

# winning health



Gold Coast  
Health Plan<sup>SM</sup>  
A Public Entity

Issue 2 • Summer 2015



## What is a specialist?

### A specialist:

- Is a doctor who has extra training.
- Treats only certain parts of the body or certain health problems.

### Your doctor will:

- Refer you to a specialist if you need one.
- Approve a visit with a Gold Coast Health Plan (GCHP) specialist.

Your specialist visit should happen no more than fourteen (14) days after it is approved.

If you have questions about the referral process, talk to your doctor or call GCHP Member Services at **1-888-301-1228/** TTY **1-888-310-7347**.

## CEO MESSAGE

# For your health



Dale Villani, CEO

Hello, I'm Dale Villani, the new chief executive officer (CEO) at Gold Coast Health Plan (GCHP). It is an incredible honor for me to lead and serve this great organization. Since joining GCHP in June, I've had the distinct pleasure of meeting members, providers and other stakeholders throughout the County.

I joined the team at GCHP for the same reason most people join GCHP—*To Improve the Health of Our Members through the Provision of the Best Possible Quality Care and Services*. Our mission statement might sound idealistic, but it's true. GCHP has—and always will maintain—a member-first focus. Building a system that focuses on improving the member's experience and establishing a medical home model of care is a primary goal of the Plan. GCHP is part of the historic change in the health care industry. As health care coverage continues to evolve, my job will be to ensure that GCHP continues to thrive and meet the challenges and expectations of our members and providers.

While we have achieved much success in our short history, there is still so much more to do. The current health care industry will not tolerate convention; it demands transformation. Along with the entire team here at GCHP, I promise to lead the charge of delivering meaningful change to our members.

Here's wishing you the best of health!

Dale Villani  
CEO, Gold Coast Health Plan

» **BE A WINNER!** Find out about our member incentives on page 4. To learn more, visit [www.goldcoasthealthplan.org](http://www.goldcoasthealthplan.org) or call Member Services at **1-888-301-1228/TTY 1-888-310-7347**.

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## Man up! 5 good reasons to see your provider

Guys can come up with a lot of reasons not to go in for a checkup: “I’m too busy” or “I’ll do it next year.”

But checkups are too important to skip. They are the best way to know if you’re on the right health track. Also, you may be due for a test that could find a serious health problem.

Do these five excuses sound familiar? If so, be sure to read the responses that follow. You may decide to make that long overdue appointment.

**1 “I feel fine!”** Some common health problems can sneak up with no warning, such as:

- High blood pressure.
- High cholesterol.
- Diabetes.

Yet they can be managed with your provider’s help.

**2 “I don’t have a doctor.”** Call Member Services at Gold Coast Health Plan and we can tell you the name of your assigned doctor or clinic. Our number

### ALCOHOL

## Real risks—now and later

Heavy drinking can harm your health—right now and down the road too.

**Right now.** Drinking alcohol can cause harm now, such as:

- You are more likely to make poor choices. You might choose to drive drunk, hurt yourself or

someone else, or have sex without a condom.

■ If you are pregnant, alcohol can damage the baby’s brain. Stop all drinking if you think you might be pregnant.

■ You may drink to try to cope with depression or another mental health problem. But you’ll need real help—not alcohol—to get better.

**Down the road.** Long-term heavy drinking also causes harm. It can lead to liver

disease, brain damage and heart trouble.

**Cancer risk.** Alcohol use raises the risk for cancers of the mouth, throat, voice box and esophagus. It also raises the risk for breast cancer, colorectal cancer and liver cancer.

Talk with your provider about alcohol. He or she can help you do what’s best for your health and safety.

Sources: American Cancer Society; American Public Health Association; Centers for Disease Control and Prevention; National Institute on Alcohol Abuse and Alcoholism

is **1-888-301-1228/TTY 1-888-310-7347** Monday through Friday from 8 a.m. to 5 p.m.

If you have other health insurance or don’t have an assigned doctor, we can tell you that also. Member Services can help you choose a doctor in your area.

**3 “I hate needles and all those medical gadgets.”** A quick shot or peek in your throat can be uncomfortable for a moment. But these steps can help prevent a serious illness. Or they may find one when it is easy to treat.

**4 “I’m too embarrassed.”** There are few things



doctors haven’t heard before. You can discuss very personal matters, such as sexual issues or depression.

**5 “I already know what I need to do.”**

With the right approach, your doctor will become a coach who helps you improve your health and life. Set goals together. Embrace the challenge!

Source: American Heart Association

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Models may be used in photos and illustrations.

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## Self-exams for testicular cancer

IT'S A YOUNG MAN'S DISEASE

Do a self-exam after taking a shower or bath. Using both hands:

- Hold a testicle

between your thumbs and fingers.

- Roll it gently.
- Look and feel for lumps or bumps.

- Look for any change in size, shape or how it feels.

Sources: American Cancer Society; National Cancer Institute



### PROSTATE CANCER SCREENING

## A discussion, not a schedule

When it comes to cancer, we hear a lot about early screening. And for the most part, that's great advice. But times are changing when it comes to prostate cancer.

As it turns out, many cancers of the prostate develop so slowly that treatment might not be needed. So the American Cancer Society and other experts no longer recommend set screening times.

Instead, men should talk with their doctors. Together, they can decide based on each man's risk factors. Those include:

- Age.
- Family history.
- Ethnic background.
- Diet.
- Overall health.

Screening is generally not recommended for men older than 70 or those who have serious health problems. In these cases, the benefits usually don't outweigh the risks.

### If you decide on screening.

There are two common screenings. One is a blood test

to measure prostate-specific antigen (PSA). The other is a digital rectal exam. For this test, the doctor inserts a gloved finger into the rectum to feel the prostate. If these tests show possible signs of cancer, the next step is a biopsy.

**What to watch for.** Prostate cancer usually has no symptoms early on. Later symptoms can include:

- Blood in the urine.
- Problems with urinating.
- Trouble getting an erection.
- Weakness or numbness in the legs or feet.

But remember: Other conditions can also cause these symptoms. And most are less serious than cancer. See your doctor to get the right diagnosis.

**Start the conversation.** Ask your doctor about screening around age 50. If you're at high risk, ask about screening around age 45. Those at high risk include:

- African American men.
- Men who have a father, brother or son who had prostate cancer before age 65.

## Screening tests by age for men

20

### BLOOD PRESSURE

Start screening at least every 2 years.

### CHOLESTEROL

Start screening every 5 years.

30

### DIABETES

Ask your doctor about screening.

45

### DIABETES

Start screening at least every 3 years.

50

### COLORECTAL CANCER

Talk to your doctor about screening options.

### PROSTATE CANCER\*

Ask your doctor about screening.

65

### ABDOMINAL AORTIC ANEURYSM

Get screened once between ages 65 and 75, if you've ever smoked.

70

### OSTEOPOROSIS

Start screening, depending on your risk factors.

These recommendations are for most men. Talk with your doctor about what's right for you.

\*African American men should talk with their doctor at age 45.

Sources: American Cancer Society; American Heart Association; National Institute of Diabetes and Digestive and Kidney Diseases; National Osteoporosis Foundation



## It's not too late!

### ■ Win a gift card for the movies!

If you have diabetes, make an appointment and get your regular retinal eye exam.

■ **Monthly raffle!** Schedule and take your children for a well-child checkup with their doctor.

### ■ Win a Welcome New Baby gift set for getting your postpartum visit!

Schedule and have a postpartum checkup within four to six weeks of giving birth.

Remember to mail back the completed forms! **All checkups must be completed by December 31, 2015.**

## ACCESS TO CARE

### Getting an appointment

How long should you have to wait?

We know it is important for you to get care from your doctor when you need it. But it is not always possible for a doctor to see you right away. Some types of appointments take longer to get than others. Some

specialty appointments may take longer to get than an appointment with your Primary Care Provider (PCP).

California health plans must meet certain standards for access to care. The regulations for this law are called the Timely Access to Non-Emergency

Care Services standards. There are different standards for different kinds of appointments.

There are some exceptions. The waiting time for an appointment may be longer if your provider feels that it will not harm your health if you have a longer wait.

TYPE OF CARE	GCHP STANDARDS OF CARE
Emergency Services	Immediately
Urgent Care	Within forty-eight (48) hours (no preauthorization required)
Primary Care—routine care	Within ten (10) business days of request for appointment
Specialty Care	Within fifteen (15) business days of request for appointment
Non-Urgent Services for diagnosis or treatment	Within fifteen (15) business days of request for appointment
Initial Health Assessment (IHA), Staying Healthy Assessment (SHA), and Individual Health Education Behavioral Assessment (IHEBA)	Within one hundred twenty (120) calendar days after enrollment in GCHP
Sensitive Services	Any GCHP provider; no referral or authorization required
Mental Health Services—Emergency, life-threatening	Immediate—call 911
Mental Health Services—Emergency, non-life-threatening	Go directly to the Emergency Room
Mental Health Services—Urgent	Within forty-eight (48) business hours of request; no referral or authorization required
Mental Health Services—Non-urgent	Within ten (10) days of request; no referral or authorization required