CalViva HEALTH

WHOLE you



2026 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 Click on *Member Benefits* then click on *Member Newsletters*.

SCAN ME

New to CalViva Health? Find out about your health plan in your member handbook and online. Visit www.calvivahealth.org.

Welcome to *Whole You!*

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

Welcome to the 2026 Issue of *Whole You*

Here's what you'll find:

- We Protect Your Privacy When You Choose CalViva Health.
- Know Doctor Wait Times Upfront with Our Guide.
- Talk to Us – We Speak Your Language.
- 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.
- Get the Pregnancy Support and Care You Need with CalViva Health's Doula Services.
- Catch Problems Early with the Proper Health Screenings.
- Help Your Child Have a Beautiful Smile.
- Get Your Voice Heard When You Take Our Survey.
- Control Blood Pressure and Blood Sugar Levels by Knowing Your Numbers.
- A Healthier Lifestyle Starts with Small Changes.
- Improve Your Health and Lifestyle with CalViva Health's Diabetes Prevention Program.
- Mental Health Matters: Refresh Your Mind, Body and Spirit.
- Feel Less Stressed and in Better Control with Non-Specialty Mental Health Services (NSMHS).
- Quit Nicotine with a Guided Program.
- Find Complete Health Care Help through Case Management.
- Protect Yourself and Those You Love with the Flu Vaccine.
- Get Your Health Plan Information Anytime.
- Your Doctors Can Talk to Each Other through Your Primary Care Physician.
- You Stay Healthier When You Speak Up.
- Keep Your Medi-Cal When You Keep Your Records Up to Date.
- Get Care You Need and Services You Want Through Enhanced Care Management.
- Reach Your Health Goals and Live Healthier with Community Supports.
- Get the Most out of Your Healthcare With a Community Health Worker.
- Watch Your Child Grow and Thrive with CDC's Milestone Tracker App!
- Better Care in 2026 Thanks to Our Quality Improvement Program.

CalViva HEALTH

WHOLE you

We 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, or gender identity information for underwriting purposes or to make decisions about your coverage. Additionally, CalViva Health keeps your immigration status private. We do not share this information with any federal immigration authorities. PHI includes your:

PHI can include information about you, such as:

- Name.
- Address.
- Phone number.
- 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.
- Immigration status and place of birth.

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 protect your data.
- 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.** 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 number on the back of your member ID card.



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

CalViva HEALTH

WHOLE you

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
Urgent care appointments	
Urgent care appointment with primary care physician (PCP).	**Within 48 hours.**
Urgent care appointment with specialist (no prior approval needed)	**Within 48 hours.**
Urgent care appointment with specialist (if prior approval needed)	**Within 96 hours.**
Non-urgent appointments	
Non-urgent care appointment with PCP.	**Within 10 business days.**
Non-urgent care appointment with specialist.	**Within 15 business days.**
Appointment for ancillary services (lab work, diagnostic testing, such as mammogram or MRI, and treatment such as physical therapy are examples).	**Within 15 business days.**
Behavioral health appointments (also known as mental health visits)	
Urgent care visits with non-medical doctor behavioral health provider or a medical doctor (psychiatrist) that does not need prior approval.	**Within 48 hours.**
Urgent care visit with non-medical doctor behavioral health provider or a medical doctor (psychiatrist) that needs prior approval.	**Within 96 hours.**
Non-urgent care visit with non-medical doctor behavioral health provider[1]	**Within 10 business days.**
Non-urgent visit with behavioral health doctor (psychiatrist).	**Within 15 business days.**
Non-urgent care follow-up visit with non-medical doctor behavioral health provider[1]	**Within 10 business days.**

[1]Examples of non-medical doctor behavioral health providers are counseling professionals, substance abuse professionals and qualified autism providers.
Note: A business day is Monday through Friday. It does not include weekends or holidays.

If you need help getting an appointment or need an interpreter to help you talk to your doctor, 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 present during the appointment. Call CalViva Health to ask for an interpreter 5 days before the appointment.

CalViva HEALTH

WHOLE you

Talk To Us – We Speak Your Language

Is it better for you to read and speak in a language other than English? *CalViva Health has a no cost Language Assistance Program (LAP) to help us talk to each other.*



Interpreters help you talk with your doctor, other health care providers and CalViva Health staff.

Interpreters are available for you

- You can get an interpreter at no cost for all your medical appointments.
- You cannot be required to bring your own interpreter to a medical appointment.
- You do not need to use family or friends as interpreters.
- You cannot use a child as an interpreter, unless there is an emergency, and no other interpreter is available.
- You have a right to file a grievance if your language needs are not met.
- Sign language services are available upon request.

You can ask for an oral translation or alternate format for any document you get from CalViva Health.

Written translations are available in some documents in Spanish, Hmong, Korean, or Chinese traditional characters.

You can ask for a translation for any of these letters:

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

Call the Member Services number on the back of your ID card when you need:

- An interpreter for a medical visit.
- A document translated or read to you in your language.
- A document in an alternate format.
- To tell us your preferred written and spoken language.

Please call the number on the back of your ID card **at least five 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, race, ethnicity, and gender identity

Please call the number on the back of your ID card 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.

Your language, race, ethnicity background, gender identity and sexual orientation information may only be shared with health care providers for quality improvement purposes.

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

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

Easy info

Health care and health insurance can be hard to understand at times. Below are some simple tips to help you know what is happening with your health care.

Ask your doctor, 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 that you and your doctor make together.
- Be sure to note:
  - Questions you have for the doctor.
  - Instructions you need to follow.
  - Your test results.
  - Any medication prescribed.
  - Ask your doctor to write any important information you need to know in your notebook.

CalViva HEALTH

WHOLE you

Find Support Quickly and Easily with findhelp



CalViva Health Community Connect, *powered by findhelp, is an online platform service that helps you find free and reduced cost programs and social services in your area. Search for local vendors 24/7. Connect to services such as medical care, food, housing and more in one place.*

CalViva Health will use the social needs assessment results to help connect 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.

Connect in three easy steps:

1. Go to **https://calviva.findhelp.com**
2. Complete a Social Needs Self-Assessment
3. Enter a zip code and click *search*

Once you click *search*, ten topics will be provided – select one. Then select a subtopic which contains a list of services or simply search for services. You can view results in more than 100 languages.

Your social needs information is 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.

SCAN ME

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 toll-free Member Services number or TTY number on the back of your CalViva Health member ID card, 24 hours a day, 7 days a week.

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. To access this form, please visit the **Member Notification of Pregnancy form.**

Call us toll-free at **1-888-893-1569 (TTY: 711)**, 24 hours a day, 7 days a week. Let us know you're calling to complete your pregnancy form.

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.

For more information, please visit the pregnancy program webpage at **www.calvivahealth.org.** Click on *Member Benefits*, then *Wellness Programs*, and select *CalViva Health Pregnancy Program*. Or call Member Services toll-free at **1-888-893-1569 (TTY: 711),** 24 hours a day, 7 days a week.

SCAN ME

CalViva HEALTH

WHOLE you

Get the Pregnancy Support and Care You Need with CalViva Health's Doula Services

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

Doulas can support you during pregnancy, birth, and postpartum (the time after birth). This includes a pregnancy that ends in a stillbirth, miscarriage, or abortion. Doula services are available in-person or virtual to meet your needs. For example, services can be provided:

- During a provider office visit.
- In the hospital.
- At a birth center.
- In your home.
- Over the phone or video call

Doulas can help you:

- Define and write a birth plan.
- Learn about pregnancy and postpartum.
- Manage your care through the healthcare system.
- Connect with community resources.
- Offer support during labor, birth, and postpartum.
- Adjust to breastfeeding and provide support.

Doula benefit includes:

- One visit with a Doula to get to know each other.
- Up to eight more visits that can happen during the pregnancy and postpartum.
- Support during labor and birth.
- Up to two, three-hour postpartum visits after the end of a pregnancy.

SCAN ME



Need help to find a Doula?

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

CalViva HEALTH

WHOLE you

Catch Problems Early with the Proper Health Screenings



Screenings can help save lives. *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, risk, gender and other factors. Ask your doctor about the screenings listed below to help you stay healthy.

Screenings	When
Breast cancer	Get a mammogram every year starting at age 40 or as your doctor suggests.
Cervical cancer	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.
Chlamydia (a sexually transmitted infection)	Every year through age 24 for sexually active, non-pregnant people; every year starting at age 24 if at high risk. There are in-home screening options available for chlamydia screening, so please contact your doctor to discuss if and how you can complete your screening from the comfort of your home.
Colorectal cancer	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. There are in-home screening options available for colorectal cancer screening, so please contact your doctor to discuss if and how you can complete your screening from the comfort of your home.
High cholesterol	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.
Hypertension (high blood pressure)	Every year in adults 40 years or older and in adults at high risk.
Prostate cancer	At age 40, talk to your doctor about testing.
Dental Checkup	Every 6 months or as your dentist suggests.
Depression and/or Anxiety Screenings.	Yearly, or as your doctor suggests.

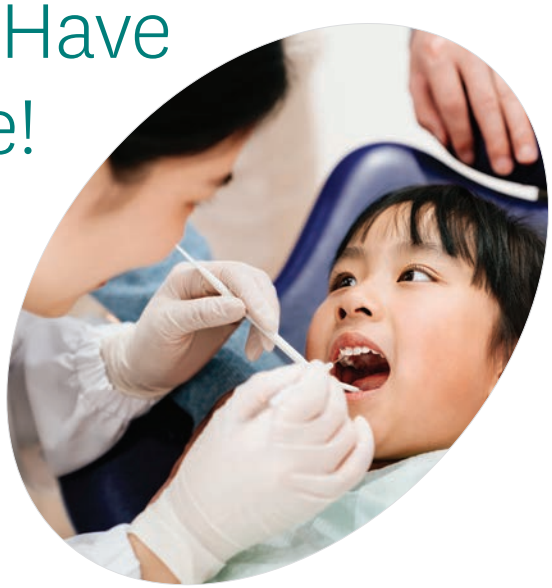
Sources: American Cancer Society; Center of Disease Control Department of Health and Human Services; U.S. Preventive Services.

Visit **www.calvivahealth.org**. Click on ***Member Benefits***, then click on ***Health Resources*** *for access to preventative screening guidelines.*

CalViva HEALTH

WHOLE you

Help Your Child Have a Beautiful Smile!



Healthy gums and teeth are important to your child's overall health. Fluoride varnish is a safe and easy way to help prevent tooth decay in children. This service can be done 2 to 3 times a year to help your child's teeth stay healthy.

Talk to your child's doctor or dentist about getting fluoride varnish today.

Get Your Voice Heard When You Take Our Survey

*This spring, some CalViva Health members will be selected to take the **CAHPS member experience survey**. If you are one of the lucky few, keep an eye on your mailbox!*

The survey asks about your experience with your providers and health plan. Your feedback helps us understand what's working and what needs improvement.

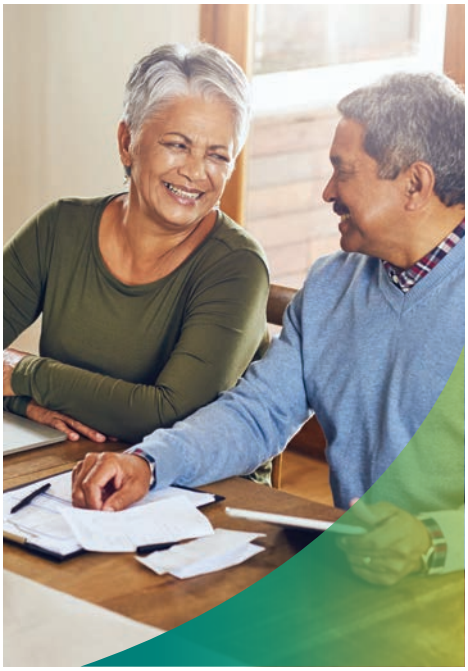
Why it matters:

- Your responses are anonymous.
- Your input represents thousands of members.
- Your feedback helps us improve care and service for everyone.

Happy with your care? Let us know!

Have ideas for improvement? We want to hear those too.

If you receive the survey, please take a few minutes to complete it. Your voice makes a difference!



CalViva HEALTH

WHOLE you

Control Blood Pressure and Blood Sugar Levels by Knowing Your Numbers

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) (top/upper number)	and/or	Diastolic (mm Hg) (bottom/lower number)
Normal	Less than 120	and	Less than 80
Elevated	120-129	and	Less than 80
Stage 1 Hypertension (High Blood Pressure)	130-139	or	80-89
Stage 2 Hypertension (High Blood Pressure)	140 or higher	or	90 or higher
Severe Hypertension (If you don't have symptoms*, call your healthcare professional.)	higher than 180	and/or	Higher than 120
Hypertensive Emergency (If you have any of these symptoms*, call 911.)	higher than 180	and/or	Higher than 120

*Symptoms: chest pain, shortness of breath, back pain, numbness, weakness, change in vision or difficulty speaking

Source: American Heart Association



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.

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

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 toll-free Member Services phone number on the back of your CalViva Health ID card about the resources we have for you.

CalViva HEALTH

WHOLE you

Improve Your Health and Lifestyle with CalViva Health's Diabetes Prevention Program

Diabetes Prevention Program (DPP) *is focused on helping members lower their risk for diabetes through healthy lifestyle choices and weight loss.*

CalViva Health is partnering with Diabetes Care Partners (DCP) to offer the DPP.

This year-long program includes:

- Access to a health coach.
- Online classes available.
- Weekly meetings for the first four months.
- Monthly meetings for the next eight months.
- Members who complete at least nine sessions will receive a $20 e-gift card as a reward for their commitment to improving their health.

Benefits of DPP Program:

- Eat right.
- Lower your stress and sleep better.
- Lose weight.

You qualify if you:

- Have pre-diabetes.
- Score high on pre-diabetes risk test.
- Are 18 or older and overweight.

If you are a member who qualifies, the Diabetes Prevention Program is available in English and Spanish at no cost to you. You can choose to cancel at any time.

Please call the member services number on the back of your ID card to learn more.

Mental Health Matters: Refresh Your Mind, Body and Spirit

Our Teladoc Mental Health (Digital Program) offers tools to help you feel better and live well. Available 24/7 online and via the mobile app, this self-help program offers proven ways to support you in making positive changes. It is safe, secure, and personalized just for you! Start your journey today!

With the Teladoc Mental Health (Digital Program), you will find help to:

- Relieve stress.
- Improve sleep.
- Manage depression.
- Reduce fear and worry.
- Help with chronic pain.
- Move beyond trauma.
- And more!

This program includes easy learning modules, action plans, and tips to help bring hope and healing.

Questions? Call the Member Services phone number on the back of your ID card to get help.

Sign up at www.teladochealth.com.

SCAN ME

CalViva HEALTH

WHOLE you

Feel Less Stressed and in Better Control with Non-Specialty Mental Health Services (NSMHS)

Mental health struggles and substance use disorders affect people from all backgrounds and all ages. *The good news is that they can be treated. Your mental health is important at every stage of life. Just like when you go to the doctor for a yearly check-up, your mental health needs a check-up too.*



As a member, you have many options and benefits to support you with your mental health. You have access to a wide array of behavioral health providers that includes:

- Therapist sessions for individuals and families.
- Medication management.
- Applied Behavioral Analysis for children and youth.
- In-office, telehealth, or other types of care, if needed.
- A full mental health review, treatment and more.

There are additional benefits like Dyadic Care, which is a form of treatment that targets children, family, and caregiver to support the child's healthy progress and mental health.

How to get help

If you need help, simply call CalViva Health Member Services Department 24 hours a day, 7 days a week toll-free: **1-888-893-1569** (TTY: 711).

Quit Nicotine With a Guided Program

Do you smoke or vape?

Contact Kick It California, a no-cost program, 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** today.

You won't regret it!

English: **1-800-300-8086**

Spanish: **1-800-600-8191**

SCAN ME

CalViva HEALTH

WHOLE you

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**, 24 hours a day, 7 days a week to learn more about how you, your caregiver, or your 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.

Protect Yourself and Those You Love with the Flu Vaccine

Flu season starts as early as October. *Get your influenza vaccination as soon as you can! Getting a flu vaccine is one of the easiest and most effective ways to protect yourself and those around you during flu season.*

Children ages 6 months through 8 years **may need two doses** if they've never received a flu vaccine before or have only had one dose in the past. For everyone else, it's important to get vaccinated every year to stay protected. Flu vaccines are safe, quick, and help protect your whole community.

Talk to your doctor if you have questions about the flu vaccine.

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 vaccine every year.**

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

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

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

CalViva HEALTH

WHOLE you

Get Your Health Plan Information Anytime

Visit **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.
- 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.

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, click on ***Member Benefits***, then click on ***Member Resources***. You may also call us toll-free at **1-888-893-1569 (TTY: 711)**, 24 hours a day, 7 days a week to request a copy.



CalViva HEALTH

WHOLE you

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.)

Sources: Agency for Healthcare Research and Quality; American Academy of Family Physicians



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), 24 hours a day, 7 days a week if you need help to find a doctor who is right for you.

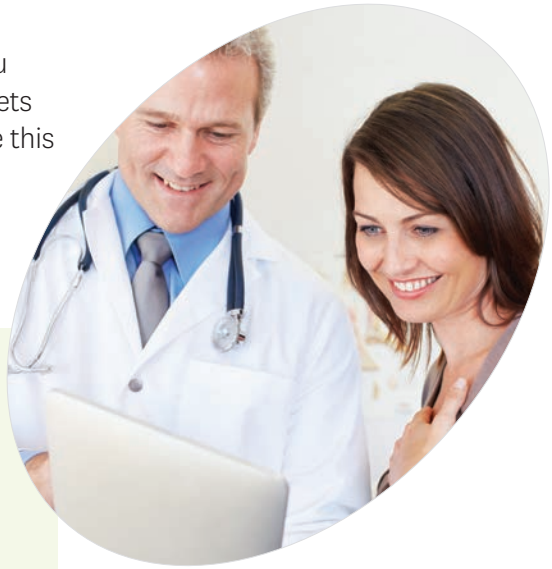
CalViva HEALTH

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)**, 24 hours a day, 7 days a week 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/**

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** to create your online account. Click the *"Create an Account"* link in the upper right corner, below the *"Log In"* button.

CalViva HEALTH

WHOLE you

Get Care You Need and Services You Want Through Enhanced Care Management

Enhanced Care Management (ECM) *offers services to Medi-Cal members at no cost who have complex health care needs and challenges that make it hard to improve their health.*

ECM offers services that can help you with your health and well-being. You will have a care team and your own ECM lead care manager.

You can get help to:

- Get the care you need. Your care team will help you focus on your health and make sure you get the services you need.
- Create a plan. You and your care team will make a care plan that will include your physical and mental health needs, social services and more.
- Connect with your doctors. Your lead care manager will keep all your doctors up to date on your health. Your care manager can also arrange for the services you receive such as appointments, transportation and more. You may choose a different ECM Lead Care Manager or ECM provider, if requested.

Learn the best way to support your health needs.

You and other people who are involved in your care, like a family member, can learn the best ways for you to take care of your health.

Move you safely from one care setting to another.

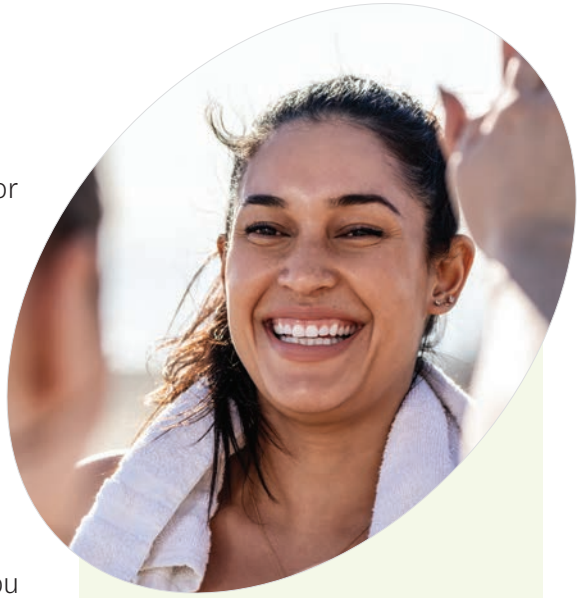
Your care team will help you move safely and easily if you need to stay at or leave a hospital or nursing facility. The care team will also support you with any issues you may have.

Work with others involved in your health care, like a family member.

Your care team can make sure your family, caregivers and others who support you, know about your health issues.

Connect you to community and social services. ECM can connect you to other non-health services such as:

- Food.
- Job training.
- Childcare.
- Disability-related services and more.



Need help with ECM services or options to change your ECM lead care manager or ECM provider?

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

Note: ECM participation is voluntary and can be discontinued at any time. You must give prior consent to sharing ECM related data.

CalViva HEALTH

WHOLE you

Reach Your Health Goals and Live Healthier with Community Supports

Community Supports (CS) *services are available to Medi-Cal members to help you reach your health goals.*

If you qualify, there are 14 types of services that are offered:

Services to address homelessness and housing

- **Housing Transition Navigation Services.** These services can help you find housing and include:
  - Looking for a place to live.
  - How to apply for housing.
  - How to create a housing support plan.
- **Housing Tenancy and Sustaining Services.** A service to help you to keep your home once you've moved in.
- **Housing Deposit.** A financial service to help you secure housing funds such as:
  - Security deposit to get a lease.
  - First month's coverage of utilities.
- **Transitional Rent.** Help with temporary rental assistance including rent/temporary housing.



Recuperative Services

- **Recuperative Care (Medical Respite).** A service that provides short-term housing care if you no longer need to be in a hospital, but still need time to recover from injury or illness.
- **Respite Services.** This service provides short-term relief to caregivers of those who need care or support on a short-term basis.
- **Short-Term Post-Hospitalization Housing.** Short-term housing service for mental health or substance use recovery after leaving the hospital.
- **Sobering Center.** A place to get help with alcohol or drinking problems instead of going to an emergency center or jail.

Services for long-term well-being in home-like settings

- **Asthma Remediation.** This service provides changes to a home to remove harmful asthma triggers.

(continued)



- **Day Habilitation.** This program helps you learn skills needed in a home-like setting. The services can include training on how to use public transportation or how to prepare meals.
- **Environmental Accessibility Adaptation (Home Modifications).** A service that offers changes to a home for your health and safety. These may include ramps and grab bars.
- **Meals/Medically Tailored Meals/ Medically Supportive Foods.** Meals that are delivered to your home that are prepared and cooked based on your nutrition-sensitive health condition and diet need.
- **Assisted Living Facility (AFL) Transitions.** Services help members live in a home-like community setting and/ or prevent living in a nursing home.
- **Personal Care and Homemaker Services.** Daily living services offered to help you:
  - Bathe.
  - Dress.
  - Clean the house.
  - Grocery shop and more.

To learn more or to sign up for Community Supports services, call Member Services toll-free at 1-888-893-1569 (TTY:711), 24 hours a day, 7 days a week.

CalViva HEALTH

WHOLE you

Get the Most out of Your Healthcare With a Community Health Worker

When it comes to getting the most out of your healthcare, community health workers (CHWs) can be your best choice.

There are many resources health plan members can access, but you may not always know where they are. CHWs are here to help, support, and point you in the right direction. These services are open to members of all ages.

You can call on CHWs when you need help with:

Health education

- Learn about wellness programs and other resources.
- Get extra support during your pregnancy such as Doulas.
- Learn more about your health condition.

Health navigation

- Get connected to the plan to help find a doctor, mental health provider, and same-day health services.
- Get referrals for Community Supports like housing, meals, and other services.
- Get transportation to medical services.

Individual support and guidance

- Assess and establish healthcare goals.
- Navigate healthcare challenges.

If you need help to sign up for CHW services, contact CalViva Health Member Services Department 24 hours a day, 7 days a week by calling toll-free: 1-888-893-1569 (TTY: 711) or ask your doctor or clinic about the benefit.



CalViva HEALTH

WHOLE you

Watch Your Child Grow and Thrive with the Milestone Tracker App

Track your child's development from ages 2 months to 5 years with the Centers for Disease Control's (CDC) Milestone Tracker App.

Learn how your child plays, learns, speaks and acts. The app has fun activities, simple checklists, and tips for kids from 2 months to 5 years old. Photos and videos make tracking milestones easy and fun.

SCAN ME

Milestones matter!

Download or scan the no cost app today in English or Spanish. Learn more about the app at **www.cdc.gov/MilestoneTracker**



Better Care in 2026 Thanks to Our Quality Improvement Program

Get even better care in 2026! *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 evaluates our products and services to meet your health care needs. Our program focuses on:

- Promoting a healthy lifestyle.
- Providing preventive care services.
- Supporting chronic disease management.
- Expanding access to mental health services.
- Enhancing patient health and safety.
- Ensuring proper prescription medication treatment.
- Empowering members with health education.
- Improving overall healthcare accessibility.

CalViva Health sets performance goals each year in various clinical areas. In 2025, we either improved performance or met the goals.

Our Quality Improvement Program helps members access care more easily through initiatives such as:

- Adolescent Immunizations.
- Breast and cervical cancer screenings.
- Child and teens well-care visits.
- Controlling blood pressure.
- Prenatal Care.
- And more.



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, 24 hours a day, 7 days a week.

The table below highlights some of those results.

	Fresno County		Madera County		Kings County	
Measures of Clinical Care	**Improved[1]**	**Goal Met[2]**	**Improved[1]**	**Goal Met[2]**	**Improved[1]**	**Goal Met[2]**
Breast Cancer Screening						✔
Cervical Cancer Screening		✔		✔		✔
Child and Adolescent Well-Care Visits						
Childhood Vaccine		✔		✔	✔	
Controlling blood pressure	✔		✔			
Adolescent Immunizations		✔		✔		✔
Prenatal Care						✔

1 Improved from previous year.
2 Above the state required minimal performance level.
Scores are based on billings records and/or medical records review.

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/

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 និងឯកសារព្រីនអក្សរធំៗ ក៏ត្រូវបានផ្តល់ជូនផងដែរ។ សេវាកម្មទាំងនេះមិនមានគិតតម្លៃសម្រាប់អ្នកទេ។

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 شمارهٔ 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 फ़्री नंबर पर कॉल करें 1-888-893-1569 (TTY: 711)। विकलांग लोगों के लिए सहायता और सेवाएं, जैसे ब्रेले लिपि में दस्तावेज़, सुलभ PDF और बड़े प्रिंट वाले दस्तावेज़, भी उपलब्ध हैं। ये सेवाएँ आपके लिए मुफ़्त 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, peb 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、トールフリーダイアル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 필요하시면무료 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 ການບໍລິການສຳລັບ ຄົນພິການອີກດ້ວຍ, ເຊັ່ນ ເອກະສານແບບບຣາເລ (braille) ສຳລັບຄົນຕາບອດ, ເອກະສານ PDF ທີ່ສາມາດ ເຂົ້າເຖິງໄດ້ສະດວກ ແລະ ເອກະສານພິມຂະໜາດໃຫຍ່. ການບໍລິການເຫຼົ່ານີ້ແມ່ນມີໄວ້ຊ່ວຍເຫຼືອທ່ານໂດຍບໍ່ໄດ້ເສຍ ຄ່າໃດໆ.

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 ਪ੍ਰਿੰਟ, ਵੀ ਉਪਲਬਧ ਹਨ। ਇਹ ਸੇਵਾਵਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫ਼ਤ 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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