



BETTER TOGETHER

OneCare Member Newsletter | Spring 2025

CalOptima Health OneCare (HMO D-SNP), a Medicare Medi-Cal Plan



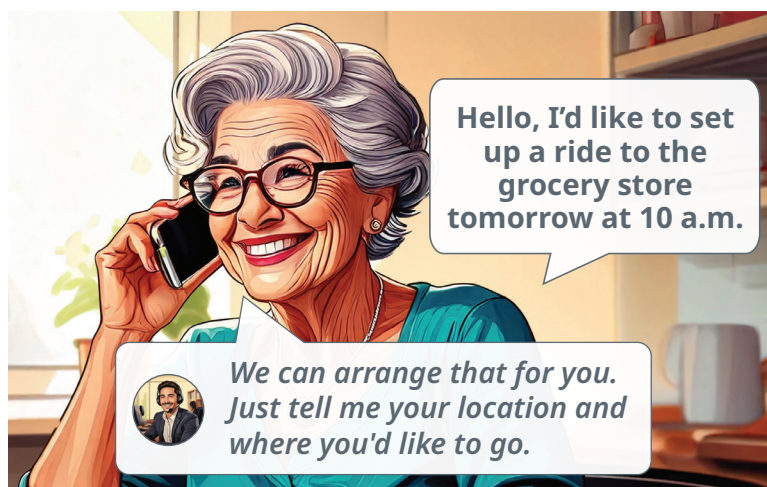
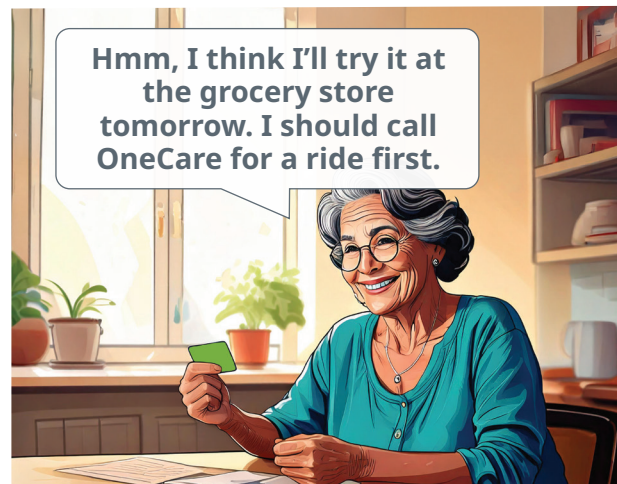
Reminder:

Schedule your Annual Wellness Visit with your doctor within 3 months of becoming a CalOptima Health OneCare member, then yearly to stay healthy.

CalOptima Health OneCare &more™ Card

A Card Built Around You


*There's something special in the mail today:
Carol's OneCare &more card!*



Find out how easy it is to use your OneCare &more card.
Call **1-877-412-2734** (TTY **711**) to learn more.



See the CalOptima Health OneCare grocery benefit disclaimer on Page 9.



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 your 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. 🌈

Prediabetes: Your Chance to Prevent Diabetes

Prediabetes increases your risk of developing Type 2 diabetes and other serious health issues. The good news is you can act now to lower that risk with simple lifestyle changes.

Are you at risk for prediabetes?

You can have prediabetes for years but have no clear symptoms. It can be unnoticed until health problems such as Type 2 diabetes show up. Talk to your doctor about getting your blood sugar tested every year if you have any of these risk factors for prediabetes:

- Being overweight
- Being 45 years or older
- Having a parent, brother or sister with Type 2 diabetes
- Being physically active less than 3 times a week
- Ever having gestational diabetes (diabetes during pregnancy) or giving birth to a baby who weighed more than 9 pounds
- Having polycystic ovary syndrome
- Being a certain race and ethnicity

Prediabetes is a turning point — take the right path

Without action, prediabetes can lead to Type 2 diabetes. But with small changes, you can lower your risk. Here's how:

- **Lose just 5% to 10% of your body weight** or 10 to 14 pounds for a 200-pound person.
- **Get moving!** Aim for at least 150 minutes of physical activity per week — just 30 minutes a day, 5 days a week, like brisk walking.



“ *The good news is you can act now to lower prediabetes risk with simple lifestyle changes.* ”

Need help? We've got you covered!

As a CalOptima Health member, you can get no-cost health education. We can guide you in learning new skills, setting and achieving goals, and staying motivated on your journey to prevent diabetes. Call Customer Service toll-free at **1-888-587-8088** (TTY **711**), Monday–Friday, from 8 a.m. to 5:30 p.m., to get started today! We have staff who speak your language. 🌍

Keep Up With Your 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 tests that should not be delayed:

Breast cancer screening

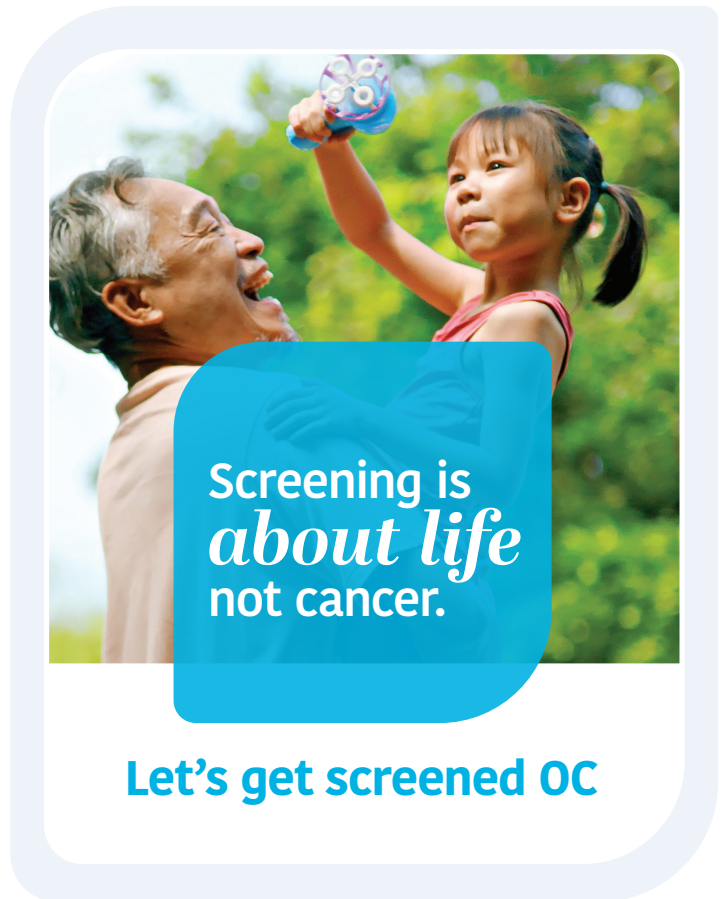
Anyone can get breast cancer regardless of gender. Talk to your doctor about getting a mammogram. A mammogram takes an X-ray picture of each breast to check for cancer, usually starting at age 40. If there is a concern, you will be called for more testing.

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) — This is a home test using a kit you get from your doctor to collect a stool sample
- **Flexible Sigmoidoscopy** — This test uses a flexible tube to see the lower part of your colon and rectum with a small camera to check for any problems, polyps or early signs of cancer
- **Colonoscopy** — This test is like a sigmoidoscopy, except the doctor can see the entire colon to check for polyps and some cancers
- **CT Colonography** (virtual colonoscopy) — This screening uses X-rays to get images of the entire colon for the doctor to review



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

To learn more, visit:

www.caloptima.org/cancer. 

Ask the Doc: Why Taking Your Medicine Matters

Dr. Steven Arabo, a CalOptima Health Medical Director, answers your questions.

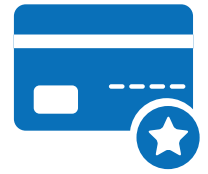
1. **Why does my doctor ask if I take my medicine?** Your doctor needs to know to give you the best care.
2. **What happens if I don't take my medicine?** If you skip doses or stop taking medicine, your health could get worse, and you may need to see the doctor more.
3. **How can I remember to take my medicines?** You can set an alarm, use a pill organizer or ask your caregiver to remind you.
4. **What should I do if my medicine makes me feel bad?** Don't stop taking it without talking to your doctor. Call your doctor to explain the problem. They might change your dose or have you try another medicine.
5. **I feel better. Can I stop taking my medicine?** No. Some medicines need to be taken even if you feel fine. Always check with your doctor before stopping any medicine.
6. **How do I take my medicine?** Ask your doctor or pharmacist.
7. **Are generic medicines just as good as brand names?** Yes. Generic medicines work the same as brand names and usually cost less. Ask your doctor if a generic is right for you.



“ Some medicines need to be taken even if you feel fine. Always check with your doctor before stopping any medicine. ”

8. **What if I can't afford my medicine?** OneCare Complete members have a \$0 copay for all medicines. OneCare Flex Plus members have a copay up to \$4.90 for generics and \$12.15 for brands.
9. **What if it's hard to get to the pharmacy?** Your health plan, OneCare, can give you a ride. Call **1-866-612-1256** (TTY **711**).
10. **What if I have more questions about my medicine?** Call OneCare toll-free at **1-877-412-2734** (TTY **711**), 24 hours a day, 7 days a week. 🌈

Here Are CalOptima Health's 2025 Member Health Rewards



CalOptima Health offers health rewards to eligible OneCare members for taking an active role in their well-being. Rewards are loaded directly to each member's OneCare &more™ card! You can now fill out and send the reward claim form on CalOptima Health's website at www.caloptima.org/HealthRewards. If you need help filling out a reward claim form over the phone, call OneCare Customer Service toll-free at **1-877-412-2734** (TTY **711**), 24 hours a day, 7 days a week.

Annual Wellness Visit

\$50 reward

Members who complete an Annual Wellness Visit in 2025 (no form needed)

Breast Cancer Screening

\$25 reward

Members who complete a breast cancer screening mammogram in 2025

Colorectal Cancer Screening

\$50 reward

Members who complete a colonoscopy in 2025

Diabetes A1C Test

\$25 reward

Members with a diagnosis of diabetes who complete an A1C test in 2025

Diabetes Eye Exam

\$25 reward

Members with a diagnosis of diabetes who complete a dilated or retinal eye exam in 2025

Health Risk Assessment

\$25 reward

Members who are due for and complete a Health Risk Assessment in 2025 (no form needed)

Osteoporosis Screening

\$25 reward

Members who get a bone mineral density test in 2025

Disclaimer: You must meet **all** health reward eligibility requirements to qualify for your reward. It may take up to 5 business days 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. 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.

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 OneCare Customer Service toll-free at **1-877-412-2734** (TTY **711**). 🌐



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



OneCare Member Handbook

The most current OneCare Member Handbook is available on our website at www.caloptima.org/en/health-insurance-plans/onecare#DocumentsandForms and upon request. To get it mailed to you, please call OneCare Customer Service toll-free at **1-877-412-2734** (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 OneCare Customer Service and tell us your preferred spoken and written language, and if you need information or materials in another format.

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. 🌈



“ 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. ”

Disclaimer: The grocery benefit is available to all CalOptima Health OneCare Complete members. The CalOptima Health OneCare Flex Plus grocery benefit is part of a special supplemental program for the chronically ill. Not all members qualify. To use the grocery benefit, CalOptima Health OneCare Flex Plus members must have one or more comorbid and medically complex chronic conditions that are life threatening or significantly limits the overall health or function of the enrollee. Eligible conditions include but are not limited to cardiovascular disorder, diabetes mellitus, chronic heart failure, chronic lung disease, or end-stage renal disease. Even if the member has a chronic condition, the member will not necessarily receive the grocery benefit. Receiving the grocery benefit depends on the member having a high risk of hospitalization or other adverse health outcomes and a need for intensive care coordination. Transportation to the grocery store is not available to OneCare Flex Plus members.

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 this program and other behavioral health services, call the CalOptima Health Behavioral



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

Health Line toll-free at **1-855-877-3885** (TTY **711**), 24 hours a day, 7 days a week. 🌈

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.**

New Members Start Here

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

- A Summary of Benefits
- Information on how to access your Member Handbook
- Other important information

Please open the packet right away and do this first:



1 Read your OneCare Member Handbook

The Member Handbook has information about OneCare’s programs and services. Look in the handbook to find out what we cover, how to change your health network or your primary care provider (PCP), and other details. To see the Member Handbook online, visit

www.caloptima.org/en/health-insurance-plans/onecare#DocumentsandForms.

If you would like a handbook mailed to you, call OneCare Customer Service toll-free at **1-877-412-2734** (TTY **711**), 24 hours a day, 7 days a week.



2 Schedule your first first health exam

Call your PCP to schedule your first health exam within 90 days (3 months) of joining OneCare. We believe preventive care is the best way to keep you and your family healthy. Your PCP can find health issues early before they turn into big problems. After that, remember to schedule your Annual Wellness Visit every 12 months at no cost to you. Your PCP will talk with you about your health, how to reach your health goals and needed health screenings.



3 Learn about the Member Health Rewards Program

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

“ Look in the handbook to find out what we cover, how to change your health network or your primary care provider (PCP), and other details. ”

Notice of Availability

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.

Arabic

تنبيه: إذا كنت بحاجة إلى مساعدة في لغتك، اتصل بالرقم **1-877-412-2734 (TTY 711)** تتوفر أيضًا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة برايل والطباعة الكبيرة. اتصل بالرقم **1-877-412-2734 (TTY 711)** هذه الخدمات مجانية.

Armenian

ՈՒՇԱԴՐՈՒԹՅՈՒՆ. Եթե Ձեր լեզվով օգնության կարիք ունեք, գանգահարեք **1-877-412-2734 (TTY 711)** հեռախոսահամարով: Հաշմանդամ մարդկանց տրամադրվող աջակցությունները և ծառայությունները, ինչպիսիք են բրայլյան այբուբենով և խոշոր տպագիր փաստաթղթերը, նույնպես հասանելի են: Զանգահարեք **1-877-412-2734 (TTY 711)** հեռախոսահամարով: Այս ծառայություններն անվճար են:

Chinese Simplified

注意: 如果您需要以您的语言获得帮助, 请致电 **1-877-412-2734 (TTY 711)**。也为残障人士提供帮助和服务, 例如盲文和大字体的文件。请致电 **1-877-412-2734 (TTY 711)**。这些服务是免费的。

Chinese Traditional

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)**。也為殘障人士提供幫助和服務, 例如盲文和大字體的文件。請致電 **1-877-412-2734 (TTY 711)**。這些服務是免費的。

Punjabi

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਪੰਜਾਬੀ ਵੱਚਿ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਇੱਥੇ ਕਾਲ ਕਰੋ **1-877-412-2734 (TTY 711)**। ਅਪਾਰਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾਵਾਂ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬਰੇਲ ਅਤੇ ਵੱਡੇ ਪ੍ਰਿੰਟ ਵੱਚਿ ਦਸਤਾਵੇਜ਼ ਵੀ ਉਪਲਬਧ ਹਨ। ਕਾਲ ਕਰੋ **1-877-412-2734 (TTY 711)**। ਇਹ ਸੇਵਾਵਾਂ ਮੁਫ਼ਤ ਹਨ।

Hindi

ध्यान दें: अगर आपको हिन्दी भाषा में सहायता चाहिए, तो **1-877-412-2734 (TTY 711)** पर कॉल करें। विकलांगता वाले लोगों के लिए ब्रेल और बड़े प्रिंट में दस्तावेज़ जैसी सहायताएं और सेवाएं भी उपलब्ध हैं। **1-877-412-2734 (TTY 711)** पर कॉल करें। ये सेवाएं मुफ्त हैं।

Hmong

CEEb TOOM: Yog tias koj xav tau kev pab ua yog lus Hmong, hu rau **1-877-412-2734 (TTY 711)**. Cov kev pab thiab kev pabcuam rau cov neeg tsis taus, zoo li cov ntaub ntawv nyob rau hauv daim ntawv Braille thiab luam ntawv loj, kuj muaj. Hu rau **1-877-412-2734 (TTY 711)**. Cov kev pab cuam no pub dawb.

Japanese

注: お客様の言語でのお手伝いが必要な場合は、**1-877-412-2734 (TTY 711)** までお電話ください。障害をお持ちの方のために、点字や大きな文字での文書など支援とサービスをご用意しています。**1-877-412-2734 (TTY 711)** までお電話ください。これらのサービスは無料でご利用いただけます。

Korean

주의: 귀하의 언어로 도움이 필요하시면 번호 **1-877-412-2734 (TTY 711)**번으로 전화하십시오. 점자 및 큰 글자 문서와 같은 장애인을 위한 지원 및 서비스도 제공됩니다. 번호 **1-877-412-2734 (TTY 711)**번으로 전화하십시오. 이 서비스는 무료입니다.

Laotian

ການເອົາໃຈໃສ່: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາລາວ, ໂທຫາ **1-877-412-2734 (TTY 711)**, ການຊ່ວຍເຫຼືອ ແລະ ການບໍລິການສໍາລັບຄົນພິການ ເຊັ່ນ: ເອກະສານທີ່ເປັນຕົວອັກສອນນູນ ແລະ ເປັນຕົວພິມໃຫຍ່, ແມ່ນຍັງມີຢູ່. ໂທຫາ **1-877-412-2734 (TTY 711)**. ການບໍລິການແມ່ນບໍ່ເສຍຄ່າ.

Mien

CAU FIM JANGX LONGX: Se gorngv meih qiemx longc mienh tengx faan benx meih nyei waac, douc waac lorz taux **1-877-412-2734 (TTY 711)**. Ninh mbuo mbenc duqv maaih jaa-dorngx aengx caux gong-bou jau-louc tengx ziux goux waaic fangx mienh, dorh sou zoux benx braille, nqaapv bieqc domh zei-linh. Douc waac lorz taux **1-877-412-2734 (TTY 711)**. Naaiv deix gong-bou jau-louc benx wangv-henh tengx hnangv oc.

Mon-Khmer, Cambodian

ប្រុងស្មារតី៖ បើអ្នកត្រូវការជំនួយជាភាសាខ្មែរ ទូរស័ព្ទទៅ លេខ **1-877-412-2734 (TTY 711)**។ ជំនួយ និងសេវាសម្រាប់មនុស្សដែលពិការ ដូចជាឯកសារនៅក្នុង អក្សរប្រាសាទ និង អក្សរពុម្ពធំៗ ក៏មានផងដែរ។ ទូរស័ព្ទទៅ លេខ **1-877-412-2734 (TTY 711)**។ សេវាទាំងនេះមិនគិតថ្លៃទេ។

Persian (Farsi)

توجه: اگر به زبان خود نیاز به کمک دارید، با شماره **1-877-412-2734 (TTY 711)** تماس بگیرید. کمک‌ها و خدمات برای افراد دارای معلولیت، مانند مطالب با خط بریل و چاپ بزرگ نیز در دسترس است. شماره تماس **1-877-412-2734 (TTY 711)**. این خدمات رایگان هستند.

Russian

ВНИМАНИЕ. Если вы хотите получить поддержку на своем языке, звоните по тел. **1-877-412-2734 (TTY 711)**. Также доступны вспомогательные устройства и услуги для людей с ограниченными возможностями, например, документы, напечатанные шрифтом Брайля или крупным шрифтом. Обращайтесь по тел. **1-877-412-2734 (TTY 711)**. Услуги предоставляются бесплатно.

Spanish

ATENCIÓN: Si necesita ayuda en su idioma, llame al **1-877-412-2734 (TTY 711)**. También se encuentran disponibles ayudas y servicios para personas con discapacidades, como documentos en braille y letra grande. Llame al **1-877-412-2734 (TTY 711)**. Estos servicios son gratuitos.

Tagalog

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

Thai

โปรดทราบ: หากคุณต้องการความช่วยเหลือในภาษาของคุณ ให้โทรศัพท์ไปที่ **1-877-412-2734 (TTY 711)** การให้ความช่วยเหลือและบริการต่าง ๆ สำหรับผู้พิการ เช่น เอกสารในภาษาเบรลล์และเอกสารที่มีตัวพิมพ์ขนาดใหญ่ ยังมีให้บริการ โทรศัพท์ **1-877-412-2734 (TTY 711)** บริการเหล่านี้ไม่มีค่าใช้จ่าย.

Ukrainian

УВАГА! Якщо вам потрібна допомога вашою мовою, зателефонуйте на номер **1-877-412-2734 (телетайп 711)**. Доступні допоміжні засоби й послуги для людей з обмеженими можливостями, зокрема документація, надрукована шрифтом Брайля, а також із великим розміром тексту. Телефонуйте на номер **1-877-412-2734 (телетайп 711)**. Ці послуги надаються безкоштовно.

Vietnamese

XIN LƯU Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, xin gọi số **1-877-412-2734 (TTY 711)**. Chúng tôi cũng trợ giúp và cung cấp dịch vụ cho người khuyết tật, như tài liệu bằng chữ nổi braille và chữ in khổ lớn. Xin gọi số **1-877-412-2734 (TTY 711)**. Những dịch vụ này đều miễn phí.

Gujarati

ધ્યાન આપો: જો આપ ગુજરાતીમાં સહાયતા ઈચ્છો છો તો, કોલ કરો **1-877-412-2734 (TTY 711)**. વિકલાંગ વ્યક્તિઓ માટે મદદ અને સેવા, જેમ કે બ્રેઈલમાં દસ્તાવેજો અને મોટા અક્ષરની પ્રિન્ટ, પણ ઉપલબ્ધ છે. કોલ કરો **1-877-412-2734 (TTY 711)**. આ સેવાઓ મફત છે.

Portuguese

ATENÇÃO: Se você precisa de ajuda no seu idioma, ligue para **1-877-412-2734 (TTY 711)**. Estão disponíveis também auxílio e serviços (documentos em braile ou impressão grande) para pessoas com deficiências. Ligue para **1-877-412-2734 (TTY 711)**. Todos esses serviços são gratuitos.

Romanian

ATENȚIE: Dacă aveți nevoie de ajutor în limba dumneavoastră, sunați la **1-877-412-2734 (TTY 711)**. Pentru persoanele cu dizabilități sunt disponibile diferite facilități și servicii, precum documente în Braille și în format mare. Sunați la **1-877-412-2734 (TTY 711)**. Aceste servicii sunt gratuite.

Turkish

DİKKAT: Kendi dilinizde yardım almak için **1-877-412-2734 (TTY 711)** numaralı telefonu arayabilirsiniz. Engelli bireyler için Braille alfabesi ve büyük punto ile yazılmış belgeler gibi yardım ve hizmetlerimiz bulunmaktadır. **1-877-412-2734 (TTY 711)** numaralı telefonu arayabilirsiniz. Bu hizmetler ücretsizdir.

Urdu

توجه: اگر آپ کو اردو میں مدد چاہیے تو، **1-877-412-2734 (TTY 711)**۔ معذور افراد کے لیے امداد اور خدمات، جیسے بریل اور بڑے پرنٹ میں دستاویزات، بھی دستیاب ہیں۔ **1-877-412-2734 (TTY 711)** پر کال کریں۔ یہ خدمات مفت ہیں۔

NOTICE OF NONDISCRIMINATION

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 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 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>.

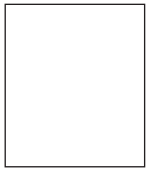
- Electronically: Visit the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

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. CalOptima Health OneCare complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. 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



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**

Health Education

For health and wellness services to help you stay healthy.

Monday-Friday, from 8 a.m. to 5 p.m.
Toll-Free: **1-877-412-2734** | 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**

Silver&Fit

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

Web: **www.SilverandFit.com**

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