

CCHP  
Health Plan

# CARE BY CCHP

## 社區健康季刊



2020 Q1 JAN - MAR  
第一季 一月至三月

# Letter to Members from Deena

## 行政總裁寄語



### Moving Forward and Looking Ahead 邁步向前，展望未來

Welcome and thank you to those of you who are new to the CCHP family! Thank you to our returning members as well! We are grateful for the opportunity to serve you.

As we look ahead to the new year, we are taking our great health plan and making it even better.

Take for example, our new website and improved Member Portal. Many of you have already accessed the new website designed to be easier to access the information you need. We also made it smart phone-friendly.

Starting in January, you can register for and use the new Member Portal. Here, you will be able to access your health records, check the status of claims or look up a provider or physician. You can continue to pay your bills and get in touch with a Member Services representative for any outstanding questions or concerns.

Looking past 2020, we are designing our benefit plans to include more services to help you stay well and fit. Already, our Medicare Members will enjoy unlimited acupuncture visits starting in 2020 as well as completely free basic preventive services.

We are constantly improving to help you get the most out of your health plan. We wish you good health in 2020.

Sincerely,

Deena Louie  
CEO

*P.S. We love hearing from you. Your feedback is important. For any questions, or comments, please contact member services at [memberservices@cchphealthplan.com](mailto:memberservices@cchphealthplan.com) or 1-888-775-7888 (TTY 1-877-681-8898)*

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歡迎您加入CCHP，讓我們為您服務；同時感謝舊會員繼續使用CCHP的服務。未來一年，我們將進一步提升服務質素，務求為您帶來更好的健康計劃。

改善方案包括建立全新CCHP網站及建立更完善的會員醫護資料網站。相信很多會員已瀏覽過我們的新網站，CCHP的新網站支援手機瀏覽，讓會員更輕鬆方便地獲取所需的資訊及服務。此外，從1月起，您可註冊及使用新的會員醫護資料網站。除查閱自己的健康記錄、索償狀況及尋找醫生外，您還可以於新網站支付帳單及聯絡會員服務代表。

展望2020年，我們將會把更多服務加進計劃裡，以助您保持健康。而且從2020年起，我們聯邦保健計劃的會員可享有無限次的針灸服務及免費基本預防性檢查服務。

我們不斷改善服務，務求您能從計劃中獲得最多的益處。我謹代表CCHP祝您身體健康！

CCHP 行政總裁  
雷金娣謹上

備注：CCHP致力為您提供最佳的服務。因此，您的寶貴意見對我們十分重要。如有任何意見及想法，歡迎聯絡會員服務中心：[memberservices@cchphealthplan.com](mailto:memberservices@cchphealthplan.com) 或 1-888-775-7888（聽力殘障人士請電 TTY 1-877-681-8898）

# Message for Medicare Members 聯邦保健會員重要訊息

## New and Improved Medicare Member Benefits

Good news for Members enrolled in our **CCHP Senior Program (HMO)** and **CCHP Senior Select Program (HMO SNP)**. We have made improvements that are designed to help you choose a wellness path you want. Starting January, 2020 you have:

- Coverage for hearing aids
- Unlimited acupuncture visits
- VSP vision benefit
- Lower copay at Chinese Hospital when inpatient
- No deductible for brand name drugs

This is in addition to benefits like free fitness classes, free annual preventive screenings, and rides to and from medical appointments.

You also have access to 24/7 Nurse Advice line and Urgent Care centers for when your doctor is not available for non-emergencies.



## 更多的聯邦保健 (Medicare) 會員福利

好消息! CCHP 東華耆英計劃及CCHP 東華智選計劃的會員將獲得更多保障。2020年1月開始, 您可享受:

- 助聽器保障
- 無限次針灸服務
- VSP 眼科保障
- 較低自付費的東華醫院住院服務
- 非商標藥物可豁免扣除額

此外, 我們還提供額外的服務, 如免費健身班、免費年度預防性檢查及就診交通接送服務等。

當您有非緊急情況, 但無法聯絡到主診醫生, 您可使用我們的24小時護士諮詢熱線或緊急護理中心之服務。

For any coverage questions, please contact Member Services at:

**Email:** [memberservices@cchphealthplan.com](mailto:memberservices@cchphealthplan.com)

**Call:** 1-888-775-7888 (TTY 1-877-681-8898)  
7 days a week from 8:00 a.m. to 8:00 p.m.

**Visit:** [cchphealthplan.com/medicare-member](http://cchphealthplan.com/medicare-member)

有關保障的任何問題, 歡迎聯絡會員服務中心:

**電郵:** [memberservices@cchphealthplan.com](mailto:memberservices@cchphealthplan.com)

**電話:** 1-888-775-7888

(聽力殘障人士請電 TTY 1-877-681-8898)  
每週7天, 上午8時至晚上8時

**網址:** [cchphealthplan.com/medicare-member](http://cchphealthplan.com/medicare-member)



# Health Education

## 健康教育

### Tips for Communicating With Your Doctor

#### Communication for Better Health

Patients and doctors who work as a team can achieve the best possible level of care. Clear communication is an important part of this partnership. Treat your doctor in a way that you would like to be treated. Always talk to your doctor in a polite and respectful manner. This helps to build a good patient-doctor relationship. Your visit with your doctor will be more effective if you are able to give him/her information about your health. Presenting your information in a clear and concise manner gives you more time to ask questions. Below are some helpful tips:

- Before going to the doctor, write down a list of the things you want to discuss and prioritize them.
- Be open and honest about your health concerns and problems.
- Clearly describe your symptoms, concerns, and health problems.
- Bring a list of your current medications that you are taking.
- Let your doctor know if you are taking any herbs/vitamins, or receiving non-traditional treatments, such as acupuncture.
- Bring a family member/friend to help you communicate with your doctor if necessary.
- Ask questions if you do not fully understand what your doctor is explaining to you.
- Write down instructions from your doctor.

More and more patients are taking an active role in their own health care. Building a good relationship and communicating effectively with your doctor plays an important role in ensuring your good health.

*By Chinese Community Health Resource Center*



### 與醫生溝通的建議

有效的溝通可讓您更健康

病人和醫生需要共同合作才能得到最佳的治療效果，而清晰的溝通更是合作關係中至關重要的部分。此外，您希望醫生怎樣對待您，您也應該怎樣對待您的醫生。與醫生談話時，應保持禮貌及尊重，這有助建立良好的醫生和病人關係，同時您應把健康情況清楚地告知醫生，這有助醫生為您診症。發問時，問題應保持簡潔清楚，這樣您便有更多的發問時間。

以下是一些與醫生溝通的建議：

- 見醫生前，寫下你想跟醫生討論的事情並排出事情的優先次序。
- 公開和誠實地面對自己的健康問題和擔憂。
- 清楚簡潔地描述你的症狀、擔憂和健康問題。
- 帶備您正在服用的藥物清單。
- 如果你正服用中藥或維他命、或正接受非傳統治療 (如針灸)，你必須告知醫生。
- 如有需要，請家人或朋友陪同您見醫生，並協助您與醫生溝通。
- 如果您不清楚明白醫生的解釋，請提出問題。
- 寫下醫生的指示。

越來越多的病人積極地關注自己的健康，與醫生有效地溝通並建立良好的關係可讓您更健康！

以上資料由華人社區健康資源中心提供

# Eat Well, Live Well Recipe

## 東華醫院註冊營養師

### 健康美食推介食譜



#### Stir Fried Shredded Fish and Bell Pepper

##### Ingredients: (6 Servings)

400g Fish filet	50g Yellow bell pepper	Little bit Pepper
50g Corn Kernels	1 Cup Purple rice	1 Pinch Salt
50g Green bell pepper	1 Cup Coconut milk	Little bit Pine nut
50g Red bell pepper	5g Egg white	

##### Instructions:

1. Cut fish filet and bell peppers into equal pieces.
2. Soak the purple rice in water for overnight, then mix with coconut milk, steam for 18-20 mins.
3. Seasoning the fish with salt and egg white and set aside.
4. Preheat the pan, stir fry all sweet peppers and corn kernels for 2 mins, set aside.
5. Stir fry the fish in hot pan with cold oil, then add sweet peppers and corn kernels, seasoning with little bit pepper.
6. Toss pine nut with fish and sweet pepper mixture, serve with purple rice.

#### 魚米之鄉

材料：(6人份量)	綠甜椒 50克	松子仁 適量	胡椒 小許
無骨魚肉 400克	紅甜椒 50克	紫米 一杯	鹽 3克
玉米粒 50克	黃甜椒 50克	椰奶 一杯	蛋白 5克

##### 做法:

1. 魚肉，甜椒切斜成均等的丁塊兒。
2. 紫米用清水泡過夜，加椰奶隔水蒸 18-20分鐘。
3. 魚肉用鹽、蛋白揉捏，醃製數分鐘。
4. 大火快炒甜椒及玉米，2分鐘後盛出，放至一邊備用。
5. 熱鍋冷油炒魚肉，倒入甜椒塊及玉米，可以適量放一些胡椒。
6. 出鍋前撒松子仁快速攪拌，搭配煮好的紫米飯，軟香可口。

##### Nutrition information per serving:

##### 每份材料含以下營養：

Calories 卡路里：	266 kcal
Protein 蛋白質：	15 gm
Carbohydrates 碳水化合物：	26 gm
Fat 脂肪：	11 gm
Cholesterol 不含膽固醇：	32 mg
Dietary Fiber 食用纖維：	1.6 gm
Sodium 鈉（鹽）：	93 mg
Potassium 鉀：	402 mg
Phosphorus 磷：	256 mg
Vitamin A (維他命 A)：	322 IU
Vitamin C (維他命 C)：	34 mg

Recipe Provided Courtesy of  
WorldJournal, Nutritional Information  
Provided by Chinese Hospital  
Registered Dietitian

此食譜由世界日報提供，營養資料  
由東華醫院註冊營養師提供

## Healthy Exercise Tips 健康運動小貼士

### Seated Hamstring Stretch

This exercise reduces tension in the hamstring muscle which in turn lessens stress to the lower back.

1. Sit on the edge of a chair and straighten one leg in front of you with the heel on the floor.
2. Keep your back straight and lean forward from the hip until a stretch is felt in the back of the leg. Hold this stretch for 30 seconds.
3. Repeat for the other leg.

Above exercise tip contributed by the Chinese  
Community Health Resource Center.

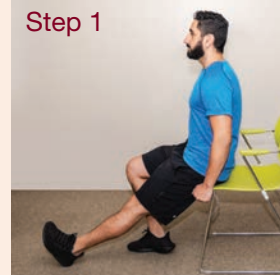
### 坐姿腿筋伸展運動

此項運動可減輕繩肌的張力，從而減輕下背部的壓力。

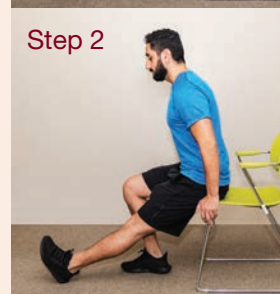
1. 坐在椅子邊緣，一隻腳並向前拉直，將腳跟向前放在地上。
2. 保持背部挺直，跟著向前傾斜從臀部直到感覺到伸展腿後部。持續30秒。
3. 另一隻腳做重複動作。

以上資料由華人社區健康資源中心  
提供

#### Step 1



#### Step 2



# Balancing Western Medicine with Eastern Remedies 東方中醫療法與西藥的平衡

CCHP is focused on providing the care that our Members want. We can help you choose your own path to wellness that makes sense to you. That's why we offer you access to Western medicine and proven Eastern therapies.

## Tai Chi and Acupuncture

Combined with regular doctor visits and making sure all your screenings are up to date, Tai Chi, Qigong and Yoga offer excellent ways to maintain your Chi or mind and body balance. Regular practitioners of the low impact routines experience great benefits in wellness and warding off or minimizing health issues before they become problems.

Sometimes, we over-extend ourselves. Acupuncture can be an excellent treatment option. And, with your doctor's help and supervision, they can also be used together to achieve good results.

### CCHP Offers Tai Chi and Acupuncture

Acupuncture treatments are covered as part of your CCHP Membership. They usually require your doctor's authorization and a copay.

You can also attend free Tai Chi, Yoga and Qigong classes. These are taught by experienced masters and teachers.



CCHP 致力滿足會員所需，我們會盡力提供您認為合適的護理服務。這也是我們提供西藥及東方中醫療法的原因。

## 太極與針灸

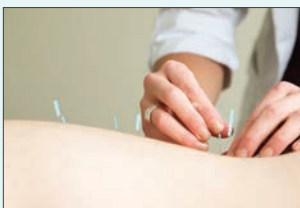
定期作身體檢查加上練習太極拳、氣功及瑜珈，可助你保持氣及身心平衡。定期進行非劇烈運動有助養生及保持健康，而且可預防疾病。

有時候，我們可能會遇到肌肉拉傷。這時候，您可嘗試針灸治療。在醫生的幫助及監督下，西醫治療配合針灸可為您帶來良好的效果。

### CCHP 提供太極班及針灸服務

針灸治療是CCHP承保的項目。一般來說，您只需主診醫生的授權及支付自付費。

此外，CCHP還提供免費太極班、瑜珈班及氣功班；所有課程都由經驗豐富的老師教授。



Please go to [www.cchphealthplan.com/classes-and-events](http://www.cchphealthplan.com/classes-and-events) for classes or contact Member Services with questions.

查詢上課時間，請瀏覽 [www.cchphealthplan.com/classes-and-events](http://www.cchphealthplan.com/classes-and-events) 或致電會員服務中心。



## Community News 社區消息



**CHINESE  
HOSPITAL**

## Radiothon for Chinese Hospital 「愛心獻東華」電台籌款

**Donation Hotlines 捐款熱線 | 1-415-677-2470**

**Sing Tao Chinese Radio Live Broadcast**  
**星島中文現場直播電台**

Sing Tao Chinese Radio 星島中文電台粵語台  
Cantonese Channel @ AM 1400  
www.ChineseRadio.com 星島中文電台上網  
Sing Tao TV 手機收聽程式

**Thursday, December 5<sup>th</sup>, 2019**  
**9 AM - 12 NOON**

**星期四，12月5日**  
**上午9時至正午12時**



## CHINATOWN YMCA 42<sup>nd</sup> ANNUAL CCHP CHINESE NEW YEAR RUN 華埠青年會第四十二屆華人保健計劃農曆新年步行



**CCHP**  
Health Plan

**YEAR OF THE RAT - 4718**  
**5K/10K RUN/WALK**

**SUNDAY, MARCH 1, 2020**  
Race starts at 8:00 AM

**EARLY BIRD REGISTRATION**  
Ends December 31, 2019  
11:59 PM PST

**鼠年 - 4718**  
**5里 / 10里步行**

2020年3月1日，星期日  
早上8時開始

提前註冊優惠  
2019年12月31日  
晚上11:59終止

**TITLE SPONSOR:**  
**CHINESE COMMUNITY  
HEALTH PLAN**

**PRESENTED BY SF CHINESE  
CHAMBER OF COMMERCE**

冠名贊助商：華人保健計劃  
提出：舊金山中華總商會

**FOR MORE INFO, PLEASE VISIT | 欲了解更多信息請瀏覽**  
**[www.ymcasf.org/CNYrun](http://www.ymcasf.org/CNYrun)**

855 Sacramento Street, San Francisco, CA 94108 | (415) 576-9622



This quarterly newsletter highlights health topics and programs that may be important to you, your family or someone you care about. Please read, enjoy, participate in our programs and pass it along when done. If you would like additional copies or to be removed from our mailings, please call 1-628-228-3257 or email [Info@CCHPHealthPlan.com](mailto:Info@CCHPHealthPlan.com). Electronic copies are available online at:

[www.CCHPHealthPlan.com/community-health-newsletter](http://www.CCHPHealthPlan.com/community-health-newsletter)  
[www.cchrhealth.org/health/library/health-newsletters](http://www.cchrhealth.org/health/library/health-newsletters)

這季刊會注重每季健康的主題和活動，對您，您的家人及親友都很有益。健康寶貴，分享無價。請您仔細閱讀及積極參與這些活動的同時，將這季刊在您的親友之間傳閱。如果您想索取更多副本或剔除您的郵寄地址，請致電1-628-228-3257，電郵

[Info@CCHPHealthPlan.com](mailto:Info@CCHPHealthPlan.com) 或上網瀏覽：

[www.cchphealthplan.com/public\\_v1/community-health-newsletter](http://www.cchphealthplan.com/public_v1/community-health-newsletter)  
[www.cchrhealth.org/health/library/health-newsletters](http://www.cchrhealth.org/health/library/health-newsletters)

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386 Gellert Blvd  
Daly City, CA 94015  
1-650-761-3521

**IMPORTANT CONTACT INFORMATION**

**重要聯絡資料**



Chinese Hospital  
Health System  
東華醫院醫療體系



CCHP Member Services  
CCHP 會員服務

**CCHP Member Services Center - Chinatown 1-415-834-2118**  
CCHP 會員服務中心 - 華埠  
845 Jackson St, San Francisco  
[www.CCHPHealthPlan.com/memberservices](http://www.CCHPHealthPlan.com/memberservices)

**CCHP Member Services Center - Daly City 1-415-834-2118**  
CCHP 會員服務中心 - 帝利市  
386 Gellert Blvd, Daly City  
[www.CCHPHealthPlan.com/memberservices](http://www.CCHPHealthPlan.com/memberservices)

Health Education  
健康教育

**Chinese Community Health Resource Center 1-415-677-2473**  
華人社區健康資源中心  
845 Jackson St, Lobby, San Francisco  
[www.cchrhealth.org](http://www.cchrhealth.org)

Chinese Hospital  
東華醫院

**Chinese Hospital 1-415-982-2400**  
東華醫院  
845 Jackson St, San Francisco  
[www.chinesehospital-sf.org](http://www.chinesehospital-sf.org)

**Support Health Services 1-415-677-2370**  
東華醫院健康服務中心  
845 Jackson St, Floor B1, San Francisco  
[www.chinesehospital-sf.org](http://www.chinesehospital-sf.org)

**Chinese Hospital Outpatient Center 1-650-761-3500**  
東華醫院門診中心  
386 Gellert Blvd, Daly City  
[www.chinesehospital-sf.org](http://www.chinesehospital-sf.org)

Chinese Hospital Clinics  
東華醫院門診中心

**Sunset Health Services 1-415-677-2388**  
日落區華康醫務中心  
1800 31st Ave, San Francisco  
[www.chinesehospital-sf.org](http://www.chinesehospital-sf.org)

**Excelsior Health Services 1-415-677-2488**  
外米慎區華康醫務中心  
888 Paris St, #202, San Francisco  
[www.chinesehospital-sf.org](http://www.chinesehospital-sf.org)

**Gellert Health Services 1-650-761-3500**  
Gellert 華康醫務中心  
386 Gellert Blvd, Daly City  
[www.chinesehospital-sf.org](http://www.chinesehospital-sf.org)

**East West Health Services 1-415-795-8100**  
- Chinatown/Financial District  
中西醫學門診 - 華埠/金融區  
445 Grant Ave, Ground Floor, San Francisco  
[www.chewhs.org](http://www.chewhs.org)

**East West Health Services 1-650-761-3542**  
- Daly City  
中西醫學門診 - 帝利市  
386 Gellert Blvd, Daly City  
[www.chewhs.org](http://www.chewhs.org)