

Keeping Families Healthy in Ventura County through Preventive Care

Project funded by Gold Coast Health Plan

Visión y Compromiso

(VyC) in collaboration with Gold Coast Health Plan launched an educational program for the Latino community in the County of Ventura. Visión y Compromiso trained a team of Promotoras Comunitarias de Salud on outreach techniques and strategies on how to improve access to health care for Medi-Cal Enrolled individuals and families in Ventura County.



Promotores across California work together to support programs that improve the quality of life for the most vulnerable communities they serve, and that are most impacted by inequities in health, education and immigration issues.

The Work of Promotoras for Community Well Being

Promotoras are the liaison or link between their communities and health and social service providers. Because they speak the same language; understand the culture, ethnicity, status and experiences of their communities, they are able to reduce barriers in health education and services that are common for native-born and immigrant communities. The result is better health care for individuals, families and communities.



Health Promotora, Maria Jimenez providing education, answering questions and offering an educational brochure at the Mexican Consulate in Oxnard

10 COSAS IMPORTANTES QUE DEBE RECORDAR

1. El Manual para Miembros contiene información importante y explica cómo utilizar los beneficios de Gold Coast Health Plan (GCHP) en el condado de Ventura.
 2. Elija un doctor o una clínica, conocido como Proveedor de Atención Médica Primaria (Primary Care Provider, PCP), en el Directorio de Proveedores durante los primeros 30 días de la inscripción; o cambie su PCP cada 30 días con una fecha de entrada en vigencia que corresponderá al primer día del mes siguiente.
 3. Pida una cita con su PCP para su Evaluación de Salud inicial durante los primeros 120 días de convertirse como Miembro de GCHP.
 4. Siempre tenga y muestre su tarjeta de identificación de GCHP y su tarjeta de identificación de plástico de Medi-Cal cuando vaya al médico, al hospital y a la farmacia.
 5. Llame a su PCP cada vez que necesite atención médica, las 24 horas, los 7 días de la semana. Sólo vaya a la sala de emergencias para verdaderas emergencias.
 6. Debe tener una referencia de su PCP para consultar a un especialista. Su PCP lo referirá a otro médico si es médicamente necesario.
 7. Si tiene Medicare, puede ver a cualquier médico que acepte su Medicare y GCHP.
 8. No necesita una referencia para planificación familiar, servicios sensibles o cuidado prenatal. Puede consultar a cualquier médico que esté dispuesto a aceptar GCHP.
 9. Llame a la Agencia de Servicios Humanos (HSA) si tiene preguntas sobre su elegibilidad para Medi-Cal, se muda o cambia su información de contacto.
 10. Si tiene un problema o queja con respecto a su atención médica, hable con su médico. Si no puede resolverlo, llame a Servicios para Miembros de Gold Coast Health Plan 1-888-301-1228/TTY 1-888-310-7347
- Para presentaciones educativas en su comunidad u organización comuníquese con nuestras promotoras de salud comunitarias.*

VyC created a Spanish version brochure called: ***“Manteniendo la familia saludable utilizando la cobertura medica de Medi-Cal”*** to educate beneficiaries of Medi-Cal and low income families to ensure that residents of Ventura County are practicing preventive care. The brochure contains detailed education on timeline of physical examination for children and adults; that includes vaccinations, dental and eye exams. The brochure also included a list of ***“10 important things you must remember”*** to better utilize the Medi-Cal benefits as well as other resources. The brochure also listed the direct number for members of Gold Coast Health Plan to ask questions regarding their plan/benefits and how to schedule appointments with their primary physician and specialists.

Preventive Care

Recuerde el cuidado médico preventivo es la llave a una vida saludable

EXÁMENES DENTALES

La primera visita de un niño al dentista deber ser tan pronto como cuando le salga el primer diente. Se recomienda un examen dental completo con rayos X una vez al año y un examen dental y limpieza cada 6 meses para niños y adultos.

Recuerde, el dolor es el último síntoma de un problema dental.

No espere, porque entonces el tratamiento será más difícil, doloroso y costoso.

EXÁMENES DE LA VISTA

Es recomendable llevar a los niños a un examen de la vista antes que empiece a asistir a la escuela y una vez al año después de eso. Aun si no hay sospechas que tenga algún problema con su visión, el oftalmólogo tiene equipo especial para detectar y ayudar a prevenir cualquier problema que nosotros no podemos ver. Tales como:

- Glaucoma
- Deformaciones de la retina.
- Tumores en el nervio óptico

Through the implementation of this project; we learned that the behavior of the community changed positively as they learned how their benefits work and how to avoid ending in an emergency room and/or hospitalized, practicing preventive care is essential.

Additionally; we learned that more information is needed, especially in the Latino community, on how to take advantage of the services that are offered and provided for Medi-Cal recipients. Our team of Promotoras also learned that due to the political climate that our nation is experiencing; many individuals are afraid to seek medical care at their hospitals or clinics due to their immigration status, even though their children may be citizens.

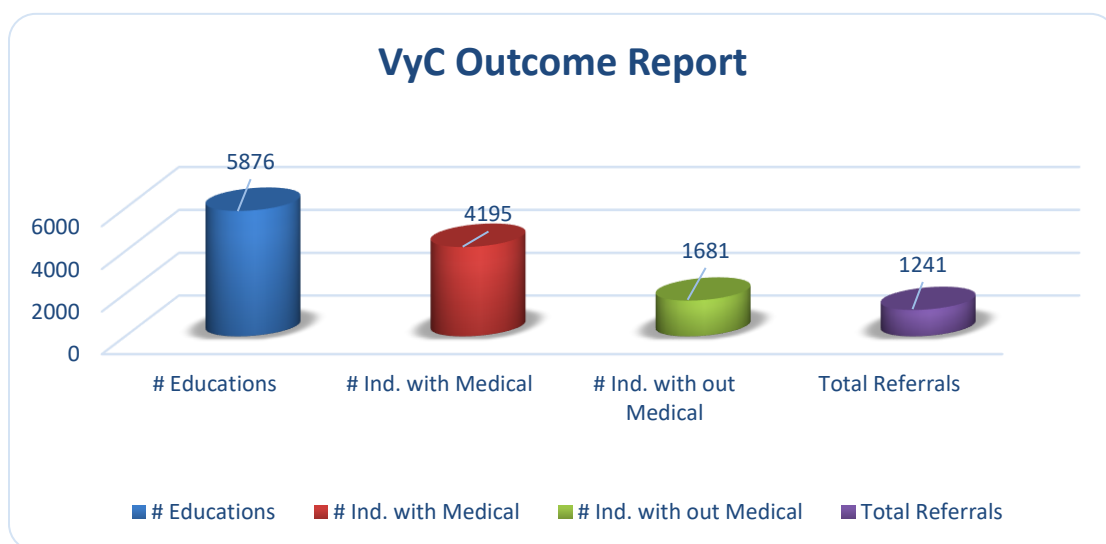
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Educational Strategies Utilized and Goals Achieved

Our team of Promotoras held educational events which included information tables, presentations and one on one outreach events, reaching and educating a total of 5,876 individuals and families. They received detailed information on Medi-Cal and preventive health which included information on how the health system works, preventive care, finding a health care provider, changing lifestyle behaviors, etc. Out of the total individuals reached and educated, 4,195 individuals were Gold Coast Health Plan members and 1,681 individuals were uninsured. 1,241 individuals were referred to a county office due to their needs on assistance to apply for Medi-Cal coverage. This number also includes Gold Coast Health Plan members who requested further assistance in relation to referrals or benefits covered by their health plan. They were referred to Gold Coast Health Plan Member Services Department. Also, the participation at the Mexican Consulate in Oxnard was a strategic place to reach new people at every outreach event. The local organization “First 5” and “WIC” also allowed our promotoras to set up an information table to educate parents about their health insurance coverage with Gold Coast Health Plan and Medi-Cal and how these services can support their wellbeing.

Thanks to the support of community leaders, VyC and its team of promotoras, were able to over exceed the goals established by the grantee.



Through this grant, Vision y Compromiso was able to share with community members the excellent effort that Gold Coast Health Plan is doing to provide excellent services and education to keep their members and all Ventura County residents healthy.