



Central Valley Indian Health, Inc.

*4th Quarter
Newsletter
October 2020*



CVIH Updates for COVID –19

If you have recently changed any of your information including contact numbers and pharmacy, please call our offices or update the information on your patient portal.

If you are sick or experiencing flu like symptoms or have been exposed to someone with COVID-19, please call our offices or the COVID-19 HOTLINE at 559-862-2746 BEFORE you come in.

ON-SITE APPOINTMENTS:

- Patients are required to wear a facemask, masks with the ventilation valves/vents are NOT acceptable.
- Temperatures will be checked upon entry.
- Only one parent/guardian is allowed

TELEPHONE VISITS

- Medical staff will be calling prior to your appointment to update information
- Call us if you have recently changed your phone number
- Please stay near your phone during your scheduled appointment date and time

IT IS IMPORTANT TO YOU GET YOUR FLU SHOT THIS YEAR!

There are several easy ways to get scheduled:

- Request for your flu shot during any of your on-site appointments
- Go to one of our community testing sites
- Call your office to schedule an appointment
- Leave a message on the flu message line, and someone will call you to get you scheduled
- Send a request through the patient portal





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IMPORTANT DATES THIS QUARTER

OCT 12 — INDIGENOUS DAY HOLIDAY—**ALL CLINICS CLOSED**

OCT 31 — HALLOWEEN

NOV. 1— TIME CHANGE—FALL BACK AN HOUR

NOV. 11 — VETERAN’S DAY HOLIDAY— **ALL CLINICS CLOSED**

NOV. 26 & 27 — THANKSGIVING HOLIDAY—**ALL CLINICS CLOSED**

DEC. 21 — FIRST DAY OF WINTER

DEC. 24 & 25 — CHRISTMAS HOLIDAYS — **ALL CLINICS CLOSED**





Head Lice

Sarah Goulart, RN, BSN, PHN—CVIH Outreach PHN



Head lice are small insects that live on a person's head. They live close to the scalp and feed off of blood. They are usually found behind the ears and around the neckline. Although they can be annoying, they don't spread disease. Lice are spread through head-to-head contact with someone who has lice. It can sometimes be spread by sharing items like hats, scarfs, brushes, and combs that touch the hair. Lice cannot jump or fly from person to person. Some signs of lice include small white objects or lice eggs in the hair, a tickling feeling of something moving in the hair, unexplained itching of the head that can sometimes cause sores, and small red bumps on your head, neck, or shoulders.

Head lice are usually killed with over the counter shampoo. It is important to follow the directions carefully and repeat the treatment after 7-10 days to remove any of the nit (eggs) that might have survived the first treatment. For several days following the treatment the hair will need to be combed with special metal comb made for nit removal. Home remedies such as mayonnaise or oils don't work to kill or remove lice. Some lice are resistant to over the counter treatments and require a prescription from a doctor to treat.

Regardless of what type of treatment you use to remove the lice from a person's hair, you must also treat the home. Brushes and combs need to be soaked in hot water, 130 degrees or hotter for 10 minutes. Place all items that touched the person's head during the past 2 days, such as sheets, pillow cases, clothing, blankets, and towels, in a washing machine and wash in hot water. Dry all machine-washed items in a hot dryer, using the hottest setting. Dry for at least 10 minutes. Place items that cannot be machine washed, such as pillows and stuffed animals, in a hot dryer and run the dryer on the hottest setting for 20 to 30 minutes. Hair accessories, helmets, headphones, and other personal items can become infested with head lice. If a person with head lice has touched any of these items during the past 2 days, you can kill the lice on these objects by sealing the objects in a plastic bag and either placing the plastic bag in the freezer overnight or keeping the bags sealed for 2 weeks. Two weeks is the amount of time needed for the adult lice and newly hatched lice to die when hot water, dryer heat and freezing are not an option. Vacuum furniture, floors, and carpet thoroughly to pick up any hair the person with head lice has shed.

To reduce the risk of getting head lice check hair for lice regularly and teach children to avoid head-to-head contact and sharing items that touch hair. If you believe that you are someone if your family has head lice make an appointment with your provider as soon as possible.



Michelle Martinez
Bookkeeper
Purchasing
Clovis



Rosalva Islas
Referral Clerk

Clovis



Jessica Angulo
Referral Clerk

Bullard



Antonette Ramirez
Billing Clerk

Armstrong

Welcome **OUR NEW TEAM MEMBERS**



Andres Ocampo
Medical Screener

Tachi



Alexis Ventura
Medical Screener

Clovis



Cynthia Tejada
Medical Screener

Bullard



Destini Coronado
Medical Screener

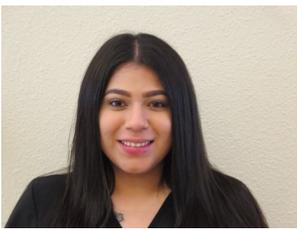
Clovis



Fall Back!

***Daylight Savings Time Ends Sunday, November 1, 2020!
Don't forget to turn your clocks back ONE HOUR!***

***Change you clocks and change your batteries in your
smoke detectors!***



Kassandra Montano
Medical Screener
Prather



Vanessa Aparicio
Medical
Receptionist
Clovis



Dr. Winthrop
Hedrick
Urgent Care
Physician
Clovis



Dr. Michael Nay
Urgent Care
Physician
Bullard



Tyler Wilson
Medical Student
Volunteer
Clovis



Mary Coffman
Registered Nurse
COVID TEAM
Clovis



Caroline Vasquez
Registered Nurse
COVID TEAM
Clovis



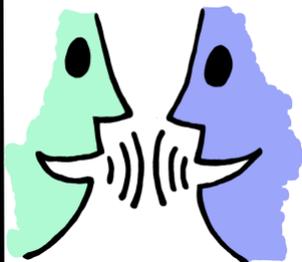
Celeste Montoya
Medical Assistant
COVID TEAM
Clovis



Tessa Cheney
Comm. Tribal
Liaison
COVID TEAM
Clovis



Brandi Urena
Data Tracker
COVID TEAM
Clovis



Communication Skills I

By Lynette Bassman, Ph.D.

CVIH Behavioral Health

By now, a lot of people have been at home a lot of the time with family members and others. For some, there have been occasional or frequent conflicts. When that happens, it is easy for it to become an argument where each person triggers the other one's anger and things can get out of hand, even among people who love each other. Here is a way of saying what you need to say while avoiding that downward spiral. Fill in the blanks in the following sentences

When you _____

I feel _____

Because _____

And what I'd like is _____

Here are some examples of how that might go:

"When you don't do your share of the chores, I feel hurt because it seems like you don't care about me. What I'd like is if you would take out the trash without being told."

"When you drink so much, I feel afraid because I remember the arguments we have had in the past when you drank. What I'd like is for you to drink fewer times per week and limit yourself to 2 beers on those days."

It's a good idea to stop what you are doing, give your full attention to the conversation, and look each other in the eyes when speaking. If it feels right, you can even begin the conversation by telling the other that you love or care about them, to set a positive tone. Then, once you have said what you wanted to say, the other person should be given an opportunity to say what is on their mind while you listen to them as (hopefully) they listened to you. Then maybe a negotiation will happen, where you come to an agreement about how you will go forward, now that you both know how the other one feels and what you want. You might not each get everything you wanted, but at least you'll know that the other person understands where you are coming from and what they are willing to do to help you feel better.

Stressed? Worried? Feeling down?

CVIH's Behavioral Health would love to help!

We offer individual therapy for all ages, family therapy, and couples therapy.

Give us a call at **(559) 299-2435** to schedule an appointment.

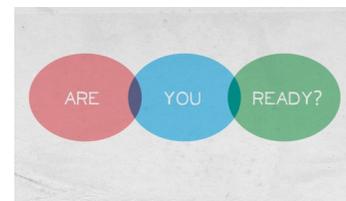
Getting ready for your Medical Appointment

Moriah Bonilla RN, BSN, PHN—Outreach Director

Everyone knows how important coming to your doctor's appointments is but I am asked a lot about what patients can do to have a successful appointment! Here are some tips to consider before attending your next appointment.

- Sometimes, in the hustle and bustle of the appointment, we forget things that we want to speak with the doctor about. This is normal and everyone does it from time to time. To prevent this from happening make a list of your concerns prior to the appointment. By having a list you are able to speak with your provider about anything new that you are concerned about. When the provider walks in tell him/her that you have some questions for them. Also by listing out your concerns you are able to better remember them when at your appointment. Try bringing a trusted friend or family member with you to appointments. They are helpful not just for support but also when trying to remember what you would like to speak with the doctor about.
- Make sure to also bring your glasses or hearing aids to every appointment so that you are able to read paperwork that may need to be signed and to also be able to hear what the provider is telling you.
- Plan to also update your physician about recent illness or trips to the ER. Any changes in appetite, weight, sleep or energy level is also important to share.
- If the provider orders tests during your visit and you do not understand their purpose feel free to ask them about the tests during the visit. At the end of the appointment make sure you leave with all of your questions answered. Don't be fearful of asking questions no matter how small to your physician. They are there to help you.
- Lastly remember to bring in your prescriptions to every appointment so that the provider can evaluate your medications.

Keeping these tips in mind with a little preparation you can have a successful appointment with your provider and not a stressful one.





CovCa premiums will slightly increase in 2021

Health insurance premiums for the 1.5 million Californians who purchase coverage through the state marketplace will go up an average of 0.6% next year, state officials, the smallest increase yet attributed in part to a surge of new signups during the coronavirus pandemic. Former President Barack Obama's health care law lets people who don't have health insurance through their job to buy coverage from a marketplace. Most states let the federal government run their marketplace for them. **But California runs its own marketplace, called Covered California.**

Premiums average about \$587 a month for an individual. But about 90% of the people who buy coverage through Covered California receive state and federal subsidies of about \$450 per month, lowering their premium to about \$137 per month.

From 2015 through 2019, monthly premiums in California's marketplace increased an average of 8.5 percentage points per year. But since then, California's Democratic-controlled Legislature and governor have passed laws aimed at getting healthier people to buy coverage — **including taxing people who refuse to buy health insurance and offering new subsidies to people who earn as much as six times the federal poverty level.**

The result was an average premium increase of 0.8% in 2020. Next year's increase is even lower, in part because of an increase in new people buying insurance during the coronavirus pandemic. More than 230,000 people have signed up for coverage since March 20, one day after Gov. Gavin Newsom issued a statewide stay-at-home order.

The overall rate increase is just a statewide average. How much people will actually pay depends on where they live and which insurance company they decide to purchase coverage from.

In Southern California, rates in general decreased up to 3% in some places. But in Northern California, including the counties surrounding the San Francisco Bay, rates increased an average of 1.4% because there is less competition from insurance companies. Open enrolment for COV CA begins October 15, 2020 through January 31, 2021. Last day for coverage that starts Jan 1, 2021 is Dec 14, 2020, otherwise coverage starts no later than Feb 1, 2021. This a permanent extension.

You may review 2021 Covered California policy plans and premiums starting October 2020 on their website: www.coveredca.com, just click on *Shop and Compare*.

If you have any questions regarding your Covered California coverage please contact Kim Bianco, Patient Service Representative, 559-299-3262, ext.1811, or Crystal Castillo, Patient Service Representative, 559-299-3262, ext 1810.

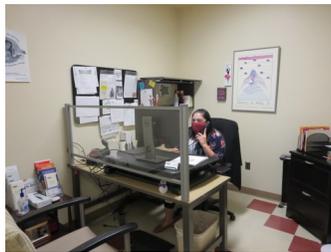
HOW CVIH IS KEEPING YOU & OUR STAFF SAFE



1. We screen all patients & visitors for COVID-19 symptoms at the door prior to entering any of the clinics. We will check your temperature & ask you and anyone with you about any cough, fever and other respiratory virus infection that you or anyone in your household may be experiencing.



Staff are also screened for COVID-19 symptoms twice a day.



2. We have made special arrangements to support social distancing. You may see markers on the ground to show where people should stand, partitions on desks to maintain dedicated physical separations. We have taped off furniture in the waiting areas to create more space between patients.



3. All staff wear masks. The type of mask staff members wear is determined by the type of care they provide, to best ensure their safety and the safety of our patients.

4. Hand sanitizer and masks are available, if needed, at each location. In addition, each of our health care staff sanitizes their hands before and after each patient encounter.

5. Our Dental staff is taking every step to protect you and your family including pre-screenings & requiring a pre-rinse before any treatments.

6. The CVIH Dental staff has always worn PPE like masks, glasses, and gloves. Now, they are also wearing medical masks + N95 masks & face shields, gowns and head coverings.

7. Dental rooms have a few extra devices, including air purifiers, which helps provide patients and staff with cleaner, healthier air.





Don't miss out on the Medicare Open Enrollment October 15 thru December 7 To change your Medicare plan

It's important for you to know when to sign up for Medicare or when to join a Medicare plan. Remember these times so you get the most out of your Medicare and avoid late enrollment penalties:

- Initial Medicare Enrollment Period: Most people get Medicare Part A (Hospital Insurance) and Part B (Medical Insurance) during this period. **It starts 3 months before you turn 65 and ends 3 months after you turn 65.** If you're not already collecting Social Security benefits before your Initial Enrollment Period starts, you'll need to sign up for Medicare online or contact [Social Security](#).
- To get the most from your Medicare and avoid the Part B late enrollment penalty, complete your Medicare enrollment application during your Initial Enrollment Period. This lifetime penalty gets added to your monthly Part B premium, and it goes up the longer you wait to sign up. [Find out if you should get Part B based on your situation.](#)
- General Medicare Enrollment Period: If you miss your Initial Enrollment Period, you can sign up during Medicare's General Enrollment Period (January 1–March 31), and your coverage will start July 1.
- Special Enrollment Period: Once your Initial Enrollment Period ends, you may have the chance to sign up for Medicare during a Special Enrollment Period (SEP). You can sign up for Part A and or Part B during an SEP if you have [special circumstances](#).

When to join a Medicare Advantage Plan or Medicare Prescription Drug Plan

The best time to [join a Medicare health or drug plan](#) is when you first get Medicare. **Signing up when you're first eligible can help you avoid paying a lifetime Part D late enrollment penalty.** If you miss your first chance, generally you have to wait until fall for Medicare's annual Open Enrollment Period (October 15–December 7) to join a plan. During this time each year, you can also drop or switch your plan coverage.

For any additional information or questions, please contact Kim Bianco, Patient Service Representative, Clovis Clinic. 559/299-3262, ext. 1811.

UNDERSTANDING LENS THICKNESS

M. Hicks Staff Optician

The overall thickness of your lenses is determined by your prescription. The higher your prescription, the thicker your lenses will need to be. This holds true for both traditional lenses and high index lens material. Though high index lenses are significantly thinner than traditional lenses.

Frames selection is also important in minimizing lens thickness. The rule of thumb is: The larger the frame the thicker the lens. The smaller the frame the thinner the lens.

Choosing the best frames for high prescription lenses depends on whether you are near-sighted or farsighted. Depending on what your prescription says, there may be a chance that your favorite style of frame may not be compatible with the lenses you pick. To avoid having your glasses give off that classic “coke bottle effect” (a situation where your lenses unfashionably poke outside of the glasses frame), keep this one thing in mind: Thick lenses with high prescriptions may poke out if your frame is not short or narrow enough. Thinner lenses however, completely eliminate that problem! Thin lenses will always be the most fashionable and functional choice for high prescriptions.

What are the Thinnest Lenses for High Prescription Glasses? 1.74 index lenses are the thinnest lenses for high prescriptions available. These ultra-light, ultra-sleek lenses are the thinnest kind developed yet, and accommodate the highest prescriptions possible.

1.74 High-Index lenses are the thinnest and lightest lenses you can buy from Payne Glasses. They are recommended for individuals with a strong eyeglass prescription, typically for powers above +3.00 because they are aspheric in design.

Essentially, the best frame shape for a strong prescription is a smaller round or oval frame. Another option for your prescription eyeglasses is to purchase high refractive index lenses. These offer the same correction for your prescription eyeglasses without the added thickness.

Related Articles: [How to Choose Eyeglass Lenses](#)
by: [Dr. Matthew Miller, OD](#) on May 1st, 2020



Planning for a Pandemic Holiday Season

Ranjani Sri MS RD CDCES



Unfortunately, with the pandemic still affecting people globally, the holiday season is going to look very different this year. Let's talk about how you can tweak your plans so the upcoming holiday season is still special, amid the novel pandemic.

Whether you're traveling or staying local this holiday season, the Centers for Disease Control and Prevention (CDC), along with health experts, urge individuals to be smart and safe if you're going to be around others. "The more an individual interacts with people he or she doesn't live with, and the closer and longer each interaction is, the higher the risk is of getting infected with the virus that causes COVID-19," the CDC reminds people.

Below are some guidelines to celebrate the holiday season safely during the pandemic. These expert tips will help you and your loved ones stay safe and healthy over the holidays.



How to stay safe if you're traveling

Practice preventative measures when you travel, including routine face coverings, social distancing, and hand hygiene. If you're flying, keep your mask on for the duration of your flight, sit in a seat that's socially-distanced from other passengers if you can, and avoid crowded areas in the airport. Along with wearing a face mask while you're traveling to protect both yourself and those around you, the CDC advises to use hand sanitizer with at least 60 percent alcohol frequently (or better yet, wash your hands) and carry disinfecting wipes for sanitizing high-touch spots like door handles or your airplane seat and tray table. If you're driving, consider packing your own food and beverages to limit the number of places you have to stop and the number of people you have to interact with.

How to stay safe during social gatherings

Be smart when getting together with friends and family. If you're hosting a holiday party at your home, the CDC has provided a set of guidelines for gatherings during the pandemic. Host the get-together outside whenever possible if weather permits (or in a well-ventilated area) and limit the guest list to a select number of family and friends. Ask your guests to wear masks for the entirety of the event and to practice social distancing by standing or sitting six feet apart.

As for the food setup, the CDC recommends using single-serve options (like packaged snacks or individual condiment packs) or designating one person to be the cook/server so you don't have multiple people sharing utensils or handling food. Disinfect commonly touched surfaces (tables, door knobs, etc.) frequently and consider using disposable plates and utensils to help prevent the spread of the virus.

Not comfortable with any of these preventive measures? You can still celebrate the holidays with a staycation in your own place. After all, the CDC says, "Staying home is the best way to protect yourself and others from COVID-19."

Enjoy holiday treats in smaller portions, plan ahead for merry meals that are healthier and make exercise routine as a part of the fun.

Source: CDC and USA today



Keeping Your Child's Teeth Healthy

Healthy teeth are important to your child's overall health. From the time your child is born, there are things you can do to promote healthy teeth and prevent [cavities](#). For babies, you should clean teeth with a soft, clean cloth or baby's toothbrush. Avoid putting the baby to bed with a bottle and check teeth regularly for spots or stains.

For all children, you should

- Start using a pea-sized amount of fluoride toothpaste when they are two years old. You might start sooner, if a dentist or doctor suggests it.
- Provide healthy foods and limit sweet snacks and drinks
- Schedule regular dental check-ups to monitor teeth and bone development.

Forming good habits at a young age can help your child have healthy teeth for life. CVIH Dental Department will happily provide oral hygiene instructions, exam, consultation and cleaning to all kids as young as one year old. They can even get a tooth cleaning kit and toy after visit.

Dr. Lin

NIH: National Institute of Dental and Craniofacial Research



ARE YOU SENDING YOUR PAYMENT REQUESTS TO CENTRAL VALLEY INDIAN HEALTH FOR REVIEW AND POSSIBLE PAYMENT IN A TIMELY MANNER?

DON'T WAIT FOR A COLLECTION NOTICE!!!

TURN YOUR BILLS IN AS SOON AS YOU GET THEM!!!

THE PAYMENT PROCESS TAKES ABOUT A MONTH FROM THE TIME YOU TURN IN A PAYMENT REQUEST:

- THE PRC OFFICE SENDS PAYMENT REQUESTS TO THE FISCAL DEPARTMENT ON A WEEKLY BASIS.
- THE FISCAL DEPARTMENT PROCESSES PAYMENTS AND SENDS THEM OUT APPROXIMATELY EVERY TWO WEEKS.
- THE SPECIALTY PROVIDERS RECEIVE PAYMENTS AND THEN PROCESS THEM FOR POSTING TO EACH ACCOUNT. AMOUNT OF TIME UNKNOWN OF TIME UNKNOWN

Central Valley Indian Health, Inc.

Central Valley Indian Health, Inc. Clinic System

2740 HERNDON AVE.
CLOVIS, CA. 93611

Phone: 559-299-2578
Fax: 559-299-0245
E-mail: cvih@cvih.org



Serving the American Indian people of the Central Valley since 1971

The CVIH Mission: To Improve the quality and quantity of health care services to the Indian people of the Fresno, Madera & Kings counties.

BOARD OF DIRECTORS

Board of Directors

- Area 1: Shawn Hatfield & Lynnell Shaffer
- Area 2: Irene Roan & Ruby Peterson
- Area 3: Dixie Jackson & Pearl Hutchins
- Area 4: Misty Ortega & Jenifer Philley
- Area 5: Shelby Charley & Brenda Sorondo
- Area 6: James Lewis & Donna Lewis

► **Central Valley Indian Health, Inc., Clovis**

Open: Monday-Friday
8:00-12:00 & 1:00-5:00
Medical Phone: 559-299-2608 Fax: 559-299-1341
Dental Phone: 559-299-2570 Fax: 559-299-2391

► **Central Valley Indian Health Clinic Prather**

29369 Auberry Road, Suite 102, Prather, CA. 93651-9784
Open: Monday-Friday
8:00- 12:00 & 1:00- 5:00
Phone: 559-855-5390 Fax: 559-855-5395

► **North Fork Indian & Community Health Center**

32938 Road 222, Suite 2, North Fork, CA. 93643-9562
Open: Monday, Tuesday, Thursday & Friday
8:00-12:00 & 1:00-5:00 **Closed: Wednesday**
Phone: 559-877-4676 Fax: 559-877-7788

► **Tachi Medical Center**

16835 Alkali Drive, Suite M, P.O. Box 8, Lemoore, CA. 93245-9643
Medical Open: Monday-Friday Dental Open: Tuesday and Thursday
8:00-12:00 & 1:00-5:00 8:00 -12:00 & 1:00-5:00
Medical Phone: 559-924-1541 Dental Phone: 559-924-0460
Medical Fax: 559-924-2197 Dental Fax: 559-924-0790

► **Central Valley Indian Health, Behavioral Health Services**

255 W. Bullard Ave., Suite 101, Clovis, CA. 93612-0861
Open: Monday-Friday
8:00-12:00 & 1:00-5:00
Phone: 559-299-2435 Fax: 559-299-2464

► **Central Valley Indian Health, Bullard**

255 W. Bullard Ave, Suite 109, Clovis, CA. 93612-0861
Open: Monday -Friday
9:00-12:00 & 1:00-6:00
Phone: 559-325-5715 Fax: 559-325-5735

