



2026

Summary of Benefits



Medi-Cal
CalOptima Health



Welcome to CalOptima Health!

Thank you for joining CalOptima Health. CalOptima Health is a health plan for people who have Medi-Cal. CalOptima Health works with the State of California to help you get the health care you need. CalOptima Health contracts with health networks to coordinate your care. A health network is a group of doctors, hospitals and other providers who work with CalOptima Health. You will need to choose a health network and a primary care provider (PCP). Your PCP must be contracted with your health network. You can choose the same health network and PCP for all your family members eligible with Medi-Cal, or you can choose different health networks and PCPs.

A PCP is a health care provider who is responsible for your routine medical care. Your PCP will:

- Get to know your health history and needs
- Keep your health records
- Give you the preventive and routine health care you need
- Refer you to a specialist if you need one
- Arrange for hospital care if you need it

Selecting a health network and a PCP

You must choose a PCP within 30 days of enrolling in CalOptima Health.

To select your PCP and health network, you can:

- access your secure online member portal at <https://member.caloptima.org/#/user/login>, or
- complete and return the CalOptima Health Network Selection Form sent in your new member packet, or
- call CalOptima Health Customer Service toll-free at **1-888-587-8088** (TTY **711**).

If you have questions or need help with your health care services, please call CalOptima Health's Customer Service department 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. You can also visit our website at www.caloptima.org.

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Depending on your age and sex, you may choose a general practitioner, OB/GYN, family practitioner, internist or pediatrician as your PCP. A nurse practitioner (NP), physician assistant (PA) or certified nurse midwife (CNM) may also act as your PCP. If you choose an NP, PA or CNM you may be assigned a doctor to oversee your care.

If you are in both Medicare and Medi-Cal or if you have other health care insurance, you may not have to choose a PCP.

You can choose an Indian Health Care Provider (IHCP), Federally Qualified Health Center (FQHC) or Rural Health Clinic (RHC) as your PCP. Depending on the type of provider, you may be able to choose one PCP for your entire family who are members of CalOptima Health, as long as the PCP is available.

Note: American Indians may choose an IHCP as their PCP, even if the IHCP is not in the CalOptima Health network.

If you do not choose a health network and PCP within 30 days of enrollment, CalOptima Health will assign you to a health network and PCP. If you want to change your health network and PCP, call CalOptima Health Customer Service toll-free at **1-888-587-8088** (TTY **711**). The change happens on the first day of the following month.

Referrals

If you need a specialist for your care, your PCP or another specialist will give you a referral to one. A specialist is a provider who focuses on one type of health care service. The doctor who refers you will work with you to choose a specialist. To help make sure you can go to a specialist in a timely way, DHCS sets time frames for members to get appointments. These time frames are listed in “Timely access to care” in Chapter 3 of the Member Handbook. Your PCP’s office can help you set up an appointment with a specialist.

Other services that might need a referral include in-office procedures, X-rays, lab work, and private-duty nursing.

Your PCP might give you a form to take to the specialist. The specialist will fill out the form and send it back to your PCP. The specialist will treat you for as long as they think you need treatment.

If you have a health problem that needs special medical care for a long time, you might need a standing referral. Having a standing referral means you can go to the same specialist more than once without getting a referral each time.

If you have questions or need help with your health care services, please call CalOptima Health’s Customer Service department 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. You can also visit our website at **www.caloptima.org**.

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For a list of CalOptima Health network providers, you can access our online searchable Provider Directory by visiting our website at www.caloptima.org. If you want a Provider Directory mailed to you, or if you need help finding a network provider, please call CalOptima Health Customer Service toll-free at **1-888-587-8088** (TTY **711**). You can also call to find out if the PCP you want is taking new patients.

Pre-approval (prior authorization)

For some types of care, your PCP or specialist will need to ask CalOptima Health for permission before you get the care. This is called asking for pre-approval or prior authorization. It means CalOptima Health must make sure the care is medically necessary (needed).

Medically necessary services are reasonable and necessary to protect your life, keep you from becoming seriously ill or disabled, or reduce severe pain from a diagnosed disease, illness, or injury. For members under age 21, Medi-Cal services include care that is medically necessary to fix or help relieve a physical or mental illness or condition.

The following services always need pre-approval (prior authorization), even if you get them from a provider in the CalOptima Health network:

- Hospitalization, if not an emergency
- Services out of the CalOptima Health service area, if not an emergency or urgent care
- Outpatient surgery
- Long-term care or skilled nursing services at a nursing facility (including adult and pediatric Subacute Care Facilities contracted with the Department of Health Care Services Subacute Care Unit) or intermediate care facilities (including Intermediate Care Facility for the Developmentally Disabled (ICF/DD), ICF/DD-Habilitative (ICF/DD-H), ICF/DD-Nursing (ICF/DD-N))
- Specialized treatments, imaging, testing, and procedures
- Medical transportation services when it is not an emergency

Emergency ambulance services do not require pre-approval (prior authorization).

CalOptima Health has seven calendar days from when CalOptima Health gets the information reasonably needed to decide (approve or deny) pre-approval (prior authorization) requests. When a pre-approval (prior authorization) request is made by a provider and CalOptima Health finds that following the standard time frame could seriously endanger your life or health or ability to attain, maintain, or regain maximum function, CalOptima Health will make a pre-approval (prior authorization) decision in no longer than 72 hours. This means that after getting the request for pre-approval (prior authorization), CalOptima Health will give you notice as quickly as your health condition requires and no later than 72 hours or seven calendar days after the request for services. Clinical or medical staff such as doctors, nurses, and pharmacists review pre-approval (prior authorization) requests.

If you have questions or need help with your health care services, please call CalOptima Health's Customer Service department 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. You can also visit our website at www.caloptima.org.

Summary of Benefits

This document is a summary of the benefits and services covered by CalOptima Health. It includes important contact information, an overview of benefits and services offered, and information about your rights as a member of CalOptima Health. Please read it carefully. It does not list every service that we cover or every limitation or exclusion. To get a complete list of services we cover or to view the Member Handbook, you can visit CalOptima Health's website at **www.caloptima.org**. If you want a Member Handbook mailed to you, or if you have benefit questions, please call CalOptima Health Customer Service toll-free at **1-888-587-8088** (TTY **711**).

The services listed below are covered by the CalOptima Health Medi-Cal program. Your covered services are free as long as they are medically necessary and provided by a CalOptima Health in-network provider. You must ask CalOptima Health for pre-approval (prior authorization) if the care is out-of-network except for certain sensitive services and emergency care. Your health plan might cover medically necessary services from an out-of-network provider, but you must ask CalOptima Health for pre-approval (prior authorization) for this.

If you have questions or need help with your health care services, please call CalOptima Health's Customer Service department 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. You can also visit our website at **www.caloptima.org**.

Services that our plan pays for:

Adult sensitive care services:

If you are an adult 18 years or older, you do not have to go to your PCP for certain sensitive or private care. You can choose any doctor or clinic for these types of care:

- Family planning and birth control. For adults 21 and older, these services include sterilization.
- Pregnancy testing and counseling and other pregnancy-related services
- HIV/AIDS prevention and testing
- Sexually transmitted infections prevention, testing and treatment
- Sexual assault care
- Outpatient abortion services

For sensitive care, the doctor or clinic does not have to be in the CalOptima Health network. You can choose to go to any Medi-Cal provider for these services without a referral or pre-approval (prior authorization) from CalOptima Health.

If you need help finding a doctor or clinic for these services, or help getting to these services (including transportation), you can call **1-888-587-8088** (TTY **711**). Or call the 24/7 CalOptima Health Nurse Advice Line at **1-844-447-8441** (TTY **1-844-514-3774**).

CalOptima Health will not give information on your sensitive care services to your CalOptima Health plan policyholder or primary subscriber, or to any CalOptima Health enrollees, without your written permission. You can get private information about your medical services in a certain form or format, if available, and have it sent to you at another location. To learn more about how to request confidential communications related to sensitive services, read "Notice of privacy practices" in Chapter 7 of the Member handbook.

If you have questions or need help with your health care services, please call CalOptima Health's Customer Service department 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. You can also visit our website at **www.caloptima.org**.

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Services that our plan pays for:

Durable Medical Equipment (DME):

CalOptima Health covers the purchase or rental of DME supplies, equipment and other services with a prescription from a doctor, physician assistant, nurse practitioner or clinical nurse specialist. Prescribed DME items may be covered as medically necessary to preserve bodily functions essential to activities of daily living or to prevent major physical disability.

Medi-Cal Rx covers disposable outpatient devices commonly available from a pharmacy for testing blood glucose or urine, such as diabetes blood glucose monitors, continuous glucose monitors, test strips, and lancets.

In some cases, these items may be approved when your doctor submits a request for pre-approval (prior authorization).

If you have questions or need help with your health care services, please call CalOptima Health's Customer Service department 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. You can also visit our website at **www.caloptima.org**.

Services that our plan pays for:

Emergency Care:

For emergency care, call **911** or go to the nearest emergency room or hospital. For emergency care, you do not need pre-approval (prior authorization) from CalOptima Health.

Inside the United States (including territories such as American Samoa, Guam, Northern Mariana Islands, Puerto Rico, or the United States Virgin Islands), you have the right to use any hospital or other setting for emergency care.

If you are outside the United States, only emergency care requiring hospitalization in Canada and Mexico are covered. Emergency care and other care in other countries are not covered.

Emergency care is for life-threatening medical conditions. This care is for an illness or injury that a prudent (reasonable) layperson (not a health care professional) with average knowledge of health and medicine could expect that, if you don't get care right away, you would place your health (or your unborn baby's health) in serious danger. This includes risking serious harm to your bodily functions, body organs or body parts. Examples may include, but are not limited to:

- Active labor
- Broken bone
- Severe pain
- Chest pain
- Trouble breathing
- Severe burn
- Drug overdose
- Fainting
- Severe bleeding
- Psychiatric emergency conditions, such as severe depression or suicidal thoughts.

If you have questions or need help with your health care services, please call CalOptima Health's Customer Service department 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. You can also visit our website at **www.caloptima.org**.

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Services that our plan pays for:

Emergency transportation services:

CalOptima Health covers ambulance services to help you get to the nearest place of care in an emergency. This means your condition is serious enough that other ways of getting to a place of care could risk your health or life.

Call **911**.

Enhanced Care Management (ECM):

CalOptima Health covers ECM services for members with highly complex needs. ECM has extra services to help you get the care you need to stay healthy. It coordinates your care from doctors and other providers. ECM helps coordinate primary and preventive care, acute care, behavioral health (mental health and/or substance use disorder services), developmental, oral health, community-based long-term services and supports (LTSS) and referrals to community resources.

If you qualify for ECM, you will have your own care team with a lead care manager. They will talk to you and your doctors, specialists, pharmacists, case managers, social services providers, and others. They make sure everyone works together to get you the care you need. Your lead care manager can also help you find and apply for other services in your community. ECM includes:

- Outreach and engagement
- Comprehensive assessment and care management
- Enhanced coordination of care
- Health promotion
- Comprehensive transitional care
- Member and family support services
- Coordination and referral to community and social supports

To find out if ECM might be right for you, talk to your CalOptima Health representative or health care provider.

If you have questions or need help with your health care services, please call CalOptima Health's Customer Service department 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. You can also visit our website at **www.caloptima.org**.

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Services that our plan pays for:

Hearing Aid(s):

CalOptima Health covers hearing aids if you are tested for hearing loss, the hearing aids are medically necessary, and you have a prescription from your doctor. Coverage is limited to the lowest cost aid that meets your medical needs. CalOptima Health will cover one hearing aid unless an aid for each ear is needed for better results than you can get with one aid.

Hearing aids for members under age 21:

In Orange County, California, CalOptima Health covers CCS-eligible medical services, including hearing aids. CalOptima Health will cover the medically necessary hearing aids as part of Medi-Cal coverage.

Hearing aids for members age 21 and older:

Under Medi-Cal, CalOptima Health will cover the following for each covered hearing aid:

- Ear molds needed for fitting
- One standard battery pack
- Visits to make sure the hearing aid is working right
- Visits for cleaning and fitting your hearing aid
- Repair of your hearing aid
- Hearing aid accessories and rentals

Under Medi-Cal, CalOptima Health will cover a replacement hearing aid if:

- Your hearing loss is such that your current hearing aid is not able to correct it
- Your hearing aid is lost, stolen, or broken and cannot be fixed and it was not your fault. You must give us a note that tells us how this happened

For adults age 21 and older, Medi-Cal does not cover:

- Replacement hearing aid batteries

Must be ordered by your PCP and authorized by your health network.

If you have questions or need help with your health care services, please call CalOptima Health's Customer Service department 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. You can also visit our website at **www.caloptima.org**.

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Services that our plan pays for:

Home Health Services:

CalOptima Health covers health services given in your home when found medically necessary and prescribed by your doctor or by a physician assistant, nurse practitioner or clinical nurse specialist.

Home health services are limited to services that Medi-Cal covers, including:

- Part-time skilled nursing care
- Part-time home health aide
- Skilled physical, occupational and speech therapy
- Medical social services
- Medical supplies

Medical supplies, equipment, and appliances

CalOptima Health covers medical supplies prescribed by doctors, physician assistants, nurse practitioners, and clinical nurse specialists. Some medical supplies are covered through Medi-Cal Rx, part of Fee-for-Service (FFS) Medi-Cal, and not by CalOptima Health. When Medi-Cal Rx covers supplies, the provider will bill Medi-Cal.

Hospice and palliative care:

CalOptima Health covers hospice care and palliative care for children and adults, which help reduce physical, emotional, social, and spiritual discomforts. Adults who are age 21 or older may not get hospice care and curative (healing) care services at the same time.

- **Hospice care:** Hospice care is a benefit for terminally ill members. Hospice care requires the member to have a life expectancy of six months or less. It is an intervention that focuses mainly on pain and symptom management rather than on a cure to prolong life.
- **Palliative care:** Palliative care is patient- and family-centered care that improves the quality of life by anticipating, preventing, and treating suffering. Palliative care is available to children and adults with a serious or life-threatening illness. It does not require the member to have a life expectancy of six months or less. Palliative care may be provided at the same time as curative care.

Adults who are age 21 or older cannot get both curative care and hospice care at the same time. If you are getting palliative care and qualify for hospice care, you can ask to change to hospice care at any time.

If you have questions or need help with your health care services, please call CalOptima Health's Customer Service department 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. You can also visit our website at **www.caloptima.org**.

Services that our plan pays for:

Hospitalization:

Anesthesiologist services

- CalOptima Health covers medically necessary anesthesiologist services during covered hospital stays. An anesthesiologist is a provider who specializes in giving patients anesthesia. Anesthesia is a type of medicine used during some medical or dental procedures.

Inpatient hospital services

- CalOptima Health covers medically necessary inpatient hospital care when you are admitted to the hospital.

Rapid Whole Genome Sequencing

- Rapid Whole Genome Sequencing (RWGS) is a covered benefit for any Medi-Cal member who is one year of age or younger and is getting inpatient hospital services in an intensive care unit. It includes individual sequencing, trio sequencing for a parent or parents and their baby, and ultra-rapid sequencing.
- RWGS is a new way to diagnose conditions in time to affect Intensive Care Unit (ICU) care of children one year of age or younger.

Surgical services

- CalOptima Health covers medically necessary surgeries performed in a hospital.

Laboratory and radiology services:

CalOptima Health covers outpatient and inpatient laboratory and X-ray services when medically necessary. Advanced imaging procedures, such as CT scans, MRIs and PET scans, are covered based on medical necessity.

Must be ordered by your PCP and authorized by your health network, except in emergencies.

If you have questions or need help with your health care services, please call CalOptima Health's Customer Service department 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. You can also visit our website at **www.caloptima.org**.

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Services that our plan pays for:

Maternity and newborn care:

CalOptima Health covers these maternity and newborn care services:

- Delivery in a birthing center, home, or hospital based on what the member prefers and what is medically best for them
- Breast pumps and supplies
- Breast-feeding education and aids
- Care coordination
- Counseling
- Diagnosis of fetal genetic disorders and counseling
- Doula services
- Maternal mental health services
- Newborn care
- Nutrition education
- Pregnancy-related health education
- Prenatal, delivery, and postpartum care from a certified nurse midwife (CNM), licensed midwife (LM) or physician, based on member prefers and what is medically best for them
- Social and mental health assessments and referrals
- Vitamin and mineral supplements

Every pregnant and postpartum member may receive all of the above services.

Contact Customer Service toll free at **1-888-587-8088** (TTY **711**) for help getting services.

Extended postpartum coverage

CalOptima Health covers full-scope coverage for up to 12 months after the end of the pregnancy, regardless of changes in income, or how the pregnancy ends.

If you have questions or need help with your health care services, please call CalOptima Health's Customer Service department 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. You can also visit our website at **www.caloptima.org**.

Services that our plan pays for:

Transportation benefits for situations that are not emergencies:

You can get medical transportation if you have medical needs that do not allow you to use a car, bus, train, taxi, or other form of public or private transportation to get to your appointments for medical care. You can get medical transportation for covered services and Medi-Cal covered pharmacy appointments. You can request medical transportation by asking for it from your provider. This includes your doctor, dentist, podiatrist, physical therapist, speech therapist, occupational therapist, mental health or substance use disorder (SUD) provider, physician assistant, nurse practitioner, or certified nurse midwife. Your provider will decide the correct type of transportation to meet your needs.

If they find that you need medical transportation, they will prescribe it by filling out a form and submitting it to CalOptima Health. Once approved, the approval is good for up to 12 months, depending on the medical need. Once approved, you can get as many rides as you need for your covered medical and pharmacy appointments. Your provider will need to re-assess your medical need for medical transportation and, if appropriate, re-approve your prescription for medical transportation when it expires, if you still qualify. Your doctor may re-approve the medical transportation for up to 12 months or less.

Medical transportation is transportation in an ambulance, litter van, wheelchair van or air transport.

You will get medical transportation if:

- It is physically or medically needed, with a written authorization by your provider because you are not able to physically or medically use a car, bus, train, or other form of public or private transportation to get to your appointment.
- You need help from the driver to and from your home, vehicle or place of treatment due to a physical or mental disability.

To ask for medical transportation that your doctor has prescribed for non-urgent (routine) appointments, call CalOptima Health's transportation line at **1-833-648-7528 (TTY 711)** at least two business days (Monday-Friday) before your appointment.

If you have questions or need help with your health care services, please call CalOptima Health's Customer Service department 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. You can also visit our website at **www.caloptima.org**.

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Services that our plan pays for:

Non-medical transportation:

Your benefits include getting a ride to your appointments when the appointment is for a Medi-Cal covered service and you do not have any access to transportation. You can get a ride, for free, when you have tried all other ways to get transportation and are:

- Traveling to and from an appointment for a Medi-Cal service authorized by your provider, or
- Picking up prescriptions and medical supplies

CalOptima Health allows you to use a car, taxi, bus, or other public or private way of getting to your medical appointment for Medi-Cal covered services. CalOptima Health will cover the lowest cost of non-medical transportation type that meets your needs.

Sometimes, CalOptima Health can reimburse you (pay you back) for rides in a private vehicle that you arrange. CalOptima Health must approve this before you get the ride. You must tell us why you cannot get a ride any other way, such as by bus. You can call or tell us in person. If you have access to transportation or can drive yourself to the appointment, CalOptima Health will not reimburse you. This benefit is only for members who do not have access to transportation.

For mileage reimbursement for an approved private vehicle ride, you must submit copies of the driver's:

- Valid driver's license,
- Valid vehicle registration, and
- Valid vehicle insurance.

To request a ride for services, call CalOptima Health's transportation line at **1-833-648-7528 (TTY 711)** at least two business days (Monday–Friday) before your appointment, or as soon as you can when you have an urgent appointment. Have your CalOptima Health member ID card ready when you call.

If you have questions or need help with your health care services, please call CalOptima Health's Customer Service department 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. You can also visit our website at **www.caloptima.org**.

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Services that our plan pays for:

Nurse Advice Line:

CalOptima Health's Nurse Advice Line can give you free medical information and advice 24 hours a day, every day of the year.

You can call the Nurse Advice Line to:

- Talk to a nurse who will answer medical questions, give care advice and help you decide if you should go to a provider right away
- Get help with medical conditions, such as diabetes or asthma, including advice about what kind of provider may be right for your condition

The Nurse Advice Line cannot help with clinic appointments or medicine refills. Call your provider's office if you need help.

Call **1-844-447-8441** (TTY **1-844-514-3774**), toll-free 24 hours a day, 7 days a week.

No-cost interpreter services are available for people who do not speak English.

Routine care:

Routine care is regular health care. It includes preventive care, also known as wellness or well care. It helps you stay healthy and helps keep you from getting sick. Preventive care includes regular check-ups, screenings, immunizations, health education, and counseling.

Your PCP will:

- Give you most of your routine care, including regular check-ups, immunizations (shots), treatment, prescriptions, required screenings, and medical advice.
- Keep your health records.
- Refer you to specialists if needed.
- Order X-rays, mammograms, or lab work if you need them.

When you need routine care, you should call your doctor for an appointment. Be sure to call your PCP before you get medical care unless it is an emergency. For an emergency, call **911** or go to the nearest emergency room or hospital.

Skilled nursing facility services:

CalOptima Health covers skilled nursing facility services as medically necessary if you are disabled and need a high level of care. These services include room and board in a licensed facility with 24-hour per day skilled nursing care.

If you have questions or need help with your health care services, please call CalOptima Health's Customer Service department 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. You can also visit our website at **www.caloptima.org**.

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Services that our plan pays for:

Occupational therapy:

CalOptima Health covers occupational therapy services, including occupational therapy evaluation, treatment planning, treatment, instruction and consultative services. CalOptima Health may pre-approve (prior authorization) more services as medically necessary.

Outpatient Mental Health Services:

CalOptima Health covers initial mental health assessments without needing pre-approval (prior authorization). You can get a mental health assessment at any time from a licensed mental health provider in the CalOptima Health network without a referral.

Your PCP or mental health provider might make a referral for more mental health screening to a specialist in the CalOptima Health network to decide the level of care you need. If your screening results find you are mildly or moderately impaired due to a mental health condition, CalOptima Health can provide mental health services for you.

CalOptima Health covers mental health services, such as:

- Individual and group mental health evaluation and treatment (psychotherapy)
- Psychological testing when clinically indicated to evaluate a mental health condition
- Development of cognitive skills to improve attention, memory and problem solving
- Outpatient services for the purposes of monitoring medicine therapy
- Outpatient laboratory services
- Outpatient medicines that are not already covered under the Medi-Cal Rx Contract Drugs List (<https://medi-calrx.dhcs.ca.gov/home/>), supplies and supplements
- Psychiatric consultation
- Family therapy that involves at least two family members. Examples of family therapy include, but are not limited to:
 - Child-parent psychotherapy (ages 0 through 5)
 - Parent-child interactive therapy (ages 2 through 12)
 - Cognitive-behavioral couple therapy (adults).

For help finding more information on mental health services provided by CalOptima Health, call the CalOptima Health Behavioral Health Line at **1-855-877-3885 (TTY 711)**. Some mental health services may require pre-approval (prior authorization). Please contact your provider to begin the process.

If you have questions or need help with your health care services, please call CalOptima Health's Customer Service department 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. You can also visit our website at **www.caloptima.org**.

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Services that our plan pays for:

Medi-Cal for Kids and Teens:

Needed health care services are covered and free for members under 21 years old. The list below includes commonly medically necessary services to treat or care for any defects and physical or mental diagnoses. Covered services include, but are not limited to:

- Well-child visits and teen check-ups (important visits children need)
- Immunizations (shots)
- Behavioral health (mental health and/or substance use disorder) assessment and treatment
- Mental health evaluation and treatment, including individual, group and family psychotherapy (specialty mental health services are covered by the county)
- Adverse childhood experiences (ACE) screening
- Enhanced Care Management (ECM) for Children and Youth Populations of Focus (POFs) (a Medi-Cal managed care plan (MCP) benefit)
- Lab tests, including blood lead poisoning screening
- Health and preventive education
- Vision services
- Dental services (covered under Medi-Cal Dental)
- Hearing services (Covered by California Children's Services (CCS) for children who qualify. CalOptima Health will cover services for children who do not qualify for CCS.)
- Home Health Services, such as private duty nursing (PDN), occupational therapy, physical therapy, and medical equipment and supplies

These services are called Medi-Cal for Kids and Teens (also known as Early and Periodic Screening, Diagnostic and Treatment (EPSDT) services. Additional information for members regarding Medi-Cal for Kids and Teens can be found at <https://www.dhcs.ca.gov/services/Medi-Cal-For-Kids-and-Teens/Pages/Member-Information.aspx>. Medi-Cal for Kids and Teens services that are recommended by pediatricians' Bright Futures guidelines to help you, or your child, stay healthy are covered for free. To read the Bright Futures guidelines, go to https://downloads.aap.org/AAP/PDF/periodicity_schedule.pdf.

If you have questions or need help with your health care services, please call CalOptima Health's Customer Service department 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. You can also visit our website at **www.caloptima.org**.

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Services that our plan pays for:

Physical Therapy:

CalOptima Health covers medically necessary physical therapy services when prescribed by a doctor, dentist, or podiatrist. Services include physical therapy evaluation, treatment planning, treatment, instruction, consultative services and applying of topical medicines. Prescriptions are limited to six months and may be renewed for medical necessity.

Speech Therapy:

CalOptima Health covers speech therapy that is medically necessary and prescribed by a doctor or dentist. Prescriptions are limited to six months and may be renewed for medical necessity. CalOptima Health may pre-approve (prior authorize) more than two services per month as medically necessary.

Telehealth Services:

Telehealth is a way of getting services without being in the same physical location as your provider. Telehealth may involve having a live conversation with your provider by phone, video, or other means. Or telehealth may involve sharing information with your provider without a live conversation. You can get many services through telehealth.

Telehealth may not be available for all covered services. You can contact your provider to learn which services you can get through telehealth. It is important that you and your provider agree that using telehealth for a service is appropriate for you. You have the right to in-person services. You are not required to use telehealth even if your provider agrees that it is appropriate for you.

If you have questions or need help with your health care services, please call CalOptima Health's Customer Service department 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. You can also visit our website at **www.caloptima.org**.

Services that our plan pays for:

Urgent Care:

Urgent care is **not** for an emergency or life-threatening condition. It is for services you need to prevent serious damage to your health from a sudden illness, injury, or complication of a condition you already have. Most urgent care appointments do not need pre-approval (prior authorization). If you ask for an urgent care appointment, you will get an appointment within 48 hours. If the urgent care services you need require a pre-approval (prior authorization), you will get an appointment within 96 hours of your request.

Urgent care needs could be:

- Cold
- Sore throat
- Fever
- Ear pain
- Sprained muscle
- Maternity services

When you are inside CalOptima Health's service area and need urgent care, you must get urgent care services from an in-network provider. You do not need pre-approval (prior authorization) for urgent care from in-network providers inside CalOptima Health's service area.

For urgent care, call your PCP. If you cannot reach your PCP, call toll-free at **1-888-587-8088** (TTY **711**). Or you can call the CalOptima Health Nurse Advice Line at **1-844-447-8441** (TTY **1-844-514-3774**) to learn the level of care that is best for you. CalOptima Health Nurse Advice Line is available 24 hours a day, 7 days a week, in your preferred language.

If you have questions or need help with your health care services, please call CalOptima Health's Customer Service department 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. You can also visit our website at **www.caloptima.org**.

CalOptima Health Summary of Benefits

Services that our plan pays for:

Vision benefits:

CalOptima Health covers:

- A routine eye exam once every 24 months; more frequent eye exams are covered if medically necessary for members, such as those with diabetes.
- Eyeglasses (frames and lenses) once every 24 months with a valid prescription.
- Replacement eyeglasses within 24 months if your prescription changes or your eyeglasses are lost, stolen or broken and cannot be fixed, and it was not your fault. You must give us a note that tells us how your eyeglasses were lost, stolen or broken.
- Low vision devices if you have vision impairment that impacts your ability to perform everyday activities (such as age-related macular degeneration) and standard glasses, contact lenses, medicine, or surgery that interferes with a person's ability to perform everyday activities.
- Medically necessary contact lenses. Contact lens testing and contact lenses may be covered if the use of eyeglasses is not possible due to eye disease or condition (such as a missing ear). Medical conditions that qualify for special contact lenses include, but are not limited to, aniridia, aphakia and keratoconus.

If you would like more information, call Vision Service Plan (VSP) at 1-800-438-4560 (TTY 1-800-735-2922).

The above summary of benefits is not a complete list of benefits. For a complete list and more information about your benefits, you can read the CalOptima Health Member Handbook. If you don't have a Member Handbook, call CalOptima Health Customer Service at the numbers listed at the bottom of this page to get one. If you have questions, you can also call Customer Service or visit www.caloptima.org.

How to get help

CalOptima Health wants you to be happy with your health care. If you have questions or concerns about your care, CalOptima Health wants to hear from you!

If you have questions or need help with your health care services, please call CalOptima Health's Customer Service department 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. You can also visit our website at www.caloptima.org.

CalOptima Health Summary of Benefits

Customer Service

CalOptima Health Customer Service is here to help you. CalOptima Health can:

- Answer questions about your health plan and CalOptima Health covered services
- Help you choose or change a primary care provider (PCP)
- Help you choose or change your health network
- Tell you where to get the care you need
- Help you get interpreter services if you do not speak English
- Help you get information in other languages and formats
- Provide a replacement identification (ID) card
- Provide a Member Handbook or Provider Directory
- Assist with billing inquiries
- Coordinate transportation

If you need help, call toll-free at **1-888-587-8088 (TTY 711)**. CalOptima Health is here Monday through Friday from 8 a.m. to 5:30 p.m. The call is free. CalOptima Health must make sure you wait less than 10 minutes when calling.

You can also visit Customer Service online at any time at **www.caloptima.org**. CalOptima Health's website makes it easier for you to find what you need on any device. It also has a secure online member portal so you can:

- Update your personal information
- Request a new ID card
- Print a copy of your ID card
- Change your health network or primary care provider (PCP)
- Request interpreter services

You can access the CalOptima Health member portal at **<https://www.caloptima.org/ForMembers/MemberPortal.aspx>**.

Rights and responsibilities

As a member of CalOptima Health, you have certain rights and responsibilities. This section explains these rights and responsibilities.

If you have questions or need help with your health care services, please call CalOptima Health's Customer Service department 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. You can also visit our website at **www.caloptima.org**.

CalOptima Health Summary of Benefits

Your rights

These are your rights as a member of CalOptima Health:

- To be treated with respect and dignity, giving due consideration to your right to privacy and the need to maintain confidentiality of your medical information such as medical history, mental and physical condition or treatment, and reproductive or sexual health
- To be provided with information about the health plan and its services, including covered services, providers, practitioners, and member rights and responsibilities
- To get fully translated written member information in your preferred language, including all grievance and appeals notices
- To make recommendations about CalOptima Health's member rights and responsibilities policy
- To be able to choose a primary care provider within CalOptima Health's network
- To have timely access to network providers
- To participate in decision-making with providers regarding your own health care, including the right to refuse treatment
- To voice grievances, either verbally or in writing, about the organization or the care you got
- To know the medical reason for CalOptima Health's decision to deny, delay, terminate (end), or change a request for medical care
- To get care coordination
- To ask for an appeal of decisions to deny, defer, or limit services or benefits
- To get free interpreting and translation services for your language
- To ask for free legal help at your local legal aid office or other groups
- To formulate advance directives
- To ask for a State Hearing if a service or benefit is denied and you have already filed an appeal with CalOptima Health and are still not happy with the decision, or if you did not get a decision on your appeal after 30 days, including information on the circumstances under which an expedited hearing is possible
- To disenroll (drop) from CalOptima Health and change to another health plan in the county upon request
- To access minor consent services
- To get free written member information in other formats (such as braille, large-size print, audio, and accessible electronic formats) upon request and in a timely fashion appropriate for the format being requested and in accordance with Welfare and Institutions (W&I) Code section 14182 (b)(12)

If you have questions or need help with your health care services, please call CalOptima Health's Customer Service department 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. You can also visit our website at **www.caloptima.org**.

CalOptima Health Summary of Benefits

- To be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation
- To truthfully discuss information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand, regardless of cost or coverage
- To have access to and get a copy of your medical records, and request that they be amended or corrected, as specified in 45 Code of Federal Regulations (CFR) sections 164.524 and 164.526
- Freedom to exercise these rights without adversely affecting how you are treated by CalOptima Health, your providers, or the State
- To have access to family planning services, Freestanding Birth Centers, Federally Qualified Health Centers, Indian Health Care Providers, midwifery services, Rural Health Centers, sexually transmitted infection services, and emergency care outside CalOptima Health's network pursuant to federal law

Your responsibilities

CalOptima Health members have these responsibilities:

- Knowing, understanding and following your member handbook
- Understanding your medical needs and working with your health care providers to create your treatment plan
- Following the treatment plan you agreed to with your health care providers
- Telling CalOptima Health and your health care providers what we need to know about your medical condition so we can provide care
- Making and keeping medical appointments and telling the office when you must cancel your appointment
- Learning about your medical condition and what keeps you healthy
- Taking part in health care programs that keep you healthy
- Working with and being polite to the people who are partners in your health care.

If you have questions or need help with your health care services, please call CalOptima Health's Customer Service department 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. You can also visit our website at **www.caloptima.org**.

NONDISCRIMINATION NOTICE

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, and 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. by calling **1-888-587-8088**. Or, if you cannot hear or speak well, call **711** to use the California Relay Service.

How to file a grievance

If you believe that CalOptima Health has failed to provide these services or unlawfully discriminated in another way based on 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's Grievance and Appeals Resolution Services department. You can file a grievance by phone, by mail, in person, or online:

- **By phone:** Contact CalOptima Health's Grievance and Appeals Resolution Services department between 8 a.m. and 5:30 p.m., Monday through Friday by calling **1-888-587-8088**. Or, if you cannot hear or speak well, call **711** to use the California Relay Service.
- **By mail:** Fill out a complaint form or write a letter and mail it to:
CalOptima Health
Attn: Grievance and Appeals Resolution Services department
505 City Parkway West
Orange, CA 92868

If you have questions or need help with your health care services, please call CalOptima Health's Customer Service department 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. You can also visit our website at **www.caloptima.org**.

CalOptima Health Summary of Benefits

- **In person:** Visit your doctor's office or CalOptima Health and say you want to file a grievance.
- **Online:** Go to CalOptima Health's website at <https://caloptima.govfa.net/19>.

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 (DHCS), Office of Civil Rights by phone, by mail, or online:

- **By phone:** Call 1-916-440-7370. If you cannot speak or hear well, call 711 (Telecommunications Relay Service).
- **By mail:** Fill out a complaint form or mail a letter to:
Department of Health Care Services
Office of Civil Rights
P.O. Box 997413, MS 0009
Sacramento, CA 95899-7413

Complaint forms are available at:

https://www.dhcs.ca.gov/Pages/Language_Access.aspx.

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

Office of Civil Rights – United States 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 United States Department of Health and Human Services, Office for Civil Rights by phone, by mail, or online:

- **By phone:** Call 1-800-368-1019. If you cannot speak or hear well, call TTY 1-800-537-7697 or 711 to use the California Relay Service.
- **By mail:** Fill out a complaint form or mail 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

<https://www.hhs.gov/ocr/complaints/index.html>.

- **Online:** Go to the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/cp>.

If you have questions or need help with your health care services, please call CalOptima Health's Customer Service department 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. You can also visit our website at www.caloptima.org.

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

English

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) العربية

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 بريل والخط الكبير اتصل بـ **1-888-587-8088 (TTY 711)**. هذه الخدمات مجانية.

Հայերեն (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: Չանզանահարեք **1-888-587-8088 (TTY 711)**: Այդ ծառայություններն անվճար են:

ខ្មែរ (Cambodian)

ចំណាំ៖ បើអ្នក ត្រូវ ការជំនួយ ជាភាសា របស់អ្នក សូម ទូរស័ព្ទទៅលេខ **1-888-587-8088 (TTY 711)** ។ ជំនួយ និង សេវាកម្ម សម្រាប់ ជនពិការ ដូចជា ឯកសារសរសេរជាអក្សរធំ សម្រាប់ជនពិការភ្នែក ឬឯកសារសរសេរជាអក្សរពុម្ពធំ ក៏អាចរកបានផងដែរ។ ទូរស័ព្ទមកលេខ **1-888-587-8088 (TTY 711)** ។ សេវាកម្ម ទាំងនេះមិនគិតថ្លៃឡើយ។

If you have questions or need help with your health care services, please call CalOptima Health's Customer Service department 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. You can also visit our website at www.caloptima.org.

简体中文 (Simplified Chinese)

请注意:如果您需要以您的母语提供帮助,请致电 **1-888-587-8088 (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 (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) فارسی

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

ગુજરાતી (Gujarati)

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

हिंदी (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 ब्रेल और बड़े प्रिंट में भी दस्तावेज़ उपलब्ध हैं। **1-888-587-8088 (TTY 711)** पर कॉल करें। ये सेवाएं नि: शुल्क हैं।

If you have questions or need help with your health care services, please call CalOptima Health's Customer Service department 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. You can also visit our website at www.caloptima.org.

Hmoob (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 (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 (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.

ພາສາລາວ (Laotian)

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

If you have questions or need help with your health care services, please call CalOptima Health's Customer Service department 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. You can also visit our website at www.caloptima.org.

Mien

LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiemy 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 hluo 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.

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 braile ou impressos com letras grandes, também estão disponíveis. Ligue para **1-888-587-8088** (TTY **711**). Esses serviços são gratuitos.

ਪੰਜਾਬੀ (Punjabi)

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਾਲ ਕਰੋ **1-888-587-8088** (TTY **711**). ਅਪਾਹਜ 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 |

If you have questions or need help with your health care services, please call CalOptima Health's Customer Service department 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. You can also visit our website at www.caloptima.org.

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 (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.

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 (Filipino)

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 serbisyong ito.

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ภาษาไทย (Thai)

โปรดทราบ: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ กรุณา โทรศัพทไปที่หมายเลข **1-888-587-8088 (TTY 711)** นอกจากนี้ ยังพร้อม ให้ความช่วยเหลือและบริการต่าง ๆ สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ ที่เป็นอักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพทไปที่หมายเลข **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.

Українська (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.

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(Urdu) اردو

توجہ: اگر آپکو 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۔

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.

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CalOptima Health, A Public Agency
505 City Parkway West, Orange, CA 92868
caloptima.org

If you have questions or need help with your health care services, please call CalOptima Health's Customer Service department at **1-714-246-8500** or 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. You can also visit our website at **www.caloptima.org**.