



CenCal Health serves Santa Barbara and San Luis Obispo counties providing health coverage for Health Initiative, Healthy Families, Healthy Kids, Access for Infants and Mothers, and In-Home Supportive Services programs.

Step Up to the Sink to Stop Germs

It's important to get a flu shot this time of year. But washing your hands is another way to reduce your risk of getting an infection. This is also important when you—or your child—have asthma, because colds and flu may trigger asthma attacks. Try this true-or-false quiz.

1. Nothing beats just soap and water for getting your hands clean. T F

2. Alcohol-based hand sanitizers can reduce your risk for infection. T F

3. You should wash your hands for at least 10 seconds at a time. T F

Answers

1. True. Washing your hands with soap and water is the



best way to get rid of germs. Remember to do this often, especially before you eat and after you have been at the store or other public places.

2. True. Washing with soap and water is the best choice. But if you can't wash your hands, an alcohol-based sanitizer with at least 60 percent alcohol is OK to use. People who use alcohol-based hand sanitizer are less likely to get

sick than those who don't.

3. False. Wash your hands for at least 20 seconds. Rub your hands together and scrub them well. Don't forget to wash the backs of your hands, between your fingers, and under your nails.

FLU SHOT REMINDER!

All adults and children age 6 months and older should get an annual flu shot. Talk with your doctor.

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Questions & Answers

Q: What do I do if I receive a bill?

A: Normally, you should not receive a bill for covered medical services. If you do receive a bill, it might be because the provider may not know that you have health insurance. This is why it is important that you show your CenCal Health Plan identification (ID) card whenever you receive services.

When you receive a bill, call the phone number on the bill right away and give them the information on your ID card. If you had services at a hospital, you may receive bills from several providers, such as the emergency room doctor, radiologist, laboratory, or ambulance. You may need to call each billing office and be sure that they have your insurance information.

As soon as you receive a bill, call our Member Services Department if you have questions or need assistance at 1-877-814-1861.

Our 2011 Quality Report

Each year, CenCal Health measures how many of our members have received certain important services for quality care. This helps us know how effective we are as your managed care plan.

You can view our 2011 report at the CenCal Health website: www.cencalhealth.org/ensuring_quality/hedis/

[HedisWebSeal.pdf](#) or request a copy by calling **1-800-421-2560, extension 1049.**

For a list of recommended services you may need, see our Preventive Health Guidelines for both children and adults in this issue on pages 5 and 6.



Help Stop Fraud

Health care fraud is the dishonest use of health plan services. Both providers and health plan members may do things that are considered to be fraud. Here are some examples:

- A doctor or clinic bills for services that were not performed.
- Someone uses a CenCal Health ID card that does not belong to him or her to get health services.

- Members sell their medications paid for by CenCal Health instead of using them.

Fraud is wrong and can increase health care costs for us all. But you can help. If you think someone is being dishonest with health plan services, please let us know. The call is free and confidential. Call our Fraud Hotline at 1-800-421-2560, extension 3012.



Selecting the Right Car Seat for Your Child

Every year, car crashes kill more children than any other type of injury. To protect your kids, follow these guidelines below to choose the right car seat for your child.

Rear-Facing Seats

Infants should ride in a rear-facing car seat until they are at least 2 years old or have reached the height and weight maximum listed on the car seat.

Forward-Facing Toddler Seats

Children who are older than age 2 and weigh more than 20 pounds should ride in a forward-facing convertible seat until they reach at least 40 pounds and 4 years of age.

Booster Seats

These seats are used once a child outgrows a toddler seat until age 8 or until he or she reaches 4 feet, 9 inches in height. Booster seats, which can come with a high back or no back at all, “boost” kids up so that the vehicle’s regular lap belt and shoulder harness fit correctly.

Make sure your car seat is installed correctly! Most offices of the California Highway Patrol provide car seat inspection by appointment. For a list of locations, visit www.seatcheck.org or call our Health Education line at **1-800-421-2560, extension 3126**, and request a Car Seat Inspection List.

POISON CONTROL: Get Answers Quick!

If you suspect that you or someone else has swallowed or been exposed to something harmful, act fast and call the Poison Action Line at **1-800-222-1222**. The California Poison Control System provides immediate treatment advice and referral over the telephone in case of exposure to poisons or toxic substances. Experts are available 24 hours a day, every day, and the service is free.

FREE OFFER!

To get a FREE magnet and stickers for your home with the Poison Action Line phone number, call our Health Education line at **1-800-421-2560, extension 3126**.



Family Meals for a Healthy Weight

For teens and children, the dinner table can be a source of comfort and stability. And when you serve healthy foods, children and teens develop healthy habits that last forever.

Try to sit and eat dinner together at least 4 nights per week.



cheese in your recipes, and replace cookies or cake with fruit for dessert.

- **Get your kids involved in making meals.** Ask your teens to peel and slice veggies or make a salad. This can help motivate them to try new foods and eat better.

Putting It Together

- **Make a plan.** One day each week, sit down and plan out several days of healthy breakfasts, lunches, and

dinners. Then make your shopping list.

- **Make small changes to reduce sugar and fat.** Use nonfat or low-fat milk or

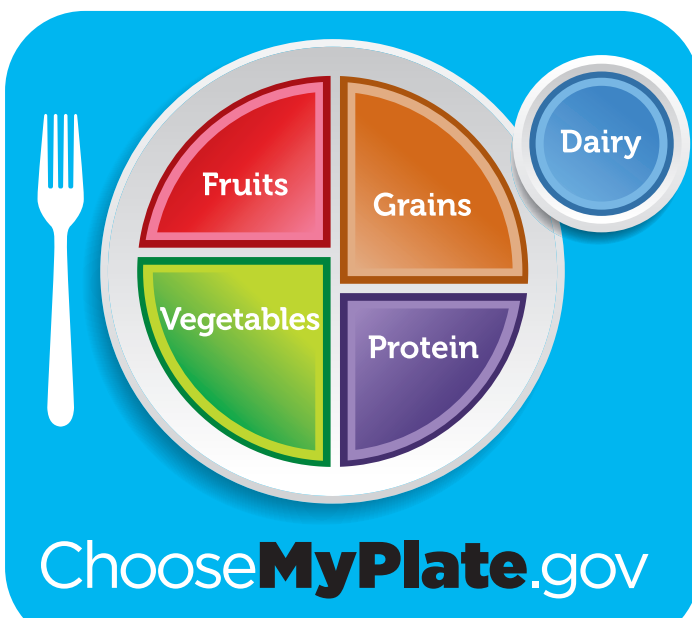
Need ideas? Call our Health Education line for information on how to pack healthy school lunches and snacks at 1-800-421-2560, extension 3126.

MyPlate Is Your Guide to a Balanced Meal

Chances are, your dinner plate is shaped like a circle, not a triangle. So it makes sense to think about your family’s food choices as parts of a circle, too. That’s the idea behind the government’s new MyPlate icon, which replaces MyPyramid. With MyPlate, what you see in the icon directly relates to what you put on your table.

MyPlate is a simple way to build a healthy plate at mealtimes. For busy parents, it’s an easy way to tell at a glance if children are getting a balanced meal, too. Just remember these basic rules:

- **Make half the plate fruits and vegetables—heavier on the veggies.** Include red, orange, and dark green vegetables and colorful fruits.
- **Make the other half grains and protein.** Choose whole grains, like whole-grain breads, brown rice, and pasta. Select fish and beans for some of your protein. And when you pick poultry or meat as your protein food, choose small lean portions.
- **Pour a glass of fat-free or low-fat (1 percent) milk.** You’ll get as much calcium and other important nutrients as from whole milk, but with less fat and calories.



- **Watch your portions.** Don’t supersize. Use smaller plates for young children, since they don’t need the same portions as adults.

For more information on what to eat and how much, go to www.choosemyplate.gov and click on “Interactive Tools.”

Preventive Health Guidelines for Your Child

It is important for your children to have regular checkups with the doctor and to get immunizations. Immunizations—shots—help protect your child against serious diseases. This chart will help you know when your child needs exams and immunizations. If your child has missed an immunization, talk with your doctor so your child can get caught up.

Age	Exams and Tests	Immunizations
Infants		
At Birth	In Hospital	Hepatitis B #1
1 Month	Exam	Hepatitis B #2 (1 to 2 mos.)
2 Months	Exam	DTaP #1 + PCV #1 + Hib #1 + Polio #1 + Rotavirus #1
4 Months	Exam	DTaP #2 + PCV #2 + Hib #2 + Polio #2 + Rotavirus #2
6 Months	Exam	DTaP #3 + PCV #3 + Hib #3 + Hepatitis B #3 (6 to 18 mos.) + Polio #3 (6 to 18 mos.) + Rotavirus #3 + Flu shot—2 doses if first time
9 Months	Exam	
12 Months	Exam Blood Lead Test First Dental Visit	MMR #1 (12 to 15 mos.) + Hib #4 (12 to 15 mos.) + PCV #4 (12 to 15 mos.) + Varicella #1 (12 to 15 mos.) + Hepatitis A—2 doses, 6 mos. apart (12 to 23 mos.)
15 Months	Exam	DTaP #4 (15 to 18 mos.)
18 Months	Exam	
Children		
2 Years	Exam, Blood Lead Test, BMI*	Flu shot—2 doses if first time
30 Months	Exam	
3 Years	Exam, BMI*	Flu shot—2 doses if first time
4 to 6 Years	Exam Each Year, BMI*	DTaP #5 + MMR #2 + Polio #4 + Varicella #2 + Flu shot—2 doses if first time
8 to 10 Years	Exam Each Year, BMI*	Flu shot—2 doses if first time (to age 8)
Teens		
11 to 12 Years	Exam Each Year, BMI*	MCV4 (Meningococcal) + Tdap booster (Tetanus/diphtheria/pertussis) + HPV (Human papillomavirus)—3-dose series for girls and boys + Flu shot each year
13 to 20 Years	Exam Each Year, BMI*	Flu shot each year + MCVA booster

Call your doctor
if your child needs
one of these.

*BMI = body mass index

CenCal Health—Child Preventive Guidelines—May 2011 These guidelines are based on the Recommendations for Preventive Pediatric Health Care of the California Department of Health Services and the American Academy of Pediatrics at www.aap.org. The Current Immunization Schedule is posted at www.aap.org/healthtopics/immunizations.cfm.

Preventive Health Guidelines for Adults

Getting regular checkups can help you stay healthy and prevent disease. The following tests and immunizations are recommended for most adults. Talk with your doctor about which of the tests you need, when you should have them, and how often.

Exams and Tests	Women	Men
Routine Physical and Health Risk Assessment	Every 1 to 3 years	Every 1 to 3 years
Blood Pressure	Every 1 to 2 years	Every 1 to 2 years
Body Mass Index (BMI)	At regular checkups	At regular checkups
Cholesterol Test	Every 5 years between ages 45 and 65, or ages 18 to 45 and older than age 65 for those at risk	Every 5 years between ages 35 and 65, or ages 18 to 35 or older than age 65 for those at risk
Colonoscopy	Regular testing from ages 50 to 75	Regular testing from ages 50 to 75
Pap Smear	At least every 3 years from ages 18 to 65	
Chlamydia Test	If age 24 or younger and sexually active, or older women at risk	
Mammography	Every 2 years between ages 50 and 74	
Osteoporosis Test	Beginning at age 65 or younger for women at risk	



Adult Immunizations	How Often?
Tetanus-Diphtheria (Td)	Every 10 years; receive a 1-time Tdap (tetanus/diphtheria/pertussis) ages 19 to 64 or older if you have contact with an infant
Influenza (Flu Shot)	Every year for all adults
Pneumococcal	1 time after age 65 or 1 to 2 doses at younger age for persons with chronic health problems
Shingles (Zoster)	1 dose for age 60 and older
Measles, Mumps, Rubella (MMR)	1 or 2 doses for adults with no history of immunity
Varicella (Chickenpox)	2 doses for adults with no history of immunity

CenCal Health—Adult Preventive Guidelines—May 2011 These guidelines are based on the Clinical Preventive Services for Normal-Risk Adults recommended by the U.S. Preventive Services Task Force and the California Department of Health Care Services. The Current Immunization Schedule can be found at www.cdc.gov/vaccines/recs/schedules/adult-schedule.htm.



YOUR HEALTH is published for the members and community partners of CENCAL HEALTH, 4050 Calle Real, Santa Barbara, CA 93110, telephone 1-800-421-2560, website www.cencalhealth.org.

Information in YOUR HEALTH comes from a wide range of medical experts. If you have any concerns or questions about specific content that may affect your health, please contact your health care provider.

Models may be used in photos and illustrations.

To report FRAUD call 1-800-421-2560, extension 3012.

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