

family health

Need a ride?

LET US HELP YOU GET TO YOUR MEDICAL APPOINTMENT!

Effective July 1, 2017 all Kern Family Health Care (KFHC) members who need a ride to and from their medical appointments may receive transportation assistance as a benefit.

KFHC provides free, round-trip transportation for eligible members who need a ride to a medical appointment; to pick up a prescription; or to a durable medical equipment (DME) provider to pick up supplies.

How do I get a ride? The KFHC Transportation Department is available to assist you with your transportation needs Monday through Friday, from 7 a.m. to 6 p.m. They are also available 24 hours a day, 7 days a week for urgent or after hours assistance.

Please call KFHC at **661-632-1590** or **800-391-2000, option 3**. You must have your KFHC member identification number or Medi-Cal CIN ready when you call.

What kind of transportation is offered? There are two types of transportation assistance benefits:

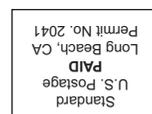
Non-Medical Transportation (NMT): NMT is transportation by private or public transport such as a car or a bus. KFHC offers bus passes, Lyft, Greyhound and mileage reimbursement. The Transportation Department will help find the best transportation for you. Transportation should be requested at least five business days in advance. We can also help with reservations for an urgent appointment.

Non-Emergency Medical Transportation (NEMT): NEMT is medically necessary transportation by litter (gurney) van or wheelchair van. NEMT is for those with a medical or physical condition that limits their ability to use public or private transport.

Your health care provider must complete a Physician Certification Statement (PCS) form and submit it to KFHC if you qualify for NEMT. Transportation should be requested at least 48 hours in advance.



Can my caregiver come with me? Yes. A caregiver, parent, or guardian may come with you if you are a minor or need assistance. There is no charge for one caregiver, parent, or guardian to go with you.



Know your asthma medicines

Asthma is treated with two kinds of medicines: controller medicines and rescue medicines.

Controller medicines help prevent asthma symptoms. They should be used every day, even if you feel well. They reduce swelling and mucus buildup inside the airways. They also relax the muscles around the airways. This opens the airways so you can breathe more air in and out. Controller medicines will not help you during an asthma attack.

Rescue medicines are also called quick-relief medicines. They work fast to relieve asthma symptoms

when they occur.

Rescue inhalers are the most common rescue medicines:

- You take them when you are coughing, wheezing, having trouble breathing, or having an asthma attack.
- They can be used just before exercise to help prevent asthma symptoms caused by exercise.
- Tell your doctor if you are using rescue medicines more than twice a week. Your asthma may not be under control. Your doctor may need to change your dose of daily controller medicines.

Make sure to use your inhaler



with a spacer. A spacer helps the medicine reach your lungs, where it helps you breathe well. To obtain a spacer, ask your doctor for a prescription.

Sources: American Lung Association; National Heart, Lung, and Blood Institute

PEAK FLOW METER

A tool for checking your asthma control

A peak flow meter for asthma is like a thermometer for a fever. Both help check what is going on inside your body. With asthma, a peak flow meter can measure how well you are breathing.

What does a peak flow meter do? A peak flow meter measures lung air flow. The readings on it tell you how open your airways are. It can be used to:

- Find out if your asthma is under control.
- Find out how bad an asthma attack is.
- Check how you respond to treatment during an asthma attack.

You can see a drop in your peak flow readings even before your symptoms get worse. This allows you to take medication before it turns into a bad asthma attack.

How to get a peak flow meter: To obtain a peak flow meter, ask your doctor for a prescription. Talk to your doctor about using a peak flow meter with your asthma action plan.

Source: American Academy of Allergy Asthma & Immunology

PEAK FLOW METER

Ask your doctor

Write down at least three questions you have about using a peak flow meter or asthma management, below. Take them to your next doctor's visit.

1. _____
2. _____
3. _____



Kern Family Health Care complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call **800-391-2000**.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **800-391-2000**.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **800-391-2000**。

Behavioral health treatment for autism spectrum disorder

Kern Family Health Care (KFHC) now covers behavioral health treatment (BHT) for autism spectrum disorder (ASD). BHT for ASD needs prior authorization of coverage and must be prescribed and provided by a participating provider.

This treatment includes applied behavior analysis and other evidence-based services. This means the services have been reviewed and have been shown to work. The services should develop or restore, as much as possible, the daily functioning of a member with ASD.

BHT services must be:

- Medically necessary.
- Prescribed by a licensed doctor or a licensed psychologist.
- Approved by the plan.
- Given in a way that follows the member’s plan-approved treatment plan.

You may qualify for BHT services if:



- You are under 21 years old.
- You have a diagnosis of ASD.
- You have behaviors that interfere with home or community life. Some examples include anger; violence; self-injury; running away; or difficulty with living skills, playing skills, or communication skills.

You do not qualify for BHT services if:

- You are not medically stable.
- You need 24-hour medical or nursing services.
- You have an intellectual disability (ICF/ID) and need procedures done in a hospital or an intermediate

care facility.

Cost to member:

- There is no cost to the member for these services.

If you are currently receiving BHT services through the Kern Regional Center, they will continue to provide these services until a plan for transition is developed. More information will be available at that time.

You can call KFHC at **800-391-2000** if you have any questions—or ask your primary care provider for screening, diagnosis and treatment of ASD.

Timely access to care

Kern Family Health Care has standards so that you receive timely access to care. The amounts of time you should have to wait when scheduling an appointment with your primary care provider (PCP), specialists and other health professionals are listed to the right. If you have to wait longer than these appropriate wait times when scheduling an appointment, please call our Member Services Department at **661-632-1590** (Bakersfield) or **800-391-2000** (outside of Bakersfield) and we will help you schedule a more timely appointment.

TYPE OF MEDICAL APPOINTMENT	APPOINTMENT WAIT TIMES
PCP routine and follow-up	10 business days*
Specialists	15 business days*
Mental health	10 business days*
Urgent appointments for services that do not require prior authorization	Within 48 hours*
Urgent appointments for services that require prior authorization	Within 96 hours*
Ancillary services such as x-rays, lab tests and physical therapy	15 business days*

**Health care providers can be flexible in making appointments if a longer waiting time is not harmful to the member’s health. It must be noted in the member’s record that a longer waiting time will not be harmful to the member.*

How to recognize RSV

RSV (respiratory syncytial virus) is a common respiratory virus that causes mild, cold-like symptoms. It can start out as a cough and chills. Most people recover in a week or two—but RSV can be serious, especially for infants and older adults.

Symptoms of RSV Keep a close eye on your infants. In children younger than 1 year of age, RSV is the most common cause of bronchiolitis—the inflammation of the small airways in the lungs. It can also cause pneumonia—an infection of the lungs.

Infants who get a RSV infection almost always show symptoms. This is different for adults, who can get a RSV infection and sometimes not have any symptoms. RSV in older adults is a significant cause of respiratory illnesses.

In infants less than 6 months of age, look for RSV symptoms such as irritability, decreased activity, decreased hunger, and apnea-like pauses in breathing during sleep. A fever may not always occur with RSV infections.

RSV may not be severe when it first starts. Within a few days, it can become more severe. Early symptoms of RSV may include a runny nose, a decrease in hunger, and a cough—which may turn into wheezing.

RSV season In California, RSV season usually occurs from November to April—with peak incidence during January and February.



Five steps to prevent the spread of RSV

Hand-washing is very important to help fight the spread of harmful germs. Help prevent the spread of RSV and other germs by following these five steps:

- 1** Wet your hands with clean, running water.
- 2** Lather your hands by rubbing them together with soap. Don't forget the back of your hands and under your nails.
- 3** Scrub your hands for at least 20 seconds—or sing the “Happy Birthday” song twice.
- 4** Rinse your hands with clean, running water.
- 5** Dry your hands with a clean paper towel or air dry them.

NO SOAP AND NO WATER?

Washing your hands with soap and running water is the best way to remove germs from your hands.

If you are unable to use soap and water, you can use alcohol-based hand sanitizers. Make sure they contain at least 60 percent alcohol.

Hand sanitizers will not kill all of the germs but it is a temporary solution until you are able to wash your hands using the five steps listed above.

Source: Centers for Disease Control and Prevention

Help stop fraud!

You can help us stop health care fraud.

Here are some kinds of fraud:

- Letting someone use a Kern Family Health Care (KFHC) member ID Card that does not belong to him or her.
- Giving wrong information on forms.
- Visiting many doctors and pharmacies

for the same drug.

■ Trying to get medicines that a doctor didn't order.

Do you know someone doing these things? If so, call KFHC's Member Services Department at **661-632-1590** or toll-free at **800-391-2000**. Ask for the Compliance Department.



Positive parenting

Parents—we know you're busy. But try to schedule time for your child.

Set aside about 10 to 15 minutes a day. In that time, let your child choose the activity they would like to play with no interruptions. Plan a short play date with your child. It's a great way to show your love that they need to grow.

Studies have shown that children who engage with their parent or guardian on a daily basis do better in school and learn helpful life lessons.

Source: www.parents.com

Special services

KERN REGIONAL CENTER

Kern Regional Center is a social service agency. It provides support and services to people with special needs. Some of the services offered are:

- Counseling.
- Help with family support.
- Autism spectrum disorder (ASD) screening.

The Kern Early Start program is also offered through this agency. It serves children from birth until age 3. This program provides services for children who have special needs. These include:

- Problems due to premature birth.
- Major learning or muscle tone problems.
- Down syndrome.
- Cerebral palsy.

Kern Early Start also helps children who have:

- Been seriously ill.
- A developmental delay in areas such as walking or talking.
- Parents needing help due to their own special needs.

Kern Early Start will work with you and your child. The goal is to increase your child's skills and development. There is no cost to take part in this program.

» To learn more about these special services, please call **800-479-9899**.

California Children's Services (CCS)

CCS is a state program for children with certain diseases or health problems. Through this program, children up to 21 years old can get the special health

care and services they need.

CCS connects you with doctors and trained health care people who know how to care for your child with special health care needs.

If your child is approved for CCS, your child will still be a Kern Family Health Care member while in this program.

Some of the health problems covered by CCS are:

- Cancer.
- Congenital heart disease.
- Sickle cell anemia.
- HIV infection.
- Cleft lip or palate.
- Other severe health problems.

CCS-approved doctors

treat these kinds of problems. Your child's primary care provider (PCP) takes care of your child's other health needs.

» To learn more about CCS, talk to your child's PCP or call us at **800-391-2000**.

Sources: *CCS; Health Plan of San Joaquin*

Beans and greens soup

A \$5 MEAL!

Here is an easy and tasty recipe that should fit in your budget. The ingredients in beans and greens soup can cost as little as \$5 per meal.

The **beans** in this recipe are a good source of fiber and lean protein. The **veggies** are good sources of calcium and vitamins. The **herbs and spices** add flavor so you can cut back on salt.

Crusty, whole-grain rolls and fresh fruit salad pair especially well with this hearty soup.



Beans and greens soup

Makes 2 servings.

Prep time: 15 minutes.

INGREDIENTS

- | | |
|---|---|
| 2 teaspoons olive oil or other vegetable oil | 1 cup fat-free, low-sodium chicken broth |
| 3 small, green onions, finely sliced | 2 tablespoons snipped fresh parsley |
| ½ medium rib of celery, finely chopped | ¼ teaspoon dried marjoram or oregano, crumbled |
| 10 ounces frozen, chopped spinach, thawed and squeezed dry | ⅛ teaspoon cayenne |
| 1 can (14.5-ounces) no-salt-added diced tomatoes, undrained | ⅛ teaspoon ground nutmeg |
| | ⅔ cup canned, no-salt-added white beans, such as navy beans, drained and rinsed |

DIRECTIONS

1. In a medium nonstick saucepan, heat the oil over medium heat. Swirl it to coat the bottom. Cook the green onions and celery for 4 to 5 minutes, or until the celery is tender-crisp, stirring occasionally. Stir in the spinach. Cook for 2 to 3 minutes, or until any liquid evaporates and the mixture comes away from the side of the skillet. Stir frequently.
2. Stir in the rest of the ingredients, except the beans. Increase the heat to medium high and bring to a boil, covered. Reduce the heat and simmer, covered, for 10 minutes, or until the flavors blend and the veggies are tender.
3. Stir in the beans. Cook uncovered for 1 minute, or until the beans are hot. For a thicker broth, increase the heat to medium when you add the beans. Cook partially covered until some of the liquid evaporates and the soup is the desired consistency.

CHOICES/EXCHANGES

- 1 starch, 3 vegetable, 1 lean meat, ½ fat.
- Make it gluten-free: Confirm all ingredients are gluten-free and this recipe can be made gluten-free.

NUTRITION FACTS

Serving size: 1½ cups. Amount per serving: 55 calories, 32g carbohydrates, 14g protein, 6g fat (0.9 saturated fat), 8g sugar, 12g dietary fiber, 0mg cholesterol, 235mg sodium.

Source: American Diabetes Association

Editorial Board