

Nondiscrimination Notice

CalOptima complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. CalOptima does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

CalOptima:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact CalOptima Customer Service, 24 hours a day, 7 days a week:

Medi-Cal: **1-888-587-8088**

OneCare (HMO SNP): **1-877-412-2734**

OneCare Connect Cal MediConnect Plan (Medicare-Medicaid Plan): **1-855-705-8823**

TDD/TTY: **1-800-735-2929**

If you believe that CalOptima has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Grievance & Appeals Resolution Services: 505 City Parkway West, Orange, CA 92868.

Telephone number: 1-714-246-8554

TTY number: 1-800-735-2929

Fax: 1-714-246-8562 Email: grievancemailbox@caloptima.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Grievance & Appeals Resolution Services is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building, Washington, D.C. 20201, **1-800-368-1019, 1-800-537-7697 (TDD)** Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

OneCare Connect Cal MediConnect Plan (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees.

OneCare (HMO SNP) is a Medicare Advantage organization with a Medicare Contract and a contract with the California Medi-Cal (Medicaid) program. Enrollment in OneCare depends on contract renewal.