



BETTER TOGETHER

OneCare Member Newsletter | Fall 2025

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



OneCare 2026 Benefits

What to expect from your CalOptima Health OneCare plan in 2026: flex card, fitness and dental benefits, and more! See Page 8 for information.

Managing Diabetes and Blood Sugar

Managing diabetes or prediabetes starts with knowing what's in your food and how it affects your blood sugar. High blood sugar can cause serious health issues that damage your feet, eyes, heart and other organs. Follow these tips to eat well and stay healthy.

Read food labels

- Use food labels to make healthier choices.
- Watch serving sizes — this helps manage calories, fat, sodium, added sugar and carbohydrates (carbs).
- One portion of carbs equals 15 grams; for example, 1 slice of bread.
- Sugar is a simple carb that can cause blood sugar to go up very fast. Avoid foods with added sugar.

Stick to a meal schedule

- Try to eat at the same time each day.
- Try not to skip meals — this helps balance your blood sugar.

Use the diabetes plate method

- Fill ½ of your plate with non-starchy vegetables — green leafy vegetables or salad with little dressing.
- Fill ¼ of your plate with lean protein — fish, chicken or eggs.
- Fill ¼ of your plate with carbs like whole grains or starchy veggies.
- Drink more water. Avoid alcohol.

Get your A1C test twice a year

- This blood test shows your average blood sugar over the past 3 months.
- A1C levels tell you how well you are controlling your blood sugar.



“ High blood sugar can cause serious health issues that damage your feet, eyes, heart and other organs. ”

Take your medicines as prescribed

- Keep an up-to-date list of your medicines.
- Use a pill box to stay organized.
- Set an alarm so you don't forget a dose.

Small steps can make a big difference! Talk to your doctor to stay on track and take care of your health. 🌈

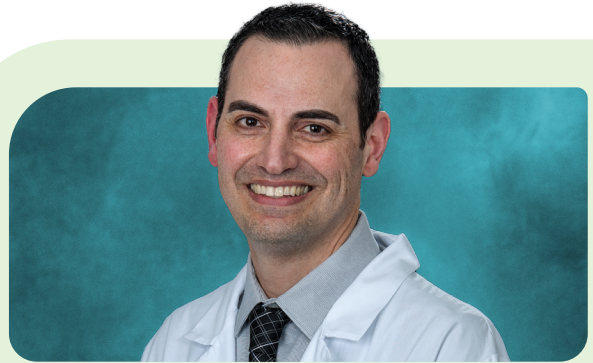
Disclosure: The information in this newsletter is for educational purposes only and does not take the place of professional medical advice. If you have questions, please contact your doctor.

Tips From Your Doc: Using Your Food and Produce Benefit

Dr. Steven Arabo, a CalOptima Health Medical Director, provides you with these tips for using your OneCare &more™ flex card to buy healthy, low-cost food.

Did you know that OneCare gives you money every quarter to spend at the grocery store? This money is put on your OneCare &more card. You should have received your card when you enrolled in OneCare. I'm thrilled you get this additional benefit because the food you eat affects your health.

- Buy frozen produce: It lasts longer and costs less than fresh produce, and in most cases, has more nutrients and less sodium than canned vegetables.
- Buy dry staples: Rice, beans and lentils last a long time in your pantry and are low-cost, healthy options.
- Buy whole foods: Fill your basket with vegetables, fruit, meat, dairy and dry staples.
- Buy food on sale: Plan your meals around what's on sale.
- Buy drinks with less added sugar like milk, tea, coffee, seltzer water, vegetable juice and coconut water.



“ I’m thrilled you get this additional benefit because the food you eat affects your health. — Dr. Steven Arabo ”

- Buy the lowest price item — don't worry about the brand.
- Look for the clearance section: Some grocery stores have a section with discounted items.

Find out how easy it is to use your OneCare &more card. Call CalOptima Health OneCare Customer Service toll-free at **1-877-412-2734** (TTY **711**), 24 hours a day, 7 days a week to learn more.

Disclaimer: The 2025 food and produce benefit is available to all CalOptima Health OneCare Complete members. The CalOptima Health OneCare Flex Plus food and produce benefit is part of a special supplemental program for the chronically ill. Not all members qualify. To use the food and produce benefit, OneCare Flex Plus members must have one or more comorbid and medically complex chronic conditions that are life-threatening or significantly limit the overall health or function of the enrollee. Eligible conditions include, but are not limited to, cardiovascular disorder, diabetes mellitus, chronic heart failure, chronic lung disease or end-stage renal disease. Even if the member has a chronic condition, the member will not necessarily receive the food and produce benefit. Receiving the food and produce benefit depends on the member having a high risk of hospitalization or other adverse health outcomes and a need for intense care coordination. Transportation to the grocery store is not available to OneCare Flex Plus members.

How to Monitor Blood Pressure at Home

To measure your blood pressure at home, follow these steps:

1 Prepare

Don't eat, drink or exercise for 30 minutes before taking your blood pressure. Empty your bladder.

2 Position

Sit in a comfortable chair with your back supported and feet flat on the floor. Keep your legs uncrossed. Make sure your arm is flat on a table or flat surface.

3 Cuff

Place the cuff on your bare upper arm, directly above the bend of your elbow. The cuff should be snug but not too tight. You should be able to fit 2 fingertips between your arm and the cuff.

4 Rest

Sit quietly for at least 5 minutes before taking your measurement. Don't talk or use your phone.

5 Take readings

Take 2 readings, 1 minute apart. Write down your results and the date on a piece of paper or in your phone. Share your blood pressure results at your next doctor's visit.



6 Repeat

Take your blood pressure at the same time each day.

Blood pressure changes throughout the day, so a single reading isn't very accurate. If you're stressed or upset, your blood pressure is likely to be higher. Checking your blood pressure at home can help you work with your doctor to manage it.

As a CalOptima Health member, you can get a blood pressure monitor at no cost. If you have high blood pressure, ask your doctor to order a monitor for you.

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

Lower Your Stress to Help Avoid Weight Gain



Everyone feels stressed during new or hard situations. But too much stress can lead to weight gain. It can cause you to:

- ✗ Eat more and crave sweet or salty snacks
- ✗ Move less
- ✗ Feel tired, sad or overwhelmed
- ✗ Have high levels of cortisol, a stress hormone that makes it harder to lose weight

Here's how to feel better and lower your stress:

- ✓ Take deep breaths, stretch or spend time outside
- ✓ Eat slowly and stop when you feel full
- ✓ Get moving — try for 20–30 minutes of physical activity most days
- ✓ Eat healthy food and cut back on alcohol
- ✓ Get 7–9 hours of sleep every night

Need help? Call CalOptima Health OneCare Customer Service at **1-877-412-2734** (TTY **711**). We have staff who speak your language. 🌍

Tips to Quit Smoking

Quitting smoking is one of the best choices you can make for your health. It lowers your risk of cancer, stroke, heart disease and other health problems. Even if you've tried before, it's never too late to quit! Here are steps to quitting:

Get ready

- Write down why you want to quit.
- Notice what makes you want to smoke.

Pick a quit date

- Choose a date that gives you time to prepare and plan.

Manage cravings

- Withdrawal lasts 1–3 weeks for most people.
- Medicines and support can help.

Don't give up

- A relapse is not failure. Learn from it and try finding new ways of coping with tough situations.

If you have questions, call CalOptima Health OneCare Customer Service at **1-877-412-2734** (TTY **711**) or visit us at www.caloptima.org/e/onecare. We have staff who speak your language. 🌍



Opioid Use Disorder: Let's Break the Stigma and Save Lives

Opioid addiction is a reality that can affect anyone. The U.S. Department of Health and Human Services reports that nearly 1.6 million people in the U.S. are living with opioid use disorder. If you're having a hard time stopping the use of opioids, like pain pills or heroin, you're not alone. Help is available. Your CalOptima Health OneCare benefits cover treatment through Opioid Treatment Programs (OTP). These programs can give you:



1. Safe medicine to manage cravings and withdrawal
2. Support through substance use disorder counseling
3. Individual and group therapy
4. Drug testing and help planning your care

Reaching out for support takes courage and is a powerful act of self-care. If you or someone you know is interested in learning about OTP, call our CalOptima Health Behavioral Health Line at **1-855-877-3885** (TTY **711**). 🌈



OneCare Member Handbook

The most current OneCare Member Handbook is available on our website at www.caloptima.org/e/onecare-documents and upon request. To get it mailed to you, please call OneCare Customer Service toll-free at **1-877-412-2734** (TTY **711**).



Materials in Other Languages or Formats

Information and materials are available in large-size print and other formats and languages (English, Spanish, Vietnamese, Farsi, Korean, Chinese, Arabic and Russian). Please call OneCare Customer Service and tell us your preferred spoken and written language, and if you need information or materials in another format.

Word Search: A Trip to the Pharmacy

CalOptima Health pharmacists want to remind you to keep taking your medicines as your doctor prescribed them. If you have questions about your medicines, call your doctor, pharmacist or CalOptima Health OneCare Customer Service at **1-877-412-2734** (TTY **711**). Try out the word search below to find as many medicine and pharmacy terms as you can!

p	m	t	n	d	t	n	e	y	k	x	l	x	o	g
v	h	m	c	e	r	r	o	t	c	o	d	v	g	h
e	j	a	l	e	i	u	c	j	l	k	e	x	e	y
g	a	b	r	f	f	b	g	e	g	r	e	a	n	c
r	a	a	y	m	m	f	b	e	t	b	l	r	e	a
t	e	e	k	g	a	a	e	h	e	t	t	f	r	m
i	c	d	b	j	l	c	e	e	h	i	t	h	i	r
e	w	v	n	g	p	c	i	d	d	v	o	r	c	a
b	k	g	m	i	o	n	n	s	e	i	b	p	x	h
w	t	c	p	u	m	j	y	j	t	i	s	s	g	p
p	t	y	n	g	q	e	d	o	s	a	g	e	o	o
r	d	t	w	k	m	g	r	l	m	q	m	h	y	j
c	e	n	o	i	t	a	c	i	d	e	m	j	b	o
r	p	r	e	s	c	r	i	p	t	i	o	n	s	c
u	q	f	r	r	t	i	z	x	k	m	z	h	f	l

Word list:

Over the counter
Medication
Reminder
Bottle

Label
Prescription
Pharmacist
Generic

Health
Doctor
Side effect
Pharmacy

Tablet
Dosage
Drug

2026 Benefits Highlights



Starting January 2026, CalOptima Health OneCare members will enjoy one simple plan with benefits such as vision, dental, gym memberships and a flex card (OneCare &more card)! If your current plan is OneCare Flex Plus, you will be moved to the OneCare Complete Plan in 2026. If you have OneCare Complete and like your benefits, you do not have to fill out any forms or enroll again. You will continue to be in OneCare Complete.

Your 2026 OneCare Complete Plan Benefits	
Flex card (over-the-counter items, food and produce for those who qualify — see disclaimer on Page 15)	\$167 Quarterly benefit No rollover of unused funds
Prescription medicines (Part D Coverage)	Standard Part D copays based on income status <ul style="list-style-type: none"> • Generics: \$0 • Brand name: \$0–\$12.65 Maximum out-of-pocket cost: \$2,100
Vision	1 routine eye exam every year and up to \$500 for eyeglasses (frames and lenses), contact lenses and repairs every 2 years
Hearing	Up to \$500 of hearing hardware allowance to be covered by OneCare prior to the Medi-Cal allowance of \$1,510
Fitness	Access to gyms, home fitness kits and more
Transportation	Unlimited trips to and from the gym (10-mile radius)
Worldwide urgent and emergency coverage	Up to \$100,000 reimbursement per year
Annual physical exam	Once every 12 months
In-Home Support Services	Up to 90 hours per year
Erectile dysfunction drug	6 pills per month
Comprehensive dental	Comprehensive dental services beyond those covered by Medi-Cal

Food and produce are available as a special supplemental benefit for the chronically ill for those who qualify based on their condition. For questions or to find out if you qualify, call OneCare Customer Service at **1-877-412-2734** (TTY **711**) 24 hours a day, 7 days a week. We have staff who speak your language.



Don't Miss Out on Your Rewards!

Here are CalOptima Health's 2025 OneCare Member Health Rewards

CalOptima Health offers health rewards to eligible members for taking an active role in their health. Did you get screened? Go to www.caloptima.org/e/rewards to claim your rewards.

Call your primary care provider (PCP) today to discuss which screenings are right for you.



\$50 Reward

No form needed

✓ Annual Wellness Visit



\$50 Reward

 *Submit form online*

✓ Colorectal Cancer Screening



\$25 Reward

No form needed

✓ Health Risk Assessment



\$25 Reward

 *Submit form online*

✓ Breast Cancer Screening

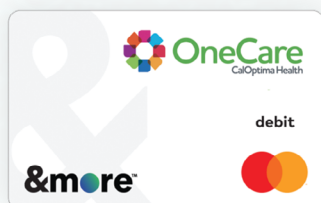
✓ Diabetes A1C Test

✓ Diabetes Eye Exam

✓ Osteoporosis Screening

Your reward is processed once your provider submits the claim or information.

Rewards are loaded directly to your OneCare &more card.



For health reward requirements and forms you can now fill out online, visit www.caloptima.org/e/onecare-rewards. If you need help filling out a health reward claim form over the phone or need more information about the rewards, call OneCare Customer Service toll-free at **1-877-412-2734** (TTY **711**), 24 hours a day, 7 days a week.

You must meet **all** health reward eligibility requirements to qualify for your reward. It may take up to 5 business days after we get the completed form or claim from your visit to process your reward. Rewards cannot be used to purchase alcohol, tobacco, firearms, gift cards or lottery tickets. You may only be approved 1 time per calendar year for each health reward. Rewards are available while funds last. This program may change or end at any time without notice.

Notice of Availability of Language Assistance Services and Auxiliary Aids and Services

English

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

(Arabic) العربية

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

Հայերեն (Armenian)

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

ខ្មែរ (Cambodian)

ចំណាំ: បើអ្នក ត្រូវ ការជំនួយ ជាភាសា របស់អ្នក សូម ទូរស័ព្ទទៅលេខ **1-877-412-2734 (TTY 711)** ។ ជំនួយ នឹង សេវាកម្ម សម្រាប់ ជនពិការ ដូចជាឯកសារសរសេរជាអក្សរធំ សម្រាប់ជនពិការភ្នែក ឬឯកសារសរសេរជាអក្សរព្រមព្រៀង ក៏អាចរកបានផងដែរ។ ទូរស័ព្ទមកលេខ **1-877-412-2734 (TTY 711)** ។ សេវាកម្មទាំងនេះមិនគិតថ្លៃឡើយ។

简体中文 (Simplified Chinese)

请注意: 如果您需要以您的母语提供帮助, 请致电 **1-877-412-2734 (TTY 711)**。我们另外还提供针对残疾人士的帮助和服务, 例如盲文和大字体阅读, 提供您方便取用。请致电 **1-877-412-2734 (TTY 711)**。这些服务都是免费的。

繁體中文 (Traditional Chinese)

注意: 如果您需要以您的語言獲得幫助, 請致電 **1-877-412-2734 (TTY 711)**。為殘障人士也提供幫助和服務, 例如盲文和大字體的文件。致電 **1-877-412-2734 (TTY 711)**。這些服務是免費的。

(Farsi) فارسی

توجه: اگر می‌خواهید به زبان خود کمک دریافت کنید، با **1-877-412-2734 (TTY 711)** تماس بگیرید. کمک‌ها و خدمات مخصوص افراد دارای معلولیت، مانند نسخه‌های خط بریل و چاپ با حروف بزرگ، نیز موجود است. با **1-877-412-2734 (TTY 711)** تماس بگیرید. این خدمات رایگان ارائه می‌شوند.

ગુજરાતી (Gujarati)

ધ્યાન આપો: જો તમને તમારી ભાષામાં મદદની જરૂર હોય તો આ નંબર પર કોલ કરો: **1-877-412-2734 (TTY 711)**. વિકલાંગ લોકો માટે સહાય અને સેવાઓ, જેમ કે બ્રેઇલ અને મોટી પ્રિન્ટમાં પણ દસ્તાવેજો ઉપલબ્ધ છે. કોલ કરો: **1-877-412-2734 (TTY 711)**. આ સેવા વિનામૂલ્યે ઉપલબ્ધ છે. આ સેવાઓ મફત છે.

हिंदी (Hindi)

ध्यान दें: अगर आपको अपनी भाषा में सहायता की आवश्यकता है तो **1-877-412-2734 (TTY 711)** पर कॉल करें। अशक्तता वाले लोगों के लिए सहायता और सेवाएं, जैसे ब्रेल और बड़े प्रिंट में भी दस्तावेज़ उपलब्ध हैं। **1-877-412-2734 (TTY 711)** पर कॉल करें। ये सेवाएं नि: शुल्क हैं।

Hmoob (Hmong)

CEEB TOOM: Yog koj xav tau kev pab txhais koj hom lus hu rau **1-877-412-2734 (TTY 711)**. Muaj cov kev pab txhawb thiab kev pab cuam rau cov neeg xiam oob qhab, xws li puav leej muaj ua cov ntawv su thiab luam tawm ua tus ntawv loj. Hu rau **1-877-412-2734 (TTY 711)**. Cov kev pab cuam no yog pab dawb xwb.

日本語 (Japanese)

注意日本語での対応が必要な場合は **1-877-412-2734 (TTY 711)** へお電話ください。点字の資料や文字の拡大表示など、障がいをお持ちの方のためのサービスも用意しています。 **1-877-412-2734 (TTY 711)** へお電話ください。これらのサービスは無料で提供しています。

한국어 (Korean)

유의사항: 귀하의 언어로 도움을 받고 싶으시면 **1-877-412-2734 (TTY 711)** 번으로 문의하십시오. 점자나 큰 활자로 된 문서와 같이 장애가 있는 분들을 위한 도움과 서비스도 이용 가능합니다. **1-877-412-2734 (TTY 711)** 번으로 문의하십시오. 이러한 서비스는 무료로 제공됩니다.

ພາສາລາວ (Laotian)

ປະກາດ: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໃຫ້ໂທຫາເບີ **1-877-412-2734 (TTY 711)**. ຍັງມີຄວາມຊ່ວຍເຫຼືອແລະການບໍລິການສໍາລັບຄົນພິການ ເຊັ່ນເອກະສານທີ່ເປັນອັກສອນນຸ່ນແລະມີໂຕພິມໃຫຍ່ ໃຫ້ໂທຫາເບີ **1-877-412-2734 (TTY 711)**. ການບໍລິການເຫຼົ່ານີ້ບໍ່ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ.

Português (Portuguese)

ATENÇÃO: Se você precisar de ajuda no seu idioma, ligue para **1-877-412-2734 (TTY 711)**. Serviços e auxílio para pessoas com incapacidades, como documentos em braille ou impressos com letras grandes, também estão disponíveis. Ligue para **1-877-412-2734 (TTY 711)**. Esses serviços são gratuitos.

Mien

LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiemx longc mienh tengx faan benx meih nyei waac nor douc waac daaih lorx taux **1-877-412-2734** (TTY 711). Liouh lorx jauv-louc tengx aengx caux nzie gong bun taux ninh mbuo wuaaic fangx mienh, beiv taux longc benx nzangc-pokc bun hluo mbiutc aengx caux aamz mborqv benx domh sou se mbenc nzoih bun longc. Douc waac daaih lorx **1-877-412-2734** (TTY 711). Naaiv deix nzie weih gong-bou jauv-louc se benx wang-henh tengx mv zuqc cuotv nyaanh oc.

ਪੰਜਾਬੀ (Punjabi)

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਾਲ ਕਰੋ **1-877-412-2734** (TTY 711). ਅਪਾਰਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬੁਲ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ। ਕਾਲ ਕਰੋ **1-877-412-2734** (TTY 711) ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ।

Română (Romanian)

ATENȚIE: În cazul în care aveți nevoie de ajutor în limba dvs., sunați la **1-877-412-2734** (TTY 711). Sunt disponibile, de asemenea, ajutoare și servicii pentru persoanele cu dizabilități, precum documente în limbaj Braille și cu caractere mărite. Sunați la **1-877-412-2734** (TTY 711). Aceste servicii sunt gratuite.

Русский (Russian)

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

Español (Spanish)

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

Türkçe Etiket (Turkish)

DIKKAT: Kendi dilinizde yardıma ihtiyacınız varsa **1-877-412-2734** (TTY 711) numaralı telefonu arayın. Braille alfabesi ve büyük harflerle yazılmış belgeler gibi engellilere yönelik yardım ve hizmetler de mevcuttur. Call: **1-877-412-2734** (TTY 711). Bu hizmetler ücretsizdir.

Tagalog (Filipino)

ATENSIYON: Kung kailangan mo ng tulong sa iyong wika, tumawag sa **1-877-412-2734** (TTY 711). Mayroon ding mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumento sa braille at malaking print. Tumawag sa **1-877-412-2734** (TTY 711). Libre ang mga serbisyong ito.

ภาษาไทย (Thai)

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

Українська (Ukrainian)

УВАГА! Якщо вам потрібна допомога вашою рідною мовою, телефонуйте на номер **1-877-412-2734** (TTY 711). Люди з обмеженими можливостями також можуть скористатися допоміжними засобами та послугами, наприклад, отримати документи, надруковані шрифтом Брайля та великим шрифтом. Телефонуйте на номер **1-877-412-2734** (TTY 711). Ці послуги безкоштовні.

اردو ٹیگ لائن (Urdu)

توجہ: اگر آپ کو اپنی زبان میں مدد کی ضرورت ہے تو کال کریں **1-877-412-2734** (TTY 711). معذور افراد کے لئے امداد اور خدمات، جیسے بریل اور بڑے پرنٹ میں دستاویزات، بھی دستیاب ہیں۔ کال **1-877-412-2734** (TTY 711)۔ یہ خدمات مفت ہیں۔

Tiếng Việt (Vietnamese)

CHÚ Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi số **1-877-412-2734** (TTY 711). Chúng tôi cũng hỗ trợ và cung cấp các dịch vụ dành cho người khuyết tật, như tài liệu bằng chữ nổi Braille và chữ khổ lớn (chữ hoa). Vui lòng gọi số **1-877-412-2734** (TTY 711). Các dịch vụ này đều miễn phí.

NONDISCRIMINATION NOTICE

Discrimination is against the law. CalOptima Health OneCare (HMO D-SNP), a Medicare Medi-Cal Plan follows State and Federal civil rights laws. CalOptima Health OneCare does not unlawfully discriminate, exclude people, or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation.

CalOptima Health OneCare provides:

- Free aids and services in a timely manner to people with disabilities to help them communicate better, such as:
 - ✓ Qualified sign language interpreters
 - ✓ Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services in a timely manner to people whose primary language is not English, such as:
 - ✓ Qualified interpreters
 - ✓ Information written in other languages

If you need these services, contact CalOptima Health OneCare, 24 hours a day, 7 days a week, by calling **1-877-412-2734**. If you cannot hear or speak well, please call TTY at **711**. Upon request, this document can be made available to you in braille, large print, audiocassette, or electronic form. To obtain a copy in one of these alternative formats, please call or write to:

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

HOW TO FILE A GRIEVANCE

If you believe that CalOptima Health OneCare has failed to provide these services or unlawfully discriminated in another way on the basis of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation, you can file a grievance with CalOptima Health OneCare Grievance & Appeals Resolution Services. You can file a grievance by phone, in writing, in person, or electronically:

- By phone: Contact CalOptima Health OneCare, 24 hours a day, 7 days a week, by calling **1-877-412-2734**. Or, if you cannot hear or speak well, please call TTY at **711**.
- In writing: Fill out a complaint form or write a letter and send it to:
CalOptima Health Grievance and Appeals
505 City Parkway West
Orange, CA 92868
- In person: Visit your doctor's office or CalOptima Health OneCare and say you want to file a grievance.
- Electronically: Visit CalOptima Health OneCare's website at **www.caloptima.org/OneCare**.

**OFFICE OF CIVIL RIGHTS -
CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES**

You can also file a civil rights complaint with the California Department of Health Care Services, Office for Civil Rights by phone, in writing, or electronically:

- By phone: Call **1-916-440-7370**. If you cannot speak or hear well, please call **711** (Telecommunications Relay Service).
- In writing: Fill out a complaint form or send a letter to:

**Deputy Director, Office of Civil Rights
Department of Health Care Services
Office of Civil Rights
P.O. Box 997413, MS 0009
Sacramento, CA 95899-7413**

Complaint forms are available at http://www.dhcs.ca.gov/Pages/Language_Access.aspx.

- Electronically: Send an email to CivilRights@dhcs.ca.gov.

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

If you believe you have been discriminated against on the basis of race, color, national origin, age, disability or sex, you can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing, or electronically:

- By phone: Call **1-800-368-1019**. If you cannot speak or hear well, please call TTY **1-800-537-7697**.
- In writing: Fill out a complaint form or send a letter to:

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

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

- Electronically: Visit the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

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

Follow Up With Your Doctor After Emergency Room Visit or Hospital Stay

After you leave the emergency room or when you go home after a hospital stay, it may take a while for the hospital to send your medical records to your doctor. To make sure you get the best care, it's important to schedule a follow-up visit with your doctor within 7 days.

At a follow-up visit, your doctor will review any new medicines that may have been prescribed and check the reasons why you needed emergency care or a hospital stay. A follow-up visit can prevent another hospital stay or other problems. Follow-up visits can be in person or by telehealth.

If you have any questions or need help with a follow-up visit with your doctor, call CalOptima Health OneCare Customer Service at [1-877-412-2734](tel:1-877-412-2734) (TTY [711](tel:711)). 



Stay Connected With CalOptima Health

Look for Our New Text Message Number

CalOptima Health has a new way to keep in touch with you! We now send text messages from a special number: [225678 \(CALOPT\)](tel:225678). This makes it easy to know that our messages are real and important.

You might get texts about:



Reminders to renew your Medi-Cal coverage

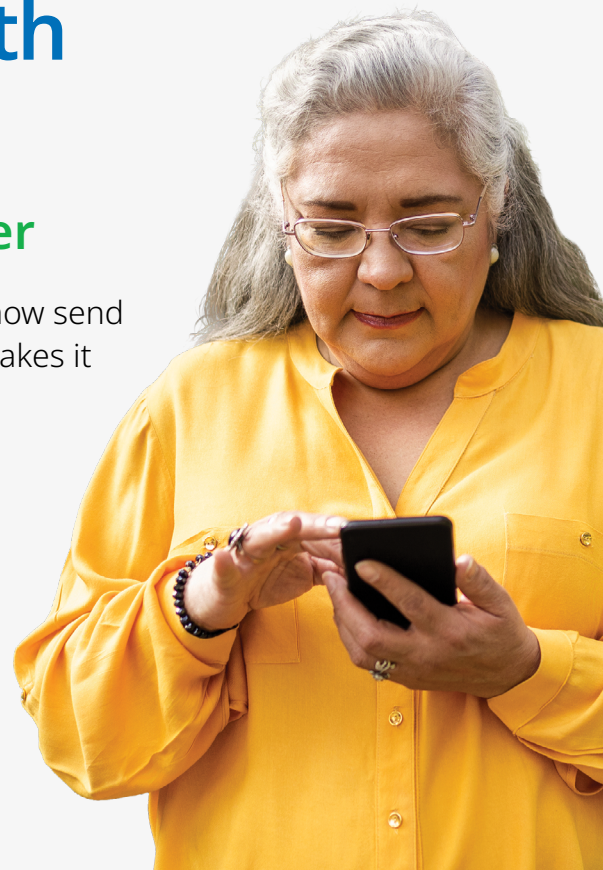


Benefits and services available to you



Tips to help you stay healthy

Be sure to save [225678](tel:225678) so you don't miss important updates!





Important Phone Numbers

After-Hours Advice

If you need after-hours medical advice, call your PCP's office or the Nurse Advice Line phone number on the back of your CalOptima Health ID card.

Medical Emergency

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

CalOptima Health OneCare Customer Service

24 hours a day, 7 days a week.

Toll-free: **1-877-412-2734** | TTY: **711**

CalOptima Health Behavioral Health Line

For help with access to mental health services.

24 hours a day, 7 days a week.

Toll-free: **1-855-877-3885** | TTY: **711**

Health Education

For health and wellness services to help you stay healthy.

Monday–Friday, from 8 a.m. to 5 p.m.

Toll-free: **1-877-412-2734** | TTY: **711**

Liberty Dental Plan

For comprehensive dental services.

Monday–Friday, from 8 a.m. to 8 p.m.

Toll-free: **1-888-704-9838** | TTY: **711**

Medi-Cal Dental Program

For help with dental benefits.

Toll-free: **1-800-322-6384** | TTY: **1-800-735-2922**

Nurse Advice Line

To find out if you need care at the doctor's office, urgent care or emergency room.

24 hours a day, 7 days a week.

Toll-free: **1-844-447-8441** | TTY: **1-844-514-3774**

OneCare &more Flex Card

To activate your OneCare &more flex card and for balance information.

Monday–Friday, from 8 a.m. to 8 p.m.

Toll-free: **1-855-263-6673** | TTY: **711**

Silver&Fit

For help with no-cost access to a wide network of fitness facilities or exercise centers.

Web: **www.SilverandFit.com**

Toll-free: **1-877-427-4788** | TTY: **711**

Transportation

You can get rides to OneCare-covered services if you don't have access to transportation.

Monday–Friday, from 8 a.m. to 5:30 p.m.

Toll-free: **1-866-612-1256** | TTY: **711**

VSP (Vision Service Plan)

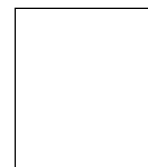
Toll-free: **1-800-877-7195** | TTY: **1-800-428-4833**

Disclaimer: The 2026 CalOptima Health OneCare Complete food and produce benefit is part of a special supplemental program for the chronically ill. Not all members qualify. To use the food and produce benefit, OneCare Complete members must have one or more comorbid and medically complex chronic conditions that are life-threatening or significantly limit the overall health or function of the enrollee. Eligible conditions include, but are not limited to, cardiovascular disorder, diabetes mellitus, chronic heart failure, chronic lung disease or end-stage renal disease. Even if the member has a chronic condition, the member will not necessarily receive the food and produce benefit. Receiving the food and produce benefit depends on the member having a high risk of hospitalization or other adverse health outcomes and a need for intense care coordination. Transportation to the grocery store is not available to OneCare Complete members.



CalOptima Health, A Public Agency
P.O. Box 11063
Orange, CA 92856-8163

www.caloptima.org



&more Benefits Prepaid Mastercard® is issued by Avidia Bank, pursuant to a license from Mastercard Incorporated. Use of this card is subject to the terms and conditions of the Cardholder Agreement.

H5433_26MM037_M (Accepted 9/21/2025)
PRI-040-111_E (09/25)