

CalViva Health Pregnancy Program

SUPPORT FOR A HEALTHY PREGNANCY AND NEWBORN

We have a program for pregnant members and new parents. The pregnancy program is designed to help you get the customized care you need for a healthy pregnancy and baby. It is already part of your benefits.

A program to meet your needs

- Information about pregnancy, newborn, and postpartum care.
- Resources to help you get the things you need during your pregnancy and after your baby is born. This includes food, cribs, housing, and clothing.
- Breastfeeding support and resources.
- Staff that works with you and your doctor if you have a more difficult pregnancy.
- Resources if you are feeling down or anxious during or after your pregnancy.
- Methods to help you reduce or quit smoking, drinking alcohol, or taking other substances.



Get started

Go to your doctor as soon as you think you are pregnant. Call us if you need help finding a doctor. Let us know about your pregnancy. Fill out a pregnancy form so we can personalize the ways we can help you. There are two easy ways to do it:



Mail in the printed Pregnancy Form form to:
Medical Management Notification
P.O. Box 2010
Farmington, MO 63640-9706



Call CalViva Health toll-free at 1-888-893-1569 (TTY/TTD: 711)
24 hours a day, 7 days a week.

Visit www.calvivahealth.org
for more details and resources.

CalViva Health complies with applicable State and Federal civil rights laws and does not discriminate, exclude people or treat them differently because of race, color, national origin, age, mental disability, physical disability, sex (including pregnancy, sex characteristics, sexual orientation, and gender identity), religion, ancestry, ethnic group identification, medical condition, genetic information, marital status, or gender.

CalViva Health:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages
 - If you need these services, contact the CalViva Health at 1-888-893-1569 (TTY: 711), 24 hours a day, 7 days a week, 365 days a year.

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: CalViva Health 7625 N. Palm Ave. Suite 109, Fresno, CA 93711, 1-888-893-1569 (TTY/TDD 711) to use the California Relay Service

If you believe that CalViva Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sex characteristics, sexual orientation, and gender identity), you can file a grievance with CalViva Health Member Services. You can file a grievance by phone, 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. 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.

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 1-916-440-7370. If you cannot speak or hear well, please call 711.
- 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
- Electronically: Send an email to CivilRights@dhcs.ca.gov

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

1-800-368-1019, 1-800-537-7697 (TDD)

Complaint forms are available at <https://www.hhs.gov/ocr/complaints/index.html>.

This notice is available at CalViva Health website:
<https://www.calvivahealth.org/nondiscrimination-notice/>