

# BETTER TOGETHER

Member Newsletter | Fall 2024



## Reminder:

Schedule your first wellness visit with your doctor within 3 months of becoming a member, then yearly to stay healthy.



CalOptima Health



# Keep Your Child Healthy and Thriving

It's important to track your child's growth and developmental milestones. Well-child visits are a great way to help prevent illness and keep your child healthy. These routine checkups are recommended through age 3 years, and yearly from ages 3 to 21. Well-child visits are at no cost for CalOptima Health members!

## What to expect during your visits:

- At all visits, the doctor will ask questions about your child's development and behavioral, social and emotional concerns. A developmental screening should be completed at 9, 18 and 30 months of age.
- The doctor will perform a physical exam to check your child's growth.
- Recommended vaccines may also be given during these visits.

## Don't forget about oral health

Healthy teeth are an important part of physical health. Make sure your child completes their first dentist appointment by their 1st birthday. Schedule routine dentist visits at least once every 6 months. Early and regular dental checkups can help prevent cavities and other oral health problems.

- Your child should get topical fluoride treatments at least twice a year to prevent cavities.
- Dental visits are covered by Medi-Cal.
- If your child does not have a dentist, call Smile, California at **1-800-322-6384** (TTY **1-800-735-2922**) or visit [smilecalifornia.org](https://smilecalifornia.org) to find a dentist near you.

**Did you know?** Developmental screenings are completed by a doctor to look at your child's development and identify any delays in your child's growth and learning. The doctor will ask questions about your child's language, movements, behaviors and emotions.



# Don't Miss Out on Your Gift Cards!

CalOptima Health offers health rewards to eligible members for taking an active role in their health. See "Members May Qualify for New Behavioral Health Incentives" on **Page 9** to learn about 2 new rewards. For more information and health reward forms, visit [www.caloptima.org/healthrewards](http://www.caloptima.org/healthrewards).



| Medi-Cal Health Reward              | No-Cost Reward | Eligibility Criteria  |
|-------------------------------------|----------------|---|
| Annual Wellness Visit               | \$50 gift card | Members ages 45 and older who complete an Annual Wellness Visit in 2024 (no health reward form needed)                      |
| Breast Cancer Screening             | \$25 gift card | Members ages 50–74 who complete a breast cancer screening mammogram in 2024   |
| Cervical Cancer Screening           | \$25 gift card | Members ages 21–64 who complete a cervical cancer screening in 2024   |
| Colorectal Cancer Screening         | \$50 gift card | Members ages 45–75 who complete a colonoscopy in 2024   |
| Diabetes A1C Test                   | \$25 gift card | Members ages 18–75 with a diagnosis of diabetes who complete an A1C test in 2024  |
| Diabetes Eye Exam                   | \$25 gift card | Members ages 18–75 with a diagnosis of diabetes who are due for and complete a diabetes dilated or retinal eye exam in 2024 |
| Postpartum Checkup                  | \$50 gift card | Members who have a postpartum checkup between 1 and 12 weeks after delivery   |
| Blood Lead Test at 12 Months of Age | \$25 gift card | Members between 12–23 months of age who complete a blood lead test in 2024  |
| Blood Lead Test at 24 Months of Age | \$25 gift card | Members between 24–35 months of age who complete a blood lead test in 2024  |

*Each reward offer requires a completed health reward form except the Annual Wellness Visit. It takes at least 8 weeks after we receive the completed form to process your gift card. The gift card cannot be used to purchase alcohol, tobacco or firearms. Gift cards have no cash value, and CalOptima Health is not responsible if they are lost or stolen. You may only receive 1 gift card per calendar year for each health reward. Gift cards are available while supplies last. These programs may end at any time without notice.*

# Monitoring Diabetes to Protect Your Health

Diabetes is a health condition that can increase blood sugar (glucose). There is no cure for diabetes, but there are steps you can take to control it.

You are more likely to develop Type 2 diabetes if you are not physically active and are overweight.

## Signs of diabetes



**Extreme thirst**



**Frequent urination**



**Headache**



**Blurry vision**



**Nausea**

## Diabetes Test Levels

| Fasting Glucose |                    | A1C            |
|-----------------|--------------------|----------------|
| Normal          | 99 mg/dL or below  | Less than 5.7% |
| Pre-Diabetes    | 100–125 mg/dL      | 5.7%–6.4%      |
| Diabetes        | 126 mg/dL or above | 6.5% or above  |

## How do you know if you have diabetes?

The A1C test is a blood test that measures the average amount of glucose in your blood over the past 3 months. This test helps with diagnosing and treating diabetes.

## Follow these diabetes care tips:

- Exercise daily.
- Check blood sugar levels at home regularly.
- Get an A1C test at least twice a year.
- Complete a diabetic eye exam every year.
- Take diabetes medicines as prescribed by your doctor.
- Check your feet daily. Look for cuts, changes in color or swelling.
- Eat a healthy diet. Eat small portions at the same time each day.



If you have questions about diabetes, call CalOptima Health Customer Service at **1-888-587-8088** (TTY **711**). We have staff who speak your language. Please visit us at [www.caloptima.org/healthandwellness](http://www.caloptima.org/healthandwellness).

# Keeping Asthma Under Control

## What is asthma?

Asthma is a lung disease that causes airways to tighten, making it hard to breathe. There is no cure for asthma, but it can be controlled.

## Common asthma symptoms:

- Problems breathing
- Coughing, wheezing or shortness of breath
- Chest tightness or pain

## An asthma attack can happen when you are exposed to asthma triggers (things that cause asthma):

- Smog
- Perfumes
- Pollen, flowers and trees
- Exercise
- Dust and mold
- Pets and animals

## Ask yourself 3 questions to know if your asthma is well-controlled:

1. Do I have asthma symptoms or use my quick-relief inhaler more than 2 times a week?
2. Do I wake up more than 2 times a month because of asthma symptoms?
3. Do I need to refill my quick-relief inhaler more than 2 times a year?

If you feel your asthma is not well-controlled, schedule an appointment with your doctor.

## Ask your doctor:

- Do I need lung function tests?
- Do I need asthma controller medicine?
- Do I need a peak flow meter?
- Can you fill out my Asthma Action Plan?
- When do I need a follow-up appointment?
- ✓ If yes, when and how do I use it?

## Asthma medicines

- Controller medicine (controller inhaler)
  - ✓ Taken every day
  - ✓ Helps cut down swelling, tightening and mucus
  - ✓ Medicine may take up to 2 weeks to start working
- Quick-relief medicine (rescue inhaler)
  - ✓ Should be used occasionally
  - ✓ Opens airways fast to stop an asthma attack
  - ✓ Can be taken before exercise or if you will be exposed to a trigger

## Tips:

- Create an Asthma Action Plan to help you know what to do during an asthma attack.
- Talk to your doctor to learn which medicine is best for you.



# Don't Wait, Vaccinate!

## What vaccines are recommended?

Our immune systems get weaker as we age, putting us at a higher risk for certain diseases. Vaccines are one of the easiest and safest ways to prevent these diseases.

### Who do vaccines protect?

- Yourself
- Your loved ones
- Your community

Ask your provider or pharmacist about the vaccines you need today. These vaccines are available to CalOptima Health members at no cost.

| Vaccine                                  | Age                                      | Dose  |
|--|--|---|
| Tetanus, diphtheria and pertussis (Tdap) | Can be administered as early as 2 months | 1 vaccine per pregnancy<br>1 booster every 10 years |
| COVID-19                                 | 6 months and older                       | 1 dose yearly                                       |
| Influenza (flu)                          | 6 months and older                       | 1 dose yearly                                       |
| Shingles                                 | 50 years and older                       | 2 doses separated by 2 to 6 months                  |
| Respiratory syncytial virus (RSV)        | 60 years and older                       | 1 dose  |
| Pneumococcal                             | 65 and older                             | 1 dose  |

For more information on vaccines, visit the CalOptima Health website at [www.caloptima.org/en/HealthAndWellness/Immunizations](http://www.caloptima.org/en/HealthAndWellness/Immunizations).

## Telehealth Behavioral Health Services Now Available

CalOptima Health now offers members telehealth services for behavioral health care through our partner, TeleMed2U. The service started on April 1 to improve your options and access to care for routine behavioral health outpatient services. TeleMed2U providers treat a range of mild to moderate conditions. They can provide outpatient mental health evaluations, manage your mental health medicines and provide therapy. You can request telehealth services by calling TeleMed2U directly at **1-562-268-0955**. For more information about this program and other behavioral health services, call the CalOptima Health Behavioral Health Line toll-free at **1-855-877-3885** (TTY **711**), 24 hours a day, 7 days a week.

# Let's Talk About Mental Health and Pregnancy

Hormones during pregnancy and childbirth can cause changes in your mental health. It's common for new parents to go through mood changes, but 1 out of every 5 people will develop serious mental health problems.

Constant care can keep you and your baby healthy and help your doctor spot potential problems during and after pregnancy.

## Your mental health matters

Here are some ways to focus on your mental health:



Create a plan with your doctor to maintain a healthy pregnancy through birth and after delivery.



Screen for depression at least once during pregnancy and again after delivery.

- Depression is a mental health condition that can include strong feelings of sadness and make it hard for you to take care of yourself and your baby.



Complete a postpartum checkup with your OB-GYN or primary care provider 1 to 12 weeks after birth.

- Caring for yourself can be hard while your body is healing and when you're caring for your new baby. It's important to keep up with your and your baby's medical appointments, even if you feel well.



Give your family a healthy start by joining CalOptima Health's Bright Steps maternity program. Call Customer Service toll-free at **1-888-587-8088** (TTY **711**).

- A personal care coordinator will provide education, important reminders and resources for a healthy pregnancy.



**Did you know?** You can get a no-cost \$50 health reward for completing your postpartum checkup. Go to **Page 3** for more information.

For mental health support, call CalOptima Health's Behavioral Health Line toll-free at **1-855-877-3885** (TTY **711**) 24 hours a day, 7 days a week. We have staff who speak your language.



# Get Help Early for Memory Concerns

Dr. Shilpa Jindani, a CalOptima Health Medical Director, talks about dementia and the importance of talking to your doctor soon if you have memory concerns. She offers guidance on signs to look for and what to do.

"As a doctor, I meet patients showing early signs of dementia. Mrs. Robinson came in with her daughter, who was worried about her mom's memory lapses. Mrs. Robinson didn't think it was a big problem but during our talk and tests, it became clear she had trouble with memory and finding words. After referring her to a specialist, she was diagnosed with early-stage Alzheimer's disease.

"We talked about ways to maintain and slow the progress of the disease through regular exercise, a healthy diet, memory exercises and medicine choices. We provided Mrs. Robinson and her family with clear information about the condition, its progression and treatment."

## People with dementia may have problems with:

- Memory
- Attention
- Communication
- Reasoning, judgment and problem-solving
- Vision issues



## Signs of dementia:

- Getting lost in a well-known neighborhood
- Forgetting the name of a close family member or friend
- Forgetting old memories
- Not being able to complete tasks independently



## What to do if someone you know might have dementia:

- **Talking** — Talk about scheduling a visit with a provider to share noticeable changes and concerns, such as getting lost or losing track of time.
- **Screenings** — Ask about dementia screenings during the Annual Wellness Visit.
- **Planning** — Create a care plan so the person living with dementia can share their wishes with their family, care teams and legal professionals.
- **Writing wishes** — To learn about writing wishes with an advance directive, visit [www.caloptima.org/en/HealthAndWellness](http://www.caloptima.org/en/HealthAndWellness).

Mrs. Robinson's journey highlights the value of seeking medical help for memory concerns early. Talking to your doctor can lead to a timely diagnosis and a better quality of life.

For more information and resources, visit Alzheimer's Orange County at [www.alzoc.org](http://www.alzoc.org).





# Members May Qualify for New Behavioral Health Incentives



## **\$ Follow-Up Care for Children Prescribed Attention-Deficit/Hyperactivity Disorder (ADHD) Medicine**

CalOptima Health has a new member health reward for eligible members ages 6–12 years with a diagnosis of ADHD. Eligible members can get a no-cost \$25 gift card by completing 3 follow-up visits within 5 months of being prescribed ADHD medicine. Fill out the form for this reward on our website at [www.caloptima.org/HealthRewards](http://www.caloptima.org/HealthRewards) and send it to CalOptima Health before January 31, 2025, to get your no-cost \$25 gift card.



## **\$ Diabetes Screening for People With Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications**

Getting screened for diabetes is important for your health. As a CalOptima Health Medi-Cal member, you can get a diabetes screening at no cost. During your doctor visit, you should be given a lab slip for a diabetes screening. If not, please ask for one. Eligible members ages 18–64 years can get a no-cost \$25 gift card by completing a diabetes screening between January 1, 2024, and December 31, 2024. CalOptima Health will take care of the rest. There is no form to send.

Members cannot already be diagnosed with diabetes. They must also have been prescribed at least 1 of the antipsychotic medications listed on the reward flyer at the link below.

If you have questions, call the Behavioral Health Line toll-free at **1-855-877-3885** (TTY **711**). For more information about these member health rewards, visit [www.caloptima.org/HealthRewards](http://www.caloptima.org/HealthRewards).

## CalFresh Can Give You Money for Groceries



You don't have to choose between buying healthy groceries and paying your bills, like rent. Apply for CalFresh to get up to **\$973\*** per month for a family of 4 or up to **\$291\*** per month for an individual. The program issues benefits on a debit-type card that can be used at grocery stores, farmers markets and online. Apply now at [GetCalFresh.org](http://GetCalFresh.org) or call CalOptima Health Customer Service at **1-888-587-8088** (TTY **711**).

*\*CalFresh is not a Medi-Cal program, and it will not change your Medi-Cal benefits. There is no guarantee you will qualify if you apply, and the benefit amounts vary.*

# Medi-Cal Renewal — Take Action to Keep Your Medi-Cal

The County of Orange Social Services Agency (SSA) reviews eligibility for all Medi-Cal members every year. Don't have a gap in your coverage. Make sure you have reported any changes to your name, mailing address, email address and phone number, so SSA can contact you.

You will either get a letter saying you were renewed automatically or a renewal form in a yellow envelope. If you receive a renewal form, submit your information within 60 days online, by phone, in person or by mail. Your renewal will be sent based on the month you first enrolled in Medi-Cal.

Follow these steps to keep your Medi-Cal:



1. Update your contact information with SSA.



2. Create or check your online account at [BenefitsCal.com](https://www.benefitscal.com).



3. Check your mail for a renewal form in a yellow envelope.



4. Complete your renewal form if you get one.



Go to your Medi-Cal account at [BenefitsCal.com](https://www.benefitscal.com) or call SSA at **1-800-281-9799**. Take action to keep your Medi-Cal!



## CalOptima Health Member Handbook

The most current Member Handbook is available on our website at [www.caloptima.org/ForMembers/Medi-Cal/MemberDocuments](https://www.caloptima.org/ForMembers/Medi-Cal/MemberDocuments) and upon request. To get it mailed to you, please call Customer Service.



## Materials in Other Languages or Formats

Information and materials are available in large-size print and other formats and languages. Please call Customer Service and tell us your preferred spoken and written language, and if you need information or materials in another format.

# New Members Start Here

As a new CalOptima Health member, you will get a “Welcome to CalOptima Health” packet in the mail. It has:

- A Summary of Benefits
- Information on how to access your Member Handbook
- CalOptima Health member ID card
- Health network selection form and selection form guide
- Other important information

*Please open the packet right away and do this first:*



## 1. Choose a primary care provider (PCP) and a health network

The packet has instructions on how to access the Health Network Provider Directory on the CalOptima Health website at [www.caloptima.org/en/ForMembers/Medi-Cal/FindAProvider](http://www.caloptima.org/en/ForMembers/Medi-Cal/FindAProvider). Please choose a PCP (a provider who helps you get the care you need) who is contracted with your chosen health network. If you don't choose one within 45 days of joining CalOptima Health, we will choose a PCP for you.



## 2. Fill out the health network selection form

List your choice of health network and PCP, sign the form and return it to CalOptima Health as soon as you can. You can also make your selections on the Member Portal at [www.caloptima.org/en/ForMembers/MemberPortal](http://www.caloptima.org/en/ForMembers/MemberPortal).



## 3. Read your CalOptima Health Member Handbook

Your handbook has information about CalOptima Health's programs and services. Look in your handbook to find out what we cover, how to change your health network or PCP and other details. The Member Handbook is found online at [www.caloptima.org/ForMembers/Medi-Cal/MemberDocuments](http://www.caloptima.org/ForMembers/Medi-Cal/MemberDocuments). If you would like a handbook mailed to you, call Customer Service.



## 4. Schedule your first visit within 3 months

Visit your PCP within the first 3 months of joining CalOptima Health. The first visit helps you stay healthy by working with your doctor right away.



## 5. Learn about the Member Health Rewards Program

CalOptima Health offers no-cost Member Health Rewards to eligible members for taking an active role in their well-being! Learn more at [www.caloptima.org/healthrewards](http://www.caloptima.org/healthrewards).

If you need help, call CalOptima Health Customer Service toll-free at **1-888-587-8088** (TTY **711**), Monday through Friday, from 8 a.m. to 5:30 p.m. We have staff who speak your language.

# NONDISCRIMINATION NOTICE

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

CalOptima Health provides:

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

If you need these services, contact CalOptima Health between 8 a.m. and 5:30 p.m., Monday through Friday, by calling **1-714-246-8500** or toll-free at **1-888-587-8088**. If you cannot hear or speak well, please call TTY at **711**. Upon request, this document can be made available to you in braille, large print, audiocassette, or electronic form. To obtain a copy in one of these alternative formats, please call or write to:

CalOptima Health  
505 City Parkway West  
Orange, CA 92868  
**1-714-246-8500** (TTY **711**)

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## HOW TO FILE A GRIEVANCE

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

- **By phone:** Contact CalOptima Health between 8 a.m. and 5:30 p.m., Monday through Friday, by calling toll-free at **1-714-246-8500** or **1-888-587-8088**. Or, if you cannot hear or speak well, please call TTY at **711**.
- **In writing:** Fill out a complaint form or write a letter and send it to:  
CalOptima Health Grievance and Appeals  
505 City Parkway West  
Orange, CA 92868
- **In person:** Visit your doctor's office or CalOptima Health and say you want to file a grievance.
- **Electronically:** Visit CalOptima Health's website at **[www.caloptima.org](http://www.caloptima.org)**.



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

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

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

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

Complaint forms are available at [http://www.dhcs.ca.gov/Pages/Language\\_Access.aspx](http://www.dhcs.ca.gov/Pages/Language_Access.aspx).

- **Electronically:** Send an email to [CivilRights@dhcs.ca.gov](mailto:CivilRights@dhcs.ca.gov).

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

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

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

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

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

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

**English Tagline**

ATTENTION: If you need help in your language call **1-888-587-8088** (TTY **711**). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call **1-888-587-8088** (TTY **711**). These services are free of charge.

**(Arabic) الشعار بالعربية**

يُرجى الانتباه: إذا احتجت إلى المساعدة بلغتك، فاتصل بـ **1-888-587-8088** (TTY **711**). تتوفر أيضًا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة بريـل والخط الكبير اتصل بـ **1-888-587-8088** (TTY **711**). هذه الخدمات مجانية.

**Հայերեն պիտակ (Armenian)**

ՈՒՇԱԴՐՈՒԹՅՈՒՆ: Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, զանգահարեք **1-888-587-8088** (TTY **711**): Կան նաև օժանդակ միջոցներ ու ծառայություններ հաշմանդամություն ունեցող անձանց համար, օրինակ՝ Բրայլի գրատիպով ու խոշորատառ տպագրված նյութեր: Զանգահարեք **1-888-587-8088** (TTY **711**): Այդ ծառայություններն անվճար են:

**ឃ្លាសម្គាល់ជាភាសាខ្មែរ (Cambodian)**

ចំណាំ: បង្អែក គួរ ការជំនួយ ជាភាសា របស់អ្នក សូម ទូរស័ព្ទទៅលេខ **1-888-587-8088** (TTY **711**) ។ ជំនួយ និង សំណើសុំ សម្រាប់ ជនពិការ ដូចជាឯកសារសរសេរជា អក្សរធំ សម្រាប់ជនពិការភ្នែក ឬឯកសារសរសេរជា អក្សរពុម្ពព័ត៌មាន ក៏អាចរកបានផងដែរ។ ទូរស័ព្ទទៅលេខ **1-888-587-8088** (TTY **711**) ។ សំណើសុំទាំងនេះមិន គិតថ្លៃឡើយ។

**简体中文标语 (Simplified Chinese)**

请注意: 如果您需要以您的母语提供帮助, 请致电 **1-888-587-8088** (TTY **711**)。我们另外还提供针对残疾人士的帮助和服务, 例如盲文和大字体阅读, 提供您方便取用。请致电 **1-888-587-8088** (TTY **711**)。这些服务都是免费的。

**繁體中文標語 (Traditional Chinese)**

注意: 如果您需要以您的語言獲得幫助, 請致電 **1-888-587-8088** (TTY **711**)。為殘障人士也提供幫助和服務, 例如盲文和大字體的文件。致電 **1-888-587-8088** (TTY **711**)。這些服務是免費的。

**(Farsi) مطلب به زبان فارسی**

توجه: اگر می‌خواهید به زبان خود کمک دریافت کنید, با **1-888-587-8088** (TTY **711**) تماس بگیرید. کمک‌ها و خدمات مخصوص افراد دارای معلولیت, مانند نسخه‌های خط بریل و چاپ با حروف بزرگ, نیز موجود است. با **1-888-587-8088** (TTY **711**) تماس بگیرید. این خدمات رایگان ارائه می‌شوند.

**ગુજરાતી ટેગ લાઇન (Gujarati)**

ધ્યાન આપો: જો તમને તમારી ભાષામાં મદદની જરૂર હોય તો આ નંબર પર કૉલ કરો: **1-888-587-8088** (TTY **711**). વકિલાંગ લોકો માટે સહાય અને સેવાઓ, જેમ કે બ્રેઇલ અને મોટી પ્રિન્ટ માં પણ દસ્તાવેજો ઉપલબ્ધ છે. કૉલ કરો: **1-888-587-8088** (TTY **711**). આ સેવા વનિમૂલ્ય છે ઉપલબ્ધ છે.

**हिंदी टैगलाइनी (Hindi)**

ध्यान दें: अगर आपको अपनी भाषा में सहायता की आवश्यकता है तो **1-888-587-8088** (TTY **711**) पर कॉल करें। अशक्तता वाले लोगों के लिए सहायता और सेवाएं, जैसे बरेल और बड़े प्रिंट में भी दस्तावेज़ उपलब्ध हैं। **1-888-587-8088** (TTY **711**) पर कॉल करें। ये सेवाएं नि: शुल्क हैं।

**Nqe Lus Hmoob Cob (Hmong)**

CEEB TOOM: Yog koj xav tau kev pab txhais koj hom lus hu rau **1-888-587-8088** (TTY **711**). Muaj cov kev pab txhawb thiab kev pab cuam rau cov neeg xiam oob qhab, xws li puav leej muaj ua cov ntawv su thiab luam tawm ua tus ntawv loj. Hu rau **1-888-587-8088** (TTY **711**). Cov kev pab cuam no yog pab dawb xwb.

**日本語表記 (Japanese)**

注意日本語での対応が必要な場合は **1-888-587-8088** (TTY **711**) へお電話ください。点字の資料や文字の拡大表示など、障がいをお持ちの方のためのサービスも用意しています。 **1-888-587-8088** (TTY **711**) へお電話ください。これらのサービスは無料で提供しています。

**한국어 태그라인 (Korean)**

유의사항: 귀하의 언어로 도움을 받고 싶으시면 **1-888-587-8088** (TTY **711**) 번으로 문의하십시오. 점자나 큰 활자로 된 문서와 같이 장애가 있는 분들을 위한 도움과 서비스도 이용 가능합니다. **1-888-587-8088** (TTY **711**) 번으로 문의하십시오. 이러한 서비스는 무료로 제공됩니다.

**ແທກໂລພາສາລາວ (Laotian)**

ປະກາດ: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໃຫ້ໂທຫາເບີ **1-888-587-8088** (TTY **711**). ຍັງມີຄວາມຊ່ວຍເຫຼືອແລະການບໍລິການສໍາລັບຄົນພິການ ເຊັ່ນ ເອກະສານທີ່ເປັນອັກສອນນູນແລະມີໂຕພິມໃຫຍ່ ໃຫ້ໂທຫາເບີ **1-888-587-8088** (TTY **711**). ການບໍລິການເຫຼົ່ານີ້ບໍ່ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ.

**Mien Tagline (Mien)**

LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiex longc mienh tengx faan benx meih nyei waac nor douc waac daaih lorx taux **1-888-587-8088** (TTY **711**). Liouh lorx jauv-louc tengx aengx caux nzie gong bun taux ninh mbuo wuaaic fangx mienh, beiv taux longc benx nzangc-pokc bun hlou mbiutc aengx caux aamz mborqv benx domh sou se mbenc nzoih bun longc. Douc waac daaih lorx **1-888-587-8088** (TTY **711**). Naaiv deix nzie weih gong-bou jauv-louc se benx wang-henh tengx mv zuqc cuotv nyaanh oc.

### Frase em português (Portuguese)

ATENÇÃO: Se você precisar de ajuda no seu idioma, ligue para **1-888-587-8088** (TTY **711**). Serviços e auxílio para pessoas com incapacidades, como documentos em braille ou impressos com letras grandes, também estão disponíveis. Ligue para **1-888-587-8088** (TTY **711**). Esses serviços são gratuitos.

### ਪੰਜਾਬੀ ਟੈਗਲਾਈਨ (Punjabi)

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਾਲ ਕਰੋ **1-888-587-8088** (TTY **711**). ਅਪਾਰਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ। ਕਾਲ ਕਰੋ **1-888-587-8088** (TTY **711**) ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ।

### Titlu în limba română (Romanian)

ATENȚIE: În cazul în care aveți nevoie de ajutor în limba dvs., sunați la **1-888-587-8088** (TTY **711**). Sunt disponibile, de asemenea, ajutoare și servicii pentru persoanele cu dizabilități, precum documente în limbaj Braille și cu caractere mărite. Sunați la **1-888-587-8088** (TTY **711**). Aceste servicii sunt gratuite.

### Русский слоган (Russian)

ВНИМАНИЕ! Если вам нужна помощь на вашем родном языке, звоните по номеру **1-888-587-8088** (линия TTY **711**). Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру **1-888-587-8088** (линия TTY **711**). Такие услуги предоставляются бесплатно.

### Mensaje en español (Spanish)

ATENCIÓN: si necesita ayuda en su idioma, llame al **1-888-587-8088** (TTY **711**). También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al **1-888-587-8088** (TTY **711**). Estos servicios son gratuitos.

### Tagalog Tagline (Tagalog)

ATENSIYON: Kung kailangan mo ng tulong sa iyong wika, tumawag sa **1-888-587-8088** (TTY **711**). Mayroon ding mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumento sa braille at malaking print. Tumawag sa **1-888-587-8088** (TTY **711**). Libre ang mga serbisyonang ito.

### แท็กไลน์ภาษาไทย (Thai)

โปรดทราบ: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ กรุณาโทรศัพท์ไปที่หมายเลข **1-888-587-8088** (TTY **711**) นอกจากนี้ ยังพร้อมให้ความช่วยเหลือและบริการต่าง ๆ สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ ที่เป็นอักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพท์ไปที่หมายเลข **1-888-587-8088** (TTY **711**) ไม่มีค่าใช้จ่ายสำหรับบริการเหล่านี้

### Türkçe Etiket (Turkish)

DIKKAT: Kendi dilinizde yardıma ihtiyacınız varsa **1-888-587-8088** (TTY **711**) numaralı telefonu arayın. Braille alfabesi ve büyük harflerle yazılmış belgeler gibi engellilere yönelik yardım ve hizmetler de mevcuttur. Call: **1-888-587-8088** (TTY **711**). Bu hizmetler ücretsizdir.

### Примітка українською (Ukrainian)

УВАГА! Якщо вам потрібна допомога вашою рідною мовою, телефонуйте на номер **1-888-587-8088** (TTY **711**). Люди з обмеженими можливостями також можуть скористатися допоміжними засобами та послугами, наприклад, отримати документи, надруковані шрифтом Брайля та великим шрифтом. Телефонуйте на номер **1-888-587-8088** (TTY **711**). Ці послуги безкоштовні.

### (Urdu) اردو ٹیگ لائن

توجہ: اگر آپ کو اپنی زبان میں مدد کی ضرورت ہے تو کال کریں **1-888-587-8088** (TTY **711**)۔ معذور افراد کے لئے امداد اور خدمات، جیسے بریل اور بڑے پرنٹ میں دستاویزات، بھی دستیاب ہیں۔ کال **1-888-587-8088** (TTY **711**)۔ یہ خدمات مفت ہیں۔

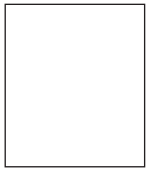
### Khẩu hiệu tiếng Việt (Vietnamese)

CHÚ Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi số **1-888-587-8088** (TTY **711**). Chúng tôi cũng hỗ trợ và cung cấp các dịch vụ dành cho người khuyết tật, như tài liệu bằng chữ nổi Braille và chữ khổ lớn (chữ hoa). Vui lòng gọi số **1-888-587-8088** (TTY **711**). Các dịch vụ này đều miễn phí.



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

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



## Important Phone Numbers



### After-Hours Advice

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

### Medical Emergency

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

### CalOptima Health Customer Service

Monday–Friday, from 8 a.m. to 5:30 p.m.  
Toll-free: **1-888-587-8088** | TTY: **711**

### Behavioral Health

For help with outpatient mental health services for mild to moderate impairments due to a mental health condition.

24 hours a day, 7 days a week.

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

### Nurse Advice Line

For help 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**

### Medi-Cal Dental Program

For help with dental benefits.

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

### VSP (Vision Service Plan)

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**