Adults may need a shot if they've never had one. Also, protection can wear off over time. So adults may need booster shots. This is very important if they're around a baby.

Your Provider can help decide if you should get a shot. Take the handy immunization record inside this issue with you to your next visit.

Source: Centers for Disease Control and Prevention

You can do your part to help stop Medi-Cal fraud

PLEASE REPORT SUSPECTED FRAUD, WASTE AND ABUSE TO YOUR PLAN

Gold Coast Health Plan has various methods in place for Providers, Members, vendors and employees to report suspected fraud, waste or abuse. Reports can be made anonymously via:

- A written report sent to:
Attention: Compliance Officer—
Fraud Investigation
2220 E. Gonzales Road,
Suite 200
Oxnard, CA 93036

- Internet: www.gchp.alertline.com.
- A toll-free hotline available 24/7: **866-672-2615**.

Please provide as much information as possible, such as:

- The name of the person(s), facility, vendor, etc., suspected of fraud, waste or abuse.
- Identifying information, such as the Member/Provider involved, facility name, address or telephone number.
- A description and details of the

suspected fraud, waste or abuse: who, what, where, and the date and time of the incident(s).

- Any documentation that is related to the report.
- Person filing the report: name and telephone number if you do not wish to remain anonymous.

Please do not use the telephone hotline number for any issues, questions or concerns *not* related to fraud, waste or abuse.

salud para triunfar



Gold Coast
Health PlanSM
A Public Entity

Edición 2 • Verano/Otoño 2012

De regreso a clases

LISTA DE CHEQUEOS PARA SUS HIJOS

Es tiempo de volver a clases. Y eso significa que tiene usted algunas tareas que hacer.

¡No se alarme! No le tomará mucho esfuerzo. Solo tiene que usar el teléfono. Al hacer citas para el chequeo médico y dental de su hijo, le ayudará a comenzar bien el año escolar.

Esta es la lista:

■ **Programe un chequeo de niño sano.** Un examen anual es importante, aún si su hijo no está enfermo. Puede ayudar a detectar problemas a tiempo. Y le da la oportunidad al Proveedor de su hijo de darle consejos sobre cómo mantenerse sano. Llame hoy a su médico (PCP, por sus siglas en inglés) para hacer una cita. Mire su tarjeta de ID de Gold Coast Health Plan para obtener el número telefónico de su médico.

Un chequeo también es el momento de:

- Verificar si tiene las vacunas al día.
- Obtener respuestas a preguntas que usted o su hijo puedan tener.
- Hacerle el examen físico que su hijo podría necesitar para hacer deportes en la escuela.

» **APRENDER MÁS.** Para obtener información sobre Medi-Cal, CalFresh o CalWorks, llame al 888-472-4463.

■ **Programe un examen de la vista.** Ver bien es fundamental para triunfar en la escuela. Cuanto antes se descubran los problemas de la vista, mejor. Comuníquese con VSP al **800-877-7195** para ubicar los servicios de la vista para su hijo.

Lleve a su hijo a examinarse la vista antes de empezar las clases. Ver bien es esencial para triunfar en la escuela.

■ **Programe una prueba de audición.** Oír bien hace más fácil tener un buen rendimiento en la escuela. Además ayuda a que los niños interactúen entre sí. Las infecciones y los niveles elevados de ruido pueden afectar la audición. Por eso es bueno hacer pruebas a los niños periódicamente.

■ **Programe un chequeo dental.** Los problemas dentales de su hijo pueden hacerle difícil hablar, comer y concentrarse. Un chequeo puede prevenir problemas graves y proteger la sonrisa de su hijo.

Si estas consultas revelan inquietudes de salud, quizás tenga otra llamada que hacer: a la escuela



de su hijo. El personal escolar debe estar informado de los problemas de salud de su hijo y de cómo pueden ayudarle.

Su primera opción en atención médica

PROVEEDORES DE ATENCIÓN PRIMARIA

Cuando usted o su hijo necesitan atención médica, ¿a quién acude?

Necesita a alguien en quien pueda confiar. Necesita a alguien que esté informado acerca de su salud o la de su hijo. Necesita a alguien con quien se sienta cómodo hablando.

Para la mayoría de la gente, esta persona es el Proveedor de Atención Primaria (PCP, por sus siglas en inglés). La Dra. Nancy Wharfield, Directora Médica Asociada de Gold Coast Health Plan, dice: "Considere a su PCP como

la cabeza de su equipo de atención médica. Él/ella se ocupa de la mayoría de sus problemas de salud. Además, su PCP puede enviarlo a usted o a su hijo a ver un especialista".

En la red de médicos PCP de Gold Coast Health Plan, hay:

- Médicos de cabecera, quienes se ocupan de las personas de todas las edades. Se concentran en ayudarle a usted a mantenerse saludable.
- Pediatras, quienes tratan a los niños y adolescentes.
- Ginecólogos, quienes se ocupan de las mujeres.
- Internistas, quienes tratan a los adultos.
- Enfermeros profesionales, quienes le ayudan a mantenerse saludable y le enseñan a cuidarse. Se concentran en muchas áreas de la medicina, como



cuidar a las familias o a las mujeres, y tratan muchos problemas de salud.

Recuerde que su PCP es su primera opción en atención médica cuando usted o un miembro de su familia están enfermos.

Para buscar a un PCP, llame a Servicios para Miembros al **888-301-1228**.

» ¿QUIERE DEJAR DE FUMAR? Llame a la línea de ayuda para fumadores de California, al 800-45-NO-FUME (800-456-6386).

Por qué los niños deben ir al dentista

Aún si su hijo tiene dientes de bebé, ir al dentista con regularidad es importante.

El dentista podrá mostrarle cómo debe cepillar los dientes de su hijo y verificar que no haya problemas. Si hay algunos problemas, es mejor detectarlos temprano.

En cuanto salga el



primer diente, lleve a su hijo al dentista dos veces al año. Algunos niños quizás deban ir con más frecuencia. Pregúntele al dentista qué es lo mejor para su hijo.

¿Necesita ayuda para recibir atención dental? Para más información sobre el programa Medi-Cal Denti-Cal de California, llame gratis a Denti-Cal al **800-322-6384**.

Fuente: American Academy of Pediatric Dentistry

¡Aviso!

A partir del 1 de octubre de 2012, el beneficio Community-Based Health Services (CBAS) será administrado por Gold Coast Health Plan en lugar del programa estatal Medi-Cal.

Para conocer más detalles acerca del beneficio CBAS, visítenos en Internet en www.goldcoasthealthplan.org o llámenos al **888-301-1228**.

salud
para triunfar

SALUD PARA TRIUNFAR se publica como un servicio a la comunidad para los amigos y clientes de GOLD COAST HEALTH PLAN, 2220 E. Gonzales Road, Oxnard, CA 93036, teléfono 888-301-1228.

La información de SALUD PARA TRIUNFAR proviene de una gran variedad de expertos médicos. Si tiene alguna inquietud o pregunta sobre el contenido específico que pueda afectar su salud, sírvase comunicarse con su Proveedor de atención médica.

Se pueden utilizar modelos en fotos e ilustraciones.

Servicios para Miembros

Andre Galvan

Educación de Salud Lupe Gonzalez, PhD, MPH

Editor

Steven Lalich

Almuerzos escolares acertados

Ayude a sus hijos a brillar todo el día en la escuela: deles un almuerzo saludable y divertido.

Ideas nuevas. Para una buena nutrición, los niños necesitan diversos alimentos. La mejor comida tiene los cinco grupos de alimentos. Pruebe:

- Tortilla de harina integral. Haga un burrito con frijoles refritos sin grasa y vegetales.
- Pan de pita integral. Rellénelo con ensalada de atún y brotes.
- Mantequilla de cacahuete con pan integral. Acompañelo con zanahoria cruda, chícharos o tomatitos.
- Una ensalada lista para comer en una bolsa. Agréguele trocitos de pavo para aportar proteínas.

Asegúrese de que la lonchera tenga una fruta (como mango, manzana o pera) y una cajita de leche.

Prepáreles diversión. El próximo paso es lograr que los niños se coman ese almuerzo saludable.

Preparar el almuerzo juntos.

Deje que los niños ayuden a escoger lo que quieren.

Para un almuerzo divertido:

- Escoja alimentos coloridos.
- Corte las verduras y los sándwiches con formas divertidas.
- Use una lonchera que a su hijo le guste.

Para estar segura, use una lonchera que mantenga el frío.

Haga que sea atractivo. Planifique comidas especiales para momentos

especiales, como cumpleaños o días feriados.

Estilo cafetería. Los niños que almuerzan en la cafetería pueden también comer en forma saludable.

Pida una copia del menú de la escuela de su hijo. Ayúdelo a escoger opciones saludables.

Directo de la granja. Visite sus mercados de granjeros locales para comprar frutas y verduras frescas:

- Oxnard, en las calles “C” y Quinta, jueves, 9 a.m. a 1 p.m.
- Ventura, en las calles Palm y Santa Clara, sábados, 8:30 a.m. a 12 p.m.
- Thousand Oaks, en el Oaks Shopping Center, extremo este del estacionamiento, jueves, 1:30 a 6 p.m.

Fuente: Academy of Nutrition and Dietetics

Wrap de ensalada de atún

Ingredientes

- 1 lata (6.5 onzas) de atún blanco en agua, escurrido
- 1 zanahoria pequeña, rallada
- ¼ taza de apio, en trocitos
- ¼ taza de pimiento verde, en trocitos
- ½ cucharada de cebollitas deshidratadas
- 2 a 4 cucharadas de mayonesa sin grasa
- Sal y pimienta negra recién molida, al gusto
- 4 tortillas de harina de 8 pulgadas

- 4 cucharadas de queso crema sin grasa
- 4 hojas de lechuga verde, bien secas, algo más pequeñas que una tortilla
- ½ taza de queso cheddar de grasa reducida, rallado
- 4 ramitas frescas de hierbabuena, cilantro o perejil de hoja plana

Instrucciones

- En un tazón pequeño, mezcle el atún, la zanahoria, el apio, el pimiento verde, las cebollitas y suficiente mayonesa para que la ensalada quede húmeda (pero no mojada). Añada sal y pimienta, al gusto.
- Unte sobre cada tortilla una capa fina de queso crema (como 1 cucharada) a través de ⅔ de la tortilla (por el centro), dejando un margen de 2 pulgadas por el borde. Coloque 1 hoja de lechuga en el centro de cada tortilla. Presione la hoja sobre el queso crema. Unte ¼ del atún sobre cada

hoja de lechuga, dejando un margen de 2 pulgadas en la parte superior e inferior de la tortilla. Esparza ¼ del queso rallado sobre cada tortilla y ponga una ramita de hierbabuena u otra hierba aromática fresca.

■ Doble la parte inferior de la tortilla hacia arriba para cubrir el relleno. Doble los lados ¼ de pulgada hacia dentro. Enrolle la tortilla hacia arriba, con los dobleces laterales hacia dentro. Enrolle los wraps bien apretados para que se mantengan cerrados. Selle cada uno en papel plástico y refrigérelos hasta la hora de servir o llevar. Sin ingredientes húmedos, los wraps pueden mantenerse 24 horas o más sin saturarse la tortilla.

Información nutricional

Rinde 4 wraps. Por porción: 238 calorías, 6g grasa total, 3g grasa saturada, 24g carbohidratos, 20g proteína, 2g fibra alimentaria, 534mg sodio.

Fuente: American Institute for Cancer Research



recortar y guardar

Los niños necesitan vacunas

No hay manera de evitarlo. Su hijo terminará con resfriado y dolores de garganta.

Sin embargo, existen muchas enfermedades, incluso peligrosas, que puede ayudarle a su hijo a evitar. Todo lo que tiene que hacer es asegurarse de que su hijo reciba las vacunas.

Las vacunas de hoy protegen a su hijo de más de una docena de enfermedades. Muchas de esas enfermedades son mortales.

Éstas incluyen:

- **La tos ferina**, también conocida como pertusis, que puede dificultar la respiración de su hijo.
- **El sarampión**, que puede causar inflamación en el cerebro.
- **La hepatitis B**, una infección del hígado que podría causar cáncer.

Así es que verifique con el proveedor de su hijo para saber si sus vacunas están al día.

Fuentes: American Academy of Family Physicians; Centers for Disease Control and Prevention



Si a su hijo le falta alguna, no se preocupe. No es muy tarde para ponerlo al día. Pregúntele al proveedor de su hijo.

TOS FERINA

¿Su familia está segura?

La tos ferina es una enfermedad que comienza como un resfriado. El problema es que puede ser mucho peor que un resfriado.

Puede provocar ataques de tos que pueden ser muy graves. La enfermedad puede ser especialmente peligrosa para los bebés. Por eso es importante vacunarse para ayudar a evitarla.

Los niños necesitan inyecciones a los:

- » 2 meses. » 4 meses. » 6 meses.
- » 15 a 18 meses. » 4 a 6 años.
- » 11 a 12 años.

Los adultos pueden necesitar vacunarse si nunca lo han hecho. Además, la protección puede disiparse con el tiempo. Así que un adulto puede necesitar un refuerzo. Esto es muy importante si están cerca de un bebé.

Su Proveedor puede ayudarle a decidir si debe vacunarse. Lleve a su próxima visita el conveniente registro de vacunas dentro de este número.

Fuente: Centers for Disease Control and Prevention

Usted puede poner de su parte para ayudar a detener el fraude a Medi-Cal

REPORTE A SU PLAN LAS SOSPECHAS DE FRAUDE, GASTO INDEBIDO O ABUSO

Gold Coast Health Plan cuenta con diversos métodos para que los Proveedores, Miembros, proveedores externos y empleados puedan denunciar sospechas de fraudes, gastos indebidos o abusos. Las denuncias pueden hacerse en forma anónima mediante:

- Denuncia escrita enviada a:
Attention: Compliance Officer—
Fraud Investigation
2220 E. Gonzales Road, Suite 200
Oxnard, CA 93036

- Internet: www.gchp.alertline.com.

- Línea directa gratuita, disponible 24/7: **866-672-2615**.

Proporcione la mayor información posible, por ejemplo:

- Nombre(s) de la(s) persona(s), centro, proveedor externo, etc., que se sospeche de fraude, gasto indebido o abuso.
- Información identificadora, como el Miembro/Proveedor involucrado, el nombre del centro, su dirección o número de teléfono.
- Descripción y detalles del presunto

fraude, gasto indebido o abuso: quién, qué, dónde, cuándo y la fecha y hora del incidente o de los incidentes.

- Cualquier documentación relacionada con la denuncia.
- Persona que presenta la denuncia: nombre y número de teléfono si no desea conservar su anonimato.

Le rogamos que no use el número de la línea directa para abordar problemas, preguntas o inquietudes que *no* estén relacionados con fraude, gastos indebidos o abuso.

Government Relations Update

Health Care Reform and Medicaid Expansion Update

- Starting in January 2014, Medi-Cal eligibility will expand to those with incomes up to 133% of the federal poverty level. Data from the California Healthcare Foundation indicates that approximately 30,000 more people in Ventura County will qualify for Medi-Cal eligibility under the Affordable Care Act (ACA).

Higher Payments to Medi-Cal Primary Care Physicians (PCP)

- In accordance with the federal Affordable Care Act, beginning in January 2013, a higher Medicare rate will be paid to Medi-Cal providers. The enacting state legislation was approved and included as trailer bill language earlier this year in AB 1467.
- The enhanced reimbursement applies to physicians with a primary specialty designation of family medicine, general internal medicine, and pediatric medicine. The payment increases will expire on December 31, 2014.

Health Benefits Exchange

- The California Health Benefits Exchange is scheduled to commence operations in October 2013. Gold Coast Health Plan will not be part of the Exchange.

Healthy Families Program (HFP) Transition

- DHCS intends to transition all children enrolled in the Healthy Families Program (HFP) to Medi-Cal Managed Care over a twelve month four-phase period beginning January 2013. For Ventura County this transition will occur in phase three which is scheduled to begin August 2013.
- There are an estimated 20,000 children in Ventura County's Healthy Families Program. Of those, about 3,600 are enrolled in the Kaiser Permanente Health System in Ventura County. Kaiser has submitted a proposal to DHCS to retain those children already enrolled in the Kaiser system. Kaiser's proposal to DHCS does not include an administrative fee to GCHP for the first two years of the HFP transition. The Kaiser proposal offers to pay a 2% administrative fee to GCHP in the third and subsequent years. GCHP's Interim CEO requested that DHCS allow GCHP to collect an administrative fee from Kaiser in the initial first and second-year HFP transition to Medi-Cal. This request is based on the fact that GCHP is responsible for oversight of HFP lives and may

incur additional administrative costs to provide oversight. DHCS indicated that they will consider GCHP's request.

HFP Transition to Medi-Cal Timeline

Phase 1 (No sooner than January 1, 2013) Individuals enrolled in a Healthy Families Program health plan that is a Medi-Cal managed care health plan shall be enrolled in the same plan. Approximately 411,654 children will transition.

Phase 2 (No sooner than April 1, 2013) Individuals enrolled in a Healthy Families Program health plan that is a subcontractor of a Medi-Cal managed health care plan, to the extent possible, shall be enrolled into a Medi-Cal managed care health care plan that includes the individuals' current plan. Approximately 261,060 children will transition.

Phase 3 (No sooner than August 1, 2013) Individuals enrolled in a Healthy Families Program plan that is not a Medi-Cal managed care plan and does not contract or subcontract with a Medi-Cal managed care plan shall be enrolled in a Medi-Cal managed care plan in that county. Enrollment shall include consideration of the individuals' primary care providers. Approximately 152,602 children will transition.

Phase 4 (No sooner than September 1, 2013) Individuals residing in a county that is not a Medi-Cal managed care county shall be provided services under the Medi-Cal fee-for-service delivery system. Approximately 42,753 children will transition.

HFP Rates, Benefits and Premiums

- Rate will be based on Medi-Cal data, not HFP rate.
- Rates will be plan specific with some consideration for county averages although DHCS is still in the early stage of determining how this will work.
- HFP will be a separate aid category and not a part of the family rate.
- HFP children's dental benefit will shift to Denti-Cal.

Mental Health

- HFP enrollees currently receiving services from a county mental health department may continue to receive services from the county as long the child meets medical necessity criteria for Medi-Cal Specialty Mental Health Services
- DHCS is working with the California Mental Health Directors Association to assure network adequacy and continuity of care for transitioning HFP enrollees receiving, or in need of, mental health services.

Premiums

- There will be no premiums for children with family income up to 150 percent of the federal poverty level (FPL).
- Premiums for children with family income above 150 and up to 200 percent of the FPL will be as follows: \$13.00 a month for each child. For three or more children, the total family monthly premium will be \$39.00 per month.
- The state DHCS will notify families of premium amounts that are due.

Efforts to Repeal Healthy Families Program Transition to Medi-Cal

- Two bills have been introduced to stop/repeal the HFP transition to Medi-Cal, AB 826 and SB 301. DHCS and the Brown Administration are not supportive or interested in discussing the repeal of the HFP transition. The State Legislature already approved the HFP transition and leadership in both chambers would be against rank and file members voting on legislation that they (leadership in the State Legislature) made an agreement with the Governor on. The California Medical Association- CMA and the Service Employees International Union-SEIU are strongly opposed to the HFP transition to Medi-Cal.

Communications/Outreach

Outreach

- GCHP conducted and participated in extensive community outreach efforts and activities during the month of August. These included informational interviews on Spanish radio talk show with David Cruz on KOXR 910 AM. Listeners heard Commission Chair Dr. Bob Gonzalez speak on the importance of GCHP's role in managed care and preventive health for such chronic diseases like diabetes and hypertension among others. The radio audience also had the opportunity to ask GCHP Director of Government Relations questions regarding the changes that are coming to Medi-Cal, such as the transition of the Healthy Families and Community Based Adult Services Programs to GCHP, and the expansion of Medi-Cal eligibility under the federal Affordable Care Act.

GCHP Member Resource Fair

- GCHP is planning to hold its first annual Member Appreciation Resource Fair at Del Sol Park in Oxnard on Sunday, October 21, 2012. This Resource Fair will include two mobile clinics and provide GCHP members and attendees free health screenings and useful health-related resources. The Resource Fair will have the participation of all the major health care providers and stakeholders in Ventura County. Please refer to attached flyer notice.

August Monthly Outreach Activities

The following is a summary of GCHP's outreach activities during the month of August:

- 08/05/2012- Clinicas Del Camino Real National Health Center Week Fair
- 08/06/2012- Radio Interview on Spanish Talk Radio KOXR 910 AM
To discuss Healthy Families Program and CBAS transitions to Gold Coast Health Plan
- 08/07/2012- Rainbow Connection Informational Forum to families of children with disabilities
- 08/09/2012-Advanced Adult Day Health Care Center Informational Forum
- 08/12/2012- Clinicas Del Camino Real & Promotoras & Promotores
Your Health Is Important Men's Conference
- 08/13/2012- GCHP Community Education Outreach Radio Interview with
Guillermo Gonzalez and David Cruz on KOXR 910 AM
- 08/17/2012- Commission Chair Dr. Bob Gonzalez and Guillermo Gonzalez GCHP
Community Education Outreach Radio Interview with David Cruz on KOXR 910 AM
- 08/18/2012- St. Johns Hospital His and Hers Health Screenings
- 08/21/2012- Informational Forum to the Neighborhood for Learning and First 5 Program
- 08/25/2012- Rotary Club of Camarillo Alive Healthcare & Fitness Festival
- 08/30/2012- Millenium Care Adult Day Health Care Center Informational Forum