If we’ve learned anything from COVID-19, it’s the importance of preventive care. People with chronic health issues, like heart and lung disease or diabetes, have a higher risk for severe illness from COVID-19.

Preventive care is about working with your Doctor to avoid chronic illness. Along with a healthy lifestyle, regular checkups and screenings can help your Doctor spot a problem early and treat it before it gets worse. If a physical or behavioral health issue is found during a checkup or screening, the care you need is covered by IEHP. You’re also covered for approved specialty care and the vaccines and screenings you need to stay healthy.

For more about preventive care with IEHP, keep reading this issue of Health Spotlight.
Asthma is a chronic or lifelong illness. That means you cannot outgrow it. Even if you don’t have symptoms for a while, your illness hasn’t gone away or been cured. If you have asthma, you may feel worse during the fall. Allergies, weather changes and catching a cold or flu can trigger symptoms. Asthma can have minor symptoms like wheezing and shortness of breath. But it can also cause attacks or episodes of severe symptoms that can make it very hard for you to breathe, such as:

1. Swelling in the windpipes
2. Tightening of the muscles around the windpipes
3. Production of phlegm

**Asthma Triggers and Medicines**
Asthma attacks are often caused by breathing in air with asthma triggers, like dust, pollen, mold, smoke, or certain chemicals that can irritate or inflame the tissues in the lungs. These episodes can be very scary, but taking the proper medicines, in the way your Doctor prescribes them, can really help you manage your asthma. There are two types of medicine your Doctor may prescribe for asthma:

- **Long-term controller medicines**: taken each day
- **Rescue medicines**: used during attacks for quick relief

If you are unsure about what medicines to take or when to take them, talk to your Doctor right away.
A Flu Shot in the Time of COVID-19?

With coronavirus still spreading in our communities, a lot of IEHP DualChoice Cal MediConnect Plan (Medicare-Medicaid Plan) Members have been asking if they should get their free yearly flu shot from their IEHP Doctor or network pharmacy. The answer is yes. The Centers for Disease Control and Prevention (CDC) recommends everyone 6 months old and older get a flu shot each year with rare exceptions.

Get Your FREE Flu Shot
ALL adult IEHP DualChoice Members can get a flu shot for no cost at:
❤️ Your Doctor’s office  Be sure to call first!
❤️ Large pharmacy chains, like Walgreens and CVS

If you choose to get a flu shot somewhere other than your Doctor’s office, please be sure to let your Doctor know so it can be noted in your health records.

To learn more, visit www.iehp.org to view our Flu Shot: What You Should Know brochure.

Vote and Be Heard!

The next U.S. general election will be held on November 3, 2020! If you plan to vote, you must be registered by October 19, 2020. If you miss this deadline, change your address, or want to change your party, you can ask for a provisional ballot on Election Day at your local polling station. To check your voting status, visit registertovote.ca.gov.
Yes. Vaccines are even more important for older adults. As you age, your immune system weakens, and it can be harder to fight infections. Seniors are more likely to get diseases like the flu, pneumonia and shingles. Older people are also more likely to have complications from these diseases. If you have a chronic health condition, like diabetes or heart disease, vaccines can help protect you, so you can stay healthy as you age. Talk to your Doctor about what vaccines you need.
Get the Care You Need Without Leaving Home

**Telehealth**
To help limit the spread of coronavirus and ensure you can get the care you need, some IEHP Doctors (including Behavioral Health) now offer medical visits by phone or video.

❤️ **What you need for a phone visit:** House phone or mobile phone

❤️ **What you need for a video visit:** Computer, tablet or smartphone with a camera, speaker, a microphone, and internet access

❤️ **How to get care:** Not all IEHP Doctors offer telehealth. Call your Doctor’s office and ask if telehealth options are offered and are right for your health care needs.

**Mail Order Delivery Services**
Get your medicines safely without leaving your home. With IEHP’s mail-order delivery service, your new prescriptions and refills are mailed to you at no cost using standard shipping.

Join AllianceRX Walgreens Prime Mail Service online at [www.alliancerxwp.com/home-delivery](http://www.alliancerxwp.com/home-delivery) or call 1-800-345-1985.

Ask your Doctor to send your prescriptions to AllianceRX Walgreens Prime Mail Service. Or ask your local pharmacy to transfer your prescription directly to AllianceRX Walgreens for future refills.

**IEHP’s 24-Hour Nurse Advice Line**
Get medical advice, anytime, 24/7, without leaving the house. If our Nurses decide that you need to speak with a Doctor, they can help you connect for a phone consult or video visit. If you need to see a Doctor in person, our Nurses can point you to an Urgent Care clinic near you.

1-888-244-4347 or 1-866-577-8355 for TTY users.
Are You a Caregiver or Do You Have a Caregiver?

Need Support?
Get the help you need to be at your best. IEHP offers help for caregivers of Members who qualify. Some services for caregivers of seniors or persons with disabilities may include:

❤️ Support from Nurses and Social Workers trained in caring for the caregiver
❤️ Information about community resources for caregivers
❤️ Assistance finding caregiver services in your county
❤️ Help locating respite care services

Need More Help?
Find out if our Member qualifies for services through IEHP’s Long-Term Services and Supports, including Community-Based Adult Services. Call IEHP DualChoice Member Services at 1-877-273-IEHP (4347), 8am-8pm, 7 days a week, including holidays. TTY users should call 1-800-718-4347.

Connect IE – Community Resources at Your Fingertips!

IEHP proudly supports Connect IE, a website that connects you to FREE and low-cost community resources in your area, like:

❤️ Housing
❤️ Transportation
❤️ Family Services
❤️ Food Pantries
❤️ Job Training
❤️ And More

Our Commitment to Your Health Needs

Earlier this year, IEHP led a study called a Population Needs Assessment (PNA). The purpose of this PNA was to help us learn more about the health care needs of IEHP DualChoice Members like you, so we can better meet your needs in the future.

What We Did
We sent out a poll to get detailed feedback on what IEHP DualChoice Members worried about most when it came to their health and where they believed they needed the most support. We also invited some IEHP DualChoice Members to join us for live feedback sessions so we could hear what concerned you most about your health care and what we could do to improve it.

Our Plan
With all we learned from your feedback, our team developed a plan to help you:

❤️ Understand how to manage your weight and where to go to get help.
❤️ Learn how to improve lifelong conditions, like asthma, diabetes and high blood pressure.
❤️ Learn how to spot signs of mental health issues and how to get help.
❤️ Gain access to health tips, tools and resources that make sense to you.

Look for more details about our PNA results from IEHP soon. In the meantime, please know that we value your feedback and are committed to meeting your needs.