

CONNECTIONS

OneCare Member Newsletter



Use your OneCare flex card at stores in your neighborhood.
Find out more about your flex card benefits on **Page 3**.

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A Note From Javier



Hello, I'm Javier Sanchez, and I'm proud to lead CalOptima Health's OneCare plan. This year marks 20 years of helping people in Orange County — and we couldn't have done it without you.

As your **local health plan**, we're not just in the community, we're part of it. Our Customer Service team works right here in the city of Orange. When you call us, you're talking to someone who lives and works near you. We understand what people in Orange County need because we live here, too.

I invite you to read Page 6 to learn how CalOptima Health OneCare can help you stay healthy. Thank you for trusting us with your care. We're here for you 24 hours a day, 7 days a week at **1-877-412-2734** (TTY **711**). Let us know how we can serve you better. 🌈

Best regards,

Javier Sanchez

*Executive Director of Medicare Programs
CalOptima Health*

Need Help With Technology? OneCare Is Here for You!



If you need help using phones, computers or the internet, OneCare has you covered! With help from our partner, Papa, you can get one-on-one support at no cost to make technology easier and more useful in your daily life.

A Papa Pal can help you:

- ✔ Connect your phone, tablet or computer to the internet
- ✔ Log in to your OneCare member portal at <https://member.caloptima.org/#/user/login>
- ✔ Join your online doctor visits (telehealth)
- ✔ Access and use your OneCare flex card
- ✔ Download helpful apps and online tools
- ✔ Order prescriptions for home delivery
- ✔ And so much more — at your pace!









Friendly help from real people

Papa Pals are kind, patient and ready to help you step by step. One member shared how her Papa Pal helped her unlock her phone, manage passwords and even turn her TV into a large computer screen so she could read more easily. These small changes have made a big difference in her life, and they can for you, too.

Call Papa Tech Help toll-free at **1-855-606-4884**, Monday–Friday, 5 a.m.–5 p.m. PST to let us know how we can help you.

Get the Items You Need With Your Flex Card

Use your OneCare flex card to buy over-the-counter (OTC) items at the store or online. Your OneCare plan will load \$167 every 3 months onto the card so you can buy products like:

-  Vitamins
-  Allergy medicine
-  Pain relief
-  Cold and flu medicines
-  Toothbrushes, toothpaste and floss
-  Eyedrops, eye relief products and contact solution
-  Herbal supplements
-  Compression socks and so much more!

Using your OneCare flex card:

- 1** Activate your OneCare flex card by texting **ACTIVATE** to **53746** or by visiting www.andmorehealth.com or calling **1-855-AND-MORE (1-855-263-6673; TTY 711)**.
- 2** Shop at stores like Walmart, CVS, Target and Costco or order online or by phone. Just swipe your card at checkout — it's that simple!
- 3** Check how much money is on your card by texting **BALANCE** to **53746** or visiting www.andmorehealth.com.



“ Use your OneCare flex card to buy over-the-counter (OTC) items at the store or online. Your OneCare plan will load \$167 every 3 months onto the card. ”

If you have a qualifying chronic condition, you can also use your flex card to buy healthy food and produce like fruits, vegetables, meat and dairy. Call OneCare Customer Service at **1-877-412-2734 (TTY 711)** to see if you qualify*. 🌈

*This benefit is a Special Supplemental Benefit for the Chronically Ill (SSBCI). To qualify, you must have a qualifying chronic condition such as heart disease, diabetes, cancer, lung disease or dementia. Not all members with a chronic condition will qualify. For a full list of chronic conditions or to learn more about other eligibility requirements needed to qualify for SSBCI benefits, please see Chapter 4 in the CalOptima Health OneCare Complete Member Handbook.



Here Are CalOptima Health's 2026 OneCare Member Health Rewards

CalOptima Health OneCare offers health rewards to eligible members who take an active role in their health.

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



\$50 Reward


 *Submit form online*

 Annual Wellness Visit



\$50 Reward

 *Submit form online*

 Colorectal Cancer Screening —
Colonoscopy



\$25 Reward

No form needed

 Health Risk Assessment



\$15 or \$25 Reward

 *Submit form online*

 Colorectal Cancer Screening —
Other Types

- **\$15** Fecal Occult Blood Test (FOBT)
- **\$15** Fecal Immunochemical Test (FIT)
- **\$25** CT Colonography
- **\$25** Flexible Sigmoidoscopy



\$25 Reward

 *Submit form online*

 Breast Cancer Screening

 Diabetes A1c Test

 Diabetes Eye Exam

 Osteoporosis Management

Note: Members are eligible for 1 of these colorectal cancer screening rewards each calendar year.

Visit www.caloptima.org/e/rewards for health reward requirements and to complete your forms online. Rewards are loaded directly to your OneCare flex card. If you need help completing your form over the phone or want more information, call OneCare Customer Service toll-free at **1-877-412-2734** (TTY **711**), 24 hours a day, 7 days a week.

As of 1/1/2026, you must meet all health reward eligibility requirements to qualify for your reward. Your reward may take up to 5 business days to process and be loaded to your flex card. Rewards cannot be used to buy alcohol, tobacco, firearms, gift cards or lottery tickets. Each health reward may be earned once per calendar year, while funds last. The program may change or end without notice.

Get a Blood Pressure Monitor at No Cost to You

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

Blood pressure is the pressure of blood pushing against the walls of your arteries. Arteries carry blood from your heart to other parts of your body.

High blood pressure, also called hypertension, is blood pressure that is higher than the healthy range. Having high blood pressure puts you at risk for heart disease and stroke.

The normal blood pressure range is below 120/80.

To get a blood pressure monitor:

- 1 Ask the doctor's office to confirm with the pharmacy first that they can fill the prescription.
- 2 Ask the doctor if they can send the request directly to the pharmacy.
 - a. If you prefer home delivery, ask the doctor's office to see if the pharmacy makes deliveries.
 - b. If you want to pick up your blood pressure monitor at the pharmacy, take a copy of the doctor's order with you.



When should I check my blood pressure?

- Make sure to check your blood pressure at home as recommended by your doctor.
- Before your doctor's visit, check your blood pressure and share your results with your doctor.
- Compare your morning and evening blood pressure readings to see if there is a major difference that you should share with your doctor.



Learn more about ways to manage and prevent high blood pressure by talking to your doctor.

Important Screenings for Members Who Have a Schizophrenia or Bipolar Disorder Diagnosis



Cardiovascular disease and diabetes are among the top 10 leading causes of death in the United States. People diagnosed with schizophrenia or bipolar disorder who take certain psychotropic medicines have an increased risk of cardiovascular disease and diabetes. Members can be screened and monitored for these conditions at no cost. Members with these conditions should get regular health checkups with their doctor.

Talking with your doctor about your physical health needs and getting care can improve your well-being and increase your chances of living a healthier life. Call your doctor if you have questions about your medicines or to schedule a visit to ask about these important screenings.

If you have questions or need help contacting your doctor, call OneCare Customer Service toll-free at **1-877-412-2734** (TTY **711**), 24 hours a day, 7 days a week. 🌈

Complete an Annual Wellness Visit With Your Doctor

An Annual Wellness Visit (AWV) is a check-in with your doctor every 12 months to help you stay healthy. It's not the same as a trip to the doctor when you're sick. As a CalOptima Health OneCare member, the AWV is available to you at no cost. At this visit, your doctor will:

- Check risk factors that may affect your health
- Check health issues early before they turn into big problems
- Review your medical history to help you stay healthy
- Review your medicines to make sure you have everything you need
- Complete age-appropriate screenings on time

- Talk about staying safe and active and avoiding falls
- Suggest things you can do for better health
- Plan for important future health screenings
- Advise you on how to get other services available to you

We hope you will take an active role in staying well! Getting the health care you need at the right time can help you live a healthier life.

To learn more, visit www.caloptima.org/e/health.

You may be eligible for a no-cost \$50 reward for completing your Annual Wellness Visit! You can fill out and send the reward form on www.caloptima.org/e/rewards. 🌈

What to Know When You Need to See a Specialist

Sometimes your health needs extra care. If that happens, your primary care provider (PCP) may want to send you to a specialist — someone who focuses on a specific part of the body, like the heart, skin or bones.

Start with your PCP



Your PCP is your main health partner. If you need a specialist, your PCP will guide you and explain what to do next. You might hear 2 terms: referral and prior authorization.

Referral

A referral means your PCP wants you to see a specialist who can help you with your health concern. Your medical group will review the request, and if approved, you'll get the information to schedule an appointment.

Prior authorization

Some tests, treatments or medicines need approval from your health plan before you get them. This is called prior authorization. It makes sure the service is safe, helpful and covered.



How referrals and prior authorizations work together

- A referral lets you see a specialist.
- Prior authorization is needed for certain services that the specialist may order.

You might need a referral, prior authorization, both or neither. It depends on your health care needs and your medical group's rules.

For more information, check your CalOptima Health OneCare Complete Member Handbook or call OneCare Customer Service toll-free at **1-877-412-2734** (TTY **711**), 24 hours a day, 7 days a week. 🌈



OneCare Member Handbook

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

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

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

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



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

Get Helpful Information From CalOptima Health's New HealthHub

HealthHub is our new online library of trusted health information to help you make informed health choices! Whether you're starting your wellness journey or looking for answers about a health diagnosis, HealthHub is here with:

- ✔ Easy-to-read content and videos on common health topics
- ✔ Health and wellness information reviewed by doctors and experts
- ✔ Tools to check your health risks or make a care plan
- ✔ Tips to stay healthy and feel your best



Start exploring CalOptima Health's HealthHub now and take the first step toward better health.

Visit <https://healthhub.caloptima.org> or point your camera at the code and tap the link.

HealthHub has information on these topics and more:



Diabetes



Heart Health



Nutrition



Advance Care Planning for You, Your Loved Ones and Your Future

If you get sick or injured and can't speak for yourself, do you know what type of care you would want? Advance care planning is a great way to start thinking about your future medical care. Let us help you learn more about advance care planning and the forms you need. We also have tips on how to talk with your loved ones about their health care wishes.

What is advance care planning?

Advance care planning helps you make informed decisions about your health care, so your wishes are respected and honored, even when you might not be able to express them yourself. Advance care planning is your choice, but we encourage you to do it.

Why is advance care planning important?

If you become very ill and can't make medical choices for yourself, you want to make sure all your medical care is based on your choices. Planning ahead ensures your choices are respected.

Who should take part in advance care planning?

Everyone, no matter age or health, should take part in advance care planning. It's never too early to plan for the future.



“ Everyone, no matter age or health, should take part in advance care planning. It's never too early to plan for the future. ”

Start your advance care planning today

Planning for the future doesn't have to be hard. For more information on advance care planning, talk with your doctor or call CalOptima Health OneCare Customer Service toll-free at [1-877-412-2734](tel:1-877-412-2734) (TTY [711](tel:711)), 24 hours a day, 7 days a week. We have staff who speak your language. 🌍

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

Your Mental Health Matters: Helpful Reminders for Your Well-Being



Get support if feeling down or not like yourself

If you're feeling sad, tired or just not yourself, talk to your doctor. A screening can help find signs of depression. Support is available if you need it. Please call the CalOptima Health Behavioral Health Line at [1-855-877-3885](tel:1-855-877-3885) (TTY [711](tel:711)) for resources and support. You're not alone.



Talk to your doctor about treatment

Before starting any behavioral health medicines, talk to your doctor about all your treatment options. If medicine is prescribed, take it as directed and continue following your treatment plan.



Get blood tests for children on mental health medicines

If you have a child who is taking 2 or more mental health medicines, blood tests are important. These tests help check things like blood sugar and cholesterol to keep your child healthy and safe.



Screen for diabetes if taking antipsychotic medicines

People with schizophrenia or bipolar disorder who take antipsychotics have a higher risk of diabetes. Ask your doctor about diabetes screenings — early testing can help you stay healthy.



Take your medicines regularly

Psychotropic and antipsychotic medicines take time to work. Taking them as prescribed — and not stopping suddenly — is important for your progress. Always talk to your doctor before making changes.



Learn about treating opioid use disorder (OUD)

Medicines for OUD can reduce cravings, ease withdrawal and support long-term recovery. Taking your medicines regularly lowers the risk of relapse and overdose. Your doctor can help if you have questions.

If you have questions or need help contacting your doctor, call the CalOptima Health Behavioral Health Line toll-free at [1-855-877-3885](tel:1-855-877-3885) (TTY [711](tel:711)), 24 hours a day, 7 days a week. We have staff who speak your language. 🌈



Important Phone Numbers

After-Hours Advice

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

Medical Emergency

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

CalOptima Health OneCare Customer Service

24 hours a day, 7 days a week.

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

CalOptima Health Behavioral Health Line

For help with access to mental health services.

24 hours a day, 7 days a week.

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

TeleMed2U

For behavioral health telehealth appointments.

Monday–Friday, from 7 a.m. to 5 p.m.

1-562-268-0955 or toll-free: **1-844-585-9210**

Liberty Dental Plan

For comprehensive dental services.

Monday–Friday, from 8 a.m. to 8 p.m.

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

www.libertydentalplan.com

Medi-Cal Dental Program

For help with dental benefits.

Monday–Friday, from 8 a.m. to 5 p.m.

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

https://smilecalifornia.org

Nurse Advice Line

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

24 hours a day, 7 days a week.

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

OneCare Flex Card

To activate your OneCare flex card and for balance information.

Monday–Friday, from 8 a.m. to 8 p.m.

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

www.andmorehealth.com

Silver&Fit

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

Monday–Friday, from 5 a.m. to 6 p.m.

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

www.silverandfit.com

Transportation

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

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

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

VSP (Vision Service Plan)

Monday–Friday, from 8 a.m. to 8 p.m.

Toll-free: **1-855-492-9028** | TTY: **711**

www.vsp.com

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

English

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

العربية (Arabic)

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

Հայերեն (Armenian)

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

ខ្មែរ (Cambodian)

ចំណាំ: បើអ្នក ត្រូវ ការជំនួយ ជាភាសា របស់អ្នក សូម ទូរស័ព្ទទៅលេខ **1-877-412-2734 (TTY 711)** ។ ជំនួយ និង សេវាកម្មសម្រាប់ ជនពិការ ដូចជាឯកសារសរសេរជាអក្សរធំស ម្រាប់ជនពិការភ្នែក ឬឯកសារសរសេរជាអក្សរពុម្ពធំ ក៏អាចរកបានផងដែរ។ ទូរស័ព្ទមកលេខ **1-877-412-2734 (TTY 711)** ។ សេវាកម្មទាំងនេះមិនគិតថ្លៃឡើយ។

简体中文 (Simplified Chinese)

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

繁體中文 (Traditional Chinese)

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

فارسی (Farsi)

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

ગુજરાતી (Gujarati)

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

हिंदी (Hindi)

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

Hmoob (Hmong)

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

日本語 (Japanese)

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

한국어 (Korean)

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

ພາສາລາວ (Laotian)

ປະກາດ: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໃຫ້ໂທ ຫາເບີ **1-877-412-2734 (TTY 711)**. ຍັງມີຄວາມຊ່ວຍເຫຼືອແລະ ການບໍລິການສໍາລັບຄົນພິການ ເຊັ່ນເອກະສານທີ່ເປັນອັກສອນນູນແລະ ມີໂຕພິມໃຫຍ່ ໃຫ້ໂທຫາເບີ **1-877-412-2734 (TTY 711)**. ການ ບໍລິການເຫຼົ່ານີ້ບໍ່ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ.

Português (Portuguese)

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

Mien

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

ਪੰਜਾਬੀ (Punjabi)

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

Română (Romanian)

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

Русский (Russian)

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

Español (Spanish)

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

Türkçe Etiket (Turkish)

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

Tagalog (Filipino)

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

ภาษาไทย (Thai)

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

Українська (Ukrainian)

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

اردو ٹیگ لائن (Urdu)

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

Tiếng Việt (Vietnamese)

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

NONDISCRIMINATION NOTICE

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

CalOptima Health OneCare provides:

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

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

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

HOW TO FILE A GRIEVANCE

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

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

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

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

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

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

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

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

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

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

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

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

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

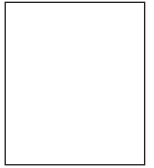
- Electronically: Visit the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

CalOptima Health OneCare (HMO D-SNP), a Medicare Medi-Cal Plan, is a Medicare Advantage organization with Medicare and Medi-Cal contracts. Enrollment in CalOptima Health OneCare depends on contract renewal. Call CalOptima Health OneCare Customer Service toll-free at **1-877-412-2734** (TTY **711**), 24 hours a day, 7 days a week. Visit us at www.caloptima.org/OneCare.



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

www.caloptima.org






Stay Connected With CalOptima Health

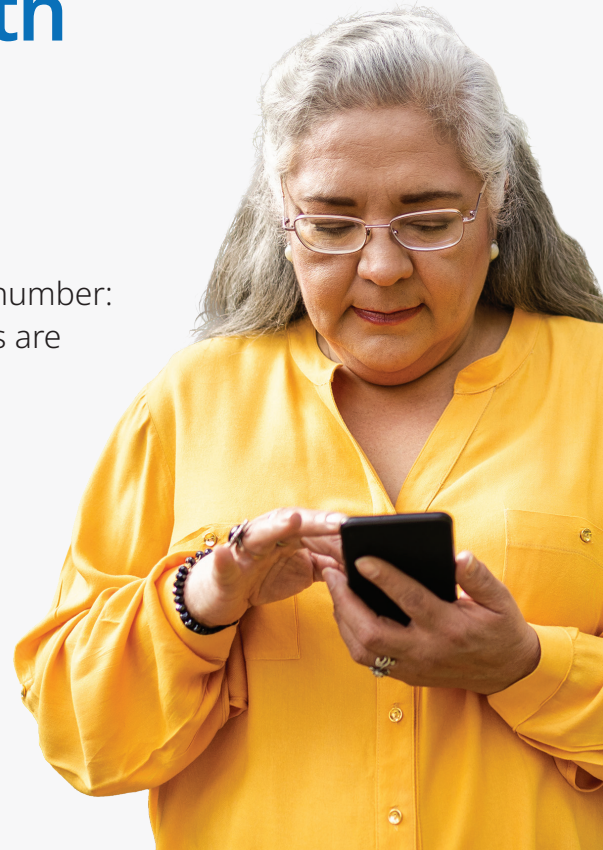
Look for Our Text Message Number

CalOptima Health OneCare sends text messages from a special number: **225678 (CALOPT)**. This makes it easy to know that our messages are real and important.

You might get texts about:

-  Reminders for checkups, screenings or flu shots
-  Benefits and services available to you
-  Tips to help you stay healthy

Be sure to save **225678** so you don't miss important updates!



Stock photos. Posed by models.

Reply STOP to opt out and START to opt back in. Message and data rates may apply.

H5433_26MM052_M (Accepted 5/4/2026)
PRI-040-111_E (05/26)