

# Your Welcome Booklet is Here!

LEARN ABOUT YOUR NEW HEALTH PLAN AND BENEFITS





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# 1 Welcome to CalViva Health

## LEARN HOW TO MAKE THE MOST OF YOUR NEW HEALTH PLAN

Your new health plan is packed with benefits designed to help you be as healthy as you can be. **Don't miss out on any of your health benefits.** This Welcome Kit will help you get to know CalViva Health – and to get started on your journey to good health.

### What's inside



#### **How to get care**

Follow this guide to start using your benefits.



#### **Where to get care**

Know your options:

- Doctor's office
- Telehealth
- Emergency room
- Urgent Care

**Learn when it's best to choose one over the other.**



#### **What's covered**

Review your benefits:

- Behavioral care
- Telehealth
- Vision and more
- Medical
- Transportation



#### **Programs to improve your health**

Explore no-cost programs and services that can help you define – and achieve – your health goals. We're here to help you **every step of the way.**



#### **Choosing or changing your doctor**

Be sure you have the doctor you want. You can change doctors by calling Member Services (toll-free) at **1-888-893-1569 (TTY: 711)**, 24 hours a day, 7 days a week.

You can also change your doctor by going to **[www.calvivahealth.org](http://www.calvivahealth.org)** and selecting "Find a Provider" and then clicking on "Change Your Doctor"

#### **Contact us when you need to:**

- Check on your ID card status
- Find your benefit start date
- Schedule your health appointment
- Arrange no-cost transportation
- Get answers to your questions or concerns

#### **Call (toll-free)**

**1-888-893-1569 (TTY: 711)**  
24 hours a day, 7 days a week

#### **Visit us online:**

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

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## Health Information Form

Complete the *Health Information Form* to help us understand the support and services you need to be the healthiest you can be.

## Schedule your initial health appointment within the next 120 days

A visit to your doctor can help put you on the path to a **healthier lifestyle**. Schedule your **initial health appointment** and take the first step toward better health.

## Why is your health appointment so important?

### 1. You may not have had a doctor's visit in a while.

This is your chance to get preventive care services to help you stay healthy.

### 2. Your health changes from year to year.

When you get a physical every year, you have a great chance to catch and prevent any health problems before they get serious.

### 3. Your doctor can help you manage serious health conditions.

That means finding treatment to help you feel better, so you can enjoy life more.



**Call your doctor today to schedule your health appointment.** Your doctor's name and phone number are listed on your member ID card.

## Schedule a ride to and from your appointment

Keep your plan for better health by scheduling no-cost transportation to and from every health care appointment. This includes:

- Medical appointments
- Dialysis and other ongoing care
- Medical equipment pick up
- Therapist (including substance use help appointments)
- Specialist appointments
- Hospital discharge

Call Member Services to schedule your no-cost ride.

## When to start using your benefits

Your member ID card lists your **coverage start date**.

## Where is my member ID card?

**Your member ID card is processed within 7 business days from the date of enrollment or the date the ID card was requested.** Please allow additional time for mailing.

You can also go to [www.calvivahealth.org](http://www.calvivahealth.org) and select "Member Benefits". Then click on the "Member Portal" where you can create an account and print your ID Card. If you have any questions, please call Member Services toll-free at 1-888-893-1569 (TTY:711), 24 hours a day, 7 days a week.

# 2 Your Plan Overview

## A quick review of your coverage

Your Medi-Cal plan comes with a large network of doctors and hospitals. This means you have many doctors to choose from. Your plan also offers several no-cost programs and services to help you get healthy and stay healthy.

## What your plan offers

### Medical

- Doctor visits
- Hospital care
- Lab tests and X-rays
- Nurse Advice Line
- Wellness services
- Pregnancy and newborn care

### Care for mental health conditions such as depression, anxiety, ADHD, and Autism in the form of:

- Outpatient therapy
- Psychiatric medication management
- Behavioral services for children and youth with Autism Spectrum Disorders and related conditions

### Eye care

- Eye exams
- Glasses



**A healthier life is waiting for you!**  
Call your doctor and schedule a visit. You'll find their phone number on your ID card.

## Special services and programs

- **Care and disease management programs.** Get special help if you're living with a complex health condition like:
  - Diabetes
  - COPD
  - Sickle cell anemia
  - HIV/AIDS or other
- **Care coordination services.** Find out how to connect with resources and services where you live.

- **No-cost transportation services.** Schedule a no-cost ride to your doctor or specialist.
- **Interpreter services for sign language or non-English speaking persons.** Request an interpreter to assist you during your medical appointments.
- **Health Education programs.** Get help and support to:
  - Eat better
  - Manage weight
  - Get fit
  - Quit smoking and more

We also have programs for new moms, children and teens.

**Continuity of care.** If your doctor isn't in our network, **you may still be able to keep them.** In some cases, you may continue to receive care with them for **up to 12 months.**

### For more coverage details:



- **Explore your Member Handbook.** It includes your member rights and responsibilities, prior authorization and cost share.<sup>1</sup>
- **Call Member Services** toll-free at 1-888-893-1569 (TTY: 711), 24 hours a day, 7 days a week.
- **Visit** [www.calvivahealth.org](http://www.calvivahealth.org).



<sup>1</sup>In most cases, CalViva Health members do not have to pay for covered services, premiums, or deductibles.

# 3 How to Find Your Primary Care Physician

Your primary care physician (PCP) is your doctor  
CalViva Health has doctors who:

- Have convenient office hours
- Can take care of you and your whole family
- Understand your unique cultural needs
- Speak your preferred language

## *Don't forget!*

**Your doctor is your partner in health.** They are there to listen, give advice and help. Choosing the right doctor can make a **big difference in your health.**

## What to think about if you do need to choose a new doctor

### **Is the doctor part of your network and taking new patients?**

**Call Member Services** to find out. You can also visit our website at [www.calvivahealth.org](http://www.calvivahealth.org) and click *Find a Provider*.

**Note:** If you had a doctor before you became a CalViva Health member, and that doctor is not in our network, **you may be able to keep visiting them for a limited time.** Please call Member Services to speak to them about your circumstance.

### **How easy is it to get an appointment?**

Make sure the doctor offers appointment times that work for you. For instance, you might need to visit your doctor before or after work, or on weekends.

Think about where the doctor's office is located.

- How long will it take you to get there, from home or work?
- Is it easy to find parking?
- Can you take a bus or train?



### **Get a no-cost ride to your appointment**

If getting to any doctor is a problem, our no-cost ride service can help. To arrange a no-cost ride, call Member Services.

### **Does this doctor offer online tools and phone or video visits?**

Patient portals and apps can make it easy to:

- Email your doctor
- Check lab results
- Make online appointments
- Refill prescriptions

And with phone or video visits you can talk to a doctor from the **comfort of your home!**

### **Does this doctor meet your specific needs?**

Know what you're looking for in a doctor:

- Would you like to see a doctor who understands your culture and speaks your language?
- Do you want doctors who can take care of you and your family at the same location?
- Do you need to see a specialist or need care for special health issues?

The right doctor can help you and your family get and stay healthy.

So before you choose a new doctor, get the answers you need.

Contact us:

- **By phone (toll-free)**  
1-888-893-1569 (TTY: 711)  
24 hours a day, 7 days a week
- **Online**  
Visit [www.calvivahealth.org](http://www.calvivahealth.org)  
and click *Find a Provider*



# 4 First Meeting with Your Doctor

Your doctor is your health partner. After choosing your doctor, **it's important to set up your first visit so you can get to know each other.** This may help you feel more at ease when talking about your health.

## Your doctor provides you with routine care that includes:

- Yearly checkups
- Vaccines (shots)
- Treatment
- Prescriptions
- Cancer screenings
- Diabetes and asthma management
- Medical advice

## Your doctor also:

- Keeps your health records
- Refers (sends) you to specialists if needed
- Orders X-rays, lab work, mammograms and more (when needed)

## Your yearly wellness exam

A yearly checkup with your doctor helps you stay informed about your health. You can share changes you've noticed and bring up any health concerns.

Your doctor can also help you make a **care plan to help you stay healthy.** It's an ideal chance to ask questions about your health or about your medications. Call to set up your first visit and wellness exam.

## Change your doctor

If you didn't choose a doctor when you enrolled, **we chose one for you.** If you'd like to change your doctor, give us a call.



### If you have questions or concerns, please contact us:

- **Phone (toll-free)** – 1-888-893-1569 (TTY: 711), 24 hours a day, 7 days a week
- **Online** – Visit [www.calvivahealth.org](http://www.calvivahealth.org) and click *Find a Provider*

# 5 Where to Go for Care

Your plan offers several ways for you to get the care you need when you need it.



## Your doctor's office

### Your doctor

Go to your doctor for routine and preventive care. This includes:

- Yearly wellness exams
- Illnesses
- Vaccines
- General medical care

### Other in-network providers

Get care from other doctors, specialists or providers (like urgent care or hospitals) in your network. To find a doctor in your network, visit [www.calvivahealth.org](http://www.calvivahealth.org) and click the *Find a Provider* link.

### Mental health services

Your plan includes coverage for:

- Counseling
- Psychiatric services

You won't need a referral from your doctor.

Find a therapist or psychiatrist at [www.calvivahealth.org](http://www.calvivahealth.org) and click *Find a Provider*. You can also call Member Services and select *Behavioral Health*.



## At home

### Phone or video appointments anytime

**Get mental health or substance use disorder services** through a video or phone appointment by calling Member Services and choosing *Behavioral Health*.

### Nurse Advice Line anytime

Call our Nurse Advice Line and speak to a clinician 24 hours a day, 7 days a week. You'll enjoy **real-time support** for help to understand your symptoms and the level of care needed. The telephone number is listed on the back of your member ID card and below.



## In a clinic

### Urgent care centers

Get same-day care for non-emergency, non-life threatening illnesses or injuries. Many urgent care centers now offer X-rays and lab tests.

Visit [www.calvivahealth.org](http://www.calvivahealth.org) and click *Find a Provider* to find an urgent care center near you.

**Note: Go straight to the nearest emergency room or call 911 if you have an emergency.**

Emergency care is for life-threatening medical conditions or severe accidental injuries.

# 6 Start Using Your Benefits Right Away!

COMPLETE A FEW SIMPLE STEPS TO BEGIN TO GET THE CARE YOU NEED

*Follow these steps to ensure you're all set to use your plan benefits:*

- 1 Check your coverage start date**

Your member ID card lists your coverage date. If you haven't received your member ID card in the mail, contact **Member Services at 1-888-893-1569**.
- 2 Confirm your doctor**

Take a minute to make sure the right doctor is listed on your member ID card. If you need or want to choose a different doctor, you can. You always have a choice!

Contact Member Services or visit **[calvivahealth.org/provider/change-your-doctor/](http://calvivahealth.org/provider/change-your-doctor/)** to submit a PCP Change Request Form.
- 3 Schedule a doctor visit**

You need to see your doctor within **120 days after your coverage** starts. To make an appointment, call your doctor's office at the number listed on your member ID card.

If getting to your appointment is an issue, our no-cost ride service can help. Call Member Services to schedule a ride at no cost!
- 4 Ask questions**

During your first appointment, your doctor will do a health assessment to help understand your medical history and address any health concerns you may have. This is also the perfect time for you to ask questions.

## Contact us when you need to:

- Confirm your doctor
- Make an appointment
- Arrange no-cost transportation
- Get answers to your questions

Phone (toll-free):  
1-888-893-1569 (TTY: 711)  
24 hours a day, 7 days a week

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

# 7 Find The Right Doctor to Fit Your Healthcare Needs

LEARN TO EASILY FIND A DOCTOR IN YOUR NETWORK



## Online

As a CalViva Health member, you can access the **most up-to-date list of providers**. Use the *Find a Provider* link on [calvivahealth.org](https://calvivahealth.org) to start the process. Then:

- 1 **Click** on *Find a Provider*
- 2 **Select** a type of Provider
- 3 **Enter** the Provider Search information
- 4 **Click** *Submit*

**Download** a Provider Directory from the Provider Search page by clicking the *Printed Provider Directory* link.

**Note:** Provider availability is subject to change.



## By mail

You can also call Member Services to receive a copy of the most up-to-date Provider Directory. For a copy, call Member Services toll-free at **1-888-893-1569 (TTY: 711)** 24 hours a day, 7 days a week.



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## Healthcare transportation coverage

Your CalViva Health Medi-Cal plan covers transportation when you need healthcare and services. This is also known as routine medical transportation.

You can use this benefit when you need a ride to your:

- Doctor
- Counselor
- Dentist
- Pharmacy and more

### To reserve a ride:

- Call CalViva Health Member Services Department toll-free at **1-888-893-1569 (TTY: 711)** and choose the transportation option.
- Call between 8 a.m. and 4 p.m. Pacific time, Monday through Friday.
- Download the Modivcare app to book a ride.
  - **Scan the QR code** with your smartphone or tablet camera to learn more about the Modivcare app.



**Note:** Certain types of rides require your provider to complete a Physician Certification Statement (PCS) form.



## Member handbook is also available

You can also get a copy of CalViva Health Medi-Cal Member Handbook when you download it from our website at <https://www.calvivahealth.org/benefits/member-resources/>. Click on the *Medi-Cal Member Handbook*. It will download as a PDF.



# 8 Get Your Checkup Now...

All new CalViva Health members need to get a checkup within 120 days of joining CalViva Health.

The first checkup is very important because:



You will get to know who your doctor is before an illness occurs.



Your doctor can help you learn how to use your health plan services.



Your doctor will tell you who to call and where to go for medical treatment when the office is closed.



Your children will get the shots they need for school.



You will receive information about important health tests to help you and your children stay healthy.



## CalViva Health's Nurse Advice Line

**Do you feel sick and need advice?** You can call your doctor and ask for help. Or you can call CalViva Health's Nurse Advice Line at **1-888-893-1569 (TTY: 711)** for fast and free advice. A nurse is available **24 hours a day, 7 days a week**. The nurse can speak to you in your preferred language and guide you to take care of your health care needs.

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## By calling CalViva Health's Nurse Advice Line, you can:

- **Get information** to help you decide if you need to go to the emergency room.
- **Find out** if you can wait to see your doctor.
- **Discuss** your health problems and treatment options.
- **Receive tips** to help you feel better at home when you are sick.
- **Learn** about your medications and health needs.



Call the doctor whose name is printed on your member ID card to schedule a checkup today.

For more information, visit [www.calvivahealth.org](http://www.calvivahealth.org).



This information is not intended as a substitute for professional medical care. Please always follow your health care provider's instructions. Programs and services are subject to change.

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For help, call Member Services toll-free at 1-888-893-1569 (TTY: 711), 24 hours a day, 7 days a week.

# 9 Healthy Smiles Start Here

*Having healthy teeth can help keep the rest of your body healthy.  
That is why Medi-Cal Dental benefits are available to Medi-Cal members.*

## Medi-Cal Dental benefits include

*Regular care to keep  
teeth healthy*

- Exams and X-rays
- Cleanings
- Fluoride treatments to prevent cavities

*Care to fix dental issues*

- Fillings
- Root canals in front teeth
- Premade crowns
- Full dentures
- Other dental services

## With Medi-Cal Dental you and your family can enjoy

- Expert care from dentists who speak your language and understand your unique needs.
- Access to clinics near you.
- Case managers to help with your dental care.



**If you already have dental coverage, please refer to your Dental ID card for help making an appointment.**

**For more information or to contact Medi-Cal Dental:**

**Call (toll-free) 1-800-322-6384 (TTY: 711)  
Monday–Friday 8 a.m. to 5 p.m.**

**Online: [www.smilecalifornia.org](http://www.smilecalifornia.org)**

# 10 Keep Your Eyes Healthy with CalViva Health Vision Benefits

*Great news! As a CalViva Health Medi-Cal member you have access to vision benefits.*

## They include:

- Routine eye exam every 24 months (more often if needed for medical reasons)
  - These exams help your eyes stay healthy
- Yearly exams for diabetic members
- Low vision exam and helpful tools for members with vision damage
- Glasses (frames and lenses) every 24 months
  - Replacement or repair if your glasses are:
    - » Lost
    - » Stolen
    - » Broken
- Special contact lenses (if your glasses aren't helping your vision)



**Schedule your vision appointment today!**



**Need help to find an eye doctor?**

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

# 11

## Take Charge of Your Health!

### HEALTH EDUCATION PROGRAMS AND SERVICES

*We all want better health. With help and support, your health goals are within reach. We have a wide range of no-cost programs, services and tools to help you and your family take steps toward better health.*

#### Programs for Every Stage of Life



##### **Feel good about your weight**

Our nutrition and physical activity resources can help you meet your weight goals. Maybe you'd like your clothes to fit better. Or, maybe you want to keep up with your loved ones. Whatever your reason, we have the tools and support you need to learn to manage your body weight.



##### **Quit tobacco for good**

Quitting smoking and vaping is one of the best things you can do for your health. It's also a great way to save money. Smokers spend about \$309 a month on cigarettes!

We know quitting isn't easy, but you don't have to do it alone. We're here to help, with phone support, facts about quitting and medicines to help cut your cravings.

Call Kick It California toll-free at **1-800-300-8086 (TTY: 711)**. Hours of operation are Monday–Friday, 7 a.m. to 9 p.m., and Saturday 9 a.m. to 5 p.m.





### Give your baby a healthy start

If you are pregnant or planning to start a family, you may have many questions. How is my baby growing? How can I take care of myself? Is this normal? Our healthy pregnancy program gives you answers, advice and support. It's important to see your doctor as soon as you know you are pregnant or planning to start a family.



### Mental health matters

Looking for ways to become happier and healthier? Available online and via phone app, our Teladoc Mental Health (Digital Program) offers tools to help you feel better and live well. You can sign up for this program at [www.teladochealth.com](http://www.teladochealth.com).



### High blood pressure and heart health

Do you have high blood pressure? Want to keep your heart healthy? You can make a difference in your health starting today! Use our resources to guide you in lowering your blood pressure and better heart health.



### Diabetes Prevention Program

The Diabetes Prevention Program (DPP) is 12-month long program focused on helping members lower their risk for diabetes through healthy lifestyle choices and weight loss. Diabetes Care Partners' (DCP) mobile app gives you access to a health coach and online classes.

Learn more at: <https://dcphealthprogram.com/signup>



### Online health library

Want to learn more? We have health sheets, health videos, and interactive tools on many topics to help you. Visit [www.calvivahealth.org](http://www.calvivahealth.org) today.



Contact us (toll-free) for health education information or questions about your Medi-Cal benefits:

**CalViva Health**  
**Member Services**  
**1-888-893-1569 (TTY: 711)**  
**24 hours a day, 7 days a week**

This information is not intended as a substitute for professional medical care. Please always follow your health care provider's instructions. Programs and services are subject to change.

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For help, call Member Services toll-free at 1-888-893-1569 (TTY: 711), 24 hours a day, 7 days a week.



# 12 CalViva Health's Preventive Screening Guidelines

**GUIDELINES FOR CHILDREN AND ADULTS**





*Use this guide to help remind you to schedule well-care visits with your family doctor. Always seek and follow the care and advice of your doctor. Updates and changes often occur with guidelines.*

*This information is not medical advice and does not describe coverage. Please check your plan benefit language for coverage, limits and exclusions.*

### To help you stay healthy

For more information or detailed guidelines, visit [www.calvivahealth.org](http://www.calvivahealth.org) or call the number below.



#### CalViva Health Medi-Cal members:

- **Health Education Information.** You can get free advice and information about our programs to stop tobacco use, control your weight and much more. We can help you in other languages and formats upon request.
- **For health education information or questions about your Medi-Cal plan, call (toll-free): 1-888-893-1569 (TTY: 711) 24 hours a day, 7 days a week.**



## Advised vaccines (shots)

Schedule for persons aged 0 through 6 years<sup>1,2</sup>

Vaccine	At birth	Age (in months)									Age (in years)			
		1	2	4	6	9	12	15	18	19-23	2-3	4	5	6
<b>Respiratory Syncytial Virus (RSV)</b>		<ul style="list-style-type: none"> <li>One dose (birth through 7 months) depending on maternal RSV vaccination status</li> <li>One dose (8 through 19 months) if high-risk or as your doctor suggests</li> </ul>												
<b>Hepatitis B (HepB)</b>	✓	✓	Catch up if needed			✓					Catch up if needed			
<b>Rotavirus (RV)</b>			<ul style="list-style-type: none"> <li>Two-dose series at 2 and 4 months (Rotarix<sup>®</sup>)</li> <li>Three-dose series at 2, 4, and 6 months (RotaTeq<sup>®</sup>)</li> </ul>											
<b>Diphtheria, Tetanus, Pertussis (DTaP)</b>			✓	✓	✓	Catch up if needed		✓		Catch up if needed			✓	
<b>Haemophilus Influenzae type b (Hib)</b>			✓	✓	✓	Catch up if needed		✓		Catch up if needed			High-risk groups	
<b>Pneumococcal</b>			✓	✓	✓	Catch up if needed		✓		Catch up if needed			High-risk groups	
<b>Inactivated Poliovirus (IPV)</b>			✓	✓		✓				Catch up if needed			✓	
<b>Influenza (flu)</b>						Two flu shots before the age of 2					Yearly (one or two doses), as your doctor suggests			
<b>COVID-19</b>						One or more doses as your doctor suggests								
<b>Measles, Mumps, Rubella (MMR)</b>					Talk to your doctor if traveling internationally		✓		Catch up if needed				✓	
<b>Varicella (VAR)</b>							✓						✓	
<b>Hepatitis A (HepA)</b>					Talk to your doctor if traveling internationally		Two doses			Catch up if needed				
<b>Meningococcal</b>			High-risk groups											

**Catch up if needed:** If you have missed your shot(s) you can talk to your doctor about when or how to get this shot.

**High-risk groups:** If you or your child have a medical condition check with your doctor first before you get any shots. They will give you advice and guidance on what is best.

**Influenza (flu):** The first flu series requires two shots.

**Measles, Mumps, Rubella (MMR):** Infants aged 6-11 months: 1 dose before departure; revaccinate with 2-dose series at age 12-15 months (12 months for children in high-risk areas) and dose 2 as early as 4 weeks later.



## Advised vaccines (shots)

Schedule for persons aged 7 through 18 years<sup>1,2</sup>

Vaccine	Age (in years)		
	7-10	11-12	13-18
Tetanus, Diphtheria, Pertussis (Tdap)	Catch up if needed	One dose	Catch up if needed If there is a wound or injury, talk to your doctor
Human Papillomavirus (HPV)	Two doses can start at age 9, suggested for ages 11-12 years		Catch up if needed
Influenza (flu)	Yearly (one or two doses), as your doctor suggests	Yearly (one dose) ages 9 years and older	
COVID-19	One or more doses as your doctor suggests		
Pneumococcal	High-risk groups		
Hepatitis A (HepA)	Catch up if needed		
Hepatitis B (HepB)	Catch up if needed		
Inactivated Poliovirus (IPV)	Catch up if needed		
Measles, Mumps, Rubella (MMR)	Catch up if needed		
Varicella (VAR)	Catch up if needed		
Haemophilus Influenzae type b (Hib)	High-risk groups		
Meningococcal ACWY	High-risk groups	One dose	A booster is needed at age 16 years Catch up if needed
Meningococcal B	As your doctor suggests		



## Advised screenings (tests)

Schedule for persons aged 0 through 18 years<sup>1,2,3</sup>

Screening	Age (in months)						Age (in years)		
	Birth-6	9	12	15	18	19-36	3-10	11-12	13-18
Routine health exam	At birth, 3-5 days, and at 1, 2, 4, and 6 months	Every 3 months				Every 6 months	Every year		
Anxiety screening							Children and teens aged 8-18 years: Suggest screening for anxiety		
Depression screening							✓		
Lead testing	Test at 12 months and 24 months or as your doctor suggests								
Dental visit	Every 6-12 months (first visit starting between first tooth and age 1) or as your dentist suggests								

**Catch up if needed:** If you have missed your shot(s) you can talk to your doctor about when or how to get this shot.

**High-risk groups:** If you or your child have a medical condition check with your doctor first before you get any shots. They will give you advice and guidance on what is best.

**Influenza (flu):** The first flu series requires two shots.

**Depression Screening:** Teens aged 12-18 years: Suggest screening for major depressive disorder (MDD)



## Advised screenings (tests)

Schedule for persons aged 0 through 18 years<sup>1,2,3</sup>

Screening	Age (in months)						Age (in years)		
	Birth–6	9	12	15	18	19–36	3–10	11–12	13–18
Dental fluoride varnish	Every 6 months, starting at 12 months through 18 years As your doctor or dentist suggests								
Blood test	Once between 0–2 months	Check at 4 and 12 months, and during routine health exam if high-risk or as your doctor suggests							
Human Immunodeficiency Virus (HIV)									Starting at age 15
Body mass index (BMI)							Starting at age 2, check BMI during routine health exam		



## Advised vaccines (shots)

Schedule for adults<sup>1,2</sup>

Vaccine	Age (in years)				
	19–26	27–49	50–59	60–64	65 and over
COVID-19	One or more doses of 2024–2025 vaccine				Two or more doses
Tetanus, Diphtheria, Pertussis (Td/Tdap)	<ul style="list-style-type: none"> <li>One dose Tdap, then boost with Td or Tdap every 10 years</li> <li>One dose Tdap each pregnancy – one dose Td/Tdap for wound care</li> <li>If there is a wound or injury, as your doctor suggests</li> </ul>				
Human Papillomavirus (HPV)	Two or three doses based on age at first vaccination or condition	If high-risk or as your doctor suggests			
Varicella (VAR)	Two doses (If born 1980 or later)		Two doses if high-risk or as your doctor suggests		
Zoster Recombinant	If high-risk or as your doctor suggests		Two doses RZV starting at age 50		
Measles, Mumps, Rubella (MMR)					One or two doses or as your doctor suggests (If born in 1957 or later)
Influenza (flu)	Every year				

(continued)

**Catch up if needed:** If you have missed your shot(s) you can talk to your doctor about when or how to get this shot.

**High-risk groups:** If you or your child have a medical condition check with your doctor first before you get any shots.

They will give you advice and guidance on what is best.

**Influenza (flu):** The first flu series requires two shots.

**Human Immunodeficiency Virus (HIV):** USPSTF recommends clinicians screen for HIV infection in ages 15-65. Younger adolescents who are at increased risk of infection should also be screened.



## Advised vaccines (shots)

Schedule for adults<sup>1,2</sup>

Vaccine	Age (in years)				
	19–26	27–49	50–59	60–64	65 and over
<b>Pneumococcal (PCV 15, PCV 20, PCV 21, or PPSV 23)</b>	If high-risk or as your doctor suggests		One dose starting at age 50		
<b>Hepatitis A (HepA)</b>	If not fully vaccinated or if high-risk two, three, or four doses based on vaccine or as your doctor suggests				
<b>Hepatitis B (HepB)</b>	Two, three, or four doses based on vaccine, or as your doctor suggests			Based on condition if high-risk, or as your doctor suggests	
<b>Haemophilus Influenzae type b (Hib)</b>	One or three doses based on vaccine, if high-risk, or as your doctor suggests				
<b>Meningococcal A, C, W, Y</b>	One or two doses based on vaccine, or as your doctor suggests				
<b>Meningococcal B</b>	Two or three doses based on vaccine, if high-risk, or as your doctor suggests				
<b>Mpox</b>	Two doses if at high-risk, as your doctor suggests				
<b>Inactivated Poliovirus</b>	Complete three dose series if not completely vaccinated				
<b>Respiratory Syncytial Virus</b>	Seasonal Pregnancy, as your doctor suggests			1. 60-74 years unvaccinated at high risk, or as your doctor suggests 2. >75 years if unvaccinated	



## Advised health screenings (tests)

Schedule for adults<sup>1,2,4</sup>

Screening	Age (in years)		
	19–39	40–64	65 and over
<b>Routine health exam</b>	Every year		
<b>Blood pressure to check for high blood pressure</b>	Every 1–2 years		
<b>Anxiety screening</b>	Adults 64 years or younger, including pregnant and postpartum person: USPSTF suggests screening for anxiety disorders		
<b>Depression screening</b>	Adults, including pregnant and postpartum persons, and older adults (65 years and older): USPSTF suggests screening for depression		
<b>Unhealthy drug use screening</b>	Adults 18 years and older: USPSTF suggests screening by asking questions about unhealthy drug use		
<b>Lung cancer screening</b>		Yearly screening in adults aged 50–80 years who have a 20-pack-per year smoking history, currently smoke or have quit within the past 15 years	
<b>Body mass index (BMI) to check for obesity</b>	Check during routine health exams		
<b>Cholesterol screening to check for blood fats</b>	<b>General guide ages 20–65 years:</b> <ul style="list-style-type: none"> <li>• Younger adults every 5 years</li> <li>• Men ages 45–65 every 1–2 years</li> <li>• Women ages 55–65 every 1–2 years</li> <li>• As your doctor suggests</li> </ul>		Every year



## Advised health screenings (tests)

Schedule for adults<sup>1,2,4</sup>

Service	Age (in years)		
	19–39	40–64	65 and older
Colorectal cancer screening to check for colorectal cancer		<ul style="list-style-type: none"> <li>For ages 40–44, as your doctor suggests</li> <li>Beginning at age 45, talk to your doctor about how often and which test you should get</li> </ul>	
Dental	Every 6 months or as your dentist suggests		
Glucose screening to check for blood sugar	Check if high-risk	Every 3 years or as your doctor suggests	
Human Immunodeficiency Virus (HIV)	<ul style="list-style-type: none"> <li>Screen, repeat if high-risk or as your doctor suggests</li> <li>If pregnant, screen for HIV infection</li> </ul>		
Hepatitis B	Screen if high-risk or as your doctor suggests		
Hepatitis C	Screen 18–79 years or as your doctor suggests		
<b>Extra Screenings for Women</b>			
Pelvic exam with Pap test to check for cervical cancer	<b>For sexually active non-pregnant people:</b> <ul style="list-style-type: none"> <li>Start at age 21–29 years, screen every 3 years with PAP test</li> <li>At age 30–65, screen every 3 years with PAP or screen every 5 years with HPV or PAP/HPV or as your doctor suggests</li> </ul>		As your doctor suggests
Mammogram to check for breast cancer	People with higher-than-average risk should talk to their doctor about when to start screening	<b>The new breast cancer screening guidelines from the USPSTF recommend the following:</b> <ol style="list-style-type: none"> <li>Start breast cancer screening at age 40</li> <li>Get screening mammograms every other year from age 40 to 74</li> </ol>	
Breast exam by doctor	Every 1–3 years	Every year	
Self breast exam/Breast self-awareness to check for breast changes	Monthly		
Chlamydia or Gonorrhea screening to check for a sexually transmitted disease	<ul style="list-style-type: none"> <li>If sexually active, start screening at 24 years or younger. This includes pregnant women</li> <li>If sexually active, get screened at 25 years and older if you are at risk for infection. This includes pregnant women</li> </ul>		
Bone density test to prevent fractures	Screening for women younger than 65 who have gone through menopause and are at increased risk of a bone fracture estimated by clinical risk assessment		✓
Intimate Partner Violence (IPV)	<b>People of reproductive age:</b> USPSTF suggests screening for intimate partner violence (IPV) in women of reproductive age and provide or refer women who screen positive to ongoing support services		
<b>Extra Screenings for Men</b>			
Abdominal ultrasound to check for abdominal aortic aneurysm (swelling of a large blood vessel around the stomach area)			Once, for men ages 65–75 who have ever smoked or have risks

**1**These guidelines may change. Please speak with your doctor.

**2**Doctor should follow proper series and current guidelines by the Centers for Disease Control and Prevention (CDC), US Preventive Services Task Force (USPSTF), and American Academy of Pediatrics (AAP).

**3**Routine health exams, counseling and education for children and adolescents may include records of the patient's height, weight and blood pressure. Exams may also include body mass index (BMI), along with vision and hearing tests. Counseling and education could include, but are not limited to:

- Contraception/family planning
- Critical congenital heart defect, heart health
- Dental health
- Developmental/behavioral exam
- Injury/violence prevention
- Mental health, e.g., depression/eating disorders
- Diet/exercise
- Sexually transmitted infections (STIs) and HIV screening
- Substance abuse, e.g., alcohol and drug abuse prevention
- To stop tobacco use
- Tuberculosis (TB) screening
- Weight management

**4**Routine health exams, counseling and education for adults should include the patient's height, weight, blood pressure, body mass index (BMI), vision and hearing tests, depression, and screening for alcohol or drug use. Guidelines vary based on history and risk factors. Counseling and education could include:

- Cancer screenings, e.g., lung cancer screening and BRCA risk assessment
- Contraception/prepregnancy
- Dental health
- Drug prevention/Cessation
- Family planning
- Heart health, electrocardiogram (ECG) screening
- Injury/violence prevention
- Maternity planning
- Menopause
- Mental health, e.g., depression/eating disorders
- Diet/exercise
- Sexual practices, sexually transmitted infections (STIs) and HIV screening
- Substance abuse, e.g., alcohol and drug abuse prevention
- To stop tobacco use
- Tuberculosis (TB) screening
- Weight management

This information is not meant to replace medical care. Please always follow your healthcare provider's instructions. Programs and services are subject to change.

BKT066183EPO0 (8/25)

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](http://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](http://www.dhcs.ca.gov/Pages/Language_Access.aspx)
- Electronically: Send an email to [CivilRights@dhcs.ca.gov](mailto: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/>

**English:** If you, or someone you are helping, need 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 (TTY: 711) 1-888-893-1569 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.

FLY061957EP00 (06/23)

**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 Bieqcll-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 buatc 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। ਅਪਾਹਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਪਹੁੰਚਯੋਗ 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 tinutulungan 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 โทรแบบไม่เสียค่าธรรมเนียม 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.

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**For more information please contact:**

**CalViva Health**

7625 N. Palm Ave  
Suite #109  
Fresno, CA 93711

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