

## Frequently Asked Questions (FAQ)

**Q: What can I talk to my doctor about during my women's health visit?**

**A:** You can talk about:

- Which exams you should have.
- Where you can have your screenings.
- How often to get checked.
- How to get health education resources.
- Any other physical or mental health questions you may have.

**Q: Can I be seen by a female health professional?**

**A:** Yes, if you would like to be assigned to a Primary Care Provider (PCP), Obstetrician-Gynecologist (OB/GYN), or a female health care provider, talk to the office staff about your choice.

**Q: Do I have to pay for health screenings?**

**A:** No. If you are a full-scope GCHP member, these services are available at no cost to you.

**Q: How can I find out more about family planning?**

**A:** Your doctor can answer questions and help you talk with your partner about these issues.

**Q: What are the types of birth control?**

**A:** There are many choices and things to keep in mind. To get started, learn about birth control methods that you or your partner can use to prevent pregnancy. You can also talk with your doctor about these choices:

Types of Birth Control	Example
Abstinence	Not having sex
Barrier Method	Condom or Diaphragm
Hormonal Methods	Oral contraceptives "the pill," vaginal ring, the patch or shot
Implantable devices	Flexible plastic rod, or hormonal implants and intrauterine devices (IUDs)
Permanent methods of birth control	Sterilizations
Emergency contraception or birth control	"Morning after pill"

**Q: How effective is birth control?**

**A:** Birth control methods are not 100% effective. But your chances of getting pregnant are lowest if the method you choose is always used the right way. Talk to your doctor about exactly how to use the method you choose.

**Q: What if I have a question about my prescriptions?**

**A:** If you have any questions about your prescriptions, call Medi-Cal Rx at **1-800-977-2273**, 24 hours a day, seven days a week. If you use TTY, call **711**.

**Q: How old do I need to be to ask about reproductive health or birth control?**

**A:** If you are a minor under 18 years of age, you don't need the consent of your parent or guardian to get family planning services. Minors of any age may consent to the prevention or treatment of pregnancy, including abortion and sexual assault services. For Sexually Transmitted Diseases (STDs), minors 12 years of age and older may consent to preventive care, diagnosis and treatment of STDs, including Human Immunodeficiency Virus (HIV) tests, and rape services.

**Q: What if I need interpreting services? Can I ask for a female interpreter?**

**A:** Yes. You can ask for an interpreter — specifically a female interpreter — during your doctor's visit. Members can call GCHP's Member Services at **1-888-301-1228**, Monday through Friday, 8 a.m. to 5 p.m. (except holidays). If you use a TTY, call **711**.

**Q: Can I get help with coordinating my care?**

**A:** Yes. GCHP offers services to help you coordinate your health care needs at no cost to you. If you have questions or concerns about your health, you can call the Care Management Department at **1-805-437-5656**, Monday through Friday, 8 a.m. to 5 p.m. (except holidays). If you use TTY, call **711**.

**Q: What can I do if I need care after hours?**

**A:** Call GCHP's 24-Hour Advice Nurse Line at **1-877-431-1700**. If you use TTY, call **711**. You can talk to a registered nurse 24 hours a day, seven days a week in your preferred language when you or a family member have medical questions. In case of an emergency, go to the nearest emergency room or call **911**.

**Q: What if I need a ride to my appointment?**

**A:** To schedule a ride, please call Ventura Transit System at **1-855-628-7433**, 24 hours a day, seven days a week. If you use a TTY, call **711**. Call at least two days before you need the ride or as soon as you can. Have your member ID card ready when you call.

**Q: Where can I get more information on women's health?**

**A:** These websites have more information on women's health, available in English and Spanish:

- GCHP Health Education: [www.goldcoasthealthplan.org/health-resources/health-education](http://www.goldcoasthealthplan.org/health-resources/health-education)
- Centers for Disease Control and Prevention (CDC) Women's Health: [www.cdc.gov/women](http://www.cdc.gov/women)
- Ventura County Public Health: [www.vchca.org/agency-divisions/public-health](http://www.vchca.org/agency-divisions/public-health)

You can find information about your benefits in the member handbook. You can also call GCHP Member Services at **1-888-301-1228**, Monday through Friday, 8 a.m. to 5 p.m. (except holidays). If you use a TTY, call **711**. You can also visit GCHP's website at [www.goldcoasthealthplan.org](http://www.goldcoasthealthplan.org).