



**NOTICE OF A  
REGULAR JOINT MEETING OF THE  
CALOPTIMA HEALTH BOARD OF DIRECTORS'  
MEMBER ADVISORY COMMITTEE AND  
PROVIDER ADVISORY COMMITTEE**

**THURSDAY, OCTOBER 10, 2024**

**12:00 P.M.**

**CALOPTIMA HEALTH  
505 CITY PARKWAY WEST, SUITE 109  
ORANGE, CALIFORNIA 92868**

**AGENDA**

This agenda contains a brief description of each item to be considered. Except as provided by law, no action shall be taken on any item not appearing on the agenda. To speak on an item, complete a Public Comment Request Form(s) identifying the item(s) and submit to the Clerk. To speak on a matter not appearing on the agenda, but within the subject matter jurisdiction of the Board of Directors' Member Advisory and Provider Advisory Committees, you may do so during Public Comments. Public Comment Request Forms must be submitted prior to the beginning of the Approval of the Minutes portion of the agenda and/or the beginning of Public Comments. When addressing the Committee, it is requested that you state your name for the record. Address the Committee as a whole through the Chair. Comments to individual Committee Members or staff are not permitted. Speakers are limited to three (3) minutes per item.

In compliance with the Americans with Disabilities Act, those requiring accommodations for this meeting should notify the Clerk of the Board's Office at (714) 246-8806, at least 72 hours prior to the meeting.

The Board of Directors' Regular Member Advisory and Provider Advisory Committees joint meeting agenda and supporting materials are available for review at CalOptima Health, 505 City Parkway West, Orange, CA 92868, 8 a.m. – 5:00 p.m., Monday-Friday, and online at [www.caloptima.org](http://www.caloptima.org).

**Register to Participate via Zoom at:**  
[https://us06web.zoom.us/webinar/register/WN\\_tgrg5gFnT1y2H41FSxxKNQ](https://us06web.zoom.us/webinar/register/WN_tgrg5gFnT1y2H41FSxxKNQ) **and Join the Meeting.**

**Webinar ID: 817 7350 3718**

**Passcode: 676336 – Webinar instructions are provided below.**

1. **CALL TO ORDER**

*Pledge of Allegiance*

2. **ESTABLISH QUORUM**

3. **MINUTES**

A. [Approve Minutes from the August 8, 2024 Regular Joint Meeting of the Member and Provider Advisory Committees](#)

4. **PUBLIC COMMENT**

*At this time, members of the public may address the Member and Provider Advisory Committees on matters not appearing on the agenda, but within the subject matter jurisdiction of the Member or Provider Advisory Committees. Speakers will be limited to three (3) minutes.*

5. **INFORMATIONAL ITEMS**

- A. [Improving Care for Families Affected by Perinatal Substance Use](#)
- B. [CalAIM Population Health Management Program Update](#)
- C. [Communications Update](#)
- D. Committee Member Updates

6. **Management Reports**

- A. Chief Operating Officer Update
- B. [Deputy Chief Medical Officer Update](#)
- C. [Chief Executive Officer Update](#)

7. **COMMITTEE MEMBER COMMENTS**

8. **ADJOURNMENT**

## Webinar Information

Please register for the Regular Member Advisory and Provider Advisory Committees Joint Meeting on Thursday, October 10, 2024 at 12:00 p.m. (PDT)

To **Register** in advance for this webinar:

[https://us06web.zoom.us/webinar/register/WN\\_Rgw3uTYSh6ic6aOZV1uxQ](https://us06web.zoom.us/webinar/register/WN_Rgw3uTYSh6ic6aOZV1uxQ)

Join from a PC, Mac, iPad, iPhone or Android device

On day of meeting, please click this URL to join:

<https://us06web.zoom.us/j/81773503718?pwd=kml9URYXQVgP8TiFQmmVvLzILkINCC.1>

Passcode: **676336**

Or One tap mobile:

+16694449171,,81773503718#,,, \*676336# US

+13462487799,,81773503718#,,, \*676336# US (Houston)

Or join by phone:

Dial(for higher quality, dial a number based on your current location):

US: +1 669 444 9171 or +1 346 248 7799 or +1 719 359 4580 or +1 720 707 2699  
or +1 253 205 0468 or +1 253 215 8782 or +1 507 473 4847 or +1 564 217 2000 or  
+1 646 558 8656 or +1 646 931 3860 or +1 689 278 1000 or +1 301 715 8592 or +1  
305 224 1968 or +1 309 205 3325 or +1 312 626 6799 or +1 360 209 5623 or +1  
386 347 5053

Webinar ID: **817 7350 3718**

Passcode: **676336**

# MINUTES

## REGULAR JOINT MEETING OF THE CALOPTIMA HEALTH BOARD OF DIRECTORS' MEMBER ADVISORY COMMITTEE, AND PROVIDER ADVISORY COMMITTEE

August 8, 2024

A Regular Joint Meeting of the CalOptima Health Board of Directors' Member Advisory Committee (MAC) and the Provider Advisory Committee (PAC) was held on Thursday, June 13, 2024 at the CalOptima offices located at 505 City Parkway West, Orange, California.

### **CALL TO ORDER**

MAC Chair Christine Tolbert called the meeting to order at 12:08 p.m. and led the Pledge of Allegiance.

### **ESTABLISH QUORUM**

#### **Member Advisory Committee**

Members Present: Christine Tolbert, Chair (Remote); Hai Hoang, Vice Chair; Linda Adair; Meredith Chillemi; Josefina Diaz (Remote); Sandy Finestone; Keiko Gamez; Lee Lombardo; Nicole Mastin; Brian Nelson; Margie Moore; Alyssa Vandenberg;

Members Absent: Kim Goll; Junie Lazo-Pearson, Ph.D.; Sara Lee;

#### **Provider Advisory Committee**

Members Present: Alpesh Amin, M.D.(12:15 p.m.); Lorry Belhumeur, Ph.D.; Ji Ei Choi, L.Ac; Tiffany Chou, NP (12:13 p.m.); Gio Corzo; Andrew Inglis, M.D.; Morgan Mandigo, M.D. (Remote); Patty Mouton; John Nishimoto, O.D.; Jacob Sweidan, M.D.; Christy Ward

Members Absent: Jena Jensen, Chair; Timothy Korber, M.D.; Mary Pham, Pharm.D.; Alex Rossel;

Others Present: Michael Hunn, Chief Executive Officer; Yunkyung Kim, Chief Operating Officer; Veronica Carpenter, Chief Administrative Officer; Michael Silva Rose, DrPH, LCSW, Chief Health Equity Officer; Carmen Katsarov, Executive Director, Behavioral Health; Donna Laverdiere, Executive Director, Strategic Development; Kelli Glynn, Manager, Quality Analytics; Troy Szabo, Outside Legal Counsel; Sharon Dwiers, Clerk of the Board; Cheryl Simmons, Staff to the Advisory Committees; Ruby Nunez, Executive Assistant

## **MINUTES**

### **Approve the Minutes of the June 13, 2024 Regular Joint Meeting of the CalOptima Health Board of Directors' Member Advisory and Provider Advisory Committees**

***MAC Action:***      ***On motion of MAC Member Sandy Finestone, seconded and carried, the Committee approved the minutes of the June 13, 2024 Regular Joint Meeting with a recommended revision to bring back further information on CalAIM to a future meeting. (Motion carried 12-0-0; Members Kim Goll; Junie Lazo-Pearson, Ph.D; Sara Lee absent)***

***PAC Action:***      ***On motion of PAC Member Christy Ward, seconded and carried, the Committee approved the minutes of the June 13, 2024 Regular Joint Meeting with the recommended revision by the MAC. (Motion carried 8-0-2; Members Dr. Belhumeur and Dr. Mandigo abstained, Jena Jensen, Chair; Alpesh Amin, M.D.; Timothy Korber, M.D.; Mary Pham, Pharm.D.; Alex Rossel absent)***

## **PUBLIC COMMENTS**

There were no public comments.

## **REPORTS**

### **Consider Recommendation of MAC and PAC Chair and Vice Chair**

The MAC received a letter of interest from Christine Tolbert who is currently fulfilling an existing term as the MAC Chair. There were no additional nominations from the floor.

***MAC Action:***      ***On motion of MAC Vice Chair Hai Hoang, seconded and carried, the Committee approved the recommendation to appoint Christine Tolbert as the MAC Chair. (Motion carried 12-0-0; Members Kim Goll; Junie Lazo-Pearson, Ph.D; Sara Lee absent)***

The MAC received a letter of interest from Meredith Chillemi for the MAC Vice Chair. There were no additional nominations from the floor.

***MAC Action:***      ***On motion of MAC Member Keiko Gamez, seconded and carried, the Committee approved the recommendation to appoint Meredith Chillemi as the MAC Vice Chair. (Motion carried 12-0-0; Members Kim Goll; Junie Lazo-Pearson, Ph.D; Sara Lee absent)***

The PAC received a letter of interest for the PAC Chair from John Nishimoto, O.D. There were no additional nominations from the floor.

***PAC Action: On motion of PAC Member Christy Ward, seconded and carried, the Committee approved the recommendation to appoint John Nishimoto, O.D. as the PAC Chair. (Motion carried 11-0-0; Members Jena Jensen, Chair; Timothy Korber, M.D.; Mary Pham, Pharm.D.; Alex Rossel absent)***

The PAC received a letter of interest for the PAC Vice Chair from Gio Corzo. There were no additional nominations from the floor.

***PAC Action: On motion of PAC Member Andrew Inglis, M.D., seconded and carried, the Committee approved the recommendation to appoint Gio Corzo as the PAC Vice Chair. (Motion carried 11-0-0; Members Jena Jensen, Chair; Timothy Korber, M.D.; Mary Pham, Pharm.D.; Alex Rossel absent)***

## **INFORMATION ITEMS**

### **DEI and Health Equity Fundamentals Training**

Michael Silva Rose, DrPH, LCSW, Chief Health Equity Officer, presented a Diversity Equity and Inclusion (DEI) and Health Equity Fundamentals Training and noted that the Department of Health Care Services (DHCS) sent an All-Plan Letter (APL) which requires DEI, as well as health equity training for CalOptima Health staff, its providers, its subcontractors, and its downstream subcontractors. She noted that CalOptima Health is working with a team of internal stakeholders and external vendors to develop a curriculum for health equity training, aligning with their mission to improve member outcomes and reduce health disparities. Dr. Rose thanked the committee members who had replied to the survey, which was sent out in July for the Committees' feedback.

### **Covered California**

Veronica Carpenter, Chief Administrative Officer, and Donna Laverdiere, Executive Director, Strategic Development, jointly presented an update on Covered California. Ms. Carpenter provided an overview on how CalOptima Health is relaunching and re-exploring joining Covered California in 2026. Ms. Laverdiere provided background on Covered California and talked about the value in CalOptima Health's participation in Covered California. The committees were notified that they would receive specific links to provide feedback on this initiative. Members of both committees provided verbal feedback on this endeavor and were excited about the prospect of revisiting the possibility of CalOptima Health joining Covered California.

### **Non-Specialty Mental Health Services (NSMHS) Member Outreach, Education & Experience Requirements**

Carmen Katsarov, Executive Director, Behavioral Health, presented on Non-Specialty Mental Health Services (NSMHS) Member Outreach, Education & Experience Requirements. Ms. Katsarov provided an overview of CalOptima Health's non specialty mental health services, discussed Senate Bill (SB) 1019, which seeks to ensure that members and providers are aware of all covered NSMHS.

DHCS requires CalOptima Health to develop and implement an Outreach and Education Plan, solicit feedback from stakeholders and must submit the plan no later than October 1, 2024, for implementation on January 1, 2025. She noted that feedback from the MAC and PAC helps CalOptima Health with member and provider awareness for ensuring appropriate access to its Medi-Cal NSMHS benefits.

### **MY2026 Auto Assignment Proposal**

Kelli Glynn, Manager, (Strategic Initiatives), Quality Analytics, reviewed CalOptima Health's Measurement Year (MY) 2026 Auto Assignment proposal. Ms. Glynn provided a brief update on CalOptima Health's auto assignment policy, including its history and the proposed changes to the policy. She noted that the current auto assignment policy has been in effect since 2006 and added that the proposed policy ties CalOptima Health providers' quality scores, directly to their ability and number of members auto assigned to them. Ms. Glynn reviewed the proposed quality metrics and how the quality scores will be calculated. She responded to committee members' questions and comments and thanked them for their valuable feedback.

### **Quality Grants Update**

Kelli Glynn, Manager, (Strategic Initiatives), Quality Analytics presented an update on CalOptima Health's Quality Grants and reviewed the results for MY 2024, noting that those results were for the Medi-Cal line of business only. Ms. Glynn added that the quality grants will begin for the OneCare line of business later this year. She also added that contracted health networks, CalOptima Health Care Network, primary care providers and community clinics are eligible to apply for these grants.

### **Committee Member Updates**

MAC Chair Christine Tolbert provided updates for both MAC and PAC. Chair Tolbert welcomed new MAC members Kim Goll as the Family Support Representative and Junie Lazo-Pearson, Ph.D., as the Behavioral Health Representative and noted that in addition to herself, Lee Lombardo had been reappointed to MAC by the Board at their August 1, 2024 meeting. She also notified the MAC members that the Board also approved the term extensions of the Member Advocate Representative and the Foster Children Representative by one year. Both seats run through 2025. Chair Tolbert also notified the MAC that she had formed an ad hoc to review applicants for the OneCare Member or Authorized Family Member seats that are available. She thanked Josefina Diaz and Margie Moore for agreeing to assist her with review and scoring of the OneCare or Authorized Family Member applicants. She noted that approximately 18 applications had been received that would be reviewed in the near future from a recruitment of OneCare members undertaken by CalOptima Health.

On behalf of PAC Chair Jena Jensen, MAC Chair Christine Tolbert welcomed Tiffany Chou, NP as the Nurse Representative, Dr. Lorry Belhumeur as the Behavior Health Representative and Morgan Mandigo, M.D. to the PAC. She also noted that Gio Corzo and Dr. Sweidan had also been reappointed to their respective seats.

Chair Tolbert also reminded both committees that compliance courses would be rolled out to the committee the first week of September.

## **CEO AND MANAGEMENT REPORTS**

### **Chief Operating Officer Report**

Yunkyung Kim, Chief Operating Officer, welcomed the new members on MAC and PAC and thanked the Committee members for their input throughout the year, and especially at this meeting. She also thanked Jena Jensen for her support as PAC Chair for the last two years. Ms. Kim provided an update on the current digital transformation activities and efforts. She noted that two years ago California Health's Board made significant investments in CalOptima Health's technology infrastructure to ensure that its members, providers, and employees have streamlined, user friendly experience.

### **Chief Executive Officer Report**

Michael Hunn, Chief Executive Officer (CEO), presented an overview of his report, noting that CalOptima Health currently serves approximately 920,000 members. Mr. Hunn added that without CalOptima Health's health networks and providers, it would not be able to achieve its mission and vision. He also highlighted the many changes that were undertaken at CalOptima Health, which benefitted its members. Mr. Hunn added a few examples including the Street Medicine Program, School Based Behavioral Health and many other initiatives that are making a difference in the lives of CalOptima Health's members. He also thanked the committee members, noting the importance of the MAC and PAC members' input and feedback are in helping CalOptima Health achieve its mission and vision, as well as helps to influence policy and Board decisions. Mr. Hunn also thanked CalOptima Health's community partners, including the Orange County Health Care Agency, the Social Services Agency, and the County of Orange, along with the many community partners for their collaboration, noting that we are better, together. Mr. Hunn also noted with respect to Covered California, that CalOptima Health would make sure that any excess revenues after expenses would get reinvested in Orange County. He added that no dollars received from premiums if CalOptima Health joins Covered California will leave Orange County.

## **ADJOURNMENT**

There being no further business before the Committees, Chair Christine Tolbert adjourned the meeting at 1:47 p.m.

/s/ Cheryl Simmons

Cheryl Simmons  
Staff to the Advisory Committees

*Approved: October 10, 2024 by Member and Provider Advisory Committees*



# Orange County Implementation of Family Wellness Plans

MAC/PAC Meeting

October 10, 2024

Dianna Daly, Co-Lead, Family Support Task Force (FSTF)

Dr. Michele Cheung, Lead, Family Wellness Plan (FWP) Coordination Workgroup, FSTF

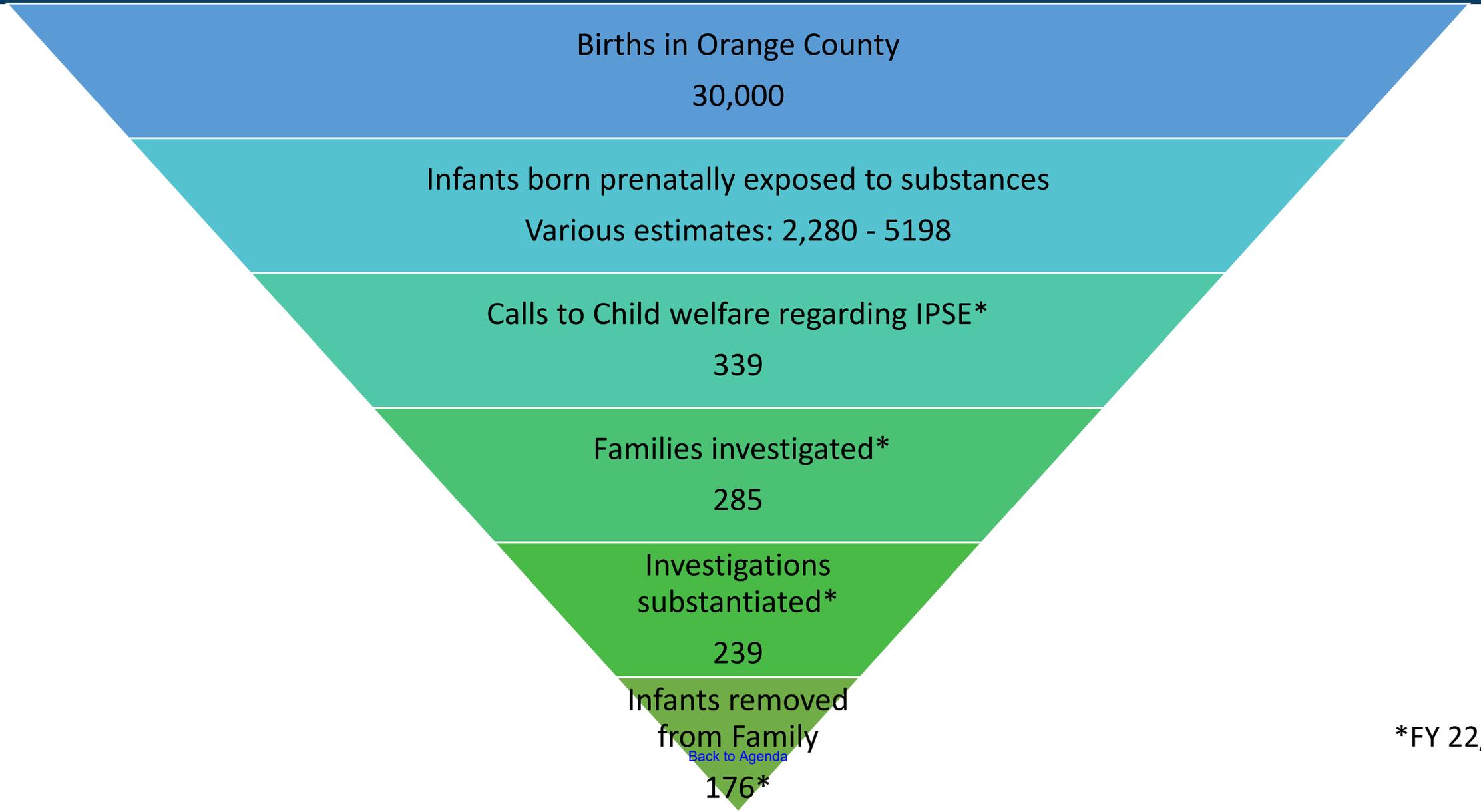
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# Today's Presentation will Cover:

- Estimates of perinatal substance use in Orange County and its Impact
- Federal and State Regulations on Perinatal Substance Use and Plans of Safe Care (POSC)
- Orange County's progress implementing POSC/FWP
- Family Wellness Plan template and other developed resources
- Opportunities for collaboration with CalOptima Health



# Impact of Perinatal Substance Use in Orange County



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\*FY 22/23



*Adverse fetal and early childhood experiences can—and do—lead to physical and chemical changes in the brain that can last a lifetime*

*- National Scientific Council on the Developing Child*

1974

Child Abuse Prevention and Treatment Act  
(CAPTA)

2003

The Keeping Children and Families Safe Act

2010

The CAPTA Reauthorization Act

2016

Comprehensive Addiction and Recovery Act  
(CARA)

2018

Substance Use Disorder Prevention that Promotes  
Opioid Recovery and Treatment for Patients and  
Communities Act (SUPPORT Act)

# Primary Changes in **CAPTA** Related to Infants with Prenatal Substance Exposure

# 2016 Comprehensive Addiction and Recovery Act (CARA)

- Required a **Plan of Safe Care (POSC)** be developed for infants identified as being affected by substance abuse or withdrawal symptoms resulting from a prenatal drug exposure, or a Fetal Alcohol Spectrum Disorder
- The purpose of the POSC is to ensure the safety and well-being of such infant following release from the care of healthcare providers, including through **addressing the health and substance use disorder treatment needs of the infant and affected family/caregiver”**
- Specified **increased monitoring and oversight**
  - States to ensure that Plans of Safe Care are implemented and that families have referrals to and delivery of appropriate services
  - States required to submit data points to federal government on substance exposed infants and use of POSC

# CA Laws enacted in the 1990's

- “A positive toxicology screen **is not, in and of itself, evidence of child abuse** or neglect and not a sufficient basis for a mandated report.”  
*Pen. Code § 11165.13*
- “...subsequent assessment **required** of the needs of the mother and the child by a medical provider or a medical social worker **to determine need to contact child welfare agency**”  
*Health & Saf. Code § 123605, subd. (b)(c)*
- “Each county shall establish protocols between county health departments, county welfare departments, and all public and private hospitals in the county, regarding the use of an assessment of needs of, and a referral for, a substance exposed infant to a county welfare department”  
*Health & Saf. Code § 123605, subd. (a)*



# CA Implementation of Plans Of Safe Care (POSC)

- Federal guidance to CA through CAPTA and CARA
- State gave direction to counties' child welfare agencies on POSC and data requirements through All County Letters to County Welfare and Probation (ACL 17-92, 17-107 and 20-122)
- No similar All County Letters to Health Departments, Hospitals, or Managed Care Plans



# Orange County Implementation of POSC (1)



- **Spring 2020:** *POSC Workgroup* initiated through the Substance Use Behavior (SUB) Subcommittee of the Child Welfare System Improvement Partnership (CWSIP)
- **Fall 2021:** The POSC workgroup was moved under Working to End Child Abuse and Neglect (**WECAN**)’s Family Treatment Taskforce, now named the ***Orange County Family Support Taskforce***
  - **The Family Support Taskforce has over 90 members with representation from more than 50 entities in Orange County and persons with lived expertise**
- **Fall 2022:** Orange County applied and was accepted into the **National Center Substance Abuse and Child Welfare (NCSACW) Policy and Practice Academy**
- **Spring 2023:** Orange County was awarded 24 months of **In-Depth Technical Assistance (IDTA) through the NCSACW** for continued support of successful implementation

# Orange County Implementation of POSC (2)



- **Fall/Winter 2023:**

- October - two-day, in-person OC Summit
- Consensus to change name from POSC to **Family Wellness Plan (FWP)**
- Establishment of workgroup deliverables: **Stigma and Discrimination, FWP Coordination, Data, Family-Centered Care, and Hospital Focused**

- **Spring 2024:**

- Began discussion and development of **pilots** with several hospital systems
- Development additional materials and resources including a **Family Wellness Plan Pathway**
- Development of an **alternative notification pathway** outside of Child Abuse Report
- Development of a draft **Orange County Data Dashboard**

- **Summer/Fall 2024:**

- Developed and hosted an **educational webinar series in August**
- Implementation of **pilot within St. Joseph Hospital System**
- One-day, in-person **OC Summit October 24, 2024**

# OC Family Wellness Initiative Goals

**Goal 1: Reduce stigma and discrimination** by identifying and implementing methods to establish trust between the community, child welfare, service delivery providers, and the judicial system.

**Goal 2: Increase the coordination of care** and the implementation of Plans of Safe Care by developing and implementing protocols between partners that formalize how partner agencies will interact with, serve, and improve outcomes for families impacted by parental substance use and infants affected by prenatal exposure to substances.

**Goal 3: Improve data collection and exchange** with a racial/ethnic equity lens.

**Goal 4: Increase access to care and services** by cultivating a family-centered focus of treatment and support.



# Best Practice: Prenatal Plans of Safe Care



- Can be developed by SUD programs, maternal health care providers, home visitor, or other public health supports
- Connects family with needed recovery, social and concrete supports before delivery
- Enables stronger partnerships across providers
- Can reduce need for child welfare involvement and family separation
- Not required by federal CAPTA changes, but a supportive, preventive practice



## OC Health Care Agency

[Home](#)[Thinking About Getting Pregnant](#)[Pregnant](#)[After Giving Birth & Baby's 1st Year](#)[Providers](#)

## Every Parent OC

Every Parent OC is a resource for anyone who is thinking of becoming pregnant, is pregnant, or has a new baby. Our goal is to provide you with information and resources necessary to experience pregnancy and parenting in a safe and healthy way.

Pregnancy and Parenting Support

Perinatal Mood and Anxiety Disorders

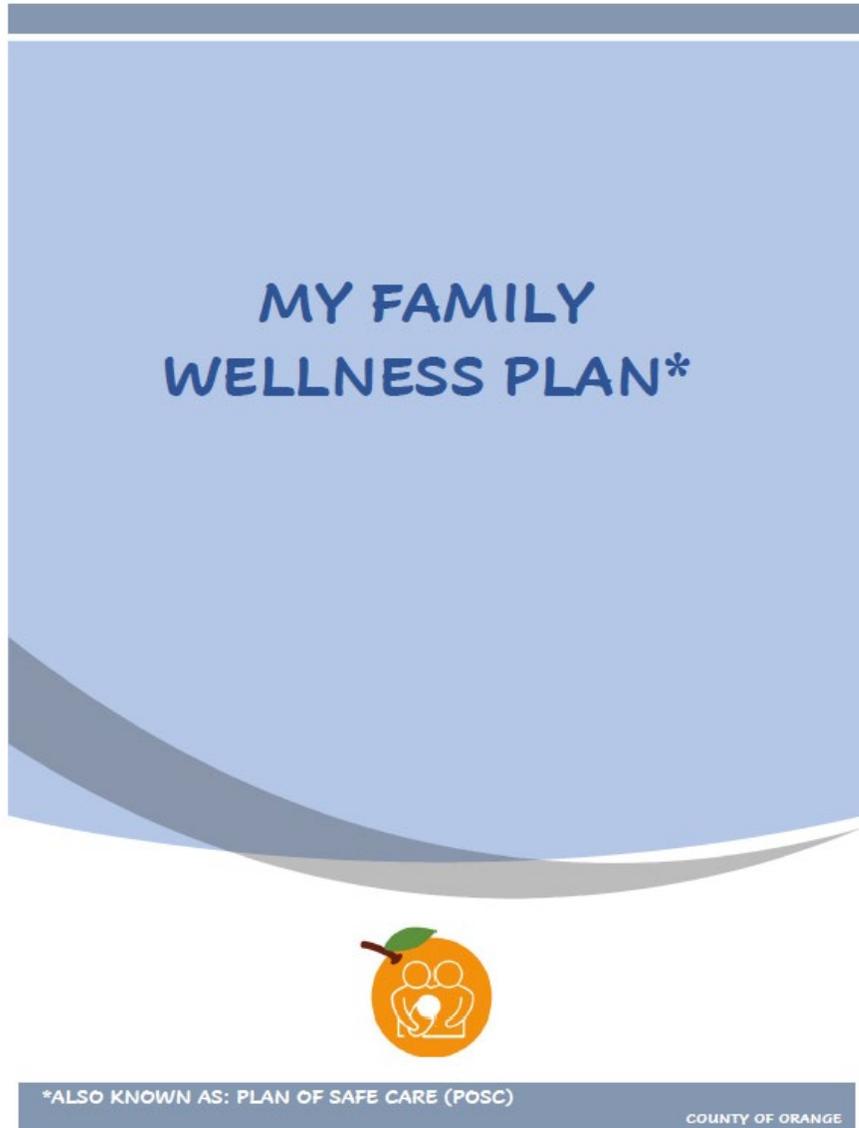
Family Wellness Plan (aka Plan of Safe Care)

# EveryparentOC.org – Provider Resources

- Trainings/webinars on substance use, effects on infants, screening, implementing Plans of Safe Care
- FWP Template (English, Spanish)
- Substance Use and Pregnancy Brochure (English, Spanish, Vietnamese)
- Building Family Wellness Plans in the Medical Setting
- 5 Ways to Improve Care Using Family Wellness Plans
- Referrals for Family Wellness Plan Support



# The Family Wellness Plan



- Personalized guide to ensure necessary resources are provided to help families thrive
- A tool that communicates strengths, needs, and accomplishments to providers
- A tool to help with care coordination
- **Belongs to the client**
- **Done by/with the client**
- **Living document to be updated over time**





## ABOUT ME

FULL NAME:		BIRTHDATE:	
CURRENT LIVING ARRANGEMENT			
<input type="checkbox"/> House or Apartment	<input type="checkbox"/> Homeless	<input type="checkbox"/> Emergency Shelter	
<input type="checkbox"/> Living with Relatives/Friends	<input type="checkbox"/> Residential Treatment Center	<input type="checkbox"/> Correctional Facility	
<input type="checkbox"/> Other:			
EMERGENCY CONTACT INFORMATION			
Name:	Relationship:	Phone:	
Email:			

**MY STRENGTHS**

What areas am I doing well in?

**MY SUPPORT SYSTEM**

Name	Contact (phone/email)	Spouse/Partner	Family	Friend	Counselor	Faith Community	Recovery Community	Child care	Peer Mentor	Other	Role

**MY GOALS**

What areas do I want to work on?

- Person/family-centric
- Focuses on strengths, supports, goals
- Includes family/caregiver history and needs





MY NEEDS & REFERRALS (page 1)

Resource, Service, Program	Currently Receiving	Need	Date New Referral Placed	Referral Contact Information
<b>BASIC / GENERAL NEEDS</b>				
CaWORKs				
Education/Vocational Training				
Employment/Source of Income				
Food/CalFresh				
Housing				
Immigration/Refugee Services				
Legal Assistance				
Transportation				
Women Infants Children (WIC)				
Other:				
<b>SAFETY</b>				
Car Seat				
Safe Sleep Education				
Safeguarding My Family				
Unsafe Home Environment (lead, non-working smoke alarms, exposed wires, etc.)				
Other:				
<b>BEHAVIORAL HEALTH</b>				
Counseling				
Peer Support				
Other:				
<b>SUBSTANCE USE</b>				
Counseling				
MAT (Medication-Assisted Treatment)				
Outpatient Program				
Peer Support				
Recovery Group (12 Step, AA)				
Residential Program				
Smoking Cessation				
Substance Use Testing				
Other:				

- Summarizes current services, needs and referrals
- Addresses both prenatal and postnatal services, for mother, family, and infant
- Avoids duplication of efforts



# Family Wellness Plan Components – Best Practices

## Infant's Medical Care

- Prenatal exposure history
- Hospital care (NICU, length of stay, diagnosis)
- Other medical or developmental concerns
- Pediatric care and follow-up
- Referral to early intervention and other services
- Other

## Mother's Medical Care

- Prenatal care history
- Pregnancy history
- Other medical concerns
- Screening and education
- Follow-up care with OB-GYN
- Referral to other health care services

## Mother's Substance Use and Mental Health Needs

- Substance use history and needs
- Mental health history and needs
- Treatment history and needs
- Medication Assisted Treatment (MAT) history and needs
- Referrals for services

## Family/Caregiver History and Needs

- Family history
- Living arrangements
- Parent-child relationships
- Prior involvement with child welfare
- Current services
- Other needed services
- Child safety and risk concerns

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# Available soon....

- Companion kit for providers
- Background about history of Plans of Safe Care (Family Wellness Plans) and legal requirements
- Overview and Why Should I Ask This for each section
- Guidance about how to start conversations, prompt discussions



## OC Health Care Agency

[Home](#)[Thinking About Getting Pregnant](#)[Pregnant](#)[After Giving Birth & Baby's 1st Year](#)[Providers](#)

# Every Parent OC

Every Parent OC is a resource for anyone who is thinking of becoming pregnant, is pregnant, or has a new baby. Our goal is to provide you with information and resources necessary to experience pregnancy and parenting in a safe and healthy way.

[Getting Ready For Baby](#)[Healthy Eating & Exercise](#)[Healthy Mind & Relationships](#)[Home & Work Environment](#)[See Your Doctor](#)[Substance Use](#)

# YOU ARE NOT ALONE!

Many people struggle with substance misuse during pregnancy. It can be hard to ask for help.

Substance use disorders are treatable chronic health conditions. Every pregnant person wants a healthy baby but may not know where to find help.

A Family Wellness Plan (FWP) can help you start or maintain recovery as you prepare to welcome your new baby.



# NEED SUPPORT?

**Prenatal care services:**  
Call the Coalition of OC Community Health Centers to find a provider:  
714-352-5990

**Detox or treatment services:**  
Call OC Links to find a provider:  
855-625-4657

**In-person support (nurses/social workers):**  
Call to find a provider:  
714-834-7747

**Peer support from someone in recovery:**  
Call 877-910-WARM

**Basic needs:**  
Visit the OC Navigator online:  
OCNavigator.org



ORANGE COUNTY FAMILY SUPPORT TASK FORCE

# SUBSTANCE USE AND PREGNANCY



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## TREATMENT WORKS

Treatment providers act as your advocates. They speak up for you and help you prepare for your new baby. They are not part of the child welfare system.

A treatment provider will work with you to create the best plan to prepare for your pregnancy.

Finding support and treatment for substance use is a **sign of strength**. Many programs allow you to bring your child along!



**PUBLIC HEALTH NURSES (PHNs), SOCIAL WORKERS (SWs), AND COMMUNITY HEALTH WORKERS (CHWs) ARE HERE TO HELP!**

Public health nurses, social workers and community health workers work alongside you to provide training, tools and confidence for success!

In-person visits can occur in your home or elsewhere.

PHNs, SWs and CHWs:

- Provide prenatal and postpartum parenting support
- Help reduce the stress of being pregnant and parenting
- Help improve your health, well-being and family resilience



## A FAMILY WELLNESS PLAN CAN GUIDE YOUR JOURNEY

A Family Wellness Plan (also called a Plan of Safe Care) helps pregnant people and babies achieve a healthy lifestyle while strengthening family bonds. The Family Wellness Plan:

- Acts as a personal resource guide for you and your family
- Acknowledges your personal accomplishments and strengths while identifying areas of concern
- Provides a planning tool to help organize your resources and support systems

You want the best for your baby. We can help.

# Connecting with CalOptima Health's Initiatives

## Maternal Mental Health Strategies

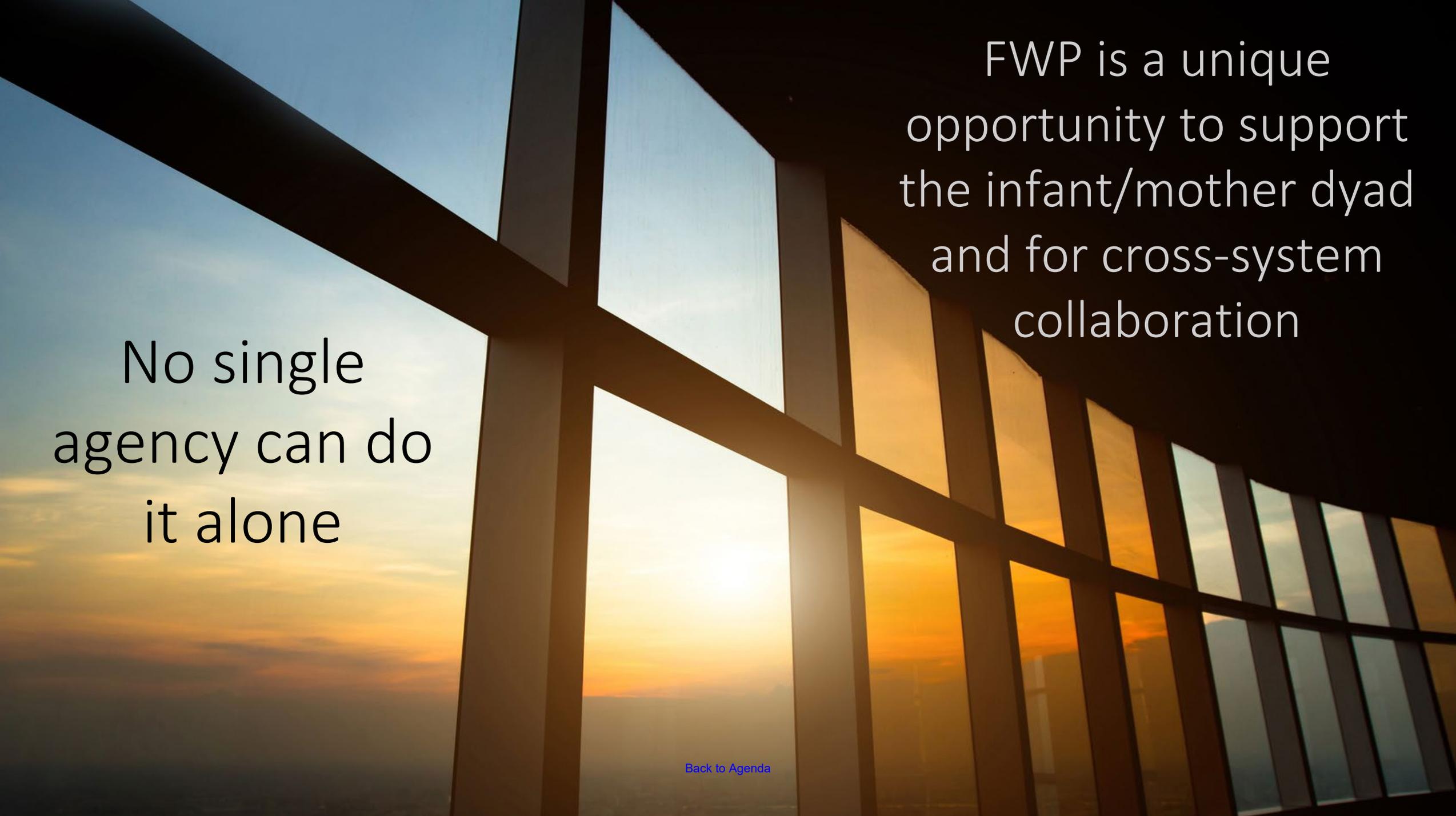
- Survey of CalOptima perinatal providers includes questions on SU screening/referral and use of FWP
- Will partner with CalOptima Health to reach out to interested providers with training and support on SU screening and FWP



## CalAIM: Enhanced Case Management (ECM)

- Pregnant persons with substance use disorder are a priority population
- September 19: conducted an introductory meeting on FWP with interested ECM providers
- Many ECM vendors are attending the October 24 Summit
- Will provide training and support to any vendor interested in using FWP

## Other Opportunities?



No single  
agency can do  
it alone

FWP is a unique  
opportunity to support  
the infant/mother dyad  
and for cross-system  
collaboration

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# Orange County, CA Family Wellness Initiative | October 2024



*Valuing their role. Keeping them together. Supporting their recovery.*

## Initiative Goals

- ✓ **REDUCE STIGMA AND DISCRIMINATION**  
by identifying and implementing methods to establish trust between the community, child welfare, service providers, and the judicial system.
- ✓ **INCREASE CARE COORDINATION**  
by implementing Family Wellness Plans and protocols between agencies that formalize how they will interact with, serve, and improve outcomes for families affected by substance use.
- ✓ **INCREASE ACCESS TO CARE**  
by cultivating a family-centered focus of treatment and support.
- ✓ **IMPROVE DATA COLLECTION**  
with a racial and ethnic equity lens.

## Cross-Systems Partnerships

To support and sustain this initiative, Orange County has established the **Orange County Family Support Task Force**. The goal of the task force is to improve and build upon cross-systems linkages between healthcare providers, community-based organizations, public health agencies, mental health, and substance use treatment providers.

## Initiative Focus

- Improve outcomes for infants and families affected by prenatal substance exposure
- Support the recovery of pregnant and parenting individuals and their families
- Develop policies and protocols that support intervention during the prenatal period
- Reduce the number of infants removed from their families as a result of parental substance use



## Current Initiative Partners

Hospital Association of Southern California  
Hoag Hospital  
First 5 Orange County  
Family Support Network  
County of Orange Social Services Agency  
Children's Health of Orange County (CHOC)  
CalOptima Health



OC Health Care Agency  
Office of the Public Defender  
Orange County Superior Court  
People with Lived Expertise  
Providence St. Joseph Hospital, Orange  
The Purpose of Recovery  
University of California Irvine

# Key Accomplishments



To accomplish the goals of this initiative, Orange County has launched implementation-focused workgroups to bring together cross-system partners focused on developing products and an infrastructure to support each of the goals of the initiative. Below is a list of accomplishments of each workgroup so far.

## Family Wellness Plan Coordination

- ✓ **Created a Family Wellness Plan Template** for providers across Orange County to use as they create the Family Wellness plan to coordinate care for families affected by substance use
- ✓ **Designed a Draft Family Wellness Plan Pathway** describing how a Family Wellness Plan can coordinate care and how it moves with the family throughout their prenatal and postpartum recovery journey
- ✓ **Designed a Draft Notification Portal** allowing Orange County to capture deidentified data to understand and support infants born prenatally exposed to substances and their families

## Stigma and Discrimination

- ✓ **Created a Training and Education Rollout** raising awareness on the science of addiction, the effects of stigma, and the resource available to healthcare providers serving pregnant individuals affected by substance use.

## Data Collection and Exchange

- ✓ **Created a Draft Data Dashboard** to track outcomes of the Family Wellness initiative and support data-driven decisions

## Hospital-Focused

- ✓ **Developed a Draft Newborn Risk Assessment Tool** to identify services and supports for the family and determine whether a report to Orange County Child Protective Services is needed.

## Family-Centered Care

- ✓ **Defined "Family-Centered Care" for Orange County** describing the focus of Family-Centered care, the beliefs that drive this method of service delivery, and the service array that should be available.



## Moving Forward

How Orange County will build upon its accomplishments to improve outcomes for families affected by substance use

## Piloting the Family Wellness Plan

Orange County will pilot the Family Wellness Plan with multiple hospital systems including Providence-St. Joseph in an effort to learn how the Family Wellness Plan template, the pathway, and the newborn risk assessment can improve outcomes for families and connect them to providers to coordinate support services.

## Workforce Training and Support

Orange County will implement a series of workforce training and education events tailored to specific sectors (healthcare, substance use treatment, home visiting, etc.) with the aim of equipping providers with the tools and resources to improve outcomes for families they serve that are affected by substance use.

## Partnering with Families and People with Lived Expertise

Orange County will identify a structure, supports, and compensation mechanism to meaningfully partner with families and people with lived expertise in the work of the Orange County Family Support Task Force and its deliverables.

## Every Parent OC

[EveryParentOC.org/POSC](https://EveryParentOC.org/POSC) is a key resource for all information related to Family Wellness Plans (formerly known as Plans of Safe Care) for providers and the Orange County community. The goal of Every Parent OC is to provide the community with information and resources to experience pregnancy and parenting in a safe and healthy way and providers with the tools to support families.



# CalOptima Health

## CalAIM Population Health Management Program Update

Member Advisory Committee and Provider Advisory Committee  
October 10, 2024

Marie J. Jeannis, RN, MSN, CCM  
Executive Director, Equity and Community Health

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CalOptima Health, A Public Agency

### Our Mission

To serve member health with excellence and dignity, respecting the value and needs of each person.

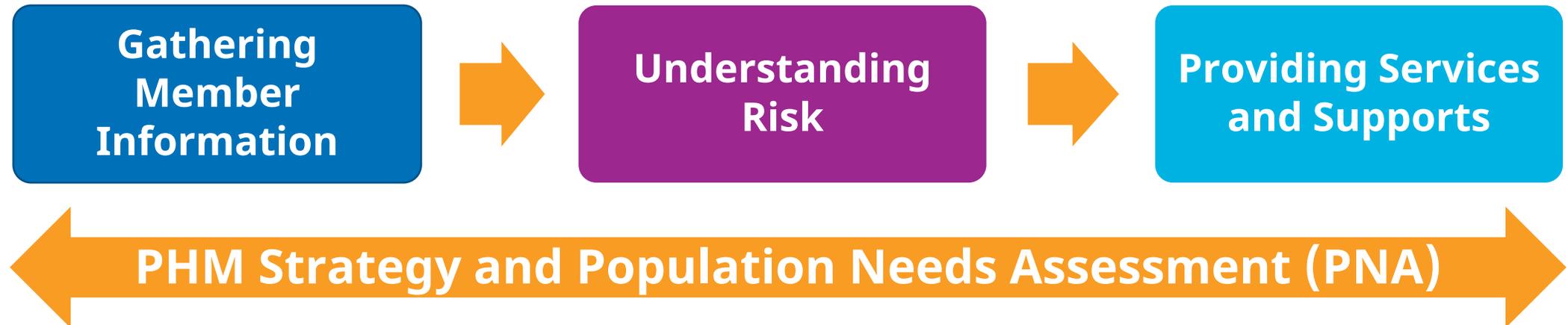
### Our Vision

By 2027, remove barriers to health care access for our members, implement same-day treatment authorizations and real-time claims payments for our providers, and annually assess members' social determinants of health.

# CalAIM Population Health Management (PHM) Program: Overview

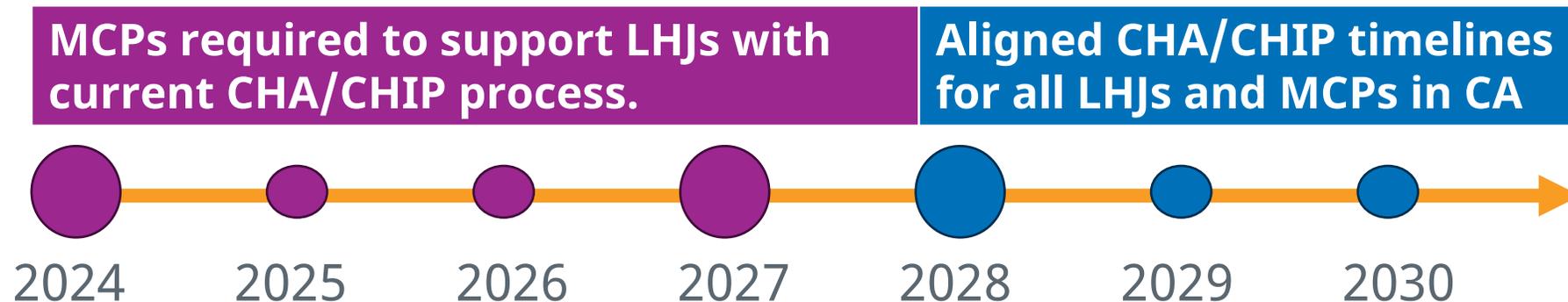
- CalOptima Health implemented CalAIM PHM Program January 1, 2023 per Department of Health Care Services (DHCS) requirements
- Established CalAIM PHM Framework

## CalAIM PHM Framework

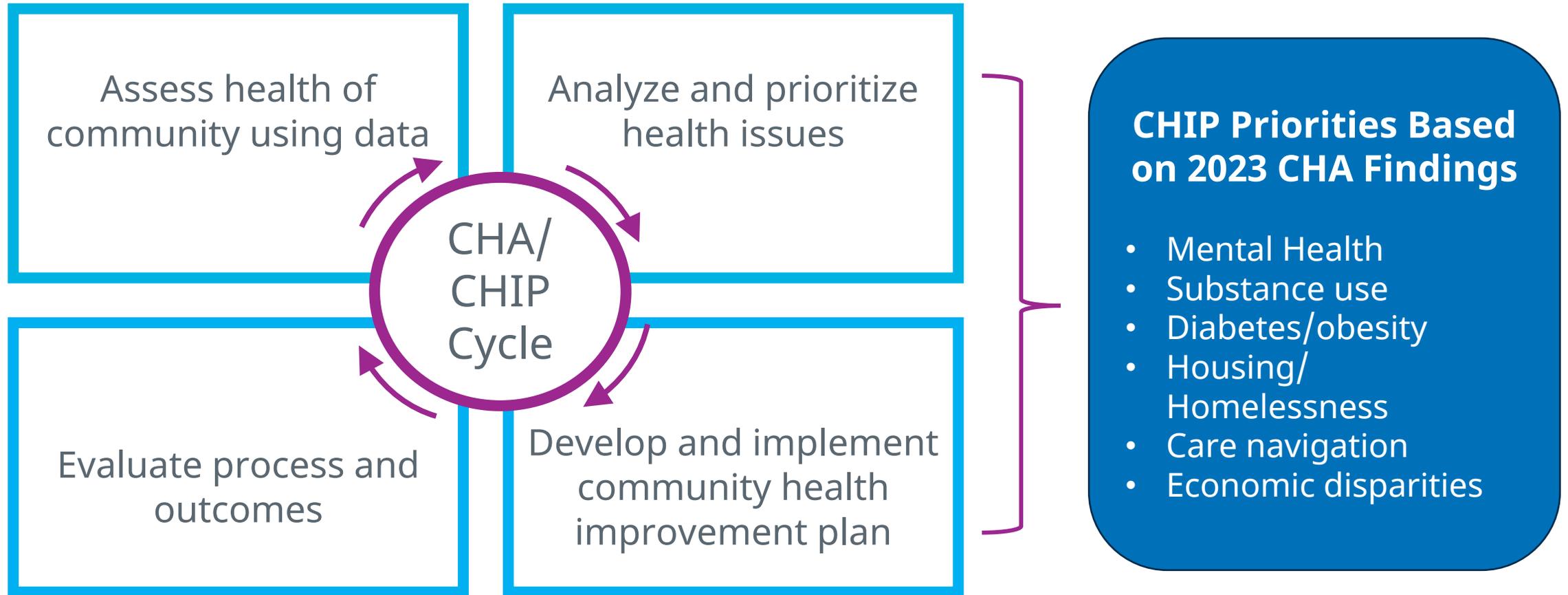


# CalAIM PHM Program: New PNA Requirements

- CalAIM PHM Program modified PNA requirements:
  - Eliminated the annual submission requirement to DHCS
    - Continues to be annually required for the National Committee for the Quality Assurance (NCQA)
  - Requires Managed Care Plans (MCPs) collaborate with Local Health Jurisdictions (LHJs) on their Community Health Assessment (CHA) and Community Health Improvement Plan (CHIP)
  - Requires aligned CHA/CHIP timelines for all LHJs and MCPs in CA



# CalAIM PHM Program: 2023 OC CHA/CHIP Process



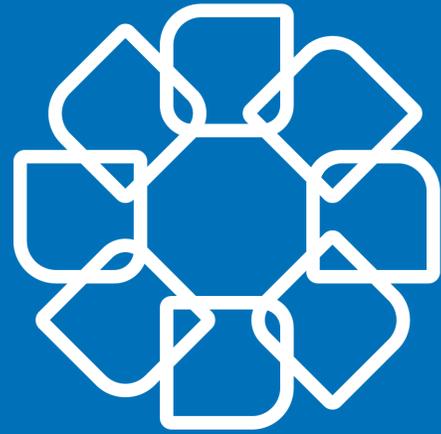
# CaAIM PHM Program: Next Steps

- Engage Member Advisory Committee (MAC)/Provider Advisory Committee (PAC)
  - Share CHA/CHIP findings with MAC/PAC
  - Obtain input from MAC/PAC on CHIP strategies that CalOptima Health should support
  - Invitation to join CHIP priority workgroups
    - Mental health
    - Substance use
    - Diabetes/obesity
    - Housing/homelessness
    - Care navigation
    - Economic disparities

[Survey Link & Workgroup Signup](#)



***We want to hear from you! Scan QR Code or click on link to provide input and/or join a workgroup.***



# CalOptima Health

Stay Connected With Us

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

   @CalOptima

## Population Needs Assessment Links

- **Orange County Community Health Assessment (2023):**  
[https://ohealthinfo.com/sites/healthcare/files/2023-10/Orange\\_County\\_Community\\_Health\\_Assessment-Final.pdf](https://ohealthinfo.com/sites/healthcare/files/2023-10/Orange_County_Community_Health_Assessment-Final.pdf)
- **Orange County Community Health Improvement Plan (2024-2026):** <https://www.ohealthinfo.com/sites/healthcare/files/2024-03/Orange%20County%20Community%20Health%20Improvement%20Plan.pdf>
- **Survey to help CalOptima Health inform its CHIP investment priorities and sign up for a CHIP workgroup:**  
<https://forms.office.com/g/fYLk3LqeQu>



# CalOptima Health

## Website and Marketing Campaign Update

**Janis Rizzuto, Director, Communications**

**Geoff Patino, Associate Director, Communications**

October 10, 2024

### Our Mission

To serve member health with excellence and dignity, respecting the value and needs of each person.

### Our Vision

By 2027, remove barriers to health care access for our members, implement same-day treatment authorizations and real-time claims payments for our providers, and annually assess members' social determinants of health.

# Overview

- Website Redesign
- Brand Awareness Campaign Refresh
- PACE Marketing Campaign
- OneCare Marketing Campaign
- Cancer Screening Awareness Campaign

# Website Redesign

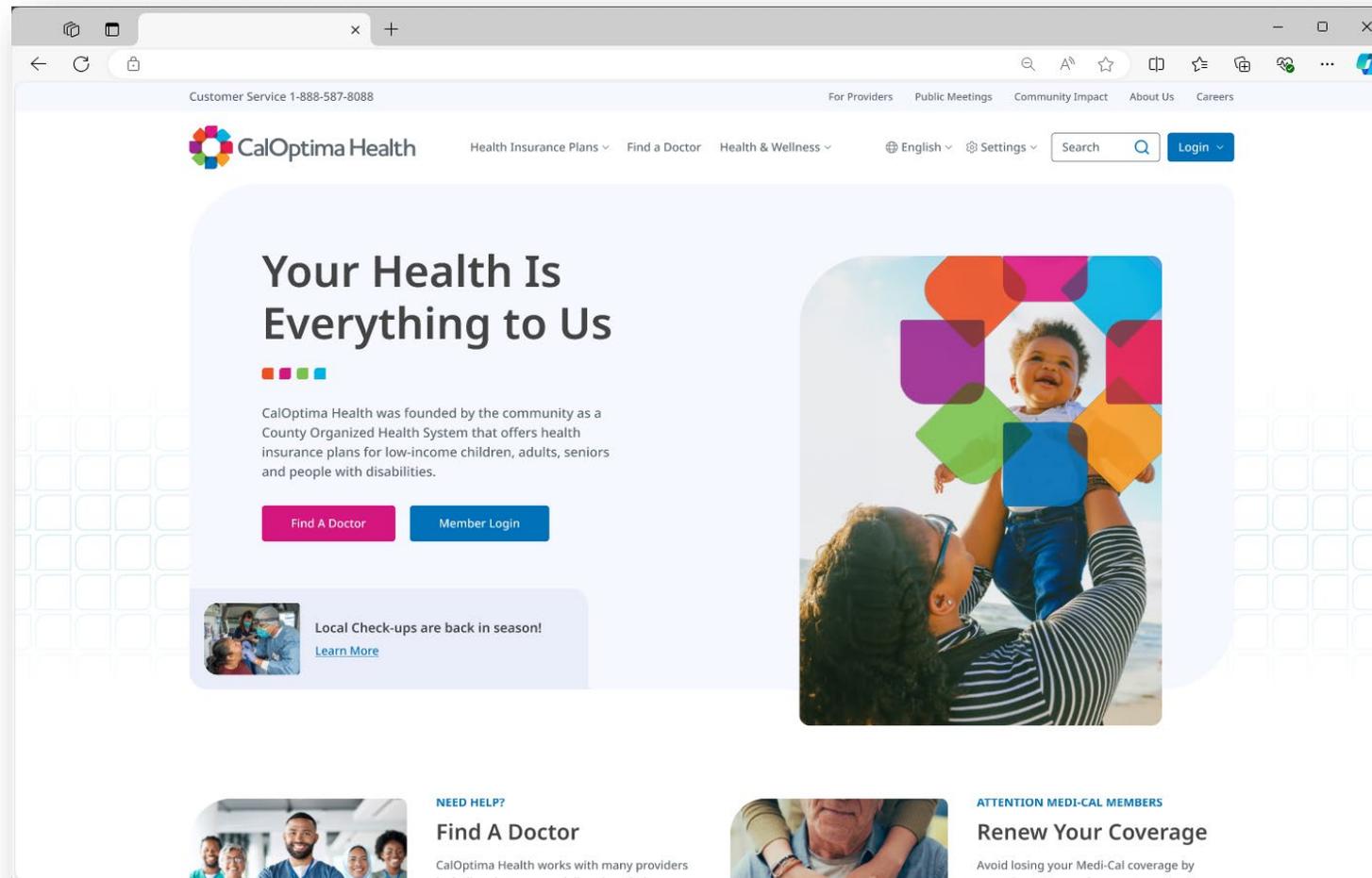
- We are redesigning [www.caloptima.org](http://www.caloptima.org) **from the ground up** to create a better experience for members and the community
  - A new, modern interface that is easy to navigate and optimized for both computers and mobile devices
  - Rewritten and streamlined content that is search engine optimized and easy to understand to get members and providers the information they need quickly
  - Easier to use provider search tool and interactive online forms (fewer PDFs)
  - An accessible design that meets the latest standards
- We are also upgrading the hardware infrastructure and website software
  - More efficient changes to the website
  - Greater flexibility in creating webpages to meet business needs, like microsites for campaigns and programs

# Member Input

- Sent electronic survey via text and received more than 1,000 responses
- Key Insights and Opportunities
  - 87% of users visit the website once a month or less than once a month
  - Top reasons to visit are to contact customer service, find a doctor, learn about benefits, read plan documents and download forms
  - 87% of users say they can find the information they are looking for quickly or as expected
  - 77% of users access the website by smartphone, 55% exclusively
  - 6% of users use assistive technology, like a screen reader
  - 75% of users who have used the provider search find it very or somewhat easy to use
  - 80% said the provider search gave them the information they needed to make an appointment

# New Website Design Preview

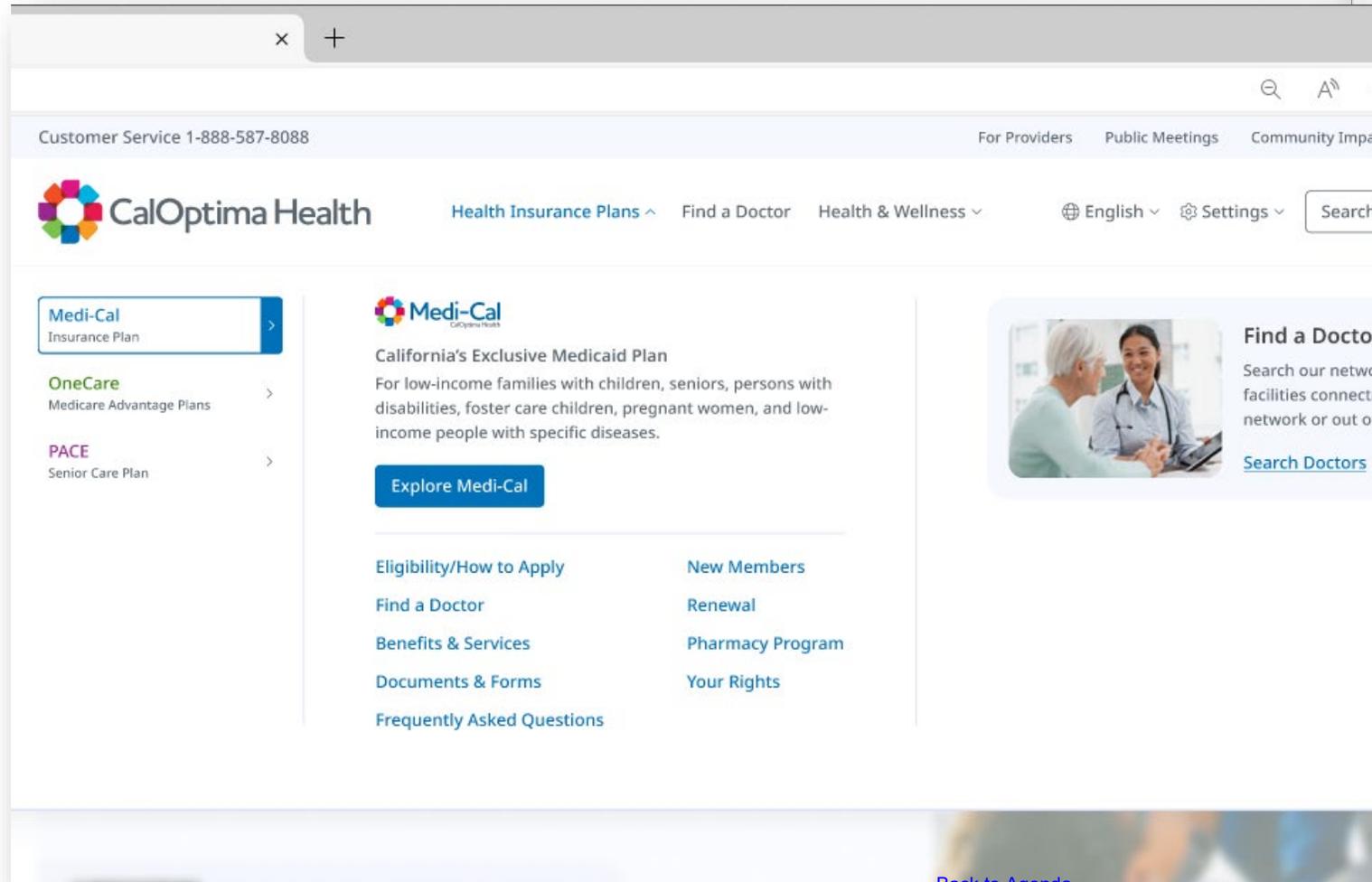
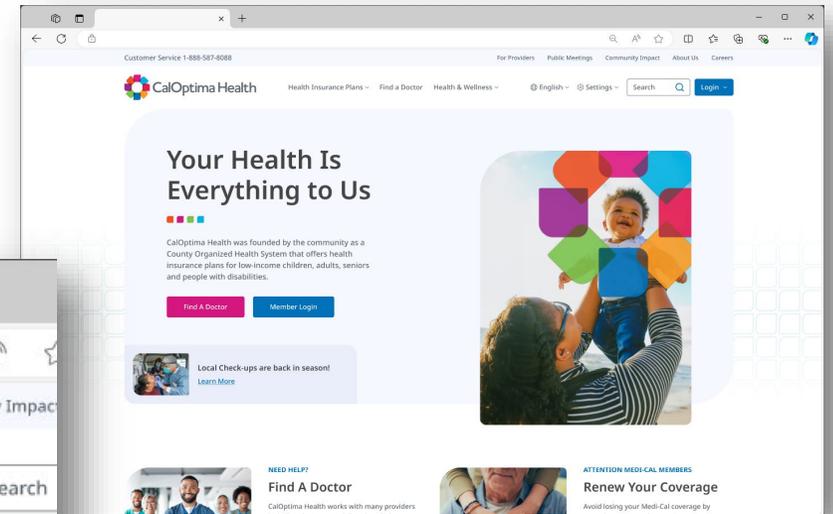
- Homepage
  - Updated design incorporating member input



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# New Website Design Preview

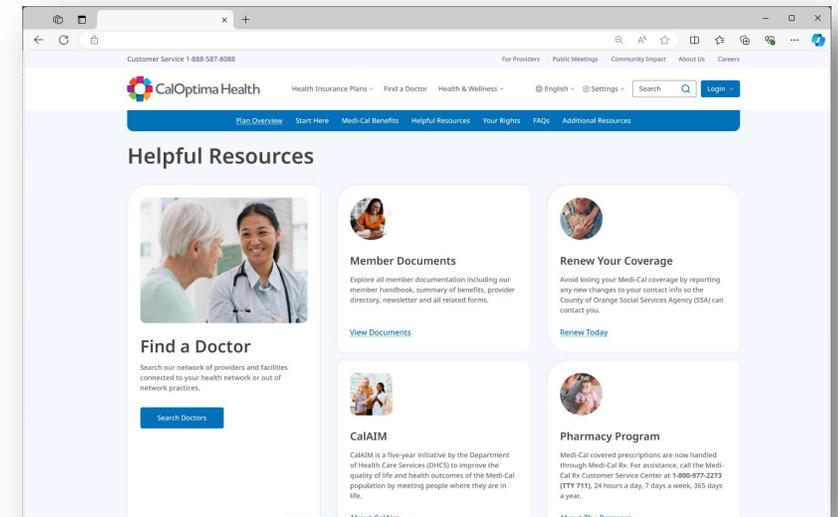
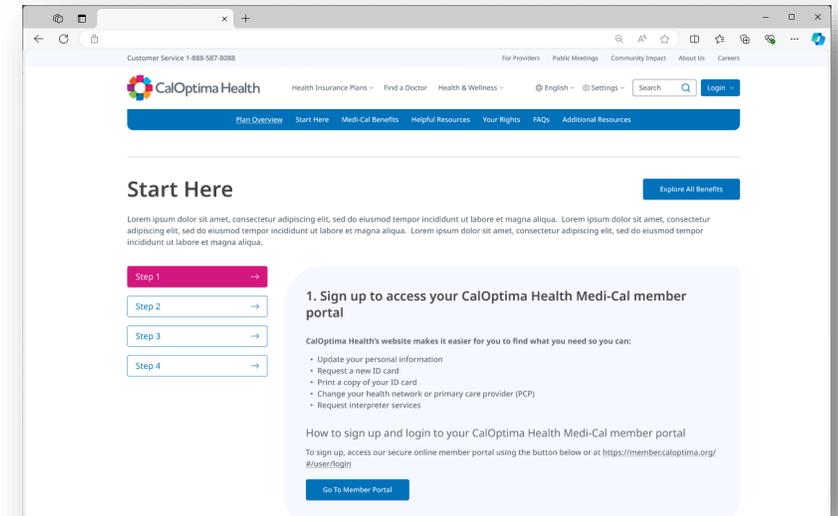
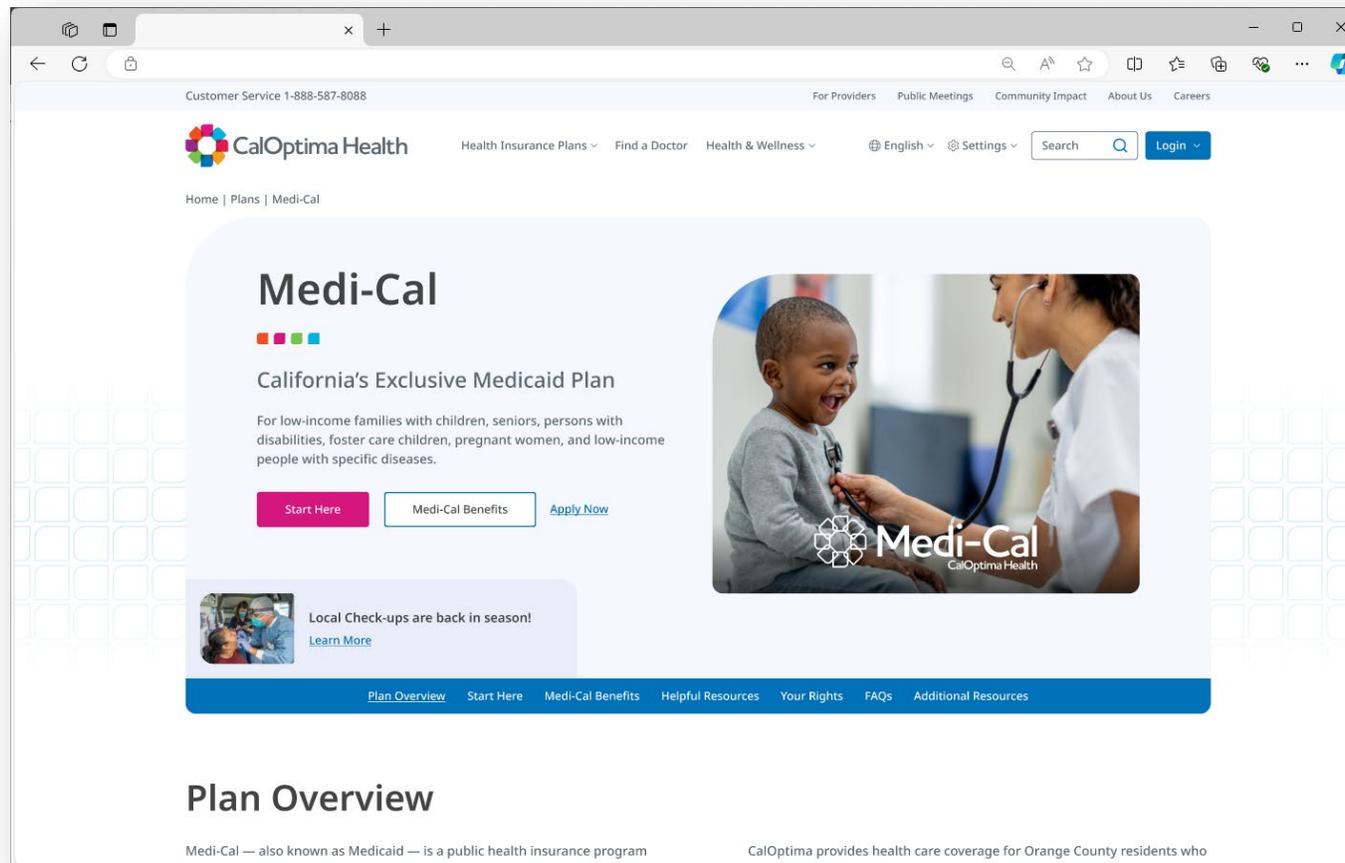
- Homepage
  - Easy to use navigation menu



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# New Website Design Preview

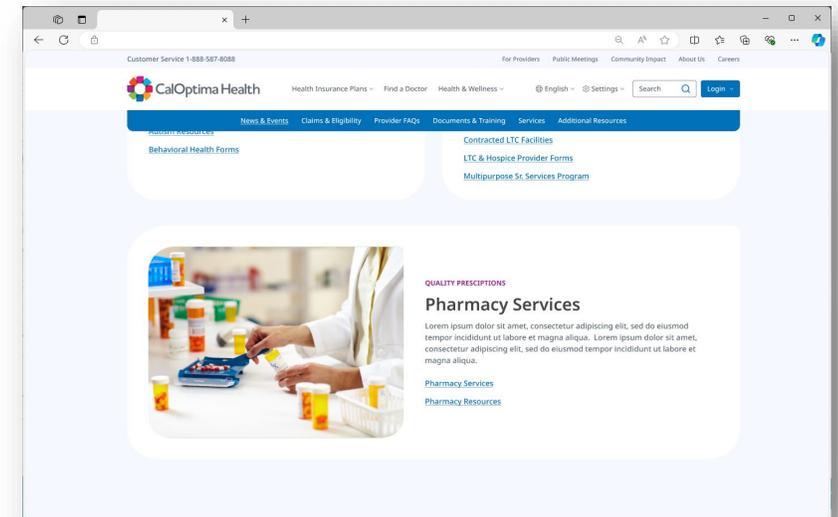
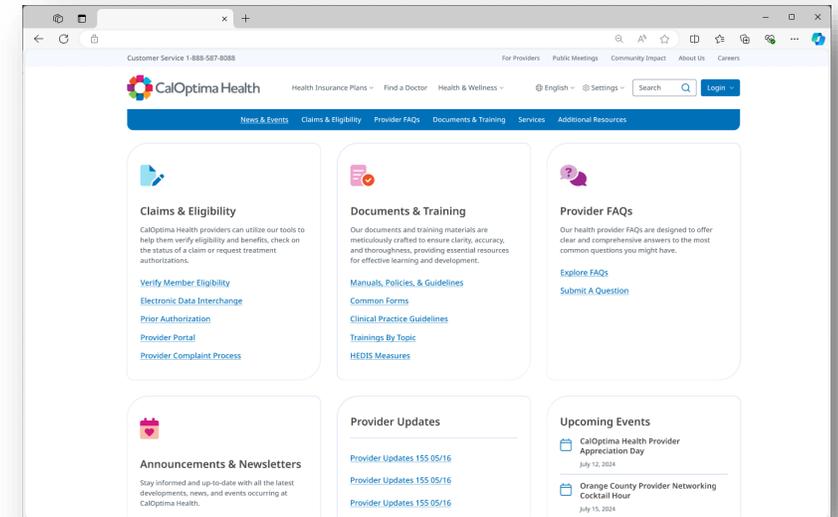
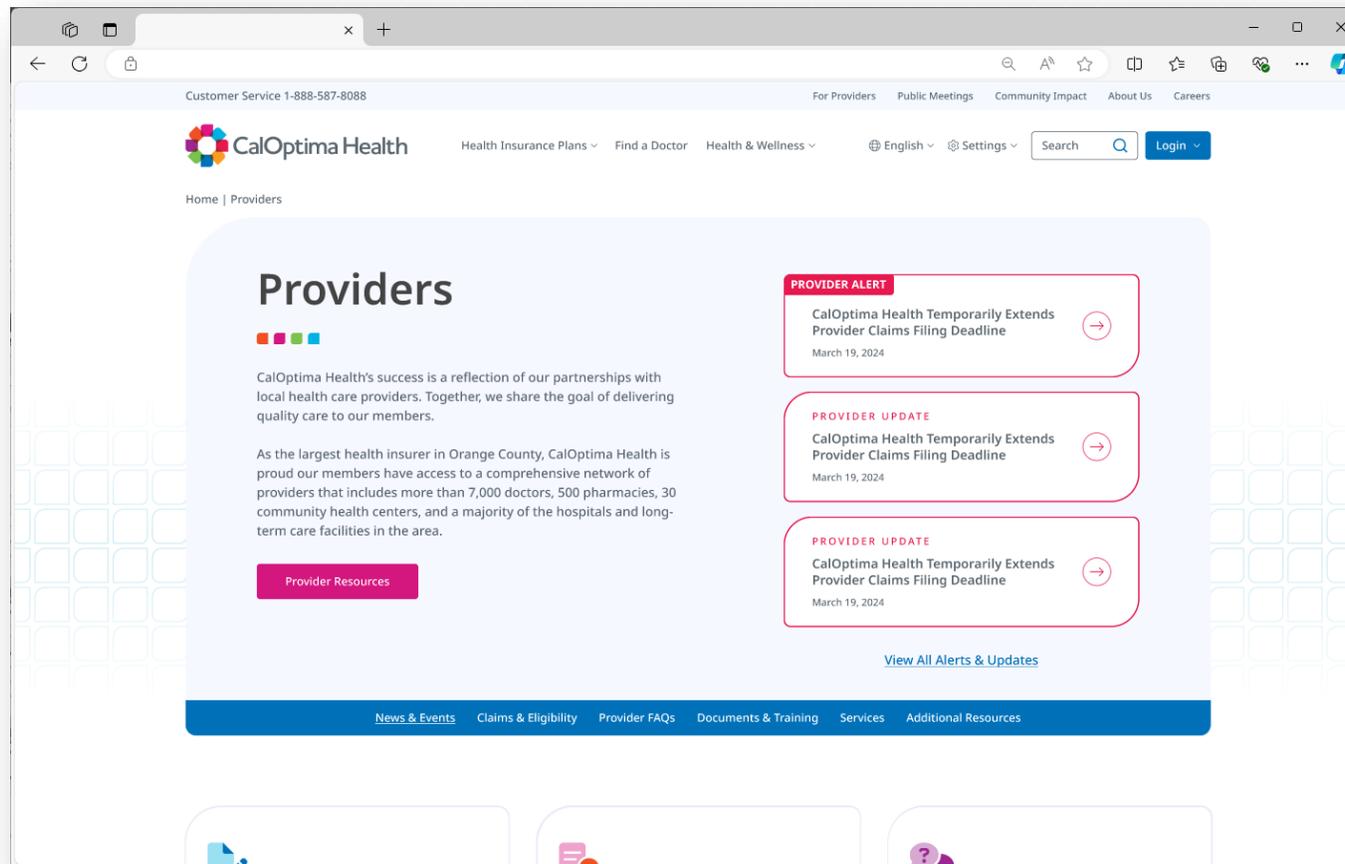
- Medi-Cal Member Page
  - New layout emphasizes popular materials, making them easier to find



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# New Website Design Preview

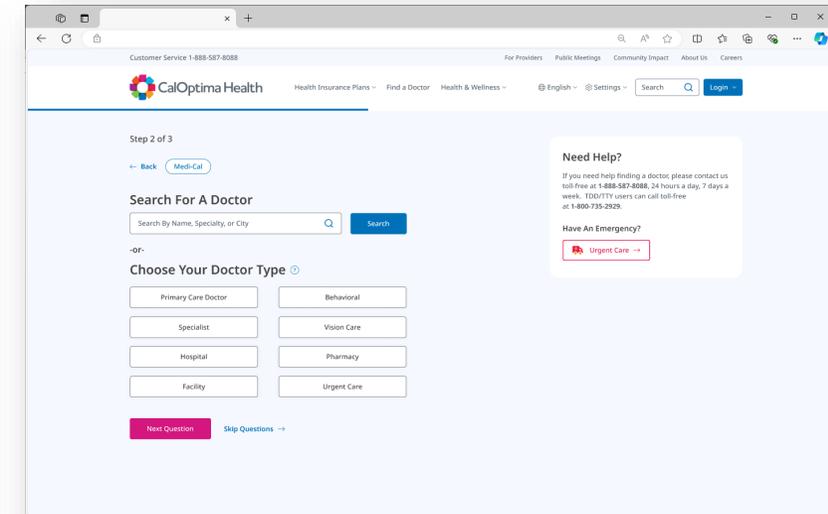
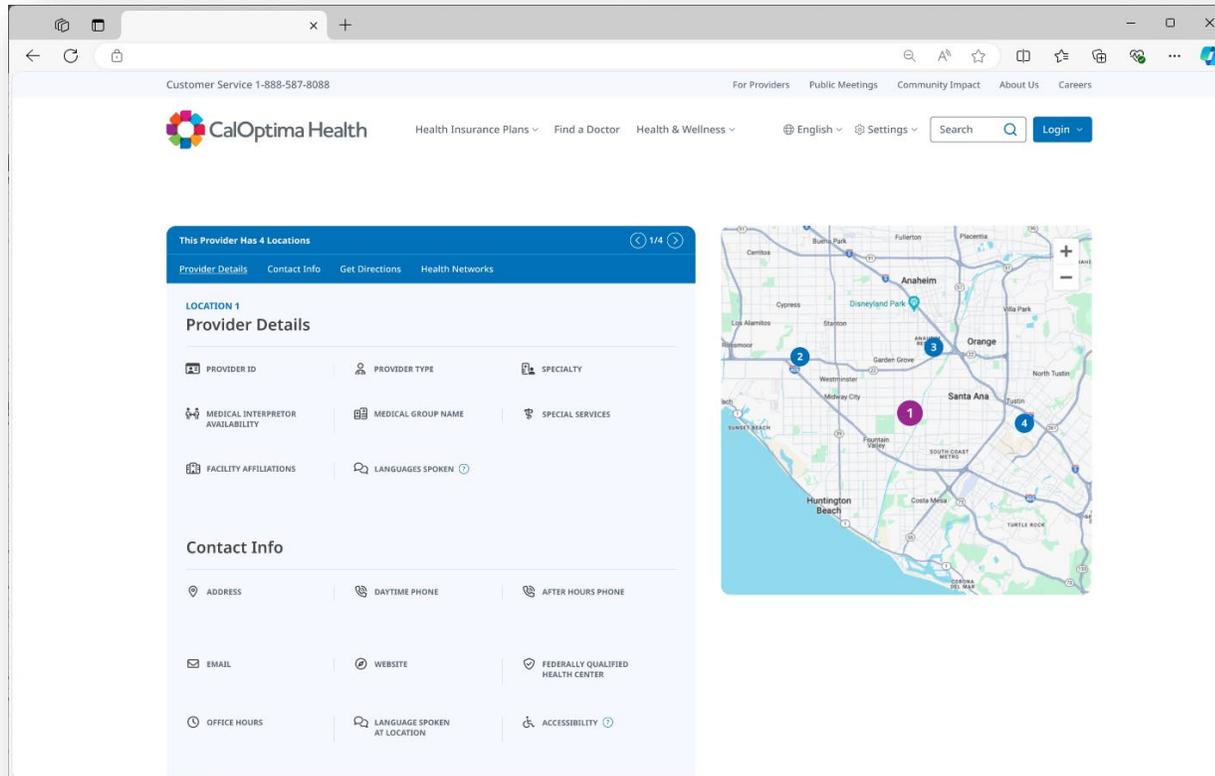
- Provider Main Page
  - New layout prioritizes information most important to providers



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# New Website Design Preview

- Find a Doctor
  - Completely rethought with an interface designed to make large volumes of required information easy to understand



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# Next Steps and Timeline

- We want your input!
  - Look for a survey coming soon to your email inbox
- Development is in progress
  - Planned launch in late March 2025

# Campaign Highlights

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# Brand Awareness Campaign Refresh

- Our successful and well-received “Your Health Is Everything to Us” campaign has entered its second year in market
- The campaign has won multiple awards, including:
  - 12 nationally recognized Healthcare Advertising Awards
  - 15 Finest Awards from the Health Care Communicators of Southern California
  - Finalist for two MM+M Awards (Winners to be announced in New York tonight!)
- Our brand campaign has not only elevated CalOptima Health’s profile in the community but also effectively communicated our values, services and commitment to excellence to a broader audience in Orange County
- We are updating the imagery, expanding the messaging to include additional services and creating new television spots to keep the campaign fresh and engaging

# Brand Awareness Print Ads



## Focused on giving health a lift

- ◆ Access to Care
- ◆ Mental Health Services
- ◆ Complex Care Coordination

As the largest health plan in Orange County, we know that access to care is essential. Yet health depends on more than medical care alone. Our team also coordinates care for complex health needs, mental health services and nutrition programs. We even connect members to housing and support services — all to lift everyone's whole health.

caloptima.org



## Enfocados en mejorar la salud

- ◆ Acceso a Atención Médica
- ◆ Servicios de Salud Mental
- ◆ Coordinación de Cuidados Especiales

Como el plan de salud más grande en el Condado de Orange, sabemos que el acceso al cuidado de la salud es esencial. También sabemos que la salud no solo depende de la atención médica. Por eso, nuestro equipo trabaja para coordinar tratamientos especiales de salud, servicios de salud mental y programas de nutrición. Incluso ayudamos a nuestros miembros a conectar con programas de apoyo y vivienda, todo con el propósito de mejorar la salud completa de cada persona.

caloptima.org



## Tập trung vào việc nâng cao sức khỏe

- ◆ Nhận Dịch Vụ Chăm Sóc
- ◆ Dịch Vụ Sức Khỏe Tâm Thần
- ◆ Điều Phối Dịch Vụ Chăm Sóc Sức Khỏe

Là chương trình y tế lớn nhất Quận Cam, chúng tôi hiểu rằng khả năng tiếp cận dịch vụ chăm sóc sức khỏe là điều rất quan trọng. Nhưng sức khỏe phụ thuộc vào nhiều thứ hơn là chỉ ở dịch vụ y khoa. Nhân viên của chúng tôi còn điều phối dịch vụ chăm sóc cho những nhu cầu y tế phức tạp, các dịch vụ chăm sóc sức khỏe tâm thần và những chương trình dinh dưỡng. Chúng tôi còn giúp kết nối thành viên với dịch vụ nhà ở và các dịch vụ hỗ trợ - tất cả là để nâng cao sức khỏe toàn diện cho mọi người.

caloptima.org



# Brand Television Commercial



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# PACE Marketing Campaign



**Senior Care to Keep You Active and Living at Home**

Complete medical care that goes above and beyond

**1-844-999-PACE**  
caloptima.org/PACE (7223) 

 **PACE**  
CalOptima Health

- Concept
  - Senior Care to Keep You Active and Living at Home
- Narrative
  - Complete medical care that goes above and beyond. CalOptima Health PACE helps seniors live a more full, healthy and independent life. Our program offers personalized medical care whether at home, in our PACE centers or in the community. Enjoy more activities, healthy meals, cultural celebrations and new friendships by joining Orange County's premier PACE program.

# Spanish and Vietnamese Language Examples



**Cuidado para Adultos Mayores para Permanecer Activo y Viviendo en Casa**

Atención médica completa que va más allá.

**1-844-999-PACE**   
caloptima.org/PACE (7223)

 **PACE**  
CalOptima Health



**Dịch Vụ Chăm Sóc Cho Người Cao Niên Giúp Quý Vị Sống Vui Khỏe Tại Nhà**

Dịch vụ chăm sóc y tế toàn diện, vượt ngoài sự mong đợi.

**1-844-999-PACE**   
caloptima.org/PACE (7223)

 **PACE**  
CalOptima Health

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# PACE Billboard Example



# PACE Television Commercial



# OneCare Marketing Campaign



**MEDICARE  
+MEDI-CAL**

**BUILT AROUND YOU**

Learn how to enroll:  
**1-877-412-2734**  
[caloptima.org/OneCare](https://caloptima.org/OneCare)



 **OneCare**  
CalOptima Health

The advertisement features a central image of an elderly woman with grey hair, smiling and holding a dumbbell. The text 'MEDICARE +MEDI-CAL' is at the top in orange. Below it, 'BUILT AROUND YOU' is written in large, stylized letters: 'BUILT' in green, 'AROUND' in white on a blue background, and 'YOU' in orange. At the bottom, there is contact information and the OneCare logo.

- Concept
  - Medicare+Medi-Cal Built Around You
- Narrative
  - If you have Medicare and Medi-Cal, you need a health plan that fits your life. CalOptima Health OneCare Complete puts all your coverage on one simple card. Get quality care for your body and mind, with valuable benefits like no-cost transportation, gym memberships — even grocery money! Join the plan that puts you at the center. Enroll in CalOptima Health OneCare.

# Spanish and Vietnamese Language Examples

**MEDICARE  
+MEDI-CAL**

**DISEÑADO** **PENSANDO EN** **USTED**



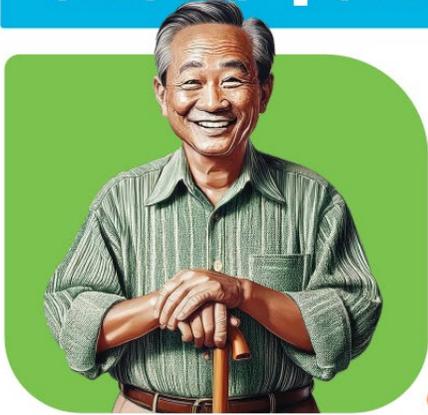
**Aprenda cómo inscribirse:**  
**1-877-412-2734**  
[caloptima.org/OneCare](https://caloptima.org/OneCare)



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**CHƯƠNG TRÌNH BẢO HIỂM  
MEDICARE VÀ MEDI-CAL**

**ĐƯỢC TẠO DỰNG** **CHUNG QUANH** **QUÝ VI**



**Tìm hiểu cách thức ghi danh:**  
**1-877-412-2734**  
[caloptima.org/OneCare](https://caloptima.org/OneCare)



# OneCare Billboard Example



# Cancer Screening Awareness Campaign



Screening is *about life* not cancer.

**It's *about* being there for her big day.** We know cancer screening may not be a priority. Maybe you've avoided it, thinking you'll be tempting fate. We understand and are here to tell you it's worth it. Cancer screening is about being there for life's big moments. Since if caught early, your chances of beating cancer go way up. Call your doctor today for an appointment. If you're a CalOptima Health member and need help, call 1-888-587-8088 (TTY 711).

 CalOptima Health **Let's get screened OC**  
caloptima.org/cancer

- Concept
  - Screening is about life, not cancer
- Approach
  - Everyone's natural reaction to the topic of cancer screening is to avoid the uncomfortable subject. But when the benefit of a long, joyful and rewarding life is the focus, one can't help but lean into the powerful and positive message.
- Address Barriers and Flip the Script
  - Our concept focuses on how the barriers to screening, such as fear and mistrust, are no match compared with the upside. The counterintuitive aspect is integral to the concept. We simply flip the negative association of cancer screening and replace it with a strongly positive one — a long, happy life.

# Collaboration With the Community

- Held 16 discovery sessions with community stakeholders, including:
  - Community-Based Organizations
    - Coalition of Orange County Community Health Centers
    - HEAAL Collective
    - Latino Health Access
    - American Cancer Society
    - Cancer Kinship
    - Orange County Cancer Coalition
    - Vital Access Care Foundation
  - CEO Interviews
    - Providence – Mission Hospital
    - Providence – St. Joseph
    - Providence – St. Jude
    - MemorialCare
    - City of Hope
    - UCI
    - Hoag
  - Provider Groups
    - AltaMed
    - Family Choice Medical Group
    - Prospect Medical Group

# Social Media Examples

12:31

CalOptima Health Sponsored

It's about being there for life's big moments. Maybe you've avoided cancer screening, thinking you'll be tempting fate. We understand and are here to tell you, it's worth it. Since if caught early, your chances of beating cancer go...more



Screening is *about life* not cancer.

caloptima.org  
Let's get screened OC

Learn More

39 1 comment 4 shares

Like Comment Share

12:31

CalOptima Health Sponsored

It's about never-ending smiles. Maybe cervical cancer screening has not been a priority. We understand and are here to tell you, it's worth it. Since if caught early, your chances of beating cancer go way up. If you're 21...more



Screening is *about life* not cancer.

caloptima.org  
Let's get screened OC

Learn More

39 1 comment 4 shares

Like Comment Share

12:31

CalOptima Health Sponsored

It's about joy and sweet surprises. Maybe breast cancer screening has not been a priority. We understand and are here to tell you, it's worth it. Since if caught early, your chances of beating cancer go way up. If you're 40...more



Screening is *about life* not cancer.

caloptima.org  
Let's get screened OC

Learn More

39 1 comment 4 shares

Like Comment Share

# Cancer Screening Awareness Bus Ads



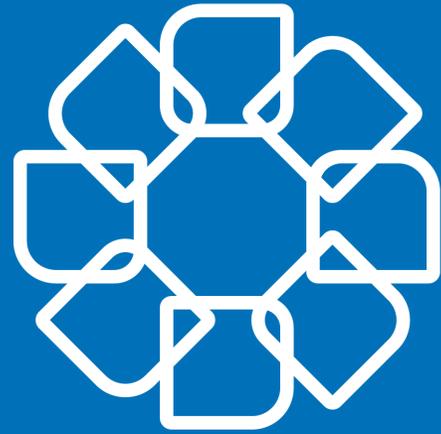
# Cancer Screening Television Commercial



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# Questions

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# CalOptima Health

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

   @CalOptima



# CalOptima Health

## Deputy Chief Medical Officer Update

MAC and PAC Joint Meeting- October 10, 2024

Zeinab Dabbah, MD, JD, MPH, FACP  
Deputy Chief Medical Officer

### Our Mission

To serve member health with excellence and dignity, respecting the value and needs of each person.

### Our Vision

By 2027, remove barriers to health care access for our members, implement same-day treatment authorizations and real-time claims payments for our providers, and annually assess members' social determinants of health.

- Immunization Update
- Public Health Update: Mpox and Congenital Syphilis
- New Asthma Treatment Guidelines

**Table 1** Recommended Adult Immunization Schedule by Age Group, United States, 2024

Vaccine	19–26 years	27–49 years	50–64 years	≥65 years
COVID-19	1 or more doses of updated (2023–2024 Formula) vaccine (See Notes)			
Influenza inactivated (IIV4) or Influenza recombinant (RIV4)	1 dose annually			
Influenza live, attenuated (LAIV4)	1 dose annually			
Respiratory Syncytial Virus (RSV)	Seasonal administration during pregnancy. See Notes.			≥60 years
Tetanus, diphtheria, pertussis (Tdap or Td)	1 dose Tdap each pregnancy; 1 dose Td/Tdap for wound management (see notes)			
	1 dose Tdap, then Td or Tdap booster every 10 years			
Measles, mumps, rubella (MMR)	1 or 2 doses depending on indication (if born in 1957 or later)			For healthcare personnel, see notes
Varicella (VAR)	2 doses (if born in 1980 or later)		2 doses	
Zoster recombinant (RZV)	2 doses for immunocompromising conditions (see notes)		2 doses	
Human papillomavirus (HPV)	2 or 3 doses depending on age at initial vaccination or condition	27 through 45 years		
Pneumococcal (PCV15, PCV20, PPSV23)				See Notes
				See Notes
Hepatitis A (HepA)	2, 3, or 4 doses depending on vaccine			
Hepatitis B (HepB)	2, 3, or 4 doses depending on vaccine or condition			
Meningococcal A, C, W, Y (MenACWY)	1 or 2 doses depending on indication, see notes for booster recommendations			
Meningococcal B (MenB)	19 through 23 years	2 or 3 doses depending on vaccine and indication, see notes for booster recommendations		
Haemophilus influenzae type b (Hib)	1 or 3 doses depending on indication			
Mpox				

Recommended vaccination for adults who meet age requirement, lack documentation of vaccination, or lack evidence of immunity

Recommended vaccination for adults with an additional risk factor or another indication

Recommended vaccination based on shared clinical decision-making

No recommendation/ Not applicable

## Table 2 Recommended Child and Adolescent Immunization Schedule for Ages 18 Years or Younger, United States, 2024

These recommendations must be read with the notes that follow. For those who fall behind or start late, provide catch-up vaccination at the earliest opportunity as indicated by the green bars. To determine minimum intervals between doses, see the catch-up schedule (Table 2).

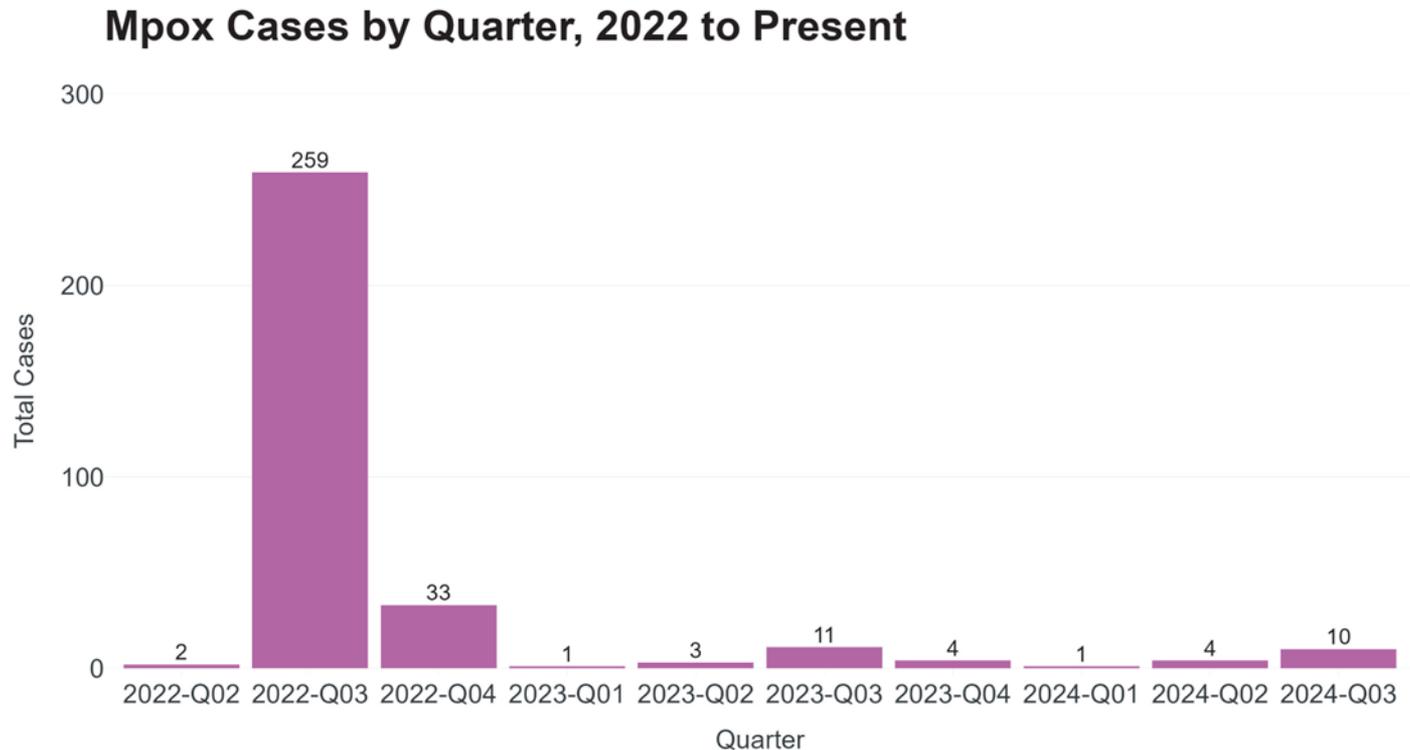
Vaccine and other immunizing agents	Birth	1 mo	2 mos	4 mos	6 mos	9 mos	12 mos	15 mos	18 mos	19–23 mos	2–3 yrs	4–6 yrs	7–10 yrs	11–12 yrs	13–15 yrs	16 yrs	17–18 yrs	
Respiratory syncytial virus (RSV-mAb [Nirsevimab])	1 dose depending on maternal RSV vaccination status, See Notes				1 dose (8 through 19 months), See Notes													
Hepatitis B (HepB)	1 <sup>st</sup> dose	← 2 <sup>nd</sup> dose →		← 3 <sup>rd</sup> dose →														
Rotavirus (RV): RV1 (2-dose series), RVS (3-dose series)			1 <sup>st</sup> dose	2 <sup>nd</sup> dose	See Notes													
Diphtheria, tetanus, acellular pertussis (DTaP <7 yrs)			1 <sup>st</sup> dose	2 <sup>nd</sup> dose	3 <sup>rd</sup> dose			← 4 <sup>th</sup> dose →				5 <sup>th</sup> dose						
Haemophilus influenzae type b (Hib)			1 <sup>st</sup> dose	2 <sup>nd</sup> dose	See Notes		← 3 <sup>rd</sup> or 4 <sup>th</sup> dose → See Notes											
Pneumococcal conjugate (PCV15, PCV20)			1 <sup>st</sup> dose	2 <sup>nd</sup> dose	3 <sup>rd</sup> dose			← 4 <sup>th</sup> dose →										
Inactivated poliovirus (IPV <18 yrs)			1 <sup>st</sup> dose	2 <sup>nd</sup> dose	← 3 <sup>rd</sup> dose →						4 <sup>th</sup> dose							
COVID-19 (1vCOV-mRNA, 1vCOV-aP5)	1 or more doses of updated (2023–2024 Formula) vaccine (See Notes)																	
Influenza (IIV4)	Annual vaccination 1 or 2 doses										Annual vaccination 1 dose only							
Influenza (LAIV4)	Annual vaccination 1 or 2 doses										Annual vaccination 1 dose only							
Measles, mumps, rubella (MMR)					See Notes		← 1 <sup>st</sup> dose →				2 <sup>nd</sup> dose							
Varicella (VAR)							← 1 <sup>st</sup> dose →				2 <sup>nd</sup> dose							
Hepatitis A (HepA)					See Notes		2-dose series, See Notes											
Tetanus, diphtheria, acellular pertussis (Tdap ≥7 yrs)													1 dose					
Human papillomavirus (HPV)													See Notes					
Meningococcal (MenACWY-CRM ≥2 mos, MenACWY-TT ≥2 years)											See Notes				1 <sup>st</sup> dose	2 <sup>nd</sup> dose		
Meningococcal B (MenB-4C, MenB-FHbp)											See Notes							
Respiratory syncytial virus vaccine (RSV [Abrysvo])											Seasonal administration during pregnancy, See Notes							
Dengue (DEN4CYD; 9–16 yrs)											Seropositive in endemic dengue areas (See Notes)							
Mpox																		

Range of recommended ages for all children
Range of recommended ages for catch-up vaccination
Range of recommended ages for certain high-risk groups
Recommended vaccination can begin in this age group
Recommended vaccination based on shared clinical decision-making
No recommendation/ not applicable

# Mpox

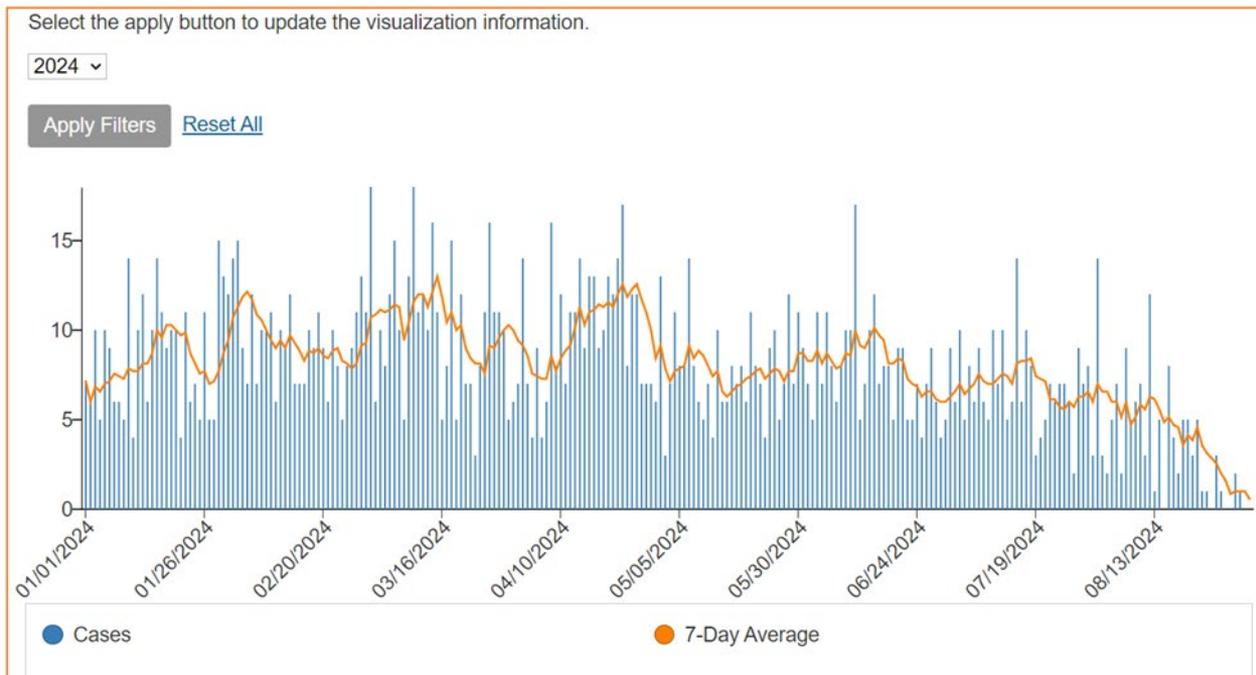
- Two kinds of mpox, Clade I and Clade II. Each Clad has subclades, clade Ia and Clade Ib; clade IIb.
- No reported cases of Clade I Mpox in the U.S.
- Clade II Mpox transmission continues nationally and in Orange County at much lower levels than was seen in 2022.
- Orange County did see an increase in cases up to 5 in August. This likely represents increased exposure and transmission associated with high-risk behavior
- CDC recommends vaccination with two doses of JYNNEOS for people in the United States at risk of mpox. The vaccine is FDA approved for and expected to protect against both clades and all subclades of mpox.

# Mpox Cases Orange County by Quarter



# National (U.S.) Mpox cases per day

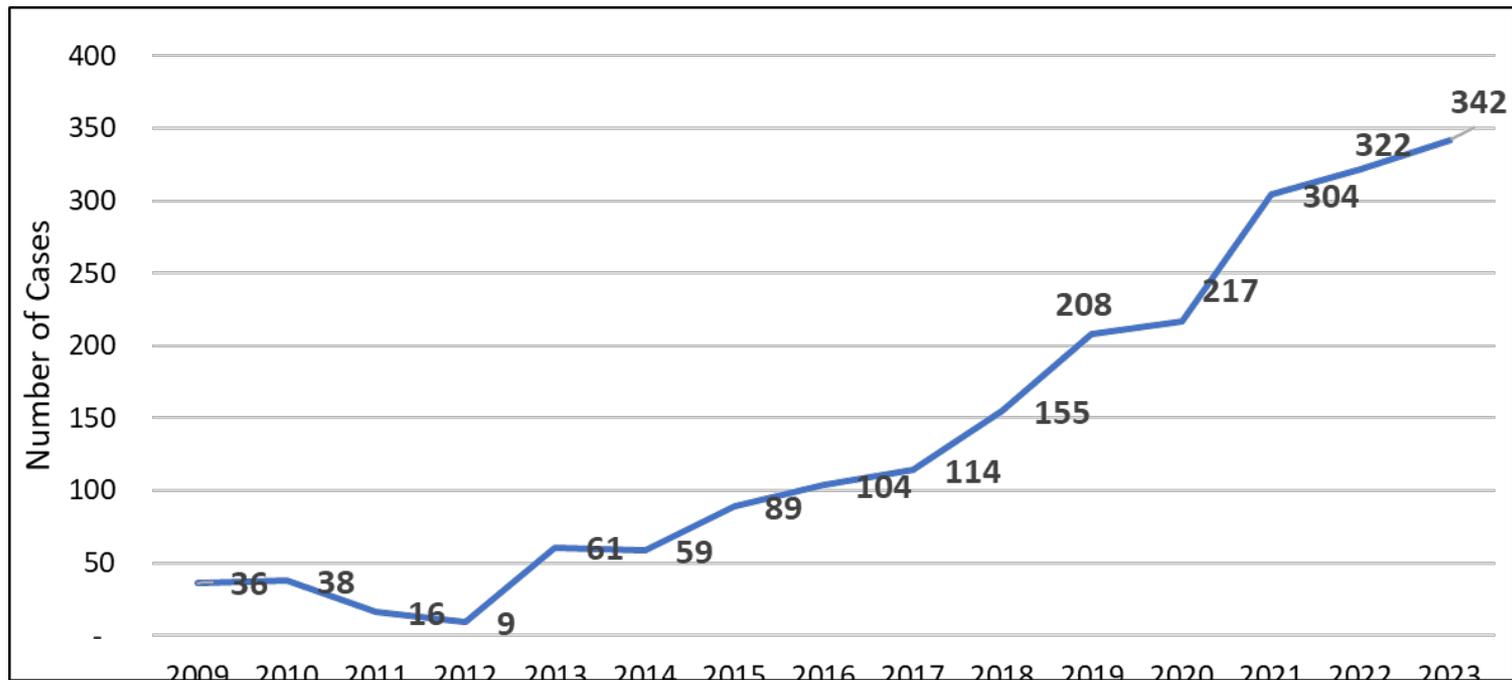
Trends of mpox cases reported to CDC during the 2022 outbreak by date\*



# Syphilis and Pregnancy

- The number of women of childbearing age diagnosed with syphilis in Orange County has increased every year since 2012.
- Congenital syphilis cases in Orange County had been increasing every year since 2020, but in 2023 there was a 29% decrease.
- The American College of Obstetricians and Gynecologists (ACOG) recommends screening of all pregnant women three times during pregnancy: at the first prenatal visit, at 28-32 weeks and at delivery.
- Penicillin G is the only known effective antimicrobial for treating fetal infection and preventing congenital syphilis

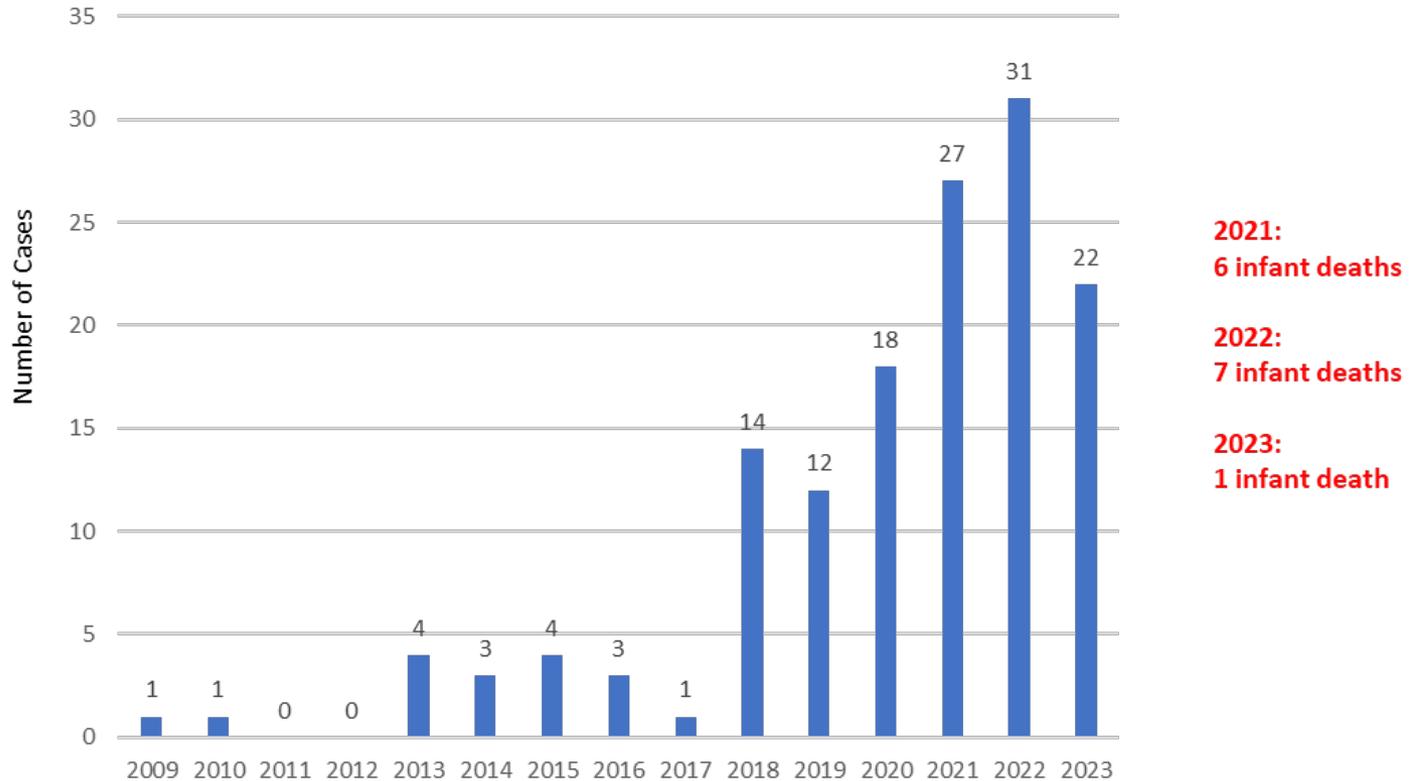
# All Stage Syphilis in Women of Child-Bearing Age 2009-2023 in Orange County



California Reportable Disease Information Exchange



# Congenital Syphilis Cases 2009-2023 in Orange County



California Reportable Disease Information Exchange (CalREDIE)

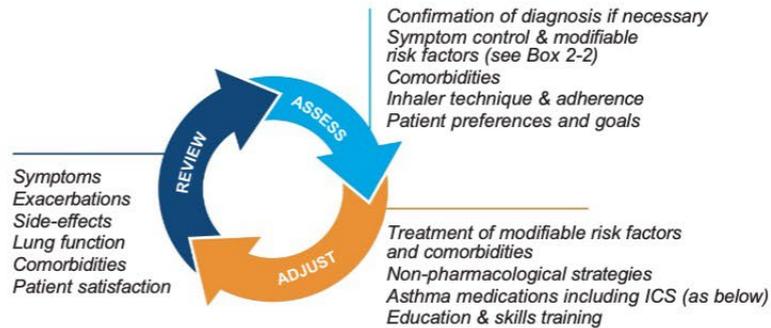
# Global Initiative for Asthma Update

- Use of Inhaled Corticosteroid- long-acting beta agonist (ICS-formoterol)(e.g. Symbicort) as the reliever reduces the risk of exacerbations compared with using a Short Acting Beta Agonist (SABA)reliever.
  - For acute asthma attacks use ICS-formoterol instead of using short acting beta agonist (e.g. albuterol) by itself for 12 yrs and over for every category of asthma including intermittent asthma
  - Use of short acting beta agonist (albuterol) in tandem with ICS or alternatively a low dose ICS-formoterol combo as reliever for ages: 5 to 11 years.
  - For children less than 5, use short acting (Albuterol) alone as reliever but start ICS at onset of viral infection
- Home nebulization of albuterol is no longer recommended. Instead Pressurized Metered Dose Inhalers (pMDI) with spacer are more effective and associated with less Emergency Room use

# GINA 2024 – Adults & adolescents 12+ years

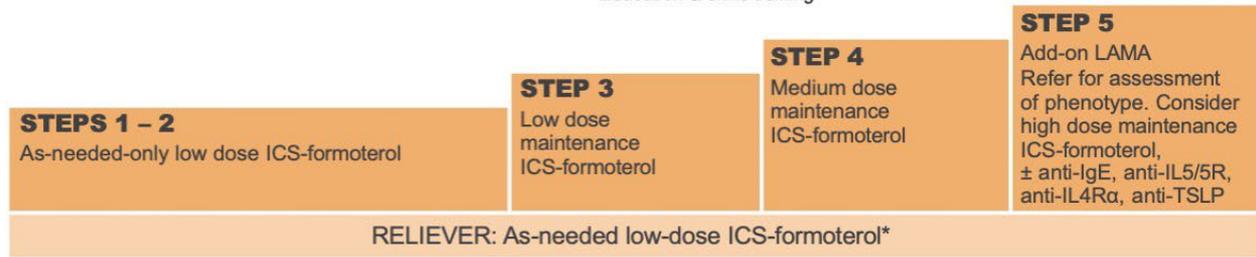
## Personalized asthma management

Assess, Adjust, Review for individual patient needs



### TRACK 1: PREFERRED CONTROLLER and RELIEVER

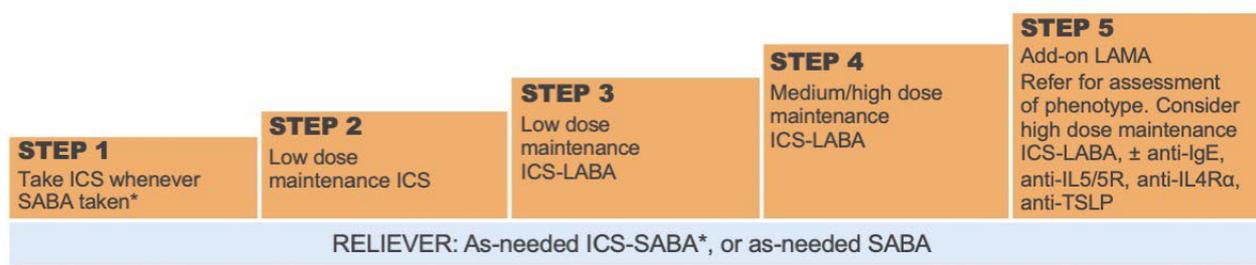
Using ICS-formoterol as the reliever\* reduces the risk of exacerbations compared with using a SABA reliever, and is a simpler regimen



See GINA severe asthma guide

### TRACK 2: Alternative CONTROLLER and RELIEVER

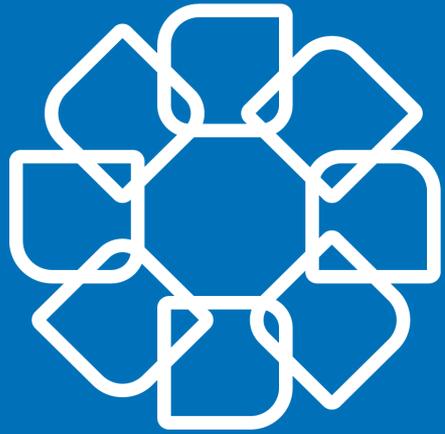
Before considering a regimen with SABA reliever, check if the patient is likely to adhere to daily controller treatment



Other controller options (limited indications, or less evidence for efficacy or safety – see text)

Low dose ICS whenever SABA taken*, or daily LTRA <sup>†</sup> , or add HDM SLIT	Medium dose ICS, or add LTRA <sup>†</sup> , or add HDM SLIT	Add LAMA or add LTRA <sup>†</sup> or add HDM SLIT, or switch to high dose ICS-only	Add azithromycin (adults) or add LTRA <sup>†</sup> . As last resort consider adding low dose OCS but consider side-effects
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\*Anti-inflammatory reliever; <sup>†</sup>advise about risk of neuropsychiatric adverse effects



# CalOptima Health

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## MEMORANDUM

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DATE: September 27, 2024

TO: CalOptima Health Board of Directors

FROM: Michael Hunn, Chief Executive Officer

SUBJECT: CEO Report — October 3, 2024, Board of Directors Meeting

COPY: Sharon Dwiers, Clerk of the Board; Member Advisory Committee; Provider Advisory Committee; and Whole-Child Model Family Advisory Committee

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### **A. CalOptima Health Celebrates National Latino Physician Day on October 1**

CalOptima Health and the UCI School of Medicine are partnering for the second year in a row to recognize National Latino Physician Day on October 1 and work toward better representation through education and workforce programs. To honor our valuable physician partners, we are celebrating National Latino Physician Day with a full-page ad in the Orange County Register on Sunday, September 29. Recognition was also featured in our social media and in our provider and community newsletters. Special thanks to Director José Mayorga, M.D. for his dedication to the vocation of the healing arts.

### **B. New Chief Human Resources Officer Joins CalOptima Health**

Steve Eckberg, SPHR, MBA, has joined CalOptima Health as the new Chief Human Resources Officer. Most of his career has been in various HR leadership roles in health care with an emphasis on not-for-profit, mission-driven organizations. Steve spent more than 17 years with the St. Joseph/Providence Health System as Vice President of Human Resources and was most recently with Sonrava Health as Interim Vice President of Human Resources. He is passionate about the value of people and helping to align individual gifts and talents to job roles for a highly engaged and inspired workforce. He holds a bachelor's degree in physics and business administration from Augustana College and an MBA from Rockford University.

### **C. Street Medicine Program Expansion Cities Track Milestones**

#### **• Anaheim Press Conference**

On September 26, CalOptima Health held a press conference to announce the start of our Street Medicine Program in the city of Anaheim. In addition to CalOptima Health executives, speakers included Yunkyung Kim, Chief Operating Officer, Vice Chair/Supervisor Vicente Sarmiento and Director/Supervisor Doug Chaffee (both have Anaheim as part of their Districts) as well as Anaheim Mayor Ashleigh Aitken. Our provider, Healthcare In Action, gave tours of the medical van and shared about the program's progress in the first weeks. Special thanks to Chair Isabel Becerra, Director Veronica Kelley, DSW, LSCW, and Director Cathy Green for attending.

- **Costa Mesa Street Medicine Program Launch Progress**

From launch on August 12 through August 31, our Street Medicine Program in Costa Mesa has reached out to 118 individuals, enrolling 26 into the program. All 26 enrolled members are receiving either Enhanced Care Management or housing navigation, with 77% of them receiving both.

#### **D. CalOptima Health Sobering Center Services in Transition to the County of Orange**

Starting September 18, 2024, sobering center services at the Be Well OC Orange Campus (265 S. Anita Drive, Orange, CA 92868) will be moved to the Phoenix House in Santa Ana. Sobering center services will resume at the Be Well OC Orange Campus soon, with operational oversight by the Orange County Health Care Agency. A notice regarding this change was sent to referring organizations, including hospitals, and police and fire departments. When the reopening date at the Be Well OC Orange Campus is confirmed, we will share an announcement that referring organizations will again be able to direct CalOptima Health members for sobering center services to both the Be Well OC Orange Campus and Phoenix House.

#### **E. Program of All-Inclusive Care for the Elderly (PACE) Celebrates 11-Year Anniversary**

There are currently 171 PACE organizations across the United States, 28 in California and three in Orange County. As the first PACE program to open in Orange County, CalOptima Health PACE is proud to be celebrating our 11-year anniversary this month. We are currently serving more than 500 participants, and in a recent survey, participants rated CalOptima Health PACE among the best in California for member satisfaction. Our new advertising campaign distinguishes CalOptima Health PACE as the premier PACE program in Orange County. The tagline is “Senior Care to Keep You Active and Living at Home” and emphasizes that CalOptima Health offers complete medical care that goes above and beyond. It increases awareness of our PACE program through advertising that includes print, outdoor, digital display, social media, connected TV, programmatic video (YouTube) and search engine marketing. Using a unique, personal approach, the campaign features photography of our actual PACE participants enjoying the benefits of the program.

#### **F. NCQA Releases Star Ratings for Medicaid Plans Nationwide**

On September 15, the National Committee for Quality Assurance (NCQA) released its ratings of Medicaid plans nationwide on quality of care, member experience with their care and quality processes. NCQA aggregates these factors into a health plan rating on a scale of 1 to 5 stars. CalOptima Health’s 2024 rating is 3.5 stars, a decrease from the prior rating of 4. The rating reflects care delivered in 2023. CalOptima Health’s lower rating was based on a 0.5 decrease in overall points, which translated to barely missing the 4-star threshold. We take the quality of members’ care seriously, and we have ongoing initiatives to improve identified areas with declining performance, including for example, blood sugar control for members with diabetes, diabetes screening for members with bipolar disorder and schizophrenia using antipsychotic drugs, and adolescent immunizations. In response, CalOptima Health is identifying members with emerging diabetes risk represented by increased HbA1C levels and conducting outreach to engage them in diabetes health coaching. For adolescents who are missing immunizations, CalOptima Health is conducting text and email reminder campaigns. Further, CalOptima Health is focused on boosting our performance in member experience, which includes members’ assessment of both the health plan and their doctors. For example, we are launching a state-of-the-art telephone system this fall to improve responsiveness, and our Provider Relations team has an ongoing initiative to offer coaching to contracted providers to support them in making positive changes to their practices’ customer service.

### **G. Quality Improvement Initiatives Grants Announce First Round of Grantees**

CalOptima Health's, board approved, Quality Improvement Medi-Cal Grant Program will provide support to health networks, community clinics and CalOptima Health Community Network (CHCN) primary care providers for the planning and implementation of quality improvement activities for Medi-Cal members. On September 24, CalOptima Health announced the first round of grants to the following health networks: AltaMed, CHOC Health Alliance, Noble, Optum and Prospect. Grantees from the community clinics and CHCN providers will be announced soon. This grant program was developed in response to the ongoing need for enhanced health care quality and patient outcomes, particularly in underserved communities. This initiative aims to address systemic challenges and disparities within health care delivery systems, fostering innovation, collaboration and sustainability in quality improvement efforts.

### **H. State Legislative Updates**

On August 31, the California State Legislature adjourned its 2023–24 legislative session. Now, Governor (Gov.) Newsom has until September 30 to sign or veto any legislation that was passed by the Legislature. Since this concludes the second year of the two-year session, any unpassed bills are now dead. Due to significant state budget constraints, several policy bills with potential positive or negative impacts to CalOptima Health did not make it to the governor's desk this year or were amended to become contingent upon a future budget appropriation by the Legislature. Government Affairs staff will provide a final status update of bills signed by Gov. Newsom that may significantly affect our members, providers and stakeholders.

In the meantime, the governor has signed into law two bills authored by members of Orange County's state legislative delegation related to conflict-of-interest public disclosure that may affect Board members. Specifically, Senate Bill 1111 authored by Senator Dave Min adds, beginning January 1, 2026, a new remote interest for a public officer if their child is an officer or director of (or has an ownership interest of 10 percent or more in) a party to a contract entered into by the body of which the public officer is a member, if this information is actually known to the public officer. In addition, Assembly Bill 3130 authored by State Assemblymember Sharon Quirk-Silva would require a member of the board of supervisors to disclose a known family relationship with an officer or employee of a nonprofit entity before the board of supervisors appropriates money to that nonprofit entity.

### **I. Federal Advocacy Activities Update**

In early September, principals from CalOptima Health's newly contracted federal advocacy firm Chamber Hill Strategies (CHS) traveled to Orange County to meet with several Board members, executives and other leaders throughout the organization to learn more about our strategic goals and initiatives — as well as to take a tour of our PACE Center. In addition, CHS collaborated with Government Affairs staff to develop key advocacy strategies to further CalOptima Health's public policy priorities and enhance relationships with Orange County's Congressional delegation, the broader California delegation, key U.S. Senate and U.S. House committees, and federal agencies including the U.S. Centers for Medicare & Medicaid Services (CMS).

A few weeks later, Government Affairs staff traveled to Washington, DC, to participate in an annual federal advocacy trip hosted by the Association of California Cities—Orange County (ACC-OC) of which CalOptima Health is an affiliate member. This trip provided an opportunity for us to engage with our city partners on shared public policy priorities to improve the health and well-being of our collective members and residents. Specifically, staff met with several members of Orange County's Congressional delegation and the U.S. Department of Health & Human Services (HHS) to discuss issues related to homelessness, affordable housing, street medicine and economic development.

#### **J. Covered California Begins Stakeholder Engagement**

Since the Board's approval on August 1, 2024, of stakeholder engagement activities to explore joining Covered California, CalOptima Health convened a stakeholder steering committee comprised of key external partners and providers to discuss considerations for potential partnership in Covered California. Three meetings have been held so far. In addition, leadership and staff have hosted two community listening sessions with nearly 100 registrants and made several presentations to other stakeholder groups, including advisory committees, health networks, and community clinics, to solicit additional input and feedback from broader partners and the community at large. Based on the positive and informative feedback received, staff is recommending that the Board at its October 3, 2024, meeting adopt Covered California Guiding Principles, authorize the continuation of the stakeholder steering committee, and direct the CEO to request the amendment of CalOptima Health's governing ordinance to allow participation in Covered California.

#### **K. School-Based Mental Health Summit Offered Training to Mental Health Professionals**

Recently, Executive Director of Behavioral Health Integration Carmen Katsarov, LPCC, CCM, and staff, attended the 2024 School-Based Mental Health Summit for Orange County. The event provided school-based mental health professionals with effective counseling interventions and evidence-based mental health strategies to support their work with students. Mental health professionals had the opportunity to attend sessions and learn from experts on navigating various initiatives and funding through the state. CalOptima Health co-sponsored the event as part of our work on the Student Behavioral Health Initiative Program (SBHIP). CalOptima Health also staffed an informational table to share mental health resources with attendees.

#### **L. CalOptima Health Leader Speaks at State Behavioral Health Task Force Meeting**

During the August 28 California Health & Human Services Agency's Behavioral Health Task Force meeting, Carmen Katsarov, LPCC, CCM, CalOptima Health's Executive Director of Behavioral Health Integration and a member of the task force, participated in a panel discussion on developing California's behavioral health workforce. She joined statewide leaders to discuss the roles of key organizations in using evidence-based strategies to support behavioral health workforce development.

#### **M. Orange County Holds First International Vietnamese Mental Health Conference**

CalOptima Health Medical Director Thanh-Tam Nguyen, M.D., will be a keynote speaker at the First International Vietnamese Mental Health Conference on October 4 at the Orange County Behavioral Health Training Center. Organized by the International Vietnamese Mental Health Association, this inaugural two-day conference aims to bring together international Vietnamese mental health professionals, scholars, students and community members for meaningful discussions on ways to improve the mental well-being of Vietnamese communities.



## Fast Facts

October 2024

**Mission:** To serve member health with excellence and dignity, respecting the value and needs of each person.

### Membership Data\* (as of August 31, 2024)

<b>Total CalOptima Health Membership</b>  <b>915,950</b>	<b>Program</b>	<b>Members</b>
	Medi-Cal	898,135
	OneCare (HMO D-SNP)	17,307
	Program of All-InclusiveCare for the Elderly (PACE)	508

\*Based on unaudited financial report and includes prior period adjustment

### Operating Budget (for two months ending August 31, 2024)

	YTD Actual	YTD Budget	Difference
Revenues	\$730,385,548	\$713,523,687	\$16,861,861
Medical Expenses	\$737,054,238	\$712,050,583	(\$25,003,655)
Administrative Expenses	\$38,020,838	\$48,328,906	\$10,308,068
Operating Margin	(\$44,689,528)	(\$46,855,802)	\$2,166,274
Medical Loss Ratio (MLR)	100.9%	99.8 %	1.1%
Administrative Loss Ratio (ALR)	5.2%	6.8%	1.6%

**Notes:**

- Totals may not add due to rounding
- Adjusted MLR is 96.1% excluding estimated provider rate increases funded by reserves

### Reserve Summary (as of August 31, 2024)

	Amount (in millions)
Board Designated Reserves	\$1,027.5*
Statutory Designated Reserves	\$135.2
Capital Assets (Net of depreciation)	\$104.1
Resources Committed by the Board	\$495.3
Board Approved Provider Rate Increases	\$491.1
Resources Unallocated/Unassigned	\$195.0*
<b>Total Net Assets</b>	<b>\$2,448.3</b>

\*Total of Board-designated reserves and unallocated resources can support approximately 114 days of CalOptima Health's current operations.

**Total Annual Budgeted Revenue**

**\$4 Billion**

NOTE: CalOptima Health receives its funding from state and federal revenues only. CalOptima Health does not receive any of its funding from the County of Orange.

# CalOptima Health Fast Facts

October 2024

## Personnel Summary (as of September 21, 2024, pay period)

	Filled	Open	Vacancy % Medical	Vacancy % Administrative	Vacancy % Combined
Staff	1,317.3	73.35	49.69%	50.31%	5.27%
Supervisor	81	3	66.67%	33.33%	3.57%
Manager	114	6	33.33%	66.67%	5%
Director	68.75	2	50%	50%	2.83%
Executive	20	2	0%	100%	9.09%
<b>Total FTE Count</b>	<b>1,601.1</b>	<b>86.4</b>	<b>47.89%</b>	<b>52.11%</b>	<b>5.12%</b>

*FTE count based on position control reconciliation and includes both medical and administrative positions.*

## Provider Network Data (as of August 31, 2024)

	Number of Providers
Primary Care Providers	1,297
Specialists	6,770
Pharmacies	529
Acute and Rehab Hospitals	40
Community Health Centers	52
Long-Term Care Facilities	104

## Treatment Authorizations (as of July 31, 2024)

	Mandated	Average Time to Decision
Inpatient Concurrent Urgent	72 hours	35.32 hours
Prior Authorization – Urgent	72 hours	21.46 hours
Prior Authorization – Routine	5 days	2.28 days

*Average turnaround time for routine and urgent authorization requests for CalOptima Health Community Network.*

## Member Demographics (as of August 31, 2024)

Member Age		Language Preference		Medi-Cal Aid Category	
0 to 5	8%	English	54%	Temporary Assistance for Needy Families	38%
6 to 18	23%	Spanish	31%	Expansion	38%
19 to 44	36%	Vietnamese	9%	Optional Targeted Low-Income Children	7%
45 to 64	20%	Other	2%	Seniors	11%
65 +	13%	Korean	2%	People With Disabilities	5%
		Farsi	1%	Long-Term Care	<1%
		Chinese	<1%	Other	<1%
		Arabic	<1%		



## Important Phone Numbers

### After-Hours Advice

If you need after-hours medical advice, call your primary care provider's office or the phone number on the back of your health network or medical group ID card.

### 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**

### CalOptima Health Customer Service

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

Toll-free: **1-888-587-8088** | TTY: **711**

### Health Education

For health and wellness materials to help you stay healthy.

Monday–Friday, from 8 a.m. to 5 p.m.

Toll-free: **1-888-587-8088** | TTY: **711**

### Health Networks

AltaMed Health Services:	1-866-880-7805
AMVI Medical Group:	1-866-796-4245
CalOptima Health Community Network:	1-888-587-8088
CHOC Health Alliance:	1-800-424-2462
Family Choice Health Services:	1-800-611-0111
Noble Mid-Orange County:	1-888-880-8811
Optum:	1-888-656-7523
Prospect Medical:	1-800-708-3230
HPN - Regal Medical Group:	1-844-292-5173
United Care Medical Group:	1-877-225-6784

### Interpreter Services

CalOptima Health provides free oral interpretation services from a qualified interpreter.

Toll-free: **1-888-587-8088** | TTY: **711**

### Medical Emergency

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

### 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**

### Transportation

You can get transportation to your appointments for Medi-Cal-covered services if you don't have access to transportation.

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

Toll-free: **1-833-648-7528** | TTY: **711**

### Vision Service Plan (VSP)

Call CalOptima Health Customer Service to see if you are eligible for vision care services. These numbers are for VSP.

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



## **Números telefónicos importantes**

### **Consejo médico fuera de horario de atención**

Si necesita consejo médico fuera del horario de atención, llame al consultorio de su proveedor de atención primaria o al número de teléfono que figura en el reverso de su plan de salud o tarjeta de identificación de grupo médico.

### **Línea de salud del comportamiento de CalOptima Health:**

Para obtener ayuda con el acceso a servicios de salud mental.

Disponible las 24 horas del día, los 7 días de la semana.

Línea gratuita: **1-855-877-3885** | TTY: **711**

### **Servicios para Miembros de CalOptima Health Health**

De lunes a viernes, de 8 a.m. a 5:30 p.m.

Línea gratuita: **1-888-587-8088** | TTY: **711**

### **Educación sobre la Salud**

Para obtener materiales de salud y bienestar que le ayudarán a mantenerse saludable.

De lunes a viernes, de 8 a.m. a 5 p.m.

Línea gratuita: **1-888-587-8088** | TTY: **711**

### **Redes de salud**

AltaMed Health Services: 1-866-880-7805

AMVI Medical Group: 1-866-796-4245

CalOptima Health Community Network: 1-888-587-8088

CHOC Health Alliance: 1-800-424-2462

Family Choice Health Services: 1-800-611-0111

Noble Mid-Orange County: 1-888-880-8811

Optum: 1-888-656-7523

Prospect Medical: 1-800-708-3230

HPN-Regal Medical Group: 1-844-292-5173

United Care Medical Group: 1-877-225-6784

### **Servicios de Interprete**

CalOptima Health brinda servicios gratuitos de interpretación oral de un intérprete capacitado.

Línea gratuita: **1-888-587-8088** | TTY: **711**

### **Emergencia Médica**

Llame al **911** o acuda a la sala de emergencias más cercana en caso de una verdadera emergencia.

### **Programa dental de Medi-Cal**

Para solicitar ayuda con beneficios dentales.

Línea gratuita: **1-800-322-6384** |

TTY: **1-800-735-2922**

### **Línea de ayuda de enfermería:**

Para saber si necesita atención en el consultorio del médico, atención de urgencia o sala de emergencias. Disponible las 24 horas del día, los 7 días de la semana.

Línea gratuita: **1-844-447-8441**

| TTY: **1-844-514-3774**

### **Transporte**

Puede obtener transporte a sus citas para los servicios cubiertos por Medi-Cal si no tiene acceso a transporte. De lunes a viernes, de 8 a.m. a 5:30 p.m.  
Línea gratuita: **1-833-648-7528** | TTY: **711**

### **Plan de la vista, Vision Service Plan (VSP)**

Llame a Servicios para Miembros de CalOptima Health para saber si es elegible para recibir servicios de atención de la vista. Estos números son para VSP.  
Línea gratuita: **1-800-877-7195** |  
TTY: **1-800-428-4833**



## Các số Điện thoại Quan trọng

### Tư vấn Sau giờ Làm việc

Nếu quý vị cần được tư vấn về y tế sau giờ làm việc, xin gọi cho văn phòng bác sĩ gia đình của quý vị hoặc gọi số điện thoại ở mặt sau thẻ ID của nhóm y tế hoặc tổ hợp y tế của quý vị.

### Đường dây Sức khỏe Hành vi của CalOptima Health

Để được trợ giúp với các dịch vụ sức khỏe tâm thần. 24 giờ một ngày, 7 ngày một tuần. Số điện thoại miễn phí: **1-855-877-3885** | TTY: **711**

### Văn phòng Dịch Vụ CalOptima Health

Thứ Hai đến thứ Sáu, từ 8 giờ sáng đến 5:30 chiều. Số điện thoại miễn phí: **1-888-587-8088** | TTY: **711**

### Văn phòng Hướng dẫn về Sức khỏe

Nhận các tài liệu về sức khỏe và sống khỏe để giúp quý vị giữ gìn sức khỏe. Thứ Hai đến thứ Sáu, từ 8 giờ sáng đến 5 giờ chiều. Số điện thoại miễn phí: **1-888-587-8088** | TTY: **711**

### Những Nhóm Y tế

AltaMed Health Services:	1-866-880-7805
AMVI Medical Group:	1-866-796-4245
CalOptima Health Community Network:	1-888-587-8088
CHOC Health Alliance:	1-800-424-2462
Family Choice Health Services:	1-800-611-0111
Noble Mid-Orange County:	1-888-880-8811
Optum:	1-888-656-7523
Prospect Medical:	1-800-708-3230
HPN - Regal Medical Group:	1-844-292-5173
United Care Medical Group:	1-877-225-6784

### Dịch vụ Thông dịch viên

CalOptima Health cung cấp dịch vụ thông dịch miễn phí từ một thông dịch viên hội đủ tiêu chuẩn. Số điện thoại miễn phí: 1-888-587-8088 | TTY: 711

### Cấp cứu về Y tế

Xin gọi **911** hoặc đến phòng cấp cứu gần nhất cho trường hợp cấp cứu thực sự.

### Chương trình Nha khoa Medi-Cal

Để được trợ giúp về các phúc lợi nha khoa. Số điện thoại miễn phí: **1-800-322-6384** | TTY: **1-800-735-2922**

### Đường dây Tư vấn với Y tá

Để tìm hiểu xem liệu quý vị có cần dịch vụ chăm sóc tại văn phòng bác sĩ, trung tâm chăm sóc khẩn cấp hay phòng cấp cứu hay không. 24 giờ một ngày, 7 ngày một tuần. Số điện thoại miễn phí: **1-844-447-8441** | TTY: **1-844-514-3774**

### Dịch vụ Chuyên chở

Quý vị có thể nhận dịch vụ chuyên chở để đi đến các buổi hẹn để nhận các dịch vụ được Medi-Cal đài thọ nếu quý vị không có phương tiện đi lại. Thứ Hai đến thứ Sáu, từ 8 giờ sáng đến 5:30 chiều. Số điện thoại miễn phí: **1-833-648-7528** | TTY: **711**

### Chương trình Dịch vụ Nhãn khoa (Vision Service Plan, VSP)

Xin gọi cho văn phòng Dịch Vụ CalOptima Health để biết liệu quý vị có hội đủ điều kiện để nhận các dịch vụ chăm sóc nhãn khoa hay không. Những số điện thoại này là của Chương trình Dịch vụ Nhãn khoa. Số điện thoại miễn phí: **1-800-877-7195** | TTY: **1-800-428-4833**



## 중요한 전화번호들

### 근무시간 이후 조언

근무시간 이후 의료 조언을 받으려면 먼저 주치의(PCP) 사무실에 전화하거나 귀하의 건강 네트워크 또는 의료 그룹 ID 카드 뒷면에 있는 번호로 전화하십시오.

### CalOptima Health 행동 건강 전화

정신 건강 서비스를 받는 데 도움이 필요한 경우, 주 7 일, 24 시간 전화  
무료 전화: **1-855-877-3885** | TTY: **711**

### CalOptima Health 고객 서비스부

월~금요일, 오전 8 시~오후 5 시 30 분  
무료 전화: **1-888-587-8088** | TTY: **711**

### 건강 교육

건강을 유지하는 데 도움이 되는 건강과 웰빙 자료를 제공합니다.  
월요일부터 금요일, 오전 8 시부터 오후 5 시사이  
무료 전화: **1-888-587-8088** | TTY: **711**

### 건강 네트워크

AltaMed Health Services:	1-866-880-7805
AMVI Medical Group:	1-866-796-4245
CalOptima Health Community Network:	1-888-587-8088
CHOC Health Alliance:	1-800-424-2462
Family Choice Health Services:	1-800-611-0111
Noble Mid-Orange County:	1-888-880-8811

Optum:	1-888-656-7523
Prospect Medical:	1-800-708-3230
HPN - Regal Medical Group:	1-844-292-5173
United Care Medical Group:	1-877-225-6784

### 통역 서비스

CalOptima Health 는 자격을 갖춘 통역사를 통한 무료 구두 통역 서비스를 제공합니다.  
무료 전화: **1-888-587-8088** | TTY: **711**

### 의료 응급 상황

실제 의료 응급 상황인 경우 **911** 로 전화하시거나 가까운 응급실로 가십시오.

### Medi-Cal 치과 프로그램

치과 혜택에 대한 도움.  
무료 전화: **1-800-322-6384** | TTY: **1-800-735-2922**

### 간호사 상담 전화

의사 진료실, 긴급 치료실 또는 응급실에서 치료가 필요한지 알아보십시오.  
주 7 일, 24 시간  
Toll-free: **1-844-447-8441** | TTY: **1-844-514-3774**

### 교통편

교통수단이 없는 경우, Medi-Cal 이 적용되는 서비스를 위한 예약들을 위해 교통편을 제공받을 수 있습니다.  
월~금요일, 오전 8 시~오후 5 시 30 분  
무료 전화: **1-833-648-7528** | TTY: **711**

### **Vision Service Plan, (VSP)**

CalOptima Health 고객 서비스로 전화해 시력 관리 서비스를 받을 수 있는지 확인하십시오. 다음은 VSP 번호들입니다.

무료 전화: **1-800-877-7195** | TTY: **1-800-428-4833**



## 重要電話號碼

### 營業時間後的醫療建議

如果您需要營業時間後的醫療建議，請致電給您的家庭醫生辦公室或撥打在您的醫療網或醫療團體的 ID 卡背面的電話號碼。

### CalOptima Health 行為健康服務專線

提供幫助獲取心理健康服務  
服務時間為每週 7 天，每天 24 小時。  
免費電話: **1-855-877-3885** | TTY: **711**

### CalOptima Health 客戶服務部

週一至週五，上午 8 點至下午 5 點 30 分。  
免費電話: **1-888-587-8088** | TTY: **711**

### 健康教育

提供健康和保健的材料，幫助您保持健康。  
週一至週五，上午 8 點至下午 5 點 30 分。  
免費電話: **1-888-587-8088** | TTY: **711**

### 醫療網

AltaMed Health Services:	1-866-880-7805
AMVI Medical Group:	1-866-796-4245
CalOptima Health Community Network:	1-888-587-8088
CHOC Health Alliance:	1-800-424-2462
Family Choice Health Services:	1-800-611-0111
Noble Mid-Orange County:	1-888-880-8811
Optum:	1-888-656-7523
Prospect Medical:	1-800-708-3230
HPN - Regal Medical Group:	1-844-292-5173
United Care Medical Group:	1-877-225-6784

### 口譯服務

CalOptima Health 提供免費口譯服務，該服務是由合格的口譯員提供的。  
免費電話: **1-888-587-8088** | TTY: **711**

### 醫療緊急情況：

如果遇到真正的緊急情況，請撥打 **911** 或前往最近的急診室。

### Medi-Cal 牙科計劃

提供牙科福利的幫助  
免費電話: **1-800-322-6384** | TTY: **1-800-735-2922**

### 護士諮詢專線

尋求幫助以了解您是否需要去醫生診所、緊急護理或急診室獲取護理。  
服務時間為每週 7 天，每天 24 小時。  
免費電話: **1-844-447-8441** | TTY: **1-844-514-3774**

### 交通服務

如果您沒有交通工具可以使用，您可以獲取交通服務前往您預約的 Medi-Cal 承保的服務。  
週一至週五，上午 8 點至下午 5 點 30 分。  
免費電話: **1-833-648-7528** | TTY: **711**

### 視力保健服務計劃 (Vision Service Plan, VSP)

請致電 CalOptima Health 客戶服務部，以了解您是否有資格獲得視力保健服務。這些是 VSP 的電話號碼。  
免費電話: **1-800-877-7195** | TTY: **1-800-428-4833**



## شماره تلفن های مهم

### مشاوره بعد از ساعت کاری

اگر به مشاوره پزشکی بعد از ساعات کاری نیاز دارید، با دفتر ارائه دهنده مراقبت های اولیه یا شماره تلفن موجود در پشت شبکه بهداشتی یا کارت شناسایی گروه پزشکی خود تماس بگیرید.

### خط خدمات سلامت رفتاری CalOptima Health

برای کمک به دسترسی به خدمات سلامت روان. در 7 روز هفته و 24 ساعت شبانه روز.

شماره رایگان: **1-855-877-3885** | TTY: **711**

### خدمات مشتریان CalOptima Health

دوشنبه تا جمعه از ساعت 8 صبح تا 5:30 بعدازظهر. شماره رایگان: **1-808-587-888-1** | TTY: **711**

### آموزش سلامت

برای اطلاعات مربوط به بهداشتی و سلامتی که به شما کمک می کند سالم بمانید. در روزهای دوشنبه تا جمعه بین ساعات 8 صبح تا 5 بعد از ظهر.

شماره رایگان: **1-888-587-8088** | TTY: **711**

### شبکه های درمانی

1-866-880-7805	:Services Health AltaMed
1-866-796-4245	:Group Medical AMVI
1-888-587-8088	Community Health CalOptima :Network
1-800-424-2462	:Alliance Health CHOC
1-800-611-0111	:Services Health Choice Family
1-888-880-8811	:Noble Mid-Orange County
1-888-656-7523	:Optum
1-800-708-3230	:Prospect Medical
1-844-292-5173	:HPN - Regal Medical Group
1-877-225-6784	:United Care Medical Group

### خدمات مترجم

CalOptima Health خدمات ترجمه شفاهی رایگان را از یک مترجم واجد شرایط ارائه می دهد.

شماره رایگان: **1-888-587-8088** | TTY: **711**

### فوریت های پزشکی

911 را شماره گیری کنید یا برای یک وضعیت اورژانس واقعی به نزدیکترین مرکز اورژانس بروید.

### برنامه دندانپزشکی Medi-Cal Dental

برای کمک به مزایای دندانپزشکی.

شماره رایگان: **1-800-322-6384** | TTY: **1-800-735-2922**

### خط مشاوره پرستار

برای اطلاع از اینکه آیا نیاز به مراقبت در مطب پزشک، مراقبت های فوری یا اتاق اورژانس دارید یا خیر.

در 7 روز هفته و 24 ساعت شبانه روز

شماره رایگان: **1-844-447-8441** | TTY: **1-844-514-**

**3774**

### خدمات حمل و نقل

اگر به وسایل حمل و نقل دسترسی ندارید، می توانید برای قرارهای ملاقات خود برای خدمات تحت پوشش Medi-Cal وسایل حمل و نقل دریافت کنید.

دوشنبه تا جمعه از ساعت 8 صبح تا 5:30 بعدازظهر.

شماره رایگان: **1-833-648-7528** | TTY: **711**

### برنامه خدمات بینایی (Vision Service Plan, VSP)

برای این که بدانید آیا واجد شرایط خدمات مراقبت از بینایی هستید یا خیر، با بخش خدمات مشتریان CalOptima Health تماس بگیرید. این اعداد مربوط به VSP هستند.

شماره رایگان: **1-800-877-7195** | TTY: **1-800-428-4833**



## أرقام هواتف مهمة

### الاستشارة بعد ساعات العمل

إذا كنت بحاجة إلى مشورة طبية بعد ساعات العمل، فاتصل بمكتب مزود الرعاية الأولية الخاص بك أو رقم الهاتف الموجود على ظهر شبكتك الصحية أو بطاقة تعريف المجموعة الطبية.

### خط CalOptima Health للصحة السلوكية

للمساعدة في الوصول إلى خدمات الصحة النفسية.

24 ساعة في اليوم، 7 أيام في الأسبوع.

الرقم المجاني: **1-855-877-3885** | **711** TTY:

### خدمة عملاء CalOptima Health

من الاثنين إلى الجمعة، من 8 صباحًا حتى 5:30 مساءً.

الرقم المجاني: **1-888-587-8088** | **711** TTY:

### التثقيف الصحي

للحصول على مواد الصحة والعافية لمساعدتك على البقاء في صحة جيدة.

من الاثنين إلى الجمعة، من 8 صباحًا حتى 5:30 مساءً.

الرقم المجاني: **1-888-587-8088** | **711** TTY:

### الشبكات الصحية

AltaMed Health Services:	1-866-880-7805
AMVI Medical Group:	1-866-796-4245
CalOptima Health Community Network:	1-888-587-8088
CHOC Health Alliance:	1-800-424-2462
Family Choice Health Services:	1-800-611-0111
Noble Mid-Orange County:	1-888-880-8811
Optum:	1-888-656-7523
Prospect Medical:	1-800-708-3230
HPN - Regal Medical Group:	1-844-292-5173
United Care Medical Group:	1-877-225-6784

### خدمات الترجمة الفورية

توفر CalOptima Health خدمات الترجمة الشفهية المجانية من مترجم مؤهل.

الرقم المجاني: **1-888-587-8088** | **711** TTY:

### الطوارئ الطبية

اتصل بالرقم **911** أو اذهب إلى أقرب غرفة طوارئ لحالات الطوارئ الحقيقية.

### برنامج Medi-Cal لرعاية الأسنان

للمساعدة في المزايا الخاصة بالأسنان.

الرقم المجاني:

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

### خط استشارات التمريض:

لمعرفة ما إذا كنت بحاجة إلى رعاية في عيادة الطبيب أو الرعاية العاجلة أو غرفة الطوارئ.

24 ساعة في اليوم، 7 أيام في الأسبوع.

الرقم المجاني: **1-844-447-8441** | **1-844-**

**514-3774**

### النقل

يمكنك الحصول على النقل للوصول إلى مواعيدك للحصول على الخدمات المغطاة من قبل Medi-Cal إذا لم يكن لديك إمكانية الوصول إلى وسائل النقل.

من الاثنين إلى الجمعة، من 8 صباحًا حتى 5:30 مساءً.

الرقم المجاني: **1-833-648-7528** | **711** TTY:

### خطة خدمات النظر ( Vision Service Plan, ) (VSP)

اتصل بشبكتك الصحية أو بخدمة عملاء CalOptima Health لمعرفة ما إذا كنت مؤهلاً للحصول على خدمات رعاية النظر أم لا. هذه الأرقام خاصة بـ VSP.

الرقم المجاني: **1-800-877-7195** | **1-800-**

**428-4833**



## **Important Phone Numbers**

### **After-Hours Advice**

If you need after-hours medical advice, call your primary care provider's office or the phone number on the back of your health network or medical group ID card.

### **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**

### **CalOptima Health OneCare Customer Service**

24 hours a day, 7 days a week.

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

### **Health Education**

For health and wellness materials to help you stay healthy.

24 hours a day, 7 days a week.

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

### **Health Networks**

AltaMed Health Services: 1-866-880-7805

AMVI Medical Group: 1-888-747-2684

CalOptima Health Community Network: 1-888-587-8088

Family Choice Health Services: 1-800-611-0111

Noble Mid-Orange County: 1-888-880-8811

Optum: 1-888-656-7523

Prospect Medical: 1-800-708-3230

Regal Medical Group: 1-844-292-5173

United Care Medical Group: 1-877-225-6784

### **Interpreter Services**

CalOptima Health provides free oral interpretation services from a qualified interpreter.

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

### **Medical Emergency**

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

### **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**

### **Transportation**

You can get transportation to your appointments for 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**

### **Vision Service Plan (VSP)**

Call CalOptima Health Customer Service to see if you are eligible for vision care services. These numbers are for VSP.

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



## **Números de teléfono importantes**

### **Consejo médico fuera de horario de atención**

Si necesita consejo médico fuera del horario de atención, llame al consultorio de su proveedor de atención primaria o al número de teléfono que figura en el reverso de su plan de salud o tarjeta de identificación de grupo médico.

### **Línea de salud del comportamiento de CalOptima Health:**

Para obtener ayuda con el acceso a servicios de salud mental.

Las 24 horas del día, los 7 días de la semana.

Línea gratuita: **1-855-877-3885** | TTY: **711**

### **Servicios para Miembros de CalOptima Health**

De lunes a viernes, de 8 a.m. a 5:30 p.m. Línea gratuita: **1-888-587-8088** | TTY: **711**

### **Educación sobre la Salud**

Para obtener materiales de salud y bienestar que le ayudarán a mantenerse saludable.

Las 24 horas del día, los 7 días de la semana

Línea gratuita: **1-877-412-2734** | TTY: **711**

### **Redes de salud**

AltaMed Health Services:	1-866-880-7805
AMVI Medical Group:	1-888-747- 2684
CalOptima Health Community Network:	1-888-587-8088
Family Choice Health Services:	1-800-611-0111
Noble Mid-Orange County:	1-888-880-8811
Optum:	1-888-656-7523
Prospect Medical:	1-800-708-3230
Regal Medical Group:	1-844-292-5173
United Care Medical Group:	1-877-225-6784

### **Servicios de intérprete**

CalOptima Health brinda servicios gratuitos de interpretación oral de un intérprete capacitado. Línea gratuita: **1-877-412-2734** | TTY: **711**

### **Emergencia Médica**

Llame al **911** o acuda a la sala de emergencias más cercana en caso de una verdadera emergencia.

### **Programa dental de Medi-Cal**

Para obtener ayuda con servicios dentales

Línea gratuita: 1-800-322-6384 |

TTY: 1-800-735-2922

### **Línea de ayuda de enfermería:**

Para saber si necesita obtener atención médica en el consultorio del médico, cuidado urgente o en la sala de emergencia. las 24 horas del día, los 7 días de la semana Línea gratuita: 1-844-447-8441, Línea TTY: 1-844-514-3774

### **Transporte**

Puede obtener transporte a sus citas para los servicios cubiertos de OneCare si no tiene acceso a transporte.

De lunes a viernes de 8 a.m. a 5:30 p.m. Línea gratuita: **1-866-612-1256** | TTY: **711**

### **Plan de la vista, Vision Service Plan (VSP)**

Llame a Servicios para Miembros de CalOptima Health para saber si es elegible para recibir servicios de atención de la vista. Estos son los números de VSP. Línea gratuita: 1-800-877-7195 | TTY: 1-800-428-4833

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Important Phone Numbers- OneCare\_<E>  
MMA 3456 07-31-24 CS

CalOptima Health OneCare (HMO D-SNP), a Medicare Medi-Cal Plan, es una organización de Medicare Advantage con contratos de Medicare y Medi-Cal. La inscripción en CalOptima Health OneCare depende de la renovación de los contratos. CalOptima Health OneCare cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. Llame a Servicios para Miembros de CalOptima Health OneCare gratuitamente al **1-877-412-2734** (TTY **711**), las 24 horas del día, los 7 días de la semana. Visítenos en **[www.caloptima.org/OneCare](http://www.caloptima.org/OneCare)**.



## Các số Điện thoại Quan trọng

### Tư vấn Sau giờ Làm việc

Nếu quý vị cần được tư vấn về y tế sau giờ làm việc, xin gọi cho văn phòng bác sĩ gia đình của quý vị hoặc gọi số điện thoại ở mặt sau thẻ ID của nhóm y tế hoặc tổ hợp y tế của quý vị.

### Đường dây Sức khỏe Hành vi của CalOptima Health

Để được trợ giúp với các dịch vụ sức khỏe tâm thần.

<24 giờ một ngày, 7 ngày một tuần.>

Số điện thoại miễn phí: **1-855-877-3885** | TTY: **711**

### Văn phòng Dịch Vụ CalOptima Health OneCare

24 giờ một ngày, 7 ngày một tuần.

Số điện thoại miễn phí: **1-877-412-2734** | TTY: **711**

### Văn phòng Hướng dẫn về Sức khỏe

Nhận các tài liệu về sức khỏe và sống khỏe để giúp quý vị giữ gìn sức khỏe.

<24 giờ một ngày, 7 ngày một tuần.>

Số điện thoại miễn phí: **1-877-412-2734** | TTY: **711**

### Những Nhóm Y tế

AltaMed Health Services: 1-866-880-7805

AMVI Medical Group: 1-888-747-2684

CalOptima Health Community Network: 1-888-587-8088

Family Choice Health Services: 1-800-611-0111

Noble Mid-Orange County: 1-888-880-8811

Optum: 1-888-656-7523

Prospect Medical: 1-800-708-3230

Regal Medical Group: 1-844-292-5173

United Care Medical Group: 1-877-225-6784

### Dịch vụ Thông dịch viên

CalOptima Health cung cấp dịch vụ thông dịch miễn phí từ một thông dịch viên hội đủ tiêu chuẩn.

Số điện thoại miễn phí: **1-877-412-2734** | TTY: **711**

### Cấp cứu về Y tế

Xin gọi **911** hoặc đến phòng cấp cứu gần nhất cho trường hợp cấp cứu thực sự.

### Chương trình Nha khoa Medi-Cal

Để được trợ giúp về các phúc lợi nha khoa.

Số điện thoại miễn phí: **1-800-322-6384** |

TTY: **1-800-735-2922**

### Đường dây Tư vấn với Y tá

Để tìm hiểu xem liệu quý vị có cần dịch vụ chăm sóc tại văn phòng bác sĩ, trung tâm chăm sóc khẩn cấp hay phòng cấp cứu hay không.

<24 giờ một ngày, 7 ngày một tuần.>

Số điện thoại miễn phí: **1-844-447-8441** | TTY: **1-844-514-3774**

### Dịch vụ Chuyên chở

Quý vị có thể nhận dịch vụ chuyên chở để đi đến các buổi hẹn cho các dịch vụ được

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Important Phone Numbers- OneCare\_<V>  
MMA 3456 07-31-24 CS

OneCare đài thọ nếu quý vị không có phương tiện đi lại.

<Thứ Hai đến thứ Sáu>, từ <8 giờ sáng đến

5:30 chiều >

Số điện thoại miễn phí: **1-866-612-1256** | TTY:  
**711**

### **Chương trình Dịch vụ Nhãn khoa (Vision Service Plan, VSP)**

Xin gọi cho văn phòng Dịch Vụ CalOptima Health để biết liệu quý vị có hội đủ điều kiện để nhận các dịch vụ chăm sóc nhãn khoa hay không.

Những số điện thoại này là của Chương trình Dịch vụ Nhãn khoa.

Số điện thoại miễn phí: **1-800-877-7195** |

TTY: **1-800-428-4833**

CalOptima Health OneCare (HMO D-SNP), a Medicare Medi-Cal Plan, là một chương trình Medicare Advantage có hợp đồng với Medicare và Medi-Cal. Việc ghi danh vào chương trình CalOptima Health OneCare tùy thuộc vào việc gia hạn hợp đồng. CalOptima Health OneCare tuân thủ luật dân quyền hiện hành của liên bang và không phân biệt đối xử dựa trên chủng tộc, màu da, nguồn gốc quốc gia, tuổi tác, tình trạng khuyết tật hay giới tính. Xin gọi văn phòng Dịch Vụ CalOptima Health OneCare ở số miễn phí **1-877-412-2734** (TTY **711**), 24 giờ một ngày, 7 ngày một tuần. Xin vào trang mạng của chúng tôi tại **[www.caloptima.org/OneCare](http://www.caloptima.org/OneCare)**.



## 중요한 전화번호들

### 근무시간 이후 조언

근무시간 이후 의료 조언을 받으려면 먼저 주치의(PCP) 사무실에 전화하거나 귀하의 건강 네트워크 또는 의료 그룹 ID 카드 뒷면에 있는 번호로 전화하십시오.

### CalOptima Health 행동 건강 전화

정신 건강 서비스를 받는 데 도움이 필요한 경우.  
주 7 일, 24 시간  
무료 전화: 1-855-877-3885 | TTY: 711

### CalOptima Health OneCare 고객 서비스

주 7 일, 24 시간  
무료 전화: 1-877-412-2734 | TTY: 711

### 건강 교육

건강을 유지하는 데 도움이 되는 건강과 웰빙 자료를 제공. 주 7 일, 24 시간 무료 전화: 1-877-412-2734 | TTY: 711

### 건강 네트워크

AltaMed Health Services:	1-866-880-7805
AMVI Medical Group:	1-888-747-2684
CalOptima Health Community Network:	1-888-587-8088
Family Choice Health Services:	1-800-611-0111
Noble Mid-Orange County:	1-888-880-8811
Optum:	1-888-656-7523
Prospect Medical:	1-800-708-3230
Regal Medical Group:	1-844-292-5173
United Care Medical Group:	1-877-225-6784

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Important Phone Numbers- Medi- OneCare\_<K>  
MMA 3456 07-31-24 CS

### 통역 서비스

CalOptima Health 는 자격을 갖춘 통역사를 통한 무료 구두 통역 서비스를 제공합니다.  
무료 전화: 1-877-412-2734 | TTY: 711

### 의료 응급 상황

실제 의료 응급 상황인 경우 911 로 전화하거나 가까운 응급실로 가십시오.

### Medi-Cal 치과 프로그램

치과 혜택에 대한 도움.  
무료 전화: 1-800-322-6384 | TTY: 1-800-735-2922

### 간호사 상담 전화

의사 진료실, 긴급 치료실 또는 응급실에서 치료가 필요한지 알아보십시오.  
주 7 일, 24 시간 무료 전화: 1-844-447-8441 | TTY: 1-844-514-3774

### 교통편

교통수단이 없는 경우, OneCare 이 적용되는 서비스를 위한 예약들을 위해 교통편을 제공받을 수 있습니다.  
월요일-금요일, 오전 8 시부터 오후 5 시 30 분사이  
무료전화: 1-866-612-1256 | TTY: 711

### Vision Service Plan, (VSP)

CalOptima Health 고객 서비스로 전화해 시력 관리 서비스를 받을 수 있는지 확인하십시오. 다음은 VSP

번호들입니다.

무료 전화: **1-800-877-7195** | TTY: **1-800-428-4833**

CalOptima Health OneCare (HMO D-SNP), a Medicare Medi-Cal Plan 은 Medicare 및 Medi-Cal 와 계약을 맺은 Medicare Advantage 조직입니다. CalOptima Health OneCare 가입은 계약 갱신에 따라 달라집니다. CalOptima Health OneCare 민권에 해당되는 연방정부 법률에 준수하며, 인종, 피부색, 출신 국가, 나이, 장애 또는 성별때문에 사람들을 차별대우하지 않습니다. CalOptima Health OneCare 고객 서비스 무료번호 <**1-877-412-2734**>(TTY <**711**>)번으로 <주 7 일, 24 시간> 연락하십시오. <[www.caloptima.org/OneCare](http://www.caloptima.org/OneCare)> 를 방문하십시오.



## 重要電話號碼

### 營業時間後的建議

如果您需要營業時間後的醫療建議，請致電給您的家庭醫生辦公室或撥打在您的醫療網或醫療團體的 ID 卡背面的電話號碼。

### CalOptima Health 行為健康服務專線

提供幫助獲取心理健康服務  
<服務時間為每週 7 天，每天 24 小時>。  
免費電話： **1-855-877-3885** | TTY: **711**

### CalOptima Health OneCare 客戶服務部

<服務時間為每週 7 天，每天 24 小時>。  
免費電話： **1-877-412-2734** | TTY: **711**

### 健康教育

提供健康和保健的材料，幫助您保持健康。  
<服務時間為每週 7 天，每天 24 小時。>免費電話： **1-877-412-2734** | TTY: **711**

### 醫療網

AltaMed Health Services:	1-866-880-7805
AMVI Medical Group:	1-888-747-2684
CalOptima Health Community Network:	1-888-587-8088
Family Choice Health Services:	1-800-611-0111
Noble Mid-Orange County:	1-888-880-8811
Optum:	1-888-656-7523
Prospect Medical:	1-800-708-3230
Regal Medical Group:	1-844-292-5173
United Care Medical Group:	1-877-225-6784

### 口譯服務

CalOptima Health 提供免費口譯服務，該服務是由合格的口譯員提供的。

免費電話： **1-877-412-2734** | TTY: **711**

### 醫療緊急情況：

如果遇到真正的緊急情況，請撥打 **911** 或前往最近的急診室。

### Medi-Cal 牙科計劃

提供牙科福利的幫助  
免費電話： **1-800-322-6384** | TTY: **1-800-735-2922**

### 護士諮詢專線：

尋求幫助以了解您是否需要去醫生診所、緊急護理或急診室獲取護理。  
<服務時間為每週 7 天，每天 24 小時。>免費電話： **1-844-447-8441** | TTY: **1-844-514-3774**

### 交通服務

如果您沒有交通工具可以使用，您可以獲取交通服務前往您預約的 OneCare 承保的服務。  
<週一至週五>，上午 8 點至下午 5 點 30 分  
免費電話: **1-866-612-1256** | TTY: **711**

### 視力保健服務計劃 (Vision Service Plan, VSP)

請致電 CalOptima Health 客戶服務部，以了解您是否有資格獲得視力保健服務。這些是 VSP 的電話號碼。  
免費電話： **1-800-877-7195** | TTY: **1-800-428-4833**

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Important Phone Numbers- OneCare\_<C>  
MMA 3456 07-31-24 CS

CalOptima Health OneCare (HMO D-SNP), a Medicare Medi-Cal Plan, 是一個有 Medicare 和 Medi-Cal 合約的 Medicare Advantage 的組織。CalOptima Health OneCare 的投保取決於合約的續簽。CalOptima Health OneCare 遵守適用的聯邦民權法，不因種族、膚色、原國籍、年齡、殘疾或性別而歧視別人。請致電 CalOptima Health OneCare 客戶服務部免費電話 **1-877-412-2734** (TTY **711**)，服務時間為<每週 7 天，每天 24 小時。請瀏覽我們的網站 [www.caloptima.org/OneCare](http://www.caloptima.org/OneCare)。



## شماره تلفن های مهم

### مشاوره بعد از ساعت کاری

اگر به مشاوره پزشکی بعد از ساعات کاری نیاز دارید، با دفتر ارائه دهنده مراقبت های اولیه یا شماره تلفن موجود در پشت شبکه بهداشتی یا کارت شناسایی گروه پزشکی خود تماس بگیرید.

### خط خدمات سلامت رفتاری CalOptima Health Behavioral Health Line

برای کمک به دسترسی به خدمات سلامت روان.  
> 24 ساعت شبانه روز، 7 روز هفته<.

شماره رایگان: **1-855-877-3885** | TTY: **711**

### خدمات مشتریان CalOptima Health OneCare

< 24 ساعت شبانه روز، 7 روز هفته>.

شماره رایگان: **1-877-412-2734** | TTY: **711**

### آموزش سلامت

برای مطالب بهداشتی و سلامتی که به شما کمک می کند سالم بمانید.  
> 24 ساعت شبانه روز، 7 روز هفته<.

شماره رایگان: **1-877-412-2734** | TTY: **711**

### شبکه های درمانی

- AltaMed Health Services: 1-866-880-7805
- AMVI Medical Group: 1-888-747-2684
- CalOptima Health Community Network: 1-888-587-8088
- Family Choice Health Services: 1-800-611-0111
- Noble Mid-Orange County: 1-888-880-8811
- Optum: 1-888-656-7523
- Prospect Medical: 1-800-708-3230
- Regal Medical Group: 1-844-292-5173
- United Care Medical Group: 1-877-225-6784

### خدمات مترجم

CalOptima Health خدمات ترجمه شفاهی رایگان را از یک مترجم واجد شرایط ارائه می دهد.

شماره رایگان: **1-877-412-2734** | TTY: **711**

### فوریت های پزشکی

با **911** تماس بگیرید یا برای یک وضعیت اورژانس واقعی به نزدیکترین مرکز اورژانس بروید.

### برنامه دندانپزشکی Medi-Cal Dental

برای کمک در زمینه مزایای دندانپزشکی.

شماره رایگان: **1-800-322-6384** | TTY: **1-800-735-2922**

### خط مشاوره پرستار

برای اطلاع از اینکه آیا نیاز به مراقبت در مطب پزشک، مراقبت های فوری یا اتاق اورژانس دارید یا خیر.  
> 24 ساعت شبانه روز، 7 روز هفته<.

شماره رایگان: **1-844-447-8441** | TTY: **1-844-514-**

**3774**

### خدمات حمل و نقل

اگر به وسایل حمل و نقل دسترسی ندارید، می توانید برای قرارهای ملاقات خود برای خدمات تحت پوشش OneCare وسایل حمل و نقل دریافت کنید.

> دوشنبه تا جمعه< از ساعت **8 صبح تا 5:30 بعدازظهر**<

شماره رایگان: **1-866-612-1256** | TTY: **711**

### برنامه خدمات بینایی (Vision Service Plan, VSP)

برای این که بدانید آیا واجد شرایط خدمات مراقبت از بینایی هستید یا خیر، با بخش خدمات مشتریان CalOptima Health تماس بگیرید. این اعداد مربوط به VSP هستند.

شماره رایگان: **1-800-428-4833** | **1-800-877-7195** | TTY:

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Important Phone Numbers- OneCare\_<F>  
MMA 3456 07-31-24 CS

Medicare Advantage با قراردادهای Medicare و Medi-Cal است. ثبت نام در برنامه CalOptima Health OneCare به تمدید قرار بستگی دارد. CalOptima Health OneCare از قوانین قابل اجرا حقوق منعی فدرال پیروی کرده و براساس نژاد، رنگ پوست، اصلیت ملی، سن، معلولیت یا جنسیت تبعیض قائل نمی شود. با بخش خدمات مشتریان CalOptima Health OneCare با شماره رایگان **1-877-412-2734 (TTY 711)**، > در 24 ساعت شبانه روز، 7 روز هفته تماس بگیرید. به وبسایت ما [www.caloptima.org/OneCare](http://www.caloptima.org/OneCare) مراجعه کنید.



## أرقام هواتف مهمة

### الاستشارة بعد ساعات العمل

إذا كنت بحاجة إلى مشورة طبية بعد ساعات العمل، فاتصل بمكتب مزود الرعاية الأولية الخاص بك أو رقم الهاتف الموجود على ظهر شبكتك الصحية أو بطاقة تعريف المجموعة الطبية.

### خط CalOptima Health لنصحة السلوكية

للمساعدة في الوصول إلى خدمات الصحة النفسية.

24 ساعة في اليوم، 7 أيام في الأسبوع.

الرقم المجاني: 1-855-877-3885 | 711 TTY:

### خدمة عملاء CalOptima Health OneCare

24 ساعة في اليوم، 7 أيام في الأسبوع.

الرقم المجاني: 1-877-412-2734 | 711 TTY:

### التثقيف الصحي

للحصول على مواد الصحة والعافية لمساعدتك على البقاء في صحة جيدة.

24 ساعة في اليوم، 7 أيام في الأسبوع.

الرقم المجاني: 1-877-412-2734 | 711 TTY:

### الشبكات الصحية

AltaMed Health Services: 1-866-880-7805

AltaMed Health Services: 1-866-880-7805

AMVI Medical Group: 1-888-747-2684

CalOptima Health Community Network: 1-888-587-8088

Network:

Family Choice Health Services 1-800-611-0111

Noble Mid-Orange County: 1-888-880-8811

Optum: 1-888-656-7523

Prospect Medical: 1-800-708-3230

Regal Medical Group: 1-844-292-5173

United Care Medical Group: 1-877-225-6784

### خدمات الترجمة الفورية

توفر CalOptima Health خدمات الترجمة الشفهية المجانية من مترجم مؤهل.

الرقم المجاني: 1-877-412-2734 | 711 TTY:

الأرقام خاصة بـ VSP.

الرقم المجاني: 1-800-877-7195 | 1-800-428-4833 TTY:

### الطوارئ الطبية

اتصل بالرقم 911 أو اذهب إلى أقرب غرفة طوارئ لحالات الطوارئ الحقيقية.

### برنامج Medi-Cal ثرعية

#### الأسنان

للمساعدة في المزايا الخاصة بالأسنان.

الرقم المجاني: 1-800-322-6384

TTY: 1-800-735-2922

### خط استشارات التمرريض:

لمعرفة ما إذا كنت بحاجة إلى رعاية في عيادة الطبيب أو الرعاية العاجلة أو غرفة الطوارئ.

24 ساعة في اليوم، 7 أيام في

الأسبوع.

الرقم المجاني: 1-844-447-8441

TTY: 1-844-514-3774

### النقل

يمكنك الحصول على النقل للوصول إلى مواعيدك للحصول على الخدمات المغطاة من قبل Medi-Cal إذا لم يكن لديك إمكانية الوصول إلى وسائل النقل.

من الاثنين إلى الجمعة، من 8 صباحًا حتى 5:30 مساءً

الرقم المجاني: 1-866-612-

TTY: 711 | 1256

### خطة خدمات النظر ( Vision ) (Service Plan, VSP)

اتصل بشبكتك الصحية أو بخدمة

عملاء CalOptima Health

لمعرفة ما إذا كنت مؤهلاً للحصول

على خدمات رعاية النظر أم لا. هذه

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Important Phone Numbers- OneCare\_<A>

MMA 3456 07-31-24 CS



Medicare Advantage ومتعاقدة مع Medicare. يعتمد التسجيل في CalOptima Health OneCare على تجديد العقد. تلتزم CalOptima Health OneCare بقوانين الحقوق المدنية الفيدرالية المعمول بها ولا تمارس التمييز العنصري على أساس العرق أو اللون أو الأصل القومي أو السن أو الإعاقة أو النوع. اتصل بخدمة عملاء CalOptima Health OneCare على الرقم المجاني 1-877-412-2734 (TTY 711)، 24 ساعة في اليوم، 7 أيام في الأسبوع. قم بزيارتنا على [www.caloptima.org/OneCare](http://www.caloptima.org/OneCare).

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