

# BETTER TOGETHER

OneCare Member Newsletter | Fall 2024



## New OneCare Plan Option in 2025

See what benefits the new OneCare plan option offers. Go to Pages 6-7.



**OneCare**  
CalOptima Health

CalOptima Health OneCare (HMO D-SNP), a Medicare Medi-Cal Plan

# A Note From Javier



Hello, I'm Javier Sanchez, and I lead our OneCare team here at CalOptima Health.

We'd like to thank you for the privilege of letting us take care of your health. It means everything to us. We designed your OneCare benefits to meet your needs and make OneCare the right plan for you.

If you're happy with your health care and want to keep the same benefits next year, I have good news for you! You don't need to fill out any new forms to continue being a OneCare member in 2025. CalOptima Health is also excited to offer a new OneCare plan option in 2025. See Pages 6–7 to find out if it's right for you!

We'd love to hear from you! Please call us toll-free at **1-877-412-2734 (TTY 711)** 24 hours a day, 7 days a week and let us know how we can better serve you. We look forward to hearing from you.

A handwritten signature in black ink that reads "Javier Sanchez".

Javier Sanchez  
Executive Director of Medicare Programs, CalOptima Health



## OneCare Member Handbook

The most current OneCare Member Handbook is available on our website at [www.caloptima.org/en/ForMembers/OneCare/MemberDocuments](http://www.caloptima.org/en/ForMembers/OneCare/MemberDocuments) and upon request. To get it mailed to you, please call OneCare Customer Service.



## Materials in Other Languages or Formats

Information and materials are available in large-size print and other formats and languages. Please call OneCare Customer Service and tell us your preferred spoken and written language, and if you need information or materials in another format.

# New Members Start Here

As a new OneCare member, you will get a “Welcome to OneCare” packet in the mail. It has:

- A Summary of Benefits
- Information on how to access your Member Handbook
- OneCare member ID card
- Other important information

*Please open the packet right away and do this first:*



## 1. Read the OneCare Member Handbook

The Member Handbook has information about OneCare’s programs and services. Look in the handbook to find out what we cover, how to change your health network or your primary care provider (PCP) and other details. To see the Member Handbook online, visit [www.caloptima.org/en/ForMembers/OneCare/MemberDocuments](http://www.caloptima.org/en/ForMembers/OneCare/MemberDocuments). If you would like a handbook mailed to you, call OneCare Customer Service toll-free at **1-877-412-2734 (TTY 711)**, 24 hours a day, 7 days a week.



## 2. Schedule your first health exam

Call your PCP to schedule your first health exam within 90 days (3 months) of joining OneCare. We believe preventive care is the best way to keep you and your family healthy. Your PCP can find health issues early before they turn into big problems. After that, remember to schedule your Annual Wellness Visit every 12 months at no cost to you. Your PCP will talk with you about your health, how to reach your health goals and needed health screenings.



## 3. Learn about the Member Health Rewards program

CalOptima Health offers no-cost Member Health Rewards to eligible members for taking an active role in their well-being! Learn more at [www.caloptima.org/en/HealthAndWellness/MemberHealthRewards](http://www.caloptima.org/en/HealthAndWellness/MemberHealthRewards).



# Monitoring Diabetes to Protect Your Health

Diabetes is a health condition that can increase blood sugar (glucose). There is no cure for diabetes, but there are steps you can take to control it.

You are more likely to develop Type 2 diabetes if you are not physically active and are overweight.

## Signs of diabetes



**Extreme thirst**



**Frequent urination**



**Headache**



**Blurry vision**



**Nausea**

## Diabetes Test Levels

	Fasting Glucose	A1C
Normal	99 mg/dL or below	Less than 5.7%
Pre-Diabetes	100–125 mg/dL	5.7%–6.4%
Diabetes	126 mg/dL or above	6.5% or above

## How do you know if you have diabetes?

The A1C test is a blood test that measures the average amount of glucose in your blood during the past 3 months. This test helps with diagnosing and treating diabetes.

## Follow these diabetes care tips:

- Exercise daily.
- Check blood sugar levels at home regularly.
- Get an A1C test at least twice a year.
- Complete a diabetic eye exam every year.
- Take diabetes medicines as prescribed by your doctor.
- Check your feet daily. Look for cuts, changes in color or swelling.
- Eat a healthy diet. Eat small portions at the same time each day.



If you have questions about diabetes, call OneCare Customer Service at **1-877-412-2734 (TTY 711)**. We have staff who speak your language. Please visit us at [www.caloptima.org/HealthAndWellness](http://www.caloptima.org/HealthAndWellness).

# Don't Wait, Vaccinate!

## What vaccines are recommended?

Vaccine	Age	Dose
Tetanus, diphtheria and pertussis (Tdap)	Can be administered as early as 2 months	1 vaccine per pregnancy 1 booster every 10 years
COVID-19	6 months and older	1 dose yearly
Influenza (flu)	6 months and older	1 dose yearly
Shingles	50 years and older	2 doses separated by 2 to 6 months 1 dose
Respiratory syncytial virus (RSV)	60 years and older	1 dose
Pneumococcal	65 and older	1 dose

Our immune systems get weaker as we age, putting us at a higher risk for certain diseases. Vaccines are one of the easiest and safest ways to prevent these diseases.

## Who do vaccines protect?

- Yourself
- Your loved ones
- Your community



Ask your provider or pharmacist about the vaccines you need today. These vaccines are available to CalOptima Health members at no cost.

For more information on vaccines, visit the CalOptima Health website at [www.caloptima.org/HealthAndWellness/Immunizations](http://www.caloptima.org/HealthAndWellness/Immunizations).

# 2025 Benefits Highlights

## Choose the best OneCare plan

Starting January 1, 2025, members of CalOptima Health OneCare (HMO D-SNP), a Medicare Medi-Cal Plan, will have more options. You can choose between 2 OneCare plans based on your needs. Review the plans below to learn more about the benefits each offers. Your current plan, OneCare, will have a new name, CalOptima Health OneCare Complete in 2025. If you like your benefits the way they are, you don't have to fill out any forms or enroll again. You will continue to be in CalOptima Health OneCare Complete. If you're interested in CalOptima Health OneCare Flex Plus, call OneCare Customer Service toll-free at **1-877-412-2734 (TTY 711)** 24 hours a day, 7 days a week.



## OneCare Plan Benefits

### CalOptima Health OneCare Complete

Our original plan, offering \$0 copays on medical and hospital services and all covered prescription drugs. Includes many extras such as a fitness benefit, comprehensive dental, vision care, a flex card for over-the-counter items and groceries, and more!

### CalOptima Health OneCare Flex Plus

Our new low-cost plan designed for flexibility, offering \$0 doctor visits and hospital stays. Includes generous extras such as a larger flex card allowance for over-the-counter items, vision care, comprehensive dental, a fitness benefit and more!

*\* The CalOptima Health OneCare Flex Plus grocery benefit is part of a special supplemental program for the chronically ill. Not all members qualify. To use the grocery benefit, CalOptima Health OneCare Flex Plus members must have one or more comorbid and medically complex chronic conditions that are life threatening or significantly limits the overall health or function of the enrollee. Eligible conditions include but are not limited to cardiovascular disorder, diabetes mellitus, chronic heart failure, chronic lung disease, or end-stage renal disease. Even if the member has a chronic condition, the member will not necessarily receive the grocery benefit. Receiving the grocery benefit depends on the member having a high risk of hospitalization or other adverse health outcomes and a need for intensive care coordination.*

OneCare Plan Benefits	CalOptima Health OneCare Complete	CalOptima Health OneCare Flex Plus
Flex Card (Over-the-counter items/groceries)	<b>\$135 every quarter</b> No rollover of unused funds. Over-the-counter items and groceries available to all members.	<b>\$245 every quarter</b> No rollover of unused funds. Over-the-counter items available to all members. (Groceries only available to members with SSBCI eligible chronic conditions*. Call <b>1-877-412-2734 (TTY 711)</b> to see if you qualify.)
Prescription Medicines (Part D Coverage)	No copays for all prescription medicines <ul style="list-style-type: none"> <li>• Generics: \$0</li> <li>• Brand name: \$0</li> </ul>	Standard Part D copays based on income status <ul style="list-style-type: none"> <li>• Generics: \$0–\$4.90</li> <li>• Brand name: \$0–\$12.15</li> </ul> Maximum out-of-pocket cost: \$2,000
Vision Care	Annual exam and up to \$300 for eyeglasses or contacts every year.	
Hearing Aid	\$1,000 allowance above the Medi-Cal limit of \$1,510 per year.	
Comprehensive Dental	Limited oral evaluation, diagnostic x-rays, periodontic services, endodontic services, prosthodontics, oral and maxillofacial surgery and other general dental services. What we do not cover is available through Medi-Cal Dental.	
Fitness Benefit	Covered	
Transportation	<ul style="list-style-type: none"> <li>• Unlimited trips to and from the gym (within a 10-mile radius)</li> <li>• 100 one-way trips to grocery stores (within a 10-mile radius)</li> </ul>	<ul style="list-style-type: none"> <li>• Unlimited trips to and from the gym (within a 10-mile radius)</li> </ul>
Worldwide Emergency Coverage	\$100,000 coverage per year	
Annual Physical Exam	Once every 12 months	
In-Home Support Services — Companion Care	Up to 90 hours per year	Not covered
Erectile Dysfunction Drug	Not covered	4 pills per month

# Don't Miss Out on Your Reward!

## Here Are CalOptima Health's 2024 Member Health Rewards

CalOptima Health offers health rewards to eligible OneCare members for taking an active role in their well-being. For more information and health reward forms, visit [www.caloptima.org/en/HealthAndWellness/MemberHealthRewards](http://www.caloptima.org/en/HealthAndWellness/MemberHealthRewards).



OneCare Reward Activity	No-Cost Reward	Eligibility Criteria
Annual Wellness Visit	\$50 reward	Members who complete an Annual Wellness Visit in 2024 (no health reward form needed)
Breast Cancer Screening	\$25 reward	Members who complete a breast cancer screening mammogram in 2024
Colorectal Cancer Screening	\$50 reward	Members who complete a colonoscopy in 2024
Diabetes A1C Test	\$25 reward	Members with a diagnosis of diabetes who complete an A1C test in 2024
Diabetes Eye Exam	\$25 reward	Members with a diagnosis of diabetes who complete a dilated or retinal eye exam in 2024
Osteoporosis Screening	\$25 reward	Members who receive a bone mineral density test in 2024
Health Risk Assessment	\$25 reward	Members who are due for and complete a Health Risk Assessment in 2024 (no health reward form needed)

*Each reward offer requires a completed health reward form except the Annual Wellness Visit and Health Risk Assessment. You must meet all health reward eligibility requirements to qualify for a no-cost gift card. It takes at least 8 weeks after we receive the completed form to process your gift card. The gift card cannot be used to purchase alcohol, tobacco or firearms. Gift cards have no cash value, and CalOptima Health is not responsible if they are lost or stolen. You may only receive 1 gift card per calendar year for each health reward. Gift cards are available while supplies last. These programs may change or end at any time without notice.*



# Understanding High Blood Pressure and Heart Health



## What is blood pressure?

Blood pressure is the force pushing against blood vessel walls. When your heart beats, it pumps blood into your arteries.

*High blood pressure usually has no symptoms. If untreated, it can lead to kidney disease, heart attack, stroke or a memory problem called vascular dementia.*

## Symptoms of high blood pressure

- Dizziness
- Headache
- Feeling very tired
- Vision problems

Blood Pressure	Systolic Blood Pressure (upper number)		Diastolic Blood Pressure (lower number)
Normal	Less than 120	and	Less than 80
Elevated	120–129	and	Less than 80
High Blood Pressure Stage 1 (no other heart risk factors)	130–139	or	80–89
High Blood Pressure Stage 2 (with other heart risk factors)	140 or higher	or	90 or higher
Dangerously High Blood Pressure — seek medical care right away	Higher than 180	and/or	Higher than 120

High blood pressure can cause the walls of the heart to thicken and enlarge, raising the risk of heart attack and heart failure. You can help lower your blood pressure by checking it regularly, walking daily, drinking more water and eating more fruits and vegetables.

Talk to your doctor if you have questions about high blood pressure.

# Antibiotics. Use Them Wisely.

Antibiotics are life-saving medicines that are used to treat infections caused by bacteria. Not taking antibiotics correctly as prescribed or using them when they are not needed can lead to antibiotic resistance. Antibiotic resistance means these infections can become harder to treat because the antibiotic is no longer able to kill the bacteria that is causing the infection.

*Talk to your doctor about when and how to use antibiotics properly.*



## Know the facts

Antibiotics **ONLY** treat certain infections caused by bacteria, such as strep throat (pharyngitis), whooping cough and urinary tract infection (UTI). Antibiotics are commonly misused for respiratory conditions such as bronchitis, which is caused by a virus.

Antibiotics **DO NOT** treat illnesses that are caused by viruses or those that usually get better on their own such as:

- Most sore throats (except in cases where strep throat is confirmed)
- Most cases of bronchitis or bronchiolitis
- Flu or colds

## Follow these helpful tips

- Take antibiotics only when needed.
- Take all medicines, including antibiotics, exactly as directed by your doctor.
- Never save your antibiotics for later use.
- Never share antibiotics or other medicines with your friends or family.
- Ask your doctor for tips on how you can feel better without using antibiotics.

Common Respiratory Infections	Are Antibiotics Needed?
Common cold/runny nose	No
Sore throat	No
COVID-19	No
Bronchitis (chest cold)	No
Flu	No
Strep throat	Yes
Whooping cough	Yes

# Get Help Early if You're Concerned About Memory



Dr. Shilpa Jindani, a CalOptima Health Medical Director, talks about dementia and the importance of talking to your doctor soon if you have memory concerns. She offers guidance on signs to look for and what to do.

“As a doctor, I meet patients showing early signs of dementia. Mrs. Robinson came in with her daughter, who was worried about her mom’s memory lapses. Mrs. Robinson didn’t think it was a big problem but during our talk and tests, it became clear she had trouble with memory and finding words. After referring her to a specialist, she was diagnosed with early-stage Alzheimer’s disease.

We talked about ways to maintain and slow the progress of the disease through regular exercise, a healthy diet, memory exercises and medicine choices.”

## What to do if you think you have dementia:

- **Talking** — Talk to your doctor if you are concerned about getting lost or losing track of time. Mention changes in the way you think, act and speak.
- **Screenings** — Ask about dementia screenings during your Annual Wellness Visit.
- **Planning** — Create a care plan to share your wishes with family, care teams and legal professionals.
- **Writing** — To learn about writing your wishes with an advance directive, visit [www.caloptima.org/HealthAndWellness](http://www.caloptima.org/HealthAndWellness).



## Get organized:

- **Make lists** — List daily activities, important contacts and medicines you take.
- **Ask for help** — Friends and family can help you get organized, shop, cook and more.
- **Be prepared** — People who have dementia may start to get lost as the disease progresses. Always keep a cell phone with you and a copy of your address and phone number.

Mrs. Robinson’s journey highlights the value of seeking medical help for memory concerns early. Talking to your doctor can lead to a timely diagnosis and a better quality of life.

For more information and resources, visit Alzheimer’s Orange County at [www.alzoc.org](http://www.alzoc.org).

# Telehealth Behavioral Health Services Now Available

CalOptima Health now offers members telehealth services for behavioral health care through our partner, TeleMed2U. The service started on April 1 to improve your options and access to care for routine behavioral health outpatient services. TeleMed2U providers treat a range of mild to moderate conditions. They can provide outpatient mental health evaluations, manage your mental health medicines and provide therapy. You can request telehealth services by calling TeleMed2U directly at **1-562-268-0955**. For more information about this program and other behavioral health services, call the CalOptima Health Behavioral Health Line toll-free at **1-855-877-3885 (TTY 711)**, 24 hours a day, 7 days a week.



## CalFresh Can Give You Money for Groceries



You don't have to choose between buying healthy groceries and paying your bills, like rent. Apply for CalFresh to get up to **\$973\*** per month for a family of 4 or up to **\$291\*** per month for an individual. The program issues benefits on a debit-type card that can be used at grocery stores, farmers markets and online. Apply now at [GetCalFresh.org](https://www.getcalfresh.org) or call CalOptima Health Customer Service at **1-888-587-8088 (TTY 711)**.

*\*CalFresh is not a Medi-Cal program, and it will not change your Medi-Cal benefits. There is no guarantee you will qualify if you apply, and the benefit amounts vary.*

# Medi-Cal Renewal — Take Action to Keep Your Medi-Cal

The County of Orange Social Services Agency (SSA) reviews eligibility for all Medi-Cal members every year. Don't have a gap in your coverage. Make sure you have reported any changes to your name, mailing address, email address and phone number, so SSA can contact you.

You will either get a letter saying you were renewed automatically or a renewal form in a yellow envelope. If you receive a renewal form, submit your information within 60 days online, by phone, in person or by mail. Your renewal will be sent based on the month you first enrolled in Medi-Cal.

Follow these steps to keep your Medi-Cal:



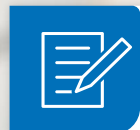
1. Update your contact information with SSA.



2. Create or check your online account at **BenefitsCal.com**.



3. Check your mail for a renewal form in a yellow envelope.



4. Complete your renewal form if you get one.



Go to your Medi-Cal account at **BenefitsCal.com** or call SSA at **1-800-281-9799**. Take action to keep your Medi-Cal!



## Important Screenings for Members Who Have a Schizophrenia or Bipolar Disorder Diagnosis

Cardiovascular disease and diabetes are among the top 10 leading causes of death in the United States. People diagnosed with schizophrenia or bipolar disorder who take certain psychotropic medicines have an increased risk of cardiovascular disease and diabetes. Members can be screened and monitored for these conditions at no cost. Members with these conditions should get regular health checkups with their doctor.

Talking with your doctor about your physical health needs and getting care can improve your well-being and increase your chances of living a healthier life. Call your doctor if you have questions about your medicines or to schedule a visit to ask about these important screenings.

If you have questions or need help contacting your doctor, call OneCare Customer Service toll-free at **1-877-412-2734 (TTY 711)**, 24 hours a day, 7 days a week.



# Important Phone Numbers



## After-Hours Advice

If you need after-hours medical advice, call your PCP's office or the phone number on the back of your health network or medical group card.

## Medical Emergency

Dial **911** or go to the nearest emergency room for a true emergency.

## OneCare Customer Service

24 hours a day, 7 days a week.  
Toll-free: **1-877-412-2734** | TTY: **711**

## Behavioral Health

For help with outpatient mental health services for mild to moderate impairments due to a mental health condition.  
24 hours a day, 7 days a week.  
Toll-free: **1-855-877-3885** | TTY: **711**

## Health Education

For health and wellness materials to help you stay healthy.  
24 hours a day, 7 days a week.  
Toll-Free: **1-877-412-2734** | TTY: **711**

## Nurse Advice Line

For help to find out if you need care at the doctor's office, urgent care or emergency room.  
24 hours a day, 7 days a week.  
Toll-free: **1-844-447-8441** | TTY: **1-844-514-3774**

## Medi-Cal Dental Program

For help with dental benefits.  
Toll-free: **1-800-322-6384** | TTY: **1-800-735-2922**

## VSP (Vision Service Plan)

Call CalOptima Health Customer Service to see if you are eligible for vision care services. These numbers are for VSP.  
Toll-free: **1-800-877-7195** | TTY: **1-800-428-4833**

## Silver&Fit

For help with no-cost access to a wide network of fitness facilities or exercise centers.  
[www.SilverandFit.com](http://www.SilverandFit.com)  
Toll-free: **1-877-427-4788** | TTY: **711**



CalOptima Health OneCare (HMO D-SNP), a Medicare Medi-Cal Plan, is a Medicare Advantage organization with Medicare and Medi-Cal contracts. Enrollment in CalOptima Health OneCare depends on contract renewal. CalOptima Health OneCare complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Call CalOptima Health OneCare Customer Service toll-free at **1-877-412-2734 (TTY 711)**, 24 hours a day, 7 days a week. Visit us at [www.caloptima.org/en/ForMembers/OneCare](http://www.caloptima.org/en/ForMembers/OneCare).



## NOTICE OF NONDISCRIMINATION

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Discrimination is against the law. OneCare (HMO D-SNP), a Medicare Medi-Cal Plan follows State and Federal civil rights laws. OneCare 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.

OneCare 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 OneCare, 24 hours a day, 7 days a week, by calling **1-877-412-2734**. 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:

OneCare  
505 City Parkway West  
Orange, CA 92868  
**1-877-412-2734 (TTY 711)**

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## HOW TO FILE A GRIEVANCE

If you believe that OneCare 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 OneCare Grievance & Appeals Resolution Services. You can file a grievance by phone, in writing, in person, or electronically:

- By phone: Contact OneCare, 24 hours a day, 7 days a week, by calling **1-877-412-2734**. Or, if you cannot hear or speak well, please call TTY at **711**.
- 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 OneCare and say you want to file a grievance.
  - Electronically: Visit CalOptima Health's website at [www.caloptima.org/OneCare](http://www.caloptima.org/OneCare).
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**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 [http://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).
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**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 <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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OneCare (HMO D-SNP), a Medicare Medi-Cal Plan is a Medicare Advantage organization with a Medicare Contract. Enrollment in OneCare depends on contract renewal. Contact OneCare Customer Service toll-free at **1-877-412-2734 (TTY 711)**, 24 hours a day, 7 days a week.

# TAGLINES

## English Tagline

ATTENTION: If you need help in your language call **1-877-412-2734 (TTY 711)**. Aids and services for people with disabilities, like documents in braille and large print, are also available. Call **1-877-412-2734 (TTY 711)**. These services are free of charge.

## الشعار بالعربية (Arabic)

يُرجى الانتباه: إذا احتجت إلى المساعدة بلغتك، فاتصل بـ **1-877-412-2734 (TTY 711)**. تتوفر أيضًا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة بربيل والخط الكبير اتصل بـ **1-877-412-2734 (TTY 711)**. هذه الخدمات مجانية.

## Հայերեն պիտակ (Armenian)

ՈՒՇԱԴԴՈՒԹՅՈՒՆ: Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, զանգահարեք **1-877-412-2734 (TTY 711)**: Կան նաև օժանդակ միջոցներ ու ծառայություններ հաշմանդամություն ունեցող անձանց համար, օրինակ՝ Բրայլի գրատիպով ու խոշորատառ տպագրված նյութեր: Զանգահարեք **1-877-412-2734 (TTY 711)**: Այդ ծառայություններն անվճար են:

## ប្រាសាទខ្មែរ (Cambodian)

ចំណាំ: បើអ្នក ត្រូវ ការជំនួយ ជាភាសា របស់អ្នក សូម ទូរស័ព្ទទៅលេខ **1-877-412-2734 (TTY 711)** ។ ជំនួយ និង សេវាកម្ម សម្រាប់ ជនពិការ ដូចជាឯកសារសរសេរជាអក្សរធំ សម្រាប់ជនពិការភ្នែក ឬឯកសារសរសេរជាអក្សរពុម្ពធំ ក៏អាចរកបានផងដែរ។ ទូរស័ព្ទទៅលេខ **1-877-412-2734 (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 **1-877-412-2734 (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 **1-877-412-2734 (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 **1-877-412-2734 (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 **1-877-412-2734 (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 **1-877-412-2734 (TTY 711)** पर कॉल करें। अशक्तता वाले लोगों के लिए सहायता और सेवाएं, जैसे ब्रेल और बड़े प्रिंट में भी दस्तावेज़ उपलब्ध हैं। **1-877-412-2734 (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 **1-877-412-2734 (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 **1-877-412-2734 (TTY 711)**. Cov kev pab cuam no yog pab dawb xwb.

## 日本語表記 (Japanese)

注意日本語での対応が必要な場合は **1-877-412-2734 (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。 **1-877-412-2734 (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 **1-877-412-2734 (TTY 711)** 번으로 문의하십시오. 점자나 큰 활자로 된 문서와 같이 장애가 있는 분들을 위한 도움과 서비스도 이용 가능합니다. **1-877-412-2734 (TTY 711)** 번으로 문의하십시오. 이러한 서비스는 무료로 제공됩니다.

## **ແທກໄລພາສາລາວ (Laotian)**

ປະກາດ: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໃຫ້ໂທຫາເບີ **1-877-412-2734 (TTY 711)**. ຍັງມີຄວາມຊ່ວຍເຫຼືອແລະການບໍລິການສໍາລັບຄົນພິການ ເຊັ່ນເອກະສານທີ່ເປັນອັກສອນນູນແລະມິໂຕພິມໃຫຍ່ ໃຫ້ໂທຫາເບີ **1-877-412-2734 (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 **1-877-412-2734 (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 hluo mbiutc aengx caux aamz mborqv benx domh sou se mbenc nzoih bun longc. Douc waac daaih lorx **1-877-412-2734 (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 **1-877-412-2734 (TTY 711)**. ਅਪਾਰਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ | ਕਾਲ ਕਰੋ **1-877-412-2734 (TTY 711)** ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ |

## **Русский слоган (Russian)**

ВНИМАНИЕ! Если вам нужна помощь на вашем родном языке, звоните по номеру **1-877-412-2734** (линия ТTY **711**). Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру **1-877-412-2734** (линия ТTY **711**). Такие услуги предоставляются бесплатно.

## **Mensaje en español (Spanish)**

ATENCIÓN: si necesita ayuda en su idioma, llame al **1-877-412-2734 (TTY 711)**. También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al **1-877-412-2734 (TTY 711)**. Estos servicios son gratuitos.

## **Tagalog Tagline (Tagalog)**

ATENSIYON: Kung kailangan mo ng tulong sa iyong wika, tumawag sa **1-877-412-2734 (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 **1-877-412-2734 (TTY 711)**. Libre ang mga serbisyonang ito.

## **ແທ້ກໄລພາສາໄທ (Thai)**

โปรดทราบ: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ กรุณาโทรศัพท์ไปที่หมายเลข **1-877-412-2734 (TTY 711)** นอกจากนี้ ยังพร้อมให้ความช่วยเหลือและบริการต่าง ๆ สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ ที่เป็นอักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพท์ไปที่หมายเลข **1-877-412-2734 (TTY 711)** ไม่มีค่าใช้จ่ายสำหรับบริการเหล่านี้

## **Примітка українською (Ukrainian)**

УВАГА! Якщо вам потрібна допомога вашою рідною мовою, телефонуйте на номер **1-877-412-2734 (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 **1-877-412-2734 (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 **1-877-412-2734 (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 **1-877-412-2734 (TTY 711)**. Các dịch vụ này đều miễn phí.



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[www.caloptima.org](http://www.caloptima.org)

