



2024

# Summary of Benefits



## Welcome to CalOptima Health!

Thank you for joining CalOptima Health. CalOptima Health is a health plan for people who have Medi-Cal. CalOptima Health works with the State of California to help you get the health care you need. You will need to choose a health network and a primary care provider (PCP). Your PCP must be contracted with your health network. You can choose the same health network and PCP for all your family members who have Medi-Cal, or you can choose different health networks and PCPs.

A PCP is a health care provider who is responsible for your routine medical care. A health network is a group of doctors and hospitals that provides you with health care services.

### Selecting a health network and a PCP

You must choose a PCP within 30 days of enrolling in CalOptima Health.

You can choose a health network and a PCP by:

- Calling CalOptima Health Customer Service at **1-714-246-8500** or toll-free at **1-888-587-8088** (TTY **711**), Monday through Friday, from 8 a.m. to 5:30 p.m.
- Completing the enclosed Health Network Selection Form. Choose the health network your doctor participates in, sign, date and return the form to CalOptima Health in the postage-paid envelope provided. Or,
- Submitting your request through CalOptima Health's member portal at [\*\*https://member.caloptima.org/#/user/registration\*\*](https://member.caloptima.org/#/user/registration).

Depending on your age and sex, you may choose a general practitioner, OB/GYN, family practitioner, internist or pediatrician as your PCP. A nurse practitioner (NP), physician assistant (PA) or certified nurse midwife (CNM) may also act as your PCP. If you choose an NP, PA or CNM you may be assigned a doctor to oversee your care. If you are in both Medicare and Medi-Cal or if you have other health care insurance, you do not have to choose a PCP.

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You can choose an Indian Health Care Provider (IHCP), Federally Qualified Health Center (FQHC) or Rural Health Clinic (RHC) as your PCP. Depending on the type of provider, you may be able to choose one PCP for your entire family who are members of CalOptima Health, as long as the PCP is available.

**Note:** American Indians may choose an IHCP as their PCP, even if the IHCP is not in the CalOptima Health network.

If you do not choose a PCP within 30 days of enrollment, CalOptima Health will assign you to a PCP. If you are assigned to a PCP and want to change, call CalOptima Health Customer Service at **1-714-246-8500** or toll-free at **1-888-587-8088 (TTY 711)**. The change happens on the first day of the following month.

### Referrals

If you need a specialist for your care, your PCP or another specialist will give you a referral to one. A specialist is a doctor who focuses on one type of health care service. Your doctor who refers you will work with you to choose a specialist.

Your PCP's office can help you set up an appointment with a specialist.

Other services that might need a referral include but are not limited to in-office procedures, X-rays, lab work, home health and private-duty nursing.

Your PCP might give you a form to take to the specialist. The specialist will treat you for as long as they think you need treatment.

If you have a health problem that needs special medical care for a long time, you might need a standing referral. This means you can go to the same specialist more than once without getting a referral each time.

For a list of CalOptima Health network providers, you can access our online searchable Provider Directory by visiting our website at **[www.caloptima.org](http://www.caloptima.org)**. If you want a Provider Directory mailed to you, or if you need help finding a network provider, please call CalOptima Health Customer Service at **1-714-246-8500** or toll-free at **1-888-587-8088 (TTY 711)**. You can also call to find out if the PCP you want is taking new patients.

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This booklet gives you a summary of your coverage under CalOptima Health. Please read it carefully and completely. It does not list every service that we cover or list every limitation or exclusion. To get a complete list of services we cover or to view the Member Handbook, you can visit CalOptima Health's website at **www.caloptima.org**. If you want a Member Handbook mailed to you, or if you have benefit questions, please call CalOptima Health Customer Service at **1-714-246-8500** or toll-free at **1-888-587-8088** (TTY **711**).

The services listed below are covered by the CalOptima Health Medi-Cal program. It is important to work with your PCP to get the medical care you need.

Services that our plan pays for:	How to get services:
<p><b>Adult Sensitive Services:</b></p> <p>As an adult 18 years or older, you may not want to go to your PCP for certain sensitive or private care. You can choose any doctor or clinic for these types of care:</p> <ul style="list-style-type: none"> <li>● Family planning and birth control including sterilization for adults 21 and older</li> <li>● Pregnancy testing and counseling</li> <li>● HIV/AIDS prevention and testing</li> <li>● Sexually transmitted infections prevention, testing and treatment</li> <li>● Sexual assault care</li> <li>● Outpatient abortion services</li> </ul> <p>For sensitive care, the doctor or clinic does not have to be part of the CalOptima Health network. You can choose to go to any Medi-Cal provider for these services without a referral or pre-approval (prior authorization) from CalOptima Health.</p>	<p>If you need help finding a doctor or clinic for these services or help getting to these services (including transportation), you can call CalOptima Health Customer Service.</p>

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<p><b>Routine care:</b></p> <p>Routine care also includes care when you are sick. CalOptima Health covers routine care from your PCP. Your PCP will:</p> <ul style="list-style-type: none"><li>• Get to know your health history and needs</li><li>• Keep your health records</li><li>• Give you the preventive and routine health care you need</li><li>• Refer (send) you to a specialist if you need one</li><li>• Arrange for hospital care if you need it</li></ul>	<p>When you need routine care, you will call your doctor for an appointment. Be sure to call your PCP before you get medical care unless it is an emergency. For an emergency, call <b>911</b> or go to the nearest emergency room.</p>
<p><b>Durable Medical Equipment (DME):</b></p> <p>CalOptima Health covers the purchase or rental of DME supplies, equipment and other services with a prescription from a doctor, physician assistant, nurse practitioner or clinical nurse specialist. Prescribed DME items may be covered as medically necessary to preserve bodily functions essential to activities of daily living or to prevent major physical disability.</p>	<p>Must be ordered by your PCP and authorized by your health network. In some cases, these items may be approved when your doctor submits a request for pre-approval (prior authorization).</p>

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<p><b>Emergency Care:</b></p> <p>Emergency care is for life-threatening medical conditions. This care is for an illness or injury that a prudent (reasonable) layperson (not a health care professional) with average knowledge of health and medicine could expect that, if you don't get care right away, you would place your health (or your unborn baby's health) in serious danger, or risks serious harm to your body functions, body organs or body parts. Examples may include, but are not limited to:</p> <ul style="list-style-type: none"><li>● Active labor</li><li>● Broken bone</li><li>● Severe pain</li><li>● Chest pain</li><li>● Trouble breathing</li><li>● Severe burn</li><li>● Drug overdose</li><li>● Fainting</li><li>● Severe bleeding</li><li>● Psychiatric emergency conditions, such as severe depression or suicidal thoughts (this may be covered by county mental health plans).</li></ul>	<p>For emergency care, call <b>911</b> or go to the nearest emergency room (ER). For emergency care, you do not need preapproval (prior authorization) from CalOptima Health.</p>

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<p><b>Emergency Transportation:</b></p> <p>CalOptima Health covers ambulance services to help you get to the nearest place of care in an emergency. This means your condition is serious enough that other ways of getting to a place of care could risk your health or life.</p>	<p>Call <b>911</b>.</p>
<p><b>Enhanced Care Management (ECM):</b></p> <p>CalOptima Health covers ECM services for members with highly complex needs. ECM has extra services to help you get the care you need to stay healthy. It coordinates your care from different doctors and other health care providers. ECM helps coordinate primary and preventive care, acute care, behavioral health, developmental, oral health, community-based long-term services and supports (LTSS) and referrals to community resources.</p> <p>Covered services include:</p> <ul style="list-style-type: none"> <li>● Outreach and engagement</li> <li>● Comprehensive assessment and care management</li> <li>● Enhanced coordination of care</li> <li>● Health promotion</li> <li>● Comprehensive transitional care</li> <li>● Member and family support services</li> <li>● Coordination and referral to community and social supports</li> </ul>	<p>You can contact Customer Service to inquire about ECM services and criteria. You can also self-refer using the CalAIM ECM Referral Form located on CalOptima Health's website at <a href="https://www.caloptima.org/ForMembers/Medi-Cal/MemberDocuments">https://www.caloptima.org/ ForMembers/ Medi-Cal/MemberDocuments</a>.</p>

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<p><b>Hearing Aid(s):</b></p> <p>CalOptima Health covers hearing aids if you are tested for hearing loss, the hearing aids are medically necessary, and you have a prescription from your doctor. Coverage is limited to the lowest-cost aid that meets your medical needs. CalOptima Health will cover one hearing aid unless an aid for each ear is needed for results much better than you can get with one aid.</p>	<p>Must be ordered by your PCP and authorized by your health network.</p>
<p><b>Home Health Services:</b></p> <p>CalOptima Health covers health services given in your home when found medically necessary and prescribed by your doctor or by a physician assistant, nurse practitioner or clinical nurse specialist.</p> <p>Home health services are limited to services that Medi-Cal covers, including:</p> <ul style="list-style-type: none"><li>● Part-time skilled nursing care</li><li>● Part-time home health aide</li><li>● Skilled physical, occupational and speech therapy</li><li>● Medical social services</li><li>● Medical supplies</li></ul>	<p>Must be ordered by your PCP and authorized by your health network.</p>

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<p><b>Hospice and Palliative Care:</b></p> <ul style="list-style-type: none"><li>● <b>Hospice care:</b> Hospice care is a benefit for terminally ill members. Hospice care requires the member to have a life expectancy of 6 months or less. It is an intervention that focuses mainly on pain and symptom management rather than on a cure to prolong life.</li><li>● <b>Palliative care:</b> Palliative care is patient- and family-centered care that improves the quality of life by anticipating, preventing and treating suffering. Palliative care does not require the member to have a life expectancy of 6 months or less. Palliative care may be provided at the same time as curative care.</li></ul> <p>Adults who are age 21 or older cannot get both palliative care and hospice care at the same time. If you are getting palliative care and qualify for hospice care, you can ask to change to hospice care at any time.</p>	<p>Must be ordered by your PCP and authorized by your health network.</p>

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<p><b>Hospitalization:</b></p> <p><b>Anesthesiologist services</b></p> <ul style="list-style-type: none"> <li>• CalOptima Health covers anesthesiologist services during hospital stays. An anesthesiologist is a provider who specializes in giving patients anesthetics. These are medicines used during some medical or dental procedures.</li> </ul> <p><b>Inpatient hospital services</b></p> <ul style="list-style-type: none"> <li>• CalOptima Health covers inpatient hospital care when you are admitted to the hospital.</li> </ul> <p><b>Surgical services</b></p> <ul style="list-style-type: none"> <li>• CalOptima Health covers surgeries performed in a hospital.</li> </ul>	<p>Must be ordered by your PCP and authorized by your health network.</p>
<p><b>Laboratory and radiology services:</b></p> <p>CalOptima Health covers outpatient and inpatient laboratory and X-ray services when medically necessary. Advanced imaging procedures, such as CT scans, MRIs and PET scans, are covered based on medical necessity.</p>	<p>Must be ordered by your PCP and authorized by your health network, except in emergencies.</p>

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<p><b>Maternity and newborn care:</b></p> <p>CalOptima Health covers these maternity and newborn care services:</p> <ul style="list-style-type: none"><li>● Birthing center services</li><li>● Breast pumps and supplies</li><li>● Breastfeeding education and aids</li><li>● Certified Nurse Midwife (CNM)</li><li>● Delivery and postpartum care</li><li>● Diagnosis of fetal genetic disorders and counseling</li><li>● Doula services</li><li>● Licensed Midwife (LM)</li><li>● Maternal mental health services</li><li>● Newborn care</li><li>● Prenatal care</li></ul>	<p>Call your or your child's PCP.</p>

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Services that our plan pays for:	How to get services:
<p><b>Non-Emergency Medical Transportation (NEMT):</b></p> <p>You can get medical transportation if you have medical needs that do not allow you to use a car, bus or taxi to get to your appointments. You can get medical transportation for covered services and Medi-Cal-covered pharmacy appointments.</p> <p>Medical transportation is an ambulance, litter van, wheelchair van or air transport.</p> <p>You will get medical transportation if:</p> <ul style="list-style-type: none"><li>• It is physically or medically needed, with a written authorization by a doctor or other provider because you are not able to physically or medically use a bus, taxi, car or van to get to your appointment</li><li>• You need help from the driver to and from your home, vehicle or place of treatment due to a physical or mental disability.</li></ul>	<p>Must be ordered by your PCP and authorized by your health network.</p>

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Services that our plan pays for:	How to get services:
<p><b>Non-Medical Transportation (NMT):</b></p> <p>Your benefits include getting a ride to your appointments when the appointment is for a Medi-Cal covered service and you do not have any access to transportation. You can get a ride, at no cost to you, when you have tried all other ways to get transportation and are:</p> <ul style="list-style-type: none"><li>● Traveling to and from an appointment for a Medi-Cal service authorized by your provider, or</li><li>● Picking up prescriptions and medical supplies</li></ul> <p>CalOptima Health allows you to use a car, taxi, bus or other public or private way of getting to your medical appointment for Medi-Cal-covered services. CalOptima Health will cover the lowest cost of non-medical transportation type of NMT that meets your needs. Sometimes, CalOptima Health can reimburse you (pay you back) for rides in a private vehicle that you arrange. CalOptima Health must approve this before you get the ride.</p>	<p>To request a ride for services that have been authorized, call CalOptima Health at <b>1-833-648-7528</b> at least 2 business days (Monday–Friday) before your appointment. Or call as soon as you can when you have an urgent appointment. Have your member ID card ready when you call.</p>

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<p><b>Nurse Advice Line:</b></p> <p>CalOptima Health’s Nurse Advice Line can give you free medical information and advice 24 hours a day, every day of the year.</p> <p>You can call the Nurse Advice Line to:</p> <ul style="list-style-type: none"> <li>● Talk to a nurse who will answer medical questions, give care advice and help you decide if you should go to a provider right away</li> <li>● Get help with medical conditions, such as diabetes or asthma, including advice about what kind of provider may be right for your condition</li> </ul> <p>The Nurse Advice Line cannot help with clinic appointments or medicine refills. Call your provider’s office if you need help with these.</p>	<p>Call <b>1-844-447-8441</b> (TTY <b>1-844-514-3774</b>), toll-free 24 hours a day, 7 days a week.</p> <p>No-cost interpreter services are available for people who do not speak English.</p>
<p><b>Skilled nursing facility services:</b></p> <p>CalOptima Health covers skilled nursing facility services as medically necessary if you are disabled and need a high level of care. These services include room and board in a licensed facility with 24-hour per day skilled nursing care.</p>	<p>Must be ordered by your PCP and authorized by your health network.</p>

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<p><b>Occupational therapy:</b>            CalOptima Health covers occupational therapy services including occupational therapy evaluation, treatment planning, treatment, instruction and consultative services. Occupational therapy services are limited to 2 services per month in combination with acupuncture, audiology, chiropractic and speech therapy services (limits do not apply to children under age 21). CalOptima Health may pre-approve (prior authorize) more services as medically necessary.</p>	<p>Must be ordered by your PCP and authorized by your health network.</p>
<p><b>Outpatient Mental Health Services:</b>            CalOptima Health covers initial mental health assessments without needing pre-approval (prior authorization). You can get a mental health assessment at any time from a licensed mental health provider in the CalOptima Health network without a referral.</p> <p>Your PCP or mental health provider might make a referral for more mental health screening to a specialist in the CalOptima Health network to decide the level of care you need. If your mental health screening results find you are in mild or moderate distress or have impaired mental, emotional, or behavioral functioning, CalOptima Health can provide mental health services for you. CalOptima Health covers mental health services, such as:</p> <ul style="list-style-type: none"> <li>● Individual and group mental health evaluation and treatment (psychotherapy)</li> </ul>	<p>For help finding more information on mental health services provided by CalOptima Health, call the CalOptima Health Behavioral Health Line toll free at <b>1-855-877-3885 (TTY 711)</b>.</p>

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<ul style="list-style-type: none"><li>● Psychological testing when clinically indicated to evaluate a mental health condition</li><li>● Development of cognitive skills to improve attention, memory and problem-solving</li><li>● Outpatient services for the purposes of monitoring medicine therapy</li><li>● Outpatient laboratory services</li><li>● Outpatient medicines that are not already covered under the Medi-Cal Rx Contract Drugs List (<a href="https://medi-calrx.dhcs.ca.gov/home/">https://medi-calrx.dhcs.ca.gov/home/</a>), supplies and supplements</li><li>● Psychiatric consultation</li><li>● Family therapy that involves at least 2 family members. Examples of family therapy include, but are not limited to:<ul style="list-style-type: none"><li>○ Child-parent psychotherapy (ages 0 through 5)</li><li>○ Parent-child interactive therapy (ages 2 through 12)</li><li>○ Cognitive-behavioral couple therapy (adults).</li></ul></li></ul>	

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<p><b>Pediatric services (children under age 21):</b></p> <p>Members under 21 years old are covered for needed care. The list below includes medically necessary services to treat or care for any defects and physical or mental diagnoses. Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> <li>● Well-child visits and teen check-ups (important visits children need)</li> <li>● Immunizations (shots)</li> <li>● Behavioral health assessment and treatment</li> <li>● Mental health evaluation and treatment, including individual, group and family psychotherapy (specialty mental health services are covered by the county)</li> <li>● Adverse childhood experiences (ACE) screening</li> <li>● Lab tests, including blood lead poisoning screening</li> <li>● Health and preventive education</li> <li>● Vision services</li> <li>● Dental services (covered under Medi-Cal Dental)</li> <li>● Hearing services (Covered by California Children’s Services (CCS) for children who qualify. CalOptima Health will cover services for children who do not qualify for CCS.)</li> </ul> <p>These services are called Early and Periodic Screening, Diagnostic and Treatment (EPSDT) services.</p>	<p>Call your child’s PCP.</p>

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<p><b>Physical Therapy:</b> CalOptima Health covers medically necessary physical therapy services, including physical therapy evaluation, treatment planning, treatment, instruction, consultative services and application of topical medicines.</p>	<p>Must be ordered by your PCP and authorized by your health network.</p>
<p><b>Perinatal Supportive Services (PSS):</b> PSS is a program to give you extra help while you are pregnant and for twelve (12) weeks after your baby is born. If you are pregnant, see your doctor for a checkup right away. Ask your doctor or call your health network to find out how you can get into the PSS program.</p>	<p>Call your PCP or health network.</p>
<p><b>Speech Therapy:</b> CalOptima Health covers speech therapy that is medically necessary. Speech therapy services are limited to 2 services per month, in combination with acupuncture, audiology, chiropractic and occupational therapy services (limits do not apply to children under age 21). CalOptima Health may pre-approve (prior authorize) additional services as medically necessary.</p>	<p>Must be ordered by your PCP and authorized by your health network.</p>

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<p><b>Urgent Care:</b></p> <p>Urgent care is not for an emergency or life-threatening condition.</p> <p>Urgent care needs could be for:</p> <ul style="list-style-type: none"><li>• Cold</li><li>• Sore throat</li><li>• Fever</li><li>• Ear pain</li><li>• Sprained muscle</li><li>• Maternity services</li></ul> <p>Most urgent care appointments do not need pre-approval (prior authorization). If you ask for an urgent care appointment, you will get an appointment within 48 hours. If the urgent care services you need require pre-approval (prior authorization), you will get an appointment within 96 hours of your request.</p>	<p>For urgent care, call your PCP.</p>

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Services that our plan pays for:	How to get services:
<p><b>Vision Benefits:</b> CalOptima Health covers:</p> <ul style="list-style-type: none"> <li>● Routine eye exam once every 24 months; more frequent eye exams are covered if medically necessary for some members, such as those with diabetes.</li> <li>● Eyeglasses (frames and lenses) once every 24 months with a valid prescription.</li> <li>● Replacement eyeglasses within 24 months if your prescription changes or your eyeglasses are lost, stolen or broken and cannot be fixed, and it was not your fault. You must give us a note that tells us how your eyeglasses were lost, stolen or broken.</li> <li>● Low vision devices for those with vision impairment that is not correctable by standard glasses, contact lenses, medicine, or surgery that interferes with a person’s ability to perform everyday activities (such as age-related macular degeneration)</li> <li>● Medically necessary contact lenses. Contact lens testing and contact lenses may be covered if the use of eyeglasses is not possible due to an eye disease or condition (such as a missing ear). Medical conditions that qualify for special contact lenses include, but are not limited to, aniridia, aphakia and keratoconus.</li> </ul>	<p>Call your health network or CalOptima Health Customer Service.</p>

If you have questions or need help with your health care services, please call CalOptima Health’s Customer Service department at **1-714-246-8500** or toll-free at **1-888-587-8088** (TTY **711**), Monday through Friday from 8 a.m. to 5:30 p.m. We have staff who speak your language. You can also visit our website at **[www.caloptima.org](http://www.caloptima.org)**.

# CalOptima Health Summary of Benefits

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## How to get help

CalOptima Health wants you to be happy with your health care. If you have questions or concerns about your care, CalOptima Health wants to hear from you!

## Customer Service

CalOptima Health Customer Service is here to help you. CalOptima Health can:

- Answer questions about your health plan and CalOptima Health-covered services
- Help you choose or change a primary care provider (PCP)
- Help you choose or change your health network
- Tell you where to get the care you need
- Help you get interpreter services if you do not speak English
- Help you get information in other languages and formats
- Provide a replacement identification (ID) card
- Provide a Member Handbook or Provider Directory
- Assist with billing inquiries
- Coordinate transportation
- Help schedule appointments

If you need help, call **1-714-246-8500** or toll-free at **1-888-587-8088** (TTY **711**). CalOptima Health is here Monday through Friday from 8 a.m. to 5:30 p.m. The call is free. CalOptima Health must make sure you wait less than 10 minutes when calling.

You can also visit Customer Service online at any time at **www.caloptima.org**. CalOptima Health's website makes it easier for you to find what you need on any device. It also has a secure online member portal so you can:

- Update your personal information
- Request a new ID card
- Print a copy of your ID card
- Change your health network or primary care provider (PCP)
- Request interpreter services

To register for the member portal, go to **<https://member.caloptima.org/#/user/registration>**.

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## **NONDISCRIMINATION NOTICE**

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Discrimination is against the law. CalOptima Health follows State and Federal civil rights laws. CalOptima Health does not unlawfully discriminate, exclude people, or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation.

CalOptima Health provides:

- Free aids and services to people with disabilities to help them communicate better, such as:
  - ✓ Qualified sign language interpreters
  - ✓ Written information in other formats (large print, audio, accessible electronic formats, other formats)
- 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 Health between 8 a.m. and 5:30 p.m., Monday through Friday, by calling **1-714-246-8500** or toll-free at **1-888-587-8088**. If you cannot hear or speak well, please call TTY at **711**. Upon request, this document can be made available to you in braille, large print, audiocassette, or electronic form. To obtain a copy in one of these alternative formats, please call or write to:

CalOptima Health  
505 City Parkway West  
Orange, CA 92868  
**1-714-246-8500 (TTY 711)**

### **HOW TO FILE A GRIEVANCE**

If you believe that CalOptima Health has failed to provide these services or unlawfully discriminated in another way on the basis of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation, you can file a grievance with CalOptima Health. You can file a grievance by phone, in writing, in person, or electronically:

- **By phone:** Contact CalOptima Health between 8 a.m. and 5:30 p.m., Monday through Friday, by calling toll-free at **1-714-246-8500** or **1-888-587-8088**. Or, if you cannot hear or speak well, please call TTY at **711**.

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If you have questions or need help with your health care services, please call CalOptima Health's Customer Service department at **1-714-246-8500** or toll-free at **1-888-587-8088 (TTY 711)**, Monday through Friday from 8 a.m. to 5:30 p.m. We have staff who speak your language. You can also visit our website at **[www.caloptima.org](http://www.caloptima.org)**.



## CalOptima Health Summary of Benefits

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- **In writing:** Fill out a complaint form or write a letter and send it to:  
CalOptima Health Grievance and Appeals  
505 City Parkway West  
Orange, CA 92868
- **In person:** Visit your doctor's office or CalOptima Health and say you want to file a grievance.
- **Electronically:** Visit CalOptima Health's website at [www.caloptima.org](http://www.caloptima.org).

### **OFFICE OF CIVIL RIGHTS – CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES**

You can also file a civil rights complaint with the California Department of Health Care Services, Office for Civil Rights by phone, in writing, or electronically:

- **By phone:** Call **916-440-7370**. If you cannot speak or hear well, please call **711** (Telecommunications Relay Service).
- **In writing:** Fill out a complaint form or send a letter to:  
**Deputy Director, Office of Civil Rights**  
**Department of Health Care Services**  
**Office of Civil Rights**  
**P.O. Box 997413, MS 0009**  
**Sacramento, CA 95899-7413**

Complaint forms are available at [www.dhcs.ca.gov/Pages/Language\\_Access.aspx](http://www.dhcs.ca.gov/Pages/Language_Access.aspx).

- **Electronically:** Send an email to [CivilRights@dhcs.ca.gov](mailto:CivilRights@dhcs.ca.gov).

### **OFFICE OF CIVIL RIGHTS – U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES**

If you believe you have been discriminated against on the basis of race, color, national origin, age, disability or sex, you can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing, or electronically:

- **By phone:** Call **1-800-368-1019**. If you cannot speak or hear well, please call TTY **1-800-537-7697**.
- **In writing:** Fill out a complaint form or send a letter to:  
**U.S. Department of Health and Human Services**  
**200 Independence Avenue, SW**  
**Room 509F, HHH Building**  
**Washington, D.C. 20201**

Complaint forms are available at [www.hhs.gov/ocr/office/file/index.html](http://www.hhs.gov/ocr/office/file/index.html).

- **Electronically:** Visit the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

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TAGLINES

English Tagline

ATTENTION: If you need help in your language call 1-888-587-8088 (TTY 711). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call 1-888-587-8088 (TTY 711). These services are free of charge.

الشعار بالعربية (Arabic)

يُرجى الانتباه: إذا احتجت إلى المساعدة بلغتك، فاتصل بـ 1-888-587-8088 (TTY 711). تتوفر أيضًا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة بريلا والخط الكبير اتصل بـ 1-888-587-8088 (TTY 711). هذه الخدمات مجانية.

Հայերեն պիտակ (Armenian)

ՈՒՇԱԴՐՈՒԹՅՈՒՆ: Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, զանգահարեք 1-888-587-8088 (TTY 711): Կան նաև օժանդակ միջոցներ ու ծառայություններ հաշմանդամություն ունեցող անձանց համար, օրինակ՝ Բրայլի գրատիպով ու խոշորատառ տպագրված նյութեր: Զանգահարեք 1-888-587-8088 (TTY 711): Այդ ծառայություններն անվճար են:

ហ្គាសម្ពាល់ជាភាសាខ្មែរ (Cambodian)

ចំណាំ: បើអ្នក ត្រូវ ការជំនួយ ជាភាសា របស់អ្នក សូម ទូរស័ព្ទទៅលេខ 1-888-587-8088 (TTY 711) ។ ជំនួយ និង សេវាកម្ម សម្រាប់ ជនពិការ ដូចជាឯកសារសរសេរជាអក្សរធំ សម្រាប់ជនពិការភ្នែក ឬឯកសារសរសេរជាអក្សរពុម្ពធំ ក៏អាចរកបានផងដែរ។ ទូរស័ព្ទមកលេខ 1-888-587-8088 (TTY 711) ។ សេវាកម្មទាំងនេះមិនគិតថ្លៃឡើយ។

简体中文标语 (Simplified Chinese)

请注意:如果您需要以您的母语提供帮助,请致电 1-888-587-8088 (TTY 711)。我们另外还提供针对残疾人士的帮助和服务,例如盲文和大字体阅读,提供您方便取用。请致电 1-888-587-8088 (TTY 711)。这些服务都是免费的。

مطلب به زبان فارسی (Farsi)

توجه: اگر می خواهید به زبان خود کمک دریافت کنید، با 1-888-587-8088 (TTY 711) تماس بگیرید. کمکها و خدمات مخصوص افراد دارای معلولیت، مانند نسخه های خط بریل و چاپ با حروف بزرگ، نیز موجود است. با 1-888-587-8088 (TTY 711) تماس بگیرید. این خدمات رایگان ارائه می شوند.

हिंदी टैगलाइनी (Hindi)

ध्यान दें: अगर आपको अपनी भाषा में सहायता की आवश्यकता है तो 1-888-587-8088 (TTY 711) पर कॉल करें। अशक्तता वाले लोगों के लिए सहायता और सेवाएं, जैसे ब्रेल और बड़े प्रिंट में भी दस्तावेज़ उपलब्ध हैं। 1-888-587-8088 (TTY 711) पर कॉल करें। ये सेवाएं नि: शुल्क हैं।

Nqe Lus Hmoob Cob (Hmong)

CEEB TOOM: Yog koj xav tau kev pab txhais koj hom lus hu rau 1-888-587-8088 (TTY 711). Muaj cov kev pab txhawb thiab kev pab cuam rau cov neeg xiam oob qhab, xws li puav leej muaj ua cov ntawv su thiab luam tawm ua tus ntawv loj. Hu rau 1-888-587-8088 (TTY 711). Cov kev pab cuam no yog pab dawb xwb.

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## 日本語表記 (Japanese)

注意日本語での対応が必要な場合は **1-888-587-8088 (TTY 711)** へお電話ください。点字の資料や文字の拡大表示など、障がいをお持ちの方のためのサービスも用意しています。 **1-888-587-8088 (TTY 711)** へお電話ください。これらのサービスは無料で提供しています。

## 한국어 태그라인 (Korean)

유의사항: 귀하의 언어로 도움을 받고 싶으시면 **1-888-587-8088 (TTY 711)** 번으로 문의하십시오. 점자나 큰 활자로 된 문서와 같이 장애가 있는 분들을 위한 도움과 서비스도 이용 가능합니다. **1-888-587-8088 (TTY 711)** 번으로 문의하십시오. 이러한 서비스는 무료로 제공됩니다.

## ແທກໄລພາສາລາວ (Laotian)

ປະກາດ: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໃຫ້ໂທຫາເບີ **1-888-587-8088 (TTY 711)**. ຍັງມີຄວາມຊ່ວຍເຫຼືອແລະການບໍລິການສໍາລັບຄົນພິການ ເຊັ່ນເອກະສານທີ່ເປັນອັກສອນນູນແລະມີໂຕພິມໃຫຍ່ ໃຫ້ໂທຫາເບີ **1-888-587-8088 (TTY 711)**. ການບໍລິການເຫຼົ່ານີ້ບໍ່ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ.

## Mien Tagline (Mien)

LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiex longc mienh tengx faan benx meih nyei waac nor douc waac daaih lorx taux **1-888-587-8088 (TTY 711)**. Liouh lorx jauv-louc tengx aengx caux nzie gong bun taux ninh mbuo wuaaic fangx mienh, beiv taux longc benx nzangc-pokc bun hlou mbiutc aengx caux aamz mborqv benx domh sou se mbenc nzoih bun longc. Douc waac daaih lorx **1-888-587-8088 (TTY 711)**. Naaiv deix nzie weih gong-bou jauv-louc se benx wang-henh tengx mv zuqc cuotv nyaanh oc.

## ਪੰਜਾਬੀ ਟੈਗਲਾਈਨ (Punjabi)

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਾਲ ਕਰੋ **1-888-587-8088 (TTY 711)**. ਅਪਾਹਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ | ਕਾਲ ਕਰੋ **1-888-587-8088 (TTY 711)** ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ |

## Русский слоган (Russian)

ВНИМАНИЕ! Если вам нужна помощь на вашем родном языке, звоните по номеру **1-888-587-8088 (линия TTY 711)**. Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру **1-888-587-8088 (линия TTY 711)**. Такие услуги предоставляются бесплатно.

## Mensaje en español (Spanish)

ATENCIÓN: si necesita ayuda en su idioma, llame al **1-888-587-8088 (TTY 711)**. También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al **1-888-587-8088 (TTY 711)**. Estos servicios son gratuitos.

## Tagalog Tagline (Tagalog)

ATENSIYON: Kung kailangan mo ng tulong sa iyong wika, tumawag sa **1-888-587-8088 (TTY 711)**. Mayroon ding mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumento sa braille at malaking print. Tumawag sa **1-888-587-8088 (TTY 711)**. Libre ang mga serbisyon ng ito.

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## CalOptima Health Summary of Benefits

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### แท็กไลน์ภาษาไทย (Thai)

โปรดทราบ: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ กรุณาโทรศัพท์ไปที่หมายเลข **1-888-587-8088** (TTY **711**) นอกจากนี้ ยังพร้อมให้ความช่วยเหลือและบริการต่าง ๆ สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ ที่เป็นอักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพท์ไปที่หมายเลข **1-888-587-8088** (TTY **711**) ไม่มีค่าใช้จ่ายสำหรับบริการเหล่านี้

### Примітка українською (Ukrainian)

УВАГА! Якщо вам потрібна допомога вашою рідною мовою, телефонуйте на номер **1-888-587-8088** (TTY **711**). Люди з обмеженими можливостями також можуть скористатися допоміжними засобами та послугами, наприклад, отримати документи, надруковані шрифтом Брайля та великим шрифтом. Телефонуйте на номер **1-888-587-8088** (TTY **711**). Ці послуги безкоштовні.

### Khẩu hiệu tiếng Việt (Vietnamese)

CHÚ Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi số **1-888-587-8088** (TTY **711**). Chúng tôi cũng hỗ trợ và cung cấp các dịch vụ dành cho người khuyết tật, như tài liệu bằng chữ nổi Braille và chữ khổ lớn (chữ hoa). Vui lòng gọi số **1-888-587-8088** (TTY **711**). Các dịch vụ này đều miễn phí.

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CalOptima Health, A Public Agency  
505 City Parkway West, Orange, CA 92868  
[caloptima.org](http://caloptima.org)

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