



# WHOLE you



2024 Bulletin



Now Online!

You can now find *Whole You* online. It's part of our effort to reduce waste and make things easy for you. You can view it here at [www.calvivahealth.org](http://www.calvivahealth.org). Click on *Member Benefits* then click on *Member Newsletters*.

New to CalViva Health? Find out about your health plan in your member handbook and online. Visit [www.calvivahealth.org](http://www.calvivahealth.org).

## Welcome to *Whole You!*

THIS IS YOUR YEARLY BENEFITS AND SERVICES NEWSLETTER FROM CALVIVA HEALTH.

### Welcome to the 2024 Issue of *Whole You*

#### *Here's what you'll find:*

- Protect Your Privacy When You Choose CalViva Health.
- Know Doctor Wait Times Upfront with Our Guide.
- Speak in the Language You Prefer Thanks to Language Interpreters.
- Find Support Quick and Easy with FindHelp.
- You're Covered and Supported with CalViva Health.
- Give Your Baby the Best Possible Start with CalViva Health's Pregnancy Program.
- Support During and After Pregnancy with CalViva Health's Doula Services.
- Catch Problems Early with the Proper Health Screenings.
- Healthy Levels, Healthy Life.
- A Healthier Lifestyle Starts with Small Changes.
- Mental Health Matters: Refresh Your Mind, Body and Spirit.
- Quit Nicotine with a Guided Program.
- Find Complete Health Care Help through Case Management.
- Protect Yourself and Those You Love with a Flu Shot.
- Get Your Health Plan Information Anytime.
- Your Doctors Can Talk to Each Other through Your Primary Care Physician.
- Share the Good News: CalViva Health Gets Your Family Covered with Medi-Cal.
- You Stay Healthier When You Speak Up.
- Keep Your Medi-Cal When You Keep Your Records Up to Date.
- Better Care in 2024 Thanks to Our Quality Improvement Program.



# WHOLE you

## Protect Your Privacy When You Choose CalViva Health

At CalViva Health, your privacy is important to us. We have strict rules about how we collect, use or release your Protected Health Information (PHI). PHI is information about you. CalViva Health will not use your race, ethnicity, language, social needs, sexual orientation, and gender identity information for underwriting purposes or to make the decision if you can get coverage or benefits. Things like your:

- Name
- Address
- Phone number
- Health and demographic information.

You also have some rights to the information we keep about you.

### PHI includes information about:

- Your past or present physical or mental health – or condition.
- The health care you’ve received.
- The payment for that care.
- Your social needs.
- Race, ethnicity and language.
- Sexual orientation and gender identity.

**Note:** Federal and state laws require CalViva Health to alert you about your rights. We also must alert you of our legal duties and privacy practices about your PHI. CalViva Health’s Notice of Privacy Practices describes:

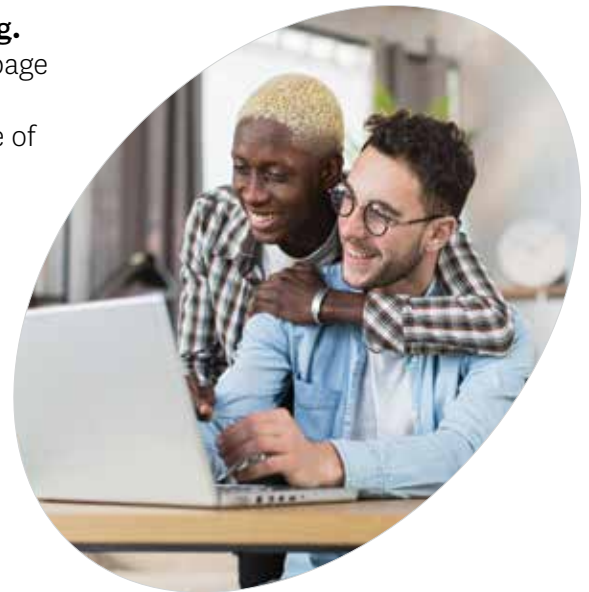
- How we might use or share your PHI.
- Your rights as a member to access PHI.
- How you can ask for changes, limits or where and to whom your PHI gets shared.
- The steps for filing a complaint.

For a copy of CalViva Health’s privacy policies:

- 1 Visit [www.calvivahealth.org](http://www.calvivahealth.org). Scroll to the bottom of the page and click **Notice of Privacy Practices** to view the Notice of Privacy Practices.
- or
- 2 Call the toll-free Member Services number on your member ID card.



For questions about the Notice of Privacy Practices, please call the toll-free Member Services number on your member ID card.



## Know Doctor Wait Times Upfront with Our Guide

How long you will wait to see a doctor depends on your health issue. It also depends on the type of care you need.

The table below shows how soon you should be able to see a doctor. It may be OK to wait longer if it does not harm your health. It's a good idea to make a routine care appointment to see your doctor if:

- You are a new patient.
- Have just obtained health coverage.

Appointment type	Wait Time from Request
<b>Urgent care</b>	
Urgent care appointment with primary care physician (PCP).	<b>Within 48 hours.</b>
Urgent care appointment with specialist (prior approval needed).	<b>Within 96 hours.</b>
<b>Non-urgent appointments</b>	
Non-urgent care appointment with PCP.	<b>Within 10 business days.</b>
Non-urgent care appointment with specialist.	<b>Within 15 business days.</b>
Appointment for ancillary services for MRI/ Mammogram / Physical Therapy.	<b>Within 15 business days.</b>
First prenatal visit with PCP and specialist <sup>1</sup> .	<b>Within 2 weeks.</b>
Well-child visit with PCP <sup>1</sup> .	<b>Within 2 weeks of request.</b>
Preventive health check-up with PCP <sup>1</sup> .	<b>Within 30 calendar days.</b>
<b>Behavioral health appointments</b>	
Urgent care appointment with non-physician behavioral health care provider or behavioral health care doctor (psychiatrist) that does not need prior authorization.	<b>Within 48 hours.</b>
Urgent care appointment with non-physician behavioral health care provider or behavioral health care doctor (psychiatrist) that needs prior authorization.	<b>Within 96 hours.</b>
Non-urgent care appointment with non-physician behavioral health care provider for routine care.	<b>Within 10 business days.</b>
Non-urgent appointment with behavioral health care doctor (psychiatrist) for routine care.	<b>Within 15 business days.</b>
Non-urgent care follow-up appointment with non-physician mental health care provider.	<b>Within 10 business days.</b>



**If you need help making an appointment, call Member Services toll-free at 1-888-893-1569 (TTY: 711), 24 hours a day, 7 days a week. You can get an interpreter (a person who translates speech orally) at no cost to help you at your appointment. Interpreters must be available during the appointment. Call CalViva Health to ask for an interpreter 5 days before the appointment.**

<sup>1</sup>Health plan standard. Appointment scheduled through the provider for a preventive check-up will be dependent on the type of service. A provider may suggest a different schedule based on need.

**Note:** A business day is Monday through Friday. It does not include weekends or holidays.

# Speak in the Language You Prefer Thanks to Language Interpreters

**CalViva Health has a no-cost Language Assistance Program (LAP)**  
to help you if your preferred language is other than English.

Interpreter assistance (someone who will speak and explain to you in the language you prefer) helps you talk with:

- Your doctor.
- Healthcare providers.
- CalViva Health staff.

## Interpreters are available for you

- You do not need to bring your own interpreter to a medical appointment.
- You do not need to use family or friends as interpreters.
- You should not use a child as an interpreter – unless there is an emergency, and no other interpreter is available.
- You can get an interpreter at no cost for all your medical appointments.
- Sign language services are also available upon request.
- You have a right to file a grievance if you can't get your language needs met.
- You can ask for someone to translate and explain to you any document you get from CalViva Health.

**Note:** You can ask for a written translation or other format for:

- Summary of benefit information.
- Form letters or letters letting you know about a:
  - Decrease in service
  - Denial of service
  - Change or end of service
- Alerts with important health information.
- Right to appeal.
- Notice of language assistance.
- Medical care reminders.

## Please call the Member Services number on the back of your ID card when you need:

- An interpreter for a medical visit
- A document read and explained to you in your language
- A document in a different format
- To tell us your preferred written and spoken language



Please call us toll-free at **1-888-893-1569 (TTY: 711)**. Interpreter services are available 24 hours a day, 7 days a week. **Call at least 5 days before your appointment** if you would like to request an in-person or video interpreter. Please allow 10 days for sign language interpreters.

We will do our best to find you an in-person interpreter. Sometimes a telephone interpreter may be the only option available. No-cost telephone interpreter services are available in more than 150 languages, 24 hours a day, 7 days a week.

*(continued)*



## Your preferred language and more

Please call us toll-free at **1-888-893-1569 (TTY: 711)** to let us know your preferred spoken and written language. We may also ask your:

- Race.
- Ethnicity.
- Gender identity.
- Sexual orientation.

We use this information to help improve the quality of services that you receive. You have the option to not answer.

CalViva Health will protect your information. We can only share these things with health care providers for quality improvement purposes:

- Your language.
- Race.
- Ethnic background.
- Sexual orientation.
- Gender identity.

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

This information is not used for underwriting purposes or to make decisions about whether you are able to receive coverage or services.

## Get health care information the easy way with these tips

Sometimes health care and health coverage can be hard to understand. We know that for most people health care is complex. To help make it easier, use these tips when you see your doctors. They will help you know what is going on with your health care. Remember, asking questions lets you be an active member of your health care team.

**Ask your doctor, nurse, pharmacist or other provider three important questions about your health:**

- 1. What is my main problem?**
- 2. What do I need to do?**
- 3. Why is it important for me to do this?**

## Take and use a notebook to your doctor appointments.

Here are simple ways to use your notebook:

- Write down the plan in which you and your doctor agree.
- Write down the questions you have for your doctor. Also write instructions you need to follow and/or your test results.
- Ask your doctor to write in your notebook any important information you need to know.



# WHOLE you

## Find Support Quick and Easy with FindHelp

**CalViva Health’s Community Connect**, powered by FindHelp (formally known as Aunt Bertha) is a free, online search service that helps you find programs and social services in your area.

Search and connect to such services as financial assistance, food pantries and other free or reduced-cost help. Your social needs are protected. The searches you make on Community Connect are private. No one will contact you and we will not share your information without your consent.

CalViva Health will use the social needs assessment results to effectively connect with members to social services when needed.

Members can self-refer to these programs, keep track of the referrals, as well as update them. Members can update the status of a referral to got help, couldn’t get help, no longer interested, and more.

### Members can access FindHelp in three easy steps:

- 1 Go to [calviva.findhelp.com](http://calviva.findhelp.com)
- 2 Complete a Social Needs Self-Assessment
- 3 Enter a ZIP code and click **search**.



Once you click **search**, you can choose from one of ten categories or select a subcategory, which will contain a list of services that vary based on the ZIP code entered. You can view results in more than 100 languages.

## You’re Covered and Supported with CalViva Health

**CalViva Health strives** to help you and your family stay healthy.

We make all choices about your care based on your medical needs and coverage.

We do not reward doctors who deny medical care or treatment. We will review any report of a doctor who

does not give medically needed care to our members. Any doctor found to have acted wrongly may have their contract terminated.



If you have questions, about approval of care you can talk with us in your preferred language free of charge. Call the Member Services number or TTY number on the back of your CalViva Health member ID card, 24 hours a day, 7 days a week.



# WHOLE you

## Give Your Baby the Best Possible Start with CalViva Health's Pregnancy Program

**CalViva Health Pregnancy Program is Here for You and Your Baby. Every Step of the Way.**

A healthy pregnancy, birth and parent should be the goal of all expecting parents and families. That includes:

- Information.
- Resources.
- A true partnership to help ensure you and your baby get everything you need to make a smart start on this journey.

We want to help you take care of yourself and your baby through the whole process.

### Let us know about your pregnancy

If you're pregnant, please fill out your Member Notification of Pregnancy form so we can tailor your care and support.

Call us toll-free at **1-888-893-1569 (TTY: 711)**. Let us know the call is to complete your pregnancy form.

For more information, please visit **www.calvivahealth.org**. Or call Member Services toll-free at **1-888-893-1569 (TTY: 711)**.

### Meet our case managers

Our case managers are nurses and social workers who can help you throughout your pregnancy. They can help you find resources and answer questions about your pregnancy and medical care. Your care manager can:

1. Help schedule appointments.
2. Provide transportation help.
3. Find resources that will help you get well and stay well.
4. Help with other behavioral and social services.



## Support During and After Pregnancy with CalViva Health's Doula Services

**Doula support is a new, covered service** by CalViva Health.

A doula is a trained worker who can provide physical, emotional and educational support during and after your pregnancy. A doula is also helpful in cases of miscarriage, stillbirth or abortion.



Need help to find a doula?

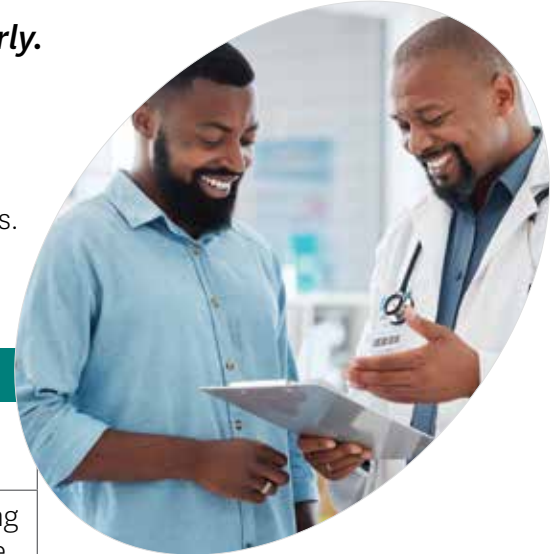
**Call Member Services toll-free at 1-888-893-1569 (TTY: 711).**

## Catch Problems Early with the Proper Health Screenings

**Health screenings can help doctors find health problems early.**  
That's when treatment for diseases may work best.

### What's right for you?

The screenings you need depend on your age, gender, race and other factors. Ask your doctor about the screenings listed below to help you stay healthy.



Screenings	When
<b>Breast cancer</b>	Get a mammogram every year starting at age 40 or as your doctor suggests.
<b>Cervical cancer</b>	Starting at age 21, get a cervical cancer screening (Pap test) every 3 years. At age 30, you can have a Pap test every 3 to 5 years or as your doctor suggests.
<b>Chlamydia (a sexually transmitted infection)</b>	Every year through age 24 for sexually active, non-pregnant people; every year starting at age 24 if at high risk.
<b>Colorectal cancer</b>	At age 45, talk to your doctor about which test is right for you. If you are high risk, your doctor may start testing at age 40.
<b>High cholesterol</b>	Most healthy adults should have their cholesterol checked every 4 to 6 years. Some people, such as people who have heart disease, diabetes, or a family history of high cholesterol, need to get their cholesterol checked more often.
<b>Hypertension (high blood pressure)</b>	Every year in adults 40 years or older and in adults at high risk.
<b>Prostate cancer</b>	At age 40, talk to your doctor about testing.
<b>Dental Checkup</b>	Every 6 months or as your dentist suggests.
<b>Mental Health Checkup</b>	Yearly, or as your doctor suggests.

Sources: American Cancer Society; Center of Disease Control Department of Health and Human Services; U.S. Preventive Services.

Visit [www.calvivahealth.org](http://www.calvivahealth.org). Click on **Member Benefits**, then click on **Health Resources for access to preventative screening guidelines**.



### Check your blood pressure

A blood pressure test includes two pressure numbers. Systolic is the pressure of blood against artery walls. Diastolic measures the pressure when the heart is at rest between beats. High blood pressure, or hypertension, puts you at a greater risk of getting heart disease. Make sure you talk to your doctor on what numbers are best for you.

Blood Pressure Category	Systolic (mmHg) (upper number)	Diastolic (mmHg) (lower number)
Normal	Less than 120 and	Less than 80
Elevated	120-129 and	Less than 80
High Blood Pressure (Hypertension) Stage 1	130-139 or	80-89
High Blood Pressure (Hypertension) Stage 2	140 or higher or	90 or higher
Hypertensive Crisis (consult your doctor immediately)	Higher than 180 and/or	Higher than 120

Source: American Heart Association

### Get your A1C – blood sugar test

An A1C test measures your blood sugar level over the past three months. It is the best way to know if your blood sugar is under control. High blood sugar raises your risk of diabetes and other serious problems, such as heart disease or stroke.

A1C percent	
Below 5.7	Normal
5.7–6.4	Pre-diabetes
6.5 or above	Diabetes



### Don't forget to:

1. Get your prescription filled.
2. Follow the instructions. If they are not clear, ask your pharmacist to explain.
3. Take it at the right times.
4. Finish all the medicine. Do this even if you feel better before it is all gone.

Please talk to your doctor right away if you feel like the medicine is not working or there is a side effect you do not like.

## A Healthier Lifestyle Starts with Small Changes

**Change doesn't happen overnight.** You can have a healthier lifestyle when you take some small steps to manage your weight. We can help you with that! Call the Member Services phone number on the back of your CalViva Health ID card about the resources we have for you.



## Mental Health Matters: Refresh Your Mind, Body and Spirit

The way you think and feel may impact your overall health. Our mental health resources can help you learn more, feel better and live well. For more information, call the Member Services phone number on the back of your CalViva Health ID card.



### Quit Nicotine with a guided program

Do you smoke or vape?

Contact Kick It California to get help and quit. You can speak with a *Quit Coach*, join a text program or download a mobile app. Learn about nicotine patches and more!

Visit [www.kickitca.org](http://www.kickitca.org) today. You won't regret it!

English: 1-800-300-8086 Spanish: 1-800-600-8191

## Find Complete Health Care Help through Case Management

The health care system can be a challenge. However, CalViva Health has a team of nurses, social workers and other health care staff who can help. They'll work with you and your doctors to create a health care plan to help you manage your illness and regain your health.

### A case manager can:

- Help you find community resources to support your care.
- Help all your providers share information with each other about your care.
- Guide you to make the most of your health care benefits.

- Help you fully understand:
  - Your illness.
  - Your treatment options.
  - Actions you can take to improve your health.

It is your choice whether to take part in Case Management or not. It will not affect your health care benefits.

### Case Management can also help if you or a loved one with CalViva Health Medi-Cal has:

- A complex condition. This includes diabetes, coronary artery disease,

asthma, congestive heart failure, transplant, end-stage renal disease or cancer.

- A high-risk pregnancy.
- Mental health needs or substance-use needs.
- Stayed at the hospital many times.
- Advanced home-care needs.
- Had a serious injury.
- A terminal illness.

Call us toll-free at **1-888-893-1569** to learn more about how your caregiver or doctor can refer you to the Case Management program. You can also ask for an assessment to find out if Case Management can help you.

# WHOLE you

## Protect Yourself and Those You Love with a Flu Shot

**Flu season starts as early as October.** Get your influenza vaccination (flu shot) as soon as you can! The flu shot is an important way to protect children and the community.

Every person aged 6 months and older needs this safe shot every year. Ask your doctor about a flu shot today.



### Checkups and vaccines are key

Well-child checkups can help ensure that your child is healthy. It is a time for the doctor to check your child's health and development.

This is also the time when your child will also get any needed vaccines. Your child will need vaccines in the first few years. This tapers off as kids get older. But teens still need booster shots. **Remember, everyone over aged 6 months old needs a flu shot every year.**



Is your child due for a checkup? Call the doctor's office and make an appointment today!

	<b>Well-child checkups needed around ages:</b>	2 to 5 days; 1, 2, 4, 6, 9, 12, 15, 18, 24, 30, and 36 months
	<b>Well-child checkups needed once a year:</b>	After age 3 and until age 21.

Sources: American Academy of Pediatrics; National Institutes of Health, Centers for Disease Control and Prevention.

## Get Health Information Anytime

Visit [www.calvivahealth.org](http://www.calvivahealth.org) to learn more about how your health plan works. Call the Member Services phone number on the back of your ID card to help you learn how to:

- Get info about covered or non-covered benefits, including benefit limits on services received out-of-area and your share of costs.

Information regarding your benefits, coverage, share of costs, and Member Rights and Responsibilities can be found in your member handbook.

To get a copy, visit us online at [www.CalvivaHealth.org](http://www.CalvivaHealth.org), click on **Member Benefits**, then click on **Member Resources**. You may also call us toll-free at **1-888-893-1569 (TTY: 711) to request a copy.**

- Get language assistance to help you learn more about your benefits and how to access care in your preferred language.
- Find providers in your network such as hospitals, and specialists including behavioral health providers.
- Change your primary care doctor.

- Get help with a claim for covered services.
- Get a referral or authorization for care.
- Get care and health services, including out-of-area services, emergency, urgent or after-hours access.
- Make a complaint or appeal a decision.
- Learn more about how we assess new medical and behavioral health technology for coverage.
- Request free copies of the information used in making a decision about your appeal.

## Your Doctors Can Talk to Each Other through Your Primary Care Physician

**Experts say that each of us needs a home base for our health care.** That means having a regular doctor to meet your basic health care needs. This doctor is known as a primary care physician (PCP).

Your PCP can help you stay healthy – or get better when you’re ill. They can treat most minor problems. This means that unless you have a true emergency, you will most likely not need to go to a hospital for this type of care.

Your PCP will also help you manage your chronic health problems, such as diabetes or asthma. Your doctor may send you to a specialist and follow up with you.

They will also work with you and your specialists to keep any health problems under control.

### Your PCP can also:

- Give you checkups
  - preventive care, such as shots or health screenings.
- Help you reach a health goal
  - stop smoking or to lose weight.
- Be your partner in wellness.

### Get answers to general questions on our Nurse Advice Line.

- You can talk to a registered nurse any time of day, every day of the year. Call toll-free the **24/7 Nurse Line at 1-888-893-1569.** (For TTY, contact California Relay by dialing **711** and provide the **1-888-893-1569** number.)



The back of your CalViva Health member ID card has your PCP listed. Call Member Services toll-free at **1-888-893-1569 (TTY: 711)** if you need help to find a doctor who is right for you.





# WHOLE you

## Share the Good News: CalViva Health Gets Your Family Covered with Medi-Cal

CalViva Health can help you and each member of your family get healthcare regardless of immigration status. We get you covered with Medi-Cal. You can get healthcare that covers:

- Doctor visits
- Hospital care
- Telehealth
- Mental Health
- Lab tests
- Vision
- Transportation
- Pregnancy/ newborn care and more

Everyone is welcome to apply. Applying for or using Medi-Cal will not affect your immigration status. You may be eligible if you live in California and meet household income eligibility requirements.

Visit us today to learn more!

[www.calvivahealth.org/qualify](http://www.calvivahealth.org/qualify)



# WHOLE you

## You Stay Healthier When You Speak Up

Doctors and other health care providers want to give the best care possible. There may be times, however, when you are not happy with the care you get.

Let us know if this happens so you can file a grievance. A grievance lets us know you are unhappy. We use this information to make our services better.

There are two ways you can do this:



Call us toll-free at **1-888-893-1569 (TTY: 711)** to file. You have two options when you talk to a Member Services representative:

1. Ask them to file the grievance for you.
2. Have a form sent to you that you can fill out and send back.



Fill out a grievance through our website.

[www.calvivahealth.org/benefits/grievance-form/](http://www.calvivahealth.org/benefits/grievance-form/)

Download the grievance form on our website and mail it or fax it back to us.



## Keep Your Medi-Cal When You Keep Your Records Up to Date

**Don't miss important info** about your Medi Cal benefits.

Make sure that your county office has your correct information. Let your local Medi-Cal office know within 10 days if your information changes. Some changes may include:

- Moved to a new address.
- Changed phone numbers.
- Changed email.
- Got a new job.
- A pregnancy.

- Had a baby.
- Got married.

If you have any contact changes, report them to your local county office. You can contact the county:

- Online
- By phone
- Email
- Fax, or
- In person



### Renew online

You can make updates and renew your Medi-Cal online. Go to [benefitscal.com](http://benefitscal.com) to create your online account. Click the “Create an Account” link in the upper right corner, below the “Log In” button.



# Better Care in 2024 Thanks to Our Quality Improvement Program

**Get even better care in 2024!** CalViva Health works with doctors and other health care providers to enhance your care quality. This teamwork also helps make sure that you get timely access to health care services.

The CalViva Health Quality Improvement Program checks our products and services to make sure they meet your health care needs. They:

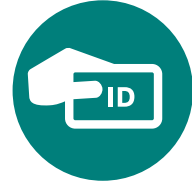
- Promote a healthy lifestyle.
- Help you get important preventive care.
- Provide proper disease management.
- Improve chronic care.
- Provide mental health services.
- Promote health safety.
- Make sure you get the right prescription medication treatment.
- Help you better know your health.

- Give members better access to health care and health services.

CalViva Health has performance goals in many clinical areas every year. In 2023, we either improved performance or met the goals.

Quality Improvement supports our members to help make access to care easier with the programs listed below:

- Adolescent Immunizations.
- Breast and cervical cancer screenings.
- Child and teens well-care visits.
- Childhood Vaccines.
- Controlling blood pressure.
- Prenatal care.



Want more information about our Quality Improvement Program? Call Member Services at the toll-free number listed on the back of your CalViva Health ID card.

The table below highlights some of those results.

Measures of Clinical Care	Fresno County		Madera County		Kings County	
	Improved <sup>1</sup>	Goal Met <sup>2</sup>	Improved <sup>1</sup>	Goal Met <sup>2</sup>	Improved <sup>1</sup>	Goal Met <sup>2</sup>
Breast Cancer Screening	✓	✓		✓		✓
Cervical Cancer Screening				✓		✓
Child and Adolescent Well-Care Visits		✓		✓		✓
Childhood Vaccine				✓		
Controlling blood pressure		✓		✓	✓	✓
Adolescent Immunizations		✓				✓
Prenatal Care		✓				✓

<sup>1</sup>Improved from previous year.

<sup>2</sup>Above the state required minimal performance level.

Scores are based on billings records and/or medical records review.

# Notice of non-discrimination

Discrimination is against the law. CalViva Health follows State and Federal civil rights laws. CalViva 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.

CalViva Health provides:

- Free aids and services to people with disabilities to help them communicate better, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats and other formats).
- Free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

If you need these services, contact the CalViva Health 24 hours a day, 7 days a week by calling 1-888-893-1569. Or, if you cannot hear or speak well, please call (TTY/TDD 711) to use the California Relay Service. Upon request, this document can be made available to you in braille or accessible PDF, large print, audiocassette, or electronic form. To obtain a copy in one of these alternative formats, please call or write to: CalViva Health, 7625 N. Palm Ave., Suite #109, Fresno, CA 93711, 1-888-893-1569, California Relay 711.

## **HOW TO FILE A GRIEVANCE**

If you believe that CalViva 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 CalViva Health Member Services. You can file a grievance in writing, in person, or electronically:

- By phone: Contact us 24 hours a day, 7 days a week by calling 1-888-893-1569. Or, if you cannot hear or speak well, please call (TTY/TDD 711) to use the California Relay Service
- In writing: Fill out a complaint form or write a letter and send it to: CalViva Health Member Appeals and Grievances Department, P.O. Box 10348, Van Nuys, CA 91410-0348. 1-888-893-1569 (TTY/TDD 711)  
Fax: 1-877-831-6019
- In person: Visit your doctor's office or CalViva Health and say you want to file a grievance.
- Electronically: Visit CalViva Health's website at [www.CalVivaHealth.org](http://www.CalVivaHealth.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 of 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 Services)**.
- In writing: Fill out a complaint form or write a letter and send it 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)



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

If you believe you have been discriminated against because 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/TDD: 1-800-537-7697** or **711** to use the California Relay Service.
- 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, DC 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>

**English:** If you, or someone you are helping, need help language services, call Toll-Free 1-888-893-1569 (TTY: 711). Aids and services for people with disabilities, like documents in braille, accessible PDF and large print, are also available. These services are at no cost to you.

**Arabic:** إذا كنت أنت أو أي شخص تقوم بمساعدته، بحاجة إلى المساعدة في الحصول على الخدمات اللغوية، فاتصل بالرقم المجاني (TTY: 711) 1-888-893-1569. المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات بطريقة برايل، والملفات المنقولة (PDF) التي يمكن الوصول إليها، والطباعة الكبيرة، متوفرة أيضاً. تتوفر هذه الخدمات بدون تكلفة بالنسبة لك.

**Armenian:** Եթե դուք կամ որևէ մեկը, ում դուք օգնում եք, ունեն լեզվական օգնության կարիք, զանգահարեք անվճար 1-888-893-1569 (TTY` 711) հեռախոսահամարով: Հաշմանդամություն ունեցող մարդկանց համար հասանելի են օգնություն և ծառայություններ, ինչպես օրինակ բրեյլով փաստաթղթեր, մատչելի PDF և մեծ տպագրությամբ փաստաթղթեր: Այս ծառայությունները ձեզ համար անվճար են:

**Cambodian:** ប្រសិនបើអ្នក ឬនរណាម្នាក់ដែលអ្នកកំពុងជួយ ត្រូវការសេវាផ្នែកភាសា សូមទូរសព្ទទៅលេខទូរសព្ទដោយគិតថ្លៃ 1-888-893-1569 (TTY: 711) ។ ជំនួយ និងសេវាកម្មផ្សេងៗសម្រាប់មនុស្សពិការ ដូចជា ឯកសារជាអក្សរសម្រាប់មនុស្សពិការ PDF ដែលអាចប្រើសម្រាប់មនុស្សពិការ និងឯកសារព្រឹត្តិអក្សរធំៗ ក៏ត្រូវបានផ្តល់ជូនផងដែរ។ សេវាកម្មទាំងនេះមិនមានគិតថ្លៃសម្រាប់អ្នកទេ។

**Chinese:** 如果您或者您正在帮助的人需要语言服务，请免费致电 1-888-893-1569 (TTY: 711)。还可提供面向残障人士的帮助和服务，例如盲文、无障碍 PDF 和大字版文档。这些服务免费为您提供。

**Farsi:** اگر شما یا هر فرد دیگری که به او کمک می‌کنید نیاز به خدمات زبانی دارد، با شماره رایگان 1-888-893-1569 (TTY: 711) تماس بگیرید. کمک‌ها و خدماتی مانند مدارک با خط بریل، چاپ درشت و PDF دسترس‌پذیر نیز برای معلولان قابل عرضه است. این خدمات هزینه‌ای برای شما نخواهد داشت.

**Hindi:** यदि आपको, या जिसकी आप मदद कर रहे हैं उसे, भाषा सेवाएँ चाहिए, तो इस टॉल फ्री नंबर पर कॉल करें 1-888-893-1569 (TTY: 711)। विकलांग लोगों के लिए सहायता और सेवाएँ, जैसे ब्रेले लिपि में दस्तावेज़, सुलभ PDF और बड़े प्रिंट वाले दस्तावेज़, भी उपलब्ध हैं। ये सेवाएँ आपके लिए मुफ्त उपलब्ध हैं।

**Hmong:** Yog hais tias koj, los sis ib tus neeg twg uas koj tab tom pab nws, xav tau cov kev pab cuam txhais lus, hu rau Tus Xov Tooj Hu Dawb 1-888-893-1569 (TTY: 711). Tsis tas li ntawd, pab kuj tseem muaj cov khoom siv pab thiab cov kev pab cuam rau cov neeg xiam oob qhab tib si, xws li cov ntaub ntawv su uas cov neeg tsis pom kev siv tau, cov ntaub ntawv PDF uas tuaj yeem nkag cuag tau yooj yim thiab cov ntaub ntawv luam tawm uas pom tus niam ntawv loj. Cov kev pab cuam no yog muaj pab yam tsis xam nqi dab tsi rau koj them li.

**Japanese:** ご自身またはご自身がサポートしている方が言語サービスを必要とする場合は、トールフリーダイヤル1-888-893-1569 (TTY: 711) にお問い合わせください。点字、アクセシブルPDF、大活字など、障がいのある方のための補助・サービスもご用意しています。これらのサービスは無料で提供されています。

**Korean:** 귀하 또는 귀하가 도와주고 있는 분이 언어 서비스가 필요하시면 무료 전화 1-888-893-1569 (TTY: 711) 번으로 연락해 주십시오. 장애가 있는 분들에게 보조 자료 및 서비스(예: 점자, 액세스 가능한 PDF 및 대형 활자 인쇄본)도 제공됩니다. 이 서비스는 무료로 이용하실 수 있습니다.

**Laotian:** ຖ້າທ່ານ, ຫຼື ບຸກຄົນໃດໜຶ່ງທີ່ທ່ານກຳລັງຊ່ວຍເຫຼືອ, ຕ້ອງການບໍລິການແປພາສາ, ໂທຫາເບີໂທຟຣີ 1-888-893-1569 (TTY: 711). ນອກນັ້ນ, ພວກເຮົາຍັງມີອຸປະກອນຊ່ວຍເຫຼືອ ແລະ ການບໍລິການສຳລັບຄົນພິການອີກດ້ວຍ, ເຊັ່ນ ເອກະສານແບບບຣາແລ (braille) ສຳລັບຄົນຕາບອດ, ເອກະສານ PDF ທີ່ສາມາດເຂົ້າເຖິງໄດ້ສະດວກ ແລະ ເອກະສານພິມຂະໜາດໃຫຍ່. ການບໍລິການເຫຼົ່ານີ້ແມ່ນມີໄວ້ຊ່ວຍເຫຼືອທ່ານໂດຍບໍ່ໄດ້ເສຍຄ່າໃດໆ.

**Mien:** Da'faanh Meih, Fai Heuc Meih Haih Tengx, Oix help Janx-kaeqv waac gong, Heuc Bieqcil-Free 1-888-893-1569 (TTY: 711). Jomc Caux gong Bun Yangh mienh Caux mv fungc, Oix dimc in braille, dongh eix PDF Caux Bunh Fiev , Haih yaac kungx nyei. Deix gong Haih buac Yietc liuz maiv jaax-zinh Bieqc Meih.

**Punjabi:** ਜੇ ਤੁਹਾਨੂੰ, ਜਾਂ ਜਿਸ ਦੀ ਤੁਸੀਂ ਮਦਦ ਕਰ ਰਹੇ ਹੋ, ਨੂੰ ਭਾਸ਼ਾ ਸੇਵਾਵਾਂ ਦੀ ਜ਼ਰੂਰਤ ਹੈ, ਤਾਂ 1-888-893-1569 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ। ਅਪਾਰਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਪੜ੍ਹਚਯੋਗ PDF ਅਤੇ ਵੱਡੇ ਫਿੰਟ, ਵੀ ਉਪਲਬਧ ਹਨ। ਇਹ ਸੇਵਾਵਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਹਨ।

**Russian:** Если вам или человеку, которому вы помогаете, необходимы услуги перевода, звоните на бесплатную линию 1-888-893-1569 (TTY: 711). Кроме того, мы предоставляем материалы и услуги для людей с ограниченными возможностями, например документы в специальном формате PDF, напечатанные крупным шрифтом или шрифтом Брайля. Эти услуги предоставляются бесплатно.

**Spanish:** Si usted o la persona a quien ayuda necesita servicios de idiomas, comuníquese al número gratuito 1-888-893-1569 (TTY: 711). También hay herramientas y servicios disponibles para personas con discapacidad, como documentos en braille, en letra grande y en archivos PDF accesibles. Estos servicios no tienen ningún costo para usted.

**Tagalog:** Kung ikaw o ang taong tinutulongan mo ay kailangan ng tulong sa mga serbisyo sa wika, tumawag nang Walang Bayad sa 1-888-893-1569 (TTY: 711). Makakakuha rin ng mga tulong at serbisyo para sa mga taong may mga kapansanan, tulad ng mga dokumentong nasa braille, naa-access na PDF at malaking print. Wala kang babayaran para sa mga serbisyong ito.

**Thai:** หากคุณหรือคนที่คุณช่วยเหลือ ต้องการบริการด้านภาษา โทแบบไม่เสียค่าธรรมเนียม บริการ 1-888-893-1569 (TTY: 711) นอกจากนี้ยังมีความช่วยเหลือและบริการสำหรับผู้ทุพพลภาพ เช่น เอกสารอักษรเบรลล์, PDF ที่เข้าถึงได้, และเอกสารที่พิมพ์ขนาดใหญ่ บริการเหล่านี้ไม่มีค่าใช้จ่ายสำหรับคุณ

**Ukrainian:** Якщо вам або людині, якій ви допомагаєте, потрібні послуги перекладу, телефонуйте на безкоштовну лінію 1-888-893-1569 (TTY: 711). Ми також надаємо матеріали та послуги для людей з обмеженими можливостями, як-от документи в спеціальному форматі PDF, надруковані великим шрифтом чи шрифтом Брайля. Ці послуги для вас безкоштовні.

**Vietnamese:** Nếu quý vị hoặc ai đó mà quý vị đang giúp đỡ cần dịch vụ ngôn ngữ, hãy gọi Số miễn phí 1-888-893-1569 (TTY: 711). Chúng tôi cũng có sẵn các trợ giúp và dịch vụ dành cho người khuyết tật, như tài liệu dạng chữ nổi braille, bản in khổ lớn và PDF có thể tiếp cận được. Quý vị được nhận các dịch vụ này miễn phí.



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Information in CalViva Health Whole You Newsletter comes from a wide range of medical experts. Models may be used in photos and illustrations. If you have any concerns or questions about specific content that may affect your health, please contact your health care provider.

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