



BETTER TOGETHER

Member Newsletter | Spring 2025



Reminder:

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

Get a Blood Pressure Monitor at **NO COST** to You



As a CalOptima Health Medi-Cal 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.
 - If you prefer home delivery, ask the doctor's office to see if the pharmacy makes deliveries.
 - 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. 🌈

Take Action for Your Child's Healthy Smile Today!

A healthy smile is the foundation for overall health so don't forget the importance of dental health. Regular dental checkups are just as important as doctor visits, and now is the perfect time to schedule one.

Why dental health matters: Scheduling dental visits every 6 months helps prevent cavities and serious oral infections. At each checkup, your child will get a complete dental exam, teeth cleaning and a fluoride varnish treatment to prevent cavities.

Don't miss out on your child's dental benefits!

If your child doesn't have a dentist, Smile, California can help. Call **1-800-322-6384** (TTY **1-800-735-2922**) or visit smilecalifornia.org to find a Medi-Cal dentist near you. 🌈



Set your child up for a lifetime of healthy smiles:



Infants and toddlers (0-3): Schedule your child's first dental visit when their first tooth appears or by their first birthday.



Kids (4-12): Keep your child's gums and teeth strong with a dental visit every 6 months.



Teens (13-20): As permanent teeth come in, regular checkups every 6 months are important to maintaining great oral health as your child becomes an adult.

DID YOU KNOW?

Your child's primary care provider (PCP) can also apply fluoride varnish to help prevent cavities. Call your child's PCP and ask if topical fluoride varnish is offered in their office.



Testing Your Child for Lead: What You Need to Know

What is lead?

Lead is a metal that causes major health problems in young children. Many items with lead are no longer sold, but lead can still be found in and around older homes, in traditional home remedies, in foods and in some products.

Why test for lead?

- There is no safe blood lead level for children.
- Even low levels of lead can affect a child's brain, growth, learning, behavior and cause other health problems.
- Most children with lead in their blood show no signs and may look and act healthy.

A blood test is the only way to know if your child has been exposed to lead.

How is the blood lead test done?

A small amount of blood is taken from the finger, heel or arm and is tested for lead.

- A finger-prick or heel-prick collects a few drops of blood and has fast results.
- Blood may also be taken from a vein to confirm the level of lead.

Don't delay. Talk with your child's doctor about getting a blood lead test. 🌈

WHO SHOULD BE TESTED?

- Children should first be tested for lead at age 12 months and again at age 24 months.
- Get a catch-up test if your child has missed a blood lead test.



Protect Your Health With These Cancer Screenings

Early cancer screenings can help find cancer cells before they grow or spread through the body. Keeping up with your screenings can help with early detection and avoid delays in treatment. Below are a few screenings that should not be delayed:

Breast Cancer Screening

Anyone can get breast cancer regardless of gender. Talk to your doctor about getting a mammogram. A mammogram takes an X-ray picture of each breast to check for cancer, usually starting at age 40. If there is a concern, you will be called for more testing.

Cervical Cancer Screening

A Pap smear (or Pap test) is a screening for cervical cancer for people who have a cervix (lower part of the uterus). A Pap smear can find growths in the cervix that are not normal and can turn into cancer. It's important to talk with your provider to find out how often you need to have a Pap smear.

Colorectal Cancer Screening

At age 45, talk to your doctor about testing for colorectal cancer. Your risk for colorectal cancer increases with age.

There are many screenings available for colorectal cancer, including:

- Stool Tests (FOBT or FIT)
- Flexible Sigmoidoscopy
- Colonoscopy
- CT Colonography (virtual colonoscopy)



Talk to your doctor about which test is best for you and how often you should be tested. To help you stay healthy, it's important to find cancer early so that you can get treatment right away.

To learn more, visit: www.caloptima.org. 🌈

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.

Don't Miss Out on Your Gift Cards!



Here Are CalOptima Health's 2025 Member Health Rewards

CalOptima Health offers health rewards to eligible members for taking an active role in their health. See "Members May Qualify for New Behavioral Health Incentives" on **Page 10** to learn about 2 rewards. For more information and health reward forms, visit www.caloptima.org.

Annual Wellness Visit

\$50 gift card

Members ages 45 and older who complete an Annual Wellness Visit in 2025 (no health reward form needed)

Breast Cancer Screening

\$25 gift card

Members ages 50–74 who complete a breast cancer screening mammogram in 2025

Blood Lead Test at 12 Months of Age

\$25 gift card

Members between 12–23 months of age who complete a blood lead test in 2025 (no health reward form needed)

Blood Lead Test at 24 Months of Age

\$25 gift card

Members between 24–35 months of age who complete a blood lead test in 2025 (no health reward form needed)

Cervical Cancer Screening

\$25 gift card

Members ages 21–64 who complete a cervical cancer screening in 2025

Colorectal Cancer Screening

\$50 gift card

Members ages 45–75 who complete a colonoscopy in 2025

Diabetes A1C Test

\$25 gift card

Members ages 18–75 with a diagnosis of diabetes who complete an A1C test in 2025

Diabetes Eye Exam

\$25 gift card

Members ages 18–75 with a diagnosis of diabetes who are due for and complete a diabetes dilated or retinal eye exam in 2025

Postpartum Checkup

\$25 gift card

Members who have a postpartum checkup between 1 and 12 weeks after delivery

Each reward offer needs a completed health reward form except the Annual Wellness Visit, Blood Lead Test at 12 Months of Age and Blood Lead Test at 24 Months of Age. You must meet **all** health reward eligibility requirements to qualify for your reward. It takes at least 8 weeks after we get the completed form or claim from your visit to process your reward. Rewards cannot be used to purchase alcohol, tobacco, firearms, gift cards or lottery tickets. Rewards have no cash value, and CalOptima Health is not responsible if they are lost or stolen. You may only be approved 1 time per calendar year for each health reward. Rewards are available while funds last. This program may change or end at any time without notice.

CalOptima Health Offers a Medicare Plan




Do you have family members or friends who have Medicare and Medi-Cal coverage? CalOptima Health offers OneCare (HMO D-SNP), a Medicare Advantage Special Needs Plan, that might be right for them. OneCare makes health care easier, with all Medicare and Medi-Cal benefits in one single plan and more than 7,500 doctors and specialists in Orange County. There are no monthly premiums and no deductibles. Plus, members have 2 plan options:

CalOptima Health OneCare Complete

Our original plan offers \$0 copays on medical and hospital services and all covered prescription drugs. It includes many extras, such as a fitness benefit, comprehensive dental, a flex card for over-the-counter (OTC) items and groceries, and more.

CalOptima Health OneCare Flex Plus

Our new low-cost plan is designed for flexibility, offering \$0 doctor visits and hospital stays. It also includes generous extras such as a larger flex card allowance for OTC items, comprehensive dental, a fitness benefit and more.

To qualify for OneCare, a person must be age 21 and older; live in Orange County; have Medicare Parts A and B; and have full Medi-Cal benefits with no share of cost. Visit www.caloptima.org or call toll-free at **1-877-412-2734** (TTY **711**) 24 hours a day, 7 days a week, to learn more about CalOptima Health's Medicare plan. 

CalFresh Can Give You Money for Groceries

You don't have to choose between buying healthy groceries and paying your bills, like rent. Apply for CalFresh to get up to **\$975*** per month for a family of 4 or up to **\$292*** per month for an individual. The program issues benefits on a debit-type card that can be used at grocery stores, farmers markets and online.

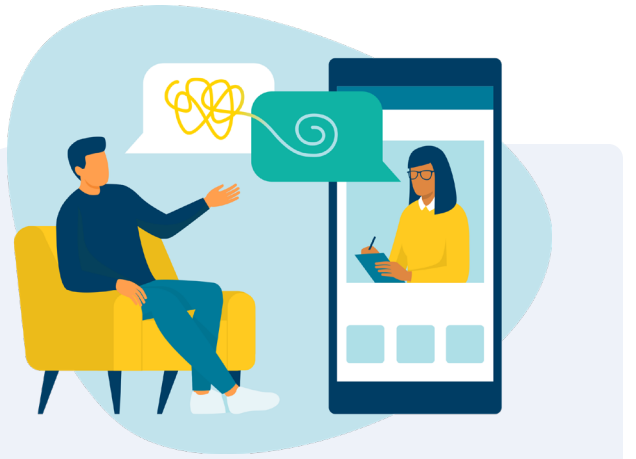
*CalFresh is not a Medi-Cal program, and it will not change your Medi-Cal benefits. There is no guarantee you will qualify if you apply, and the benefit amounts vary.



Apply now at **BenefitsCal.com** or call CalOptima Health Customer Service at **1-888-587-8088** (TTY **711**).

Telehealth Behavioral Health Services Available

CalOptima Health offers members telehealth services for behavioral health care through our partner, TeleMed2U. The service improves your options and access to care for routine behavioral health outpatient services. TeleMed2U providers treat a range of mild to moderate conditions. They can provide outpatient mental health therapy and manage your mental health medicines. You can request telehealth services by calling TeleMed2U toll-free at **1-844-585-9210**. For more information about



“*TeleMed2U can provide outpatient mental health therapy and manage your mental health medicines.*”

this program and other behavioral health services, call the CalOptima Health Behavioral Health Line toll-free at **1-855-877-3885** (TTY **711**), 24 hours a day, 7 days a week. 🌈

Mental Health Online Therapy Available for Students

Did you know K–12 students in participating school districts across Orange County have access to Hazel Health’s mental health online telehealth therapy services? Students will get matched with a licensed therapist who specializes in kids and teens. The program is free for students with or without insurance. It provides expert support, is proven to work and is fast and easy.



Scan the QR code to sign up for our \$0 online therapy program today.

**For more information, call
1-888-541-7063.**



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 Customer Service toll-free at **1-888-587-8088** (TTY **711**). 🌐



“ A follow-up visit can prevent another hospital stay or other problems. ”



CalOptima Health Member Handbook

The most current Member Handbook is available on our website at www.caloptima.org and upon request. To get it mailed to you, please call Customer Service toll-free at **1-888-587-8088** (TTY **711**).



Materials in Other Languages or Formats

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



Members May Qualify for Behavioral Health Incentives



Follow-up Care for Children Prescribed Attention-Deficit/Hyperactivity Disorder (ADHD) Medicine

CalOptima Health has a member health reward for eligible members ages 6–12 years with a diagnosis of ADHD. Eligible members can get a no-cost \$25 gift card by completing 3 follow-up visits within 5 months of being prescribed ADHD medicine. Fill out the form for this reward on our website at www.caloptima.org and send it to CalOptima Health before January 31, 2026, to get your no-cost \$25 gift card.



Diabetes Screening for People With Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications

Getting screened for diabetes is important for your health. As a CalOptima Health Medi-Cal member, you can get a diabetes screening at no cost. During your doctor visit, you should be given a lab slip for a diabetes screening. If not, please ask for one. Eligible members ages 18–64 years can get a no-cost \$25 gift card by completing a diabetes screening between January 1, 2025, and December 31, 2025. CalOptima Health will take care of the rest. There is no form to send.

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

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

New Members Start Here

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

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

Please open the packet right away and do this first:



1

Choose a primary care provider (PCP) and a health network

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



2

Fill out the health network selection form

List your choice of health network and PCP, sign the form and return it to CalOptima Health as soon as you can. You can also make your selections on the Member Portal at member.caloptima.org.



3

Read your CalOptima Health Member Handbook

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



4

Schedule your first visit within 3 months

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



5

Learn about the Member Health Rewards Program

CalOptima Health offers no-cost Member Health Rewards to eligible members for taking an active role in their well-being! Learn more at www.caloptima.org.

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

NONDISCRIMINATION NOTICE

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

CalOptima Health provides:

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

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

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

HOW TO FILE A GRIEVANCE

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

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

OFFICE OF CIVIL RIGHTS - CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

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

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

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

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

- **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/TDD **1-800-537-7697**.
- **In writing:** Fill out a complaint form or send a letter to:

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

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

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

TAGLINES

English Tagline

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

الشعار بالعربية (Arabic)

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

Հայերեն պիտակ (Armenian)

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

ប្បាសម្ភាសជាភាសាខ្មែរ (Cambodian)

ចំណាំ: បើអ្នក ត្រូវ ការជំនួយ ជាភាសា របស់អ្នក សូម ទូរស័ព្ទ ទៅលេខ **1-888-587-8088 (TTY 711)** ។ ជំនួយ និង សេវាកម្ម សម្រាប់ ជនពិការ ដូចជាឯកសារសរសេរជាអក្សរធំ សម្រាប់ជនពិការភ្នែក ឬឯកសារសរសេរជាអក្សរពុម្ពធំ ក៏អាច រកបានផងដែរ។ ទូរស័ព្ទមកលេខ **1-888-587-8088 (TTY 711)** ។ សេវាកម្មទាំងនេះមិនគិតថ្លៃឡើយ។

简体中文标语 (Simplified Chinese)

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

繁體中文標語(Traditional Chinese)

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

مطلب به زبان فارسی (Farsi)

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

ગુજરાતી ટૅગ લાઇન (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 टैगलाइनी (Hindi)

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

Nqe Lus Hmoob Cob (Hmong)

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

日本語表記 (Japanese)

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

한국어 태그라인 (Korean)

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

ແທກໂລພາສາລາວ (Laotian)

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

Mien Tagline (Mien)

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

Frase em português (Portuguese)

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

ਪੰਜਾਬੀ ਟੈਗਲਾਈਨ (Punjabi)

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

Titlu în limba română (Romanian)

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

Русский слоган (Russian)

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

Mensaje en español (Spanish)

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

Tagalog Tagline (Tagalog)

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

แท็กไลน์ภาษาไทย (Thai)

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

Türkçe Etiket (Turkish)

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

Примітка українською (Ukrainian)

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

اردو ٹیگ لائن (Urdu)

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

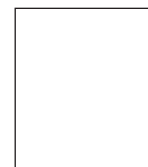
Khẩu hiệu tiếng Việt (Vietnamese)

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



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

www.caloptima.org



Important Phone Numbers

After-Hours Advice

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

Medical Emergency

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

CalOptima Health Customer Service

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

CalOptima Health Behavioral Health Line

For help with access to mental health services.
24 hours a day, 7 days a week.
Toll-free: **1-855-877-3885** | TTY: **711**

Health Education

For health and wellness services to help you stay healthy.

Monday–Friday, from 8 a.m. to 5 p.m.

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

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**

Medi-Cal Dental Program

For help with dental benefits.

Toll-free: **1-800-322-6384**

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

VSP (Vision Service Plan)

Toll-free: **1-800-877-7195**

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