



2025 Annual Notices Newsletter

How to Contact CalOptima Health OneCare (HMO D-SNP), a Medicare Medi-Cal Plan, Customer Service

If you have questions or need help, call CalOptima Health OneCare Customer Service toll-free at **1-877-412-2734 (TTY 711)**, 24 hours a day, 7 days a week, or visit our office Monday–Friday, from 8 a.m. to 5 p.m. at 505 City Parkway West, Orange, CA 92868.

After-Hours Advice:

- For after-hours medical advice, first call your primary care provider's (PCP) office.
- If you cannot reach your doctor, you can talk to a nurse by phone. Call the CalOptima Health Nurse Advice Line toll-free at **1-844-447-8441 (TTY 1-844-514-3774)** for help.
- The Nurse Advice Line is open 24 hours a day, 7 days a week at no cost to CalOptima Health members. We have staff who speak your language.

Medical Emergency:

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

You have the ability to opt out of future calls regarding plan business. To opt out of future calls from CalOptima Health OneCare, please call OneCare Customer Service at **1-877-412-2734 (TTY 711)**, 24 hours a day, 7 days a week.

Get Information in Other Languages or Formats

Information and materials from CalOptima Health are available at no cost in large print, braille, data CD or audio format. Plan materials are available in English, Spanish, Vietnamese, Farsi, Korean, Chinese, Arabic and Russian. You can make a one-time or standing request to get plan materials in the available languages or other formats. To make a request, please call OneCare Customer Service at **1-877-412-2734** (TTY 711), 24 hours a day, 7 days a week.

How to Get Information About Your Provider

To support CalOptima Health's focus on health equity and better serve our members, you can get information about a provider's race and ethnicity by calling CalOptima Health OneCare Customer Service or by going to our online Provider Directory at www.caloptima.org under "Find a Doctor."

Know Your Benefits and How to Get Care

CalOptima Health OneCare (HMO D-SNP) wants you to understand your benefits and how to get the care you need. This includes:

- Covered and services not covered
- How to get your medicines
- How to make copayments or what to do if you get a bill for services
- Out-of-area services and benefit limits
- No-cost language assistance services
- Information about our providers and making an appointment with your primary care provider (PCP)
- Care from a specialist, behavioral health services and hospital services
- After-hours care
- Emergency medical services
- How to file a complaint or an appeal

For more information about your benefits and services, please read the OneCare Member Handbook. You can also visit our website at www.caloptima.org/OneCare.

Facts about providers are on OneCare's online Provider Directory at www.caloptima.org/e/onecare-documents.

You can call OneCare Customer Service toll-free at **1-877-412-2734** (TTY 711), 24 hours a day, 7 days a week, to get a copy of the Member Handbook or Provider Directory. We have staff who speak your language.

Member Rights and Responsibilities

Your Rights

You have rights as a member of CalOptima Health OneCare plan:

- You have the right 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
- You have the right to choose a primary care provider (PCP) in our network. A network provider is a provider who works with us.
 - Call OneCare Customer Service or look in the Provider and Pharmacy Directory to learn more about network providers and which doctors are accepting new patients.
- You have the right to a women's health specialist without getting a referral. A referral is approval from your PCP to use a provider that is not your PCP.
- You have the right to get covered services from network providers within a reasonable amount of time.
 - This includes the right to get timely services from specialists.
 - If you can't get services within a reasonable amount of time, we must pay for out-of-network care.
- You have the right to get emergency services or care that is urgently needed without prior approval.
- You have the right to get your prescriptions filled at any of our network pharmacies without long delays.
- You have the right to know when you can use an out-of-network provider.
- When you first join our plan, you have the right to keep your current providers and service authorizations for up to 12 months if certain conditions are met.
- You have the right to make your own health care decisions with help from your care team and personal care coordinator.
- You have the right to make recommendations regarding CalOptima Health OneCare member rights and responsibilities policy.
- Get information about CalOptima Health Clinical Practice Guidelines (CPGs).
 - Clinical practice guidelines are based on the latest medical research, and they help doctors decide the best course of treatment.

Your Responsibilities

Your responsibilities as a plan member:

- **Read the OneCare Member Handbook** to learn what our plan covers and the rules to follow to get covered services and drugs. For details about your:
 - Covered services
 - Covered drugs
- **Tell us about any other health or prescription drug coverage** you have. We must make sure you use all of your coverage options when you get health care. Call OneCare Customer Service if you have other coverage.

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- **Tell your doctor and other health care providers** that you are a member of our plan. Show your ID card when you get services or drugs.
 - **Help your doctors** and other health care providers give you the best care.
 - Give them the information they need about you and your health. Learn as much as you can about your health problems. Follow the treatment plans and instructions that you and your providers agree on.
 - Understand your medical needs and participate with your health care providers in developing a mutually agreed-upon treatment plan.
 - Tell CalOptima Health OneCare and your health care providers what we need to know about your medical condition so we can provide care.
 - Make sure your doctors and other providers know about all of the drugs you take. This includes prescription drugs, over-the-counter drugs, vitamins and supplements.
 - Ask any questions you have. Your doctors and other providers must explain things in a way you can understand. If you ask a question and you don't understand the answer, ask again.
 - **Work with your personal care coordinator**, including completing an annual health risk assessment.
 - **Be considerate.** We expect all plan members to respect the rights of others. We also expect you to act with respect in your doctor's office, hospitals and other provider offices.
 - **Pay what you owe.** As a plan member, you are responsible for these payments:
 - Medicare Part A and Medicare Part B premiums. For most CalOptima Health OneCare members, Medi-Cal pays for your Medicare Part A premium and for your Medicare Part B premium.
 - **If you get any services or drugs that are not covered by our plan, you must pay the full cost.** (Note: If you disagree with our decision not to cover a service or drug, you can make an appeal.)
 - **Tell us if you move.** If you plan to move, tell us right away. Call OneCare Customer Service.
 - **If you move outside of our service area, you cannot stay in our plan.** Only people who live in our service area can be members of this plan.
 - We can help you find out if you're moving outside our service area.
 - Tell Medicare and Medi-Cal your new address when you move.
 - **If you move and stay in our service area, we still need to know.** We need to keep your membership record up to date and know how to contact you.
 - **Tell us if you have a new phone number** or a better way to contact you.
 - **Call OneCare Customer Service for help if you have questions or concerns.**
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Need Help From a Case Manager?

If you have health problems that are hard to manage, you may need help from a case manager. Case managers can help you:

- Work with you and your doctors
- Help you get the care you need
- Connect you with benefits and resources you may be eligible for

Your doctor can help you get case management services, or you can call your health network or CalOptima Health OneCare Customer Service.

Decisions About Your Health Care

If you need special medical services, our Utilization Management (UM) department will work with your doctor to decide if the services are appropriate. We base our decisions on your medical needs, Medicare, and Medi-Cal coverage and criteria. We do not reward our staff or your doctor if they do not approve services. Your doctor and our staff do not receive financial incentives for their decisions about your care.

As a CalOptima Health OneCare (HMO D-SNP) member, you have the right to ask about our UM process and decisions.

If you have questions, please call CalOptima Health OneCare Customer Service toll-free at **1-877-412-2734** (TTY 711) to speak with a staff member who can answer questions about our UM process. Language services are available to help you speak with our UM staff.

Understanding Your CalOptima Health OneCare Pharmacy Benefits

Prescription Drugs

Most of the prescription drugs you get from a pharmacy are covered by your plan. Other drugs, such as some over-the-counter (OTC) medicines and certain vitamins, may be covered by Medi-Cal Rx. Please visit the Medi-Cal Rx website (www.medi-calrx.dhcs.ca.gov) for more information. You can also call the Medi-Cal Rx Customer Service Center at **1-800-977-2273**. Please bring your Medi-Cal Beneficiary Identification Card (BIC) when getting your prescriptions through Medi-Cal Rx.

We have a List of Covered Drugs called the Drug List. Doctors and pharmacists help us choose which drugs go on the list. The Drug List also tells you the rules you need to follow to get your drugs.

To check if a drug you take is on our Drug List, you can:

- Visit our plan's website at www.caloptima.org/health-insurance-plans/onecare/pharmacy for the most up-to-date list (called formulary on our website).
- Call OneCare Customer Service to ask if your drug is on the list or to ask for a copy.
- Drugs not covered by Part D may be covered by Medi-Cal Rx. Please visit the Medi-Cal Rx website (www.medi-calrx.dhcs.ca.gov) for more information.
- Use our “real-time” benefit tool (also known as MedImpact Rx Portal) at www.caloptima.org/health-insurance-plans/onecare/pharmacy or call OneCare Customer Service. This tool shows what you might pay and if other similar drugs that could treat the same condition are covered.

Pharmacies

In most cases, we pay for prescriptions only when filled at any of our network pharmacies. A network pharmacy is a drug store that agrees to fill prescriptions for our plan members. You may use any of our network pharmacies.

To find a network pharmacy, look in the Provider and Pharmacy Directory, visit our website or contact OneCare Customer Service.

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To fill your prescription, show your member ID card at your network pharmacy. The network pharmacy bills us for your covered prescription drug.

Remember, you need your Medi-Cal card or Benefits Identification Card (BIC) to access Medi-Cal Rx-covered drugs.

If you can't use a network pharmacy, we may still pay for drugs filled at an out-of-network pharmacy. We have network pharmacies outside of our service area where you can get your prescriptions filled as a OneCare plan member.

How to Get More Information

If you have questions, please call OneCare Customer Service at **1-877-412-2734 (TTY 711)** 24 hours a day, 7 days a week. We have staff who speak your language. Visit us at www.caloptima.org.

CalOptima Health Is Here to Help You

You have the right to request a grievance if you are unhappy with the care or service that you have received. You also have the right to ask for an appeal of decisions to deny, defer or limit services or benefits.

To File a Grievance or an Appeal

To file a grievance or appeal, you may call CalOptima Health OneCare Customer Service. Your CalOptima Health OneCare Member Handbook has more information about your grievance and appeal rights. It also has details on how to continue services already started while we process your appeal.

You may also request an appeal or grievance in writing. If you need help filling out your grievance or appeal forms, CalOptima Health staff is here to help you. If you speak another language, you may ask for an interpreter at no cost to you to help you file your grievance or appeal. If you want someone else to represent you, you must give us written notice.

If you disagree with the appeal decision, you have additional rights. For services covered by Medicare, CalOptima Health will forward any denials to the Independent Reviewer (Maximus) for reconsideration. For services you believe to be covered in whole or in part as a Medi-Cal service or benefit, you have the right to submit a request for a state hearing.

To File a State Hearing

If you do not agree with your health network's or CalOptima Health's action or decision, you may ask for a state hearing at any time. To do this, contact the Department of Social Services (DSS) within 120 days of the action or decision. A hearing is where you can present your concern directly to the State of California. You may do this yourself or have another person do it for you. DSS can get a free Legal Aid lawyer to help you.

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To Ask for a State Hearing, Write to:

Department of Social Services
State Hearings Division
P.O. Box 944243, M.S. 9-17-433
Sacramento, CA 94244-2430

or

Call **1-800-743-8525**. TTY users
can call **1-800-952-8349**.

OneCare Member Handbook, Provider Directory and Drug List

The most current CalOptima Health OneCare Member Handbook, Provider Directory, and Drug List are available on our website at www.caloptima.org/e/onecare under Documents and Forms. To get a copy mailed to you, please call OneCare Customer Service at **1-877-412-2734 (TTY 711)**, 24 hours a day, 7 days a week. We have staff who speak your language.

Organ or Tissue Donation

When you become an organ or tissue donor, you can help save or improve another person's life. To be an organ or tissue donor, you can:

- Answer the organ or tissue donation question on your advance directive form
- Get a donor sticker for your driver's license
- Carry a donor card

For more information, visit www.donatelifecalifornia.org, or call toll-free at **1-866-797-2366**.

Prior Authorization

What Is Prior Authorization?

Prior authorization (PA) is an approval for special medical services given by your health network. These services include:

- Specialty care
- Inpatient and outpatient hospital care
- Ancillary care, like home health care
- Medical supplies
- Durable Medical Equipment, like wheelchairs and walkers
- Non-emergency medical transportation

The general response time for PAs is:

- Routine authorizations: 14 working days after getting the request for services
- Urgent authorizations: 72 hours after getting the request for services

Your PCP will decide if you need special medical services. Call your health network if you have questions about PA.

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You can get preventive care, basic prenatal care, family planning and emergency services without PA. Members can see any women's health specialist (such as an obstetrician-gynecologist or certified nurse midwife) in their health network for basic prenatal care, breast exams, mammograms and Pap tests without a referral or prior authorization. You can call your women's health specialist directly to make an appointment.

For more about benefits and services that may require PA, please read the OneCare Member Handbook, visit our website at www.caloptima.org, or call CalOptima Health OneCare Customer Service at 1-877-412-2734 (TTY 711).

Protecting You and the Health Care System

What is Health Care Fraud?

Health care fraud is when a provider or person plans to do something dishonest, knowing that it could result in an illegal benefit for them or another person.

These are examples of possible health care fraud:

- Using someone else's CalOptima Health ID card
- Getting a bill for services or medicines covered by CalOptima Health
- Getting unneeded services from your provider
- Getting a bill for services you did not receive
- Getting a bill for supplies (like a wheelchair) that was not ordered by your provider or was not sent to you
- Getting medicines from your provider that you don't need
- Selling medicines prescribed to you to someone else

Fraud hurts all of us. If you suspect fraud, please report it by calling CalOptima Health's Compliance and Ethics Hotline at 1-855-507-1805 (TTY 711). **You do not have to give your name to report fraud.**

What Is HIPAA?

HIPAA stands for the Health Insurance Portability and Accountability Act. It is a set of rules that hospitals, health plans and health care providers must follow. HIPAA helps make sure that all medical records, medical billing and patient accounts meet strict standards. CalOptima Health does not keep your medical records from your doctor. If you want copies of your medical records, please contact your doctor or primary care provider.

How Does CalOptima Health Keep Protected Health Information Safe?

Keeping your protected health information (PHI) safe is very important to us. CalOptima Health staff members are trained to handle your PHI in a secure and private way. Our staff has agreed in writing to keep your information private. Only those who need to see your PHI to arrange or pay for covered health services are allowed to use it.

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Papers that have your PHI are kept securely locked in the CalOptima Health office. Our computer system has built-in security to keep anyone else from seeing your PHI.

When we no longer need your PHI, these papers are shredded so that no one can read them.

If your PHI is sent in an email or on an electronic device, CalOptima Health uses a system to scramble it so that only those who are allowed to see your PHI can read it. For a copy of our Notice of Privacy Practices, visit our website at www.caloptima.org or contact CalOptima Health Customer Service.

Access Standards for CalOptima Health OneCare

CalOptima Health OneCare (HMO D-SNP), a Medicare Medi-Cal Plan, is required to adhere to patient care access and availability standards as required by the Department of Health Care Services (DHCS) and the Centers for Medicare & Medicaid Services (CMS). DHCS and CMS implemented these standards to ensure that OneCare members can get an appointment for care on a timely basis, reach the provider over the phone and access interpreter services, as needed.

Contracted providers and health networks are expected to comply with these appointments, telephone access, practitioner availability and linguistic service standards. OneCare monitors our health networks and providers for compliance. OneCare may develop a corrective action plan for providers and health networks that do not meet these standards.

Understanding the Access Standards

Please see below for a brief description of the access standards for OneCare members:

Primary Care and Behavioral Health Services Standards:

Type of Care	Standard
Emergency Services	Immediately
Urgent Care Services	Immediately
Services not Emergent or Urgently Needed but Require Medical Attention	Within 7 business days
Routine and Preventive Care	Within 30 business days

Cultural and Linguistic Standards:

Description	Standard
Oral Interpretation	Oral interpretation including, but not limited to, sign language will be made available to members at key points of contact through an interpreter, either in person (upon request) or by telephone, 24 hours a day, 7 days a week.

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Description	Standard
Written Translation	All written materials to members will be available in all threshold languages as determined by CalOptima Health in accordance with CalOptima Health policy DD.2002: Cultural and Linguistic Services.
Alternative Forms of Communication	Informational and educational information for members in alternative formats will be available at no cost in all threshold languages upon request in at least 20-point font, audio format or braille, or as needed within 21 business days of request or within a timely manner for the format requested.
Telecommunications Device for the Deaf	Teletypewriter (TTY) and auxiliary aids will be available to members with hearing, speech or sight impairments at no cost, 24 hours a day, 7 days a week. The TTY line is 711.
Cultural Sensitivity	Practitioners and staff will encourage members to express their spiritual beliefs and cultural practices, be familiar with and respectful of various traditional healing systems and beliefs and, integrate these beliefs into treatment plans, where appropriate.

Other Access Standards:

Specialist Care	Members shall have access to necessary specialist care, and in particular female members are given the option of direct access to a women's health specialist within the network for women's routine and preventive health care services.
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Notice of Privacy Practices

Effective: April 14, 2003 | Updated: July 22, 2025

CalOptima Health offers you access to health care through our Medi-Cal plan, our OneCare (HMO D-SNP) Medicare Advantage Special Needs Plan and our Program of All-Inclusive Care for the Elderly (PACE). We are required by state and federal law to protect your health information. After you become eligible and enroll in one of our health plans, Medicare or Medi-Cal sends your information to us. We also get medical information from your doctors, clinics, labs and hospitals to approve and pay for your health care.

This notice explains how medical information about you may be used and shared, and how you can get access to this information. **Please review it carefully.**

Your Rights

When it comes to your health information, you have certain rights.

This section explains your rights and some of our responsibilities to help you.

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How we protect your information	<ul style="list-style-type: none"> • We have controls in place for physical and electronic access to your information, which include race, ethnicity, language, gender identity and sexual orientation. • Our policies and procedures outline what is allowed and what is not allowed when using your personal health information, including race, ethnicity, language, gender identity and sexual orientation. • Electronic access may include media formats, devices and hardware, and data storage. • We do not discriminate against members based on any sensitive information.
Get a copy of your health and claims records	<ul style="list-style-type: none"> • You can ask to see or get a copy of your health and claims records and other health information we have about you. You must make this request in writing. We will send you a form to fill out, and we may charge a fair fee for the costs of copying and mailing records. You must provide a valid form of ID to view or get a copy of your health records. • We will provide a copy or a summary of your health and claims records, usually within 30 days of your request. • We may keep you from seeing certain parts of your records for reasons allowed by law. • CalOptima Health does not have complete copies of your medical records. If you want to look at, get a copy of, or change your medical records, please contact your doctor or clinic.
Ask us to correct health and claims records	<ul style="list-style-type: none"> • You have the right to send a written request to change information in your records if it's not correct or complete. You must make your request in writing. • We may refuse your request if the information is not created or kept by CalOptima Health, or if we believe it is correct and complete, but we will tell you why in writing within 60 days. • If we don't make the changes you asked for, you may ask us to review our decision. You may also send a statement saying why you disagree with our records, and your statement will be kept with your records.
Request confidential communications	<ul style="list-style-type: none"> • You can ask us to contact you by your preferred method of contact (for example, home or work phone) or to send mail to a different address. • We will consider all fair requests. We must say "yes" if you tell us you would be in danger if we do not.

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Ask us to limit what we use or share	<ul style="list-style-type: none"> You can ask us not to use or share certain health information for treatment, payment or our health care operations. We are not required to agree to your request, and we may say “no” if it would affect your care.
Get a list of who we shared information with	<ul style="list-style-type: none"> You can ask for a list of the times we shared your health information during the past 6 years before the date you asked. You have the right to request a list of what information was shared, who it was shared with, when it was shared and why. We will include all disclosures, except for those about your treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make).
Get a copy of this privacy notice	<ul style="list-style-type: none"> You can ask for a paper copy of this notice at any time, even if you have agreed to accept the notice electronically. We will offer you a paper copy in good time. You can also find this notice on our website at www.caloptimahealth.org.
Choose someone to act for you	<ul style="list-style-type: none"> If you have given someone medical power of attorney or if someone is your legal guardian, this person can use your rights and make choices about your health information. We will make sure this person has this authority and can act for you before we take any action.
File a complaint if you feel your rights are violated	<ul style="list-style-type: none"> If you feel we have violated your rights, you can complain by contacting us using the information in this notice. We will not retaliate against you for filing a complaint.
Use a self-pay restriction	<ul style="list-style-type: none"> If you pay the whole bill for a service, you can ask your doctor not to share the information about that service with us. If you or your provider submits a claim to CalOptima Health, we do not have to agree to a restriction. If a law requires the disclosure, CalOptima Health does not have to agree to your restriction.

For certain health information, you can tell us your choices about what we share.

If you have a preference for how we share your information in the situations below, please contact us. In most cases, if we use or share your protected health information (PHI) outside of treatment, payment or health care operations, we must get your written permission first. If you give us your permission, you may take it back in writing at any time. We cannot take back what we used or shared when we had your written permission, but we will stop using or sharing your PHI in the future.

In these cases, you have both the right and choice to tell us to:	<ul style="list-style-type: none"> Share information with your family, close friends or others involved in payment for your care. Share information in a disaster-relief situation.
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In these cases, we <i>never</i> share your information unless you give us written permission:	<ul style="list-style-type: none">• Substance use disorder (SUD) information: We must get your permission for any use or disclosure of SUD information.• Psychotherapy notes: We must get your permission for any use or disclosure of psychotherapy notes, except to carry out certain treatment, payment or health care operations.• Your race, ethnicity, language, gender identity and sexual orientation information, except to carry out treatment, payment or health care operations.• Your race, ethnicity, language, gender identity and sexual orientation information for underwriting, denial of services and coverage, or for benefit determinations.• Marketing needs.• Sale of your information.
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Our Responsibilities

- We are required by law to maintain the privacy and security of your PHI.
- We will let you know as soon as possible if a breach happens that may have affected the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

Our Uses and Disclosures

Your information may be used or shared by CalOptima Health only for treatment, payment and health care operations related to the Medi-Cal, Medicare (OneCare) or PACE programs in which you are enrolled. We may use and share your information in health information exchanges with providers involved in the care you receive. The information we use and share includes, but is not limited to:

- Your name
- Address
- History of care and treatment given to you
- Cost or payment for care

Some examples of how we share your information with those involved with your care:

Help manage the health care treatment you receive	<ul style="list-style-type: none">• We can use your health information and share it with professionals who are treating you. This may include your race, ethnicity, language, gender identity and sexual orientation to provide services that best fit your needs.	Example: A doctor sends us information about your diagnosis and treatment plan so we can set up additional services. We will share this information with doctors, hospitals and others to get you the care you need.
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Run our organization (health care operations)	<ul style="list-style-type: none"> • We can use and share your information to run our organization and contact you when needed. • We are not allowed to use genetic information to decide whether we will give you coverage and the price of that coverage. 	Example: We use your health information to develop better services for you, which may include reviewing the quality of care and services you receive. We may also use this information in audits and fraud investigations.
Pay for your health services	<ul style="list-style-type: none"> • We can use and share your health information as we pay for your health services. 	Example: We share information with the doctors, clinics and others who bill us for your care. We may also forward bills to other health plans or organizations for payment.
Administer your plan	<ul style="list-style-type: none"> • We may share your health information with the Department of Health Care Services (DHCS) or the Centers for Medicare & Medicaid Services (CMS) for plan administration. 	Example: DHCS contracts with us to provide a health plan, and we provide DHCS with certain information.

How Else Can We Use or Share Your Health Information?

We are allowed or required to share your information in other ways, usually to promote the public good, like public health and research. We have to meet many conditions in the law before we can share your information for these reasons.

Help with public health and safety issues	<p>We can share health information about you for certain situations like:</p> <ul style="list-style-type: none"> • Preventing disease. • Helping with product recalls. • Reporting adverse reactions to medicines. • Reporting suspected abuse, neglect or domestic violence. • Preventing or reducing a serious threat to anyone's health or safety.
Comply with the law	<ul style="list-style-type: none"> • We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we are complying with federal privacy law.

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Respond to organ and tissue donation requests and work with a medical examiner or funeral director	<ul style="list-style-type: none"> • We can share health information about you with organ procurement organizations. • We can share health information with a coroner, medical examiner or funeral director when an individual dies.
Address workers' compensation, law enforcement and other government requests	<p>We can use or share health information about you:</p> <ul style="list-style-type: none"> • For workers' compensation claims. • For law enforcement reasons or with a law enforcement official. • With health oversight agencies for activities authorized by law. • For special government functions, such as military, national security and presidential protective services.
Respond to lawsuits and legal actions	<ul style="list-style-type: none"> • We can share health information about you in response to a court or administrative order, or in response to a subpoena.
Comply with special laws	<ul style="list-style-type: none"> • There are special laws that protect some types of health information, such as mental health services, treatment for substance use disorders and HIV/AIDS testing and treatment. We will obey these laws when they are stricter than this notice. • There are also laws that limit our use and disclosure to reasons directly connected to the administration of CalOptima Health's programs.

Confidentiality of Sensitive Services

CalOptima Health is committed to protecting the privacy and confidentiality of information related to sensitive services you receive. Sensitive services are any health care services related to mental or behavioral health care; substance use disorder; gender-affirming care; sexual and reproductive health; sexually transmitted infections; rape or sexual assault; infectious, contagious, or communicable diseases; HIV/AIDS-related care; or intimate partner violence, as defined in California Civil Code § 56.05(s).

CalOptima Health will send communications about sensitive services to a mailing address, email address or phone number of your choice, or we will use the mailing address, phone number, or email address on file if you did not give us a different one. CalOptima Health will not share medical information about your sensitive services with any other person without your written approval. CalOptima Health will honor your requests for confidential communication in the form and format you want if it can be done in your requested form and format.

Your request for confidential communication related to sensitive services will be valid until you take back the request or make a new request for confidential communications. Please call us toll-free at **1-888-587-8088 (TTY 711)**, or write to us to find out how to request sensitive services information. You will need to submit your request in writing and give us certain information. We can send you the form(s) for the request. We will carry out your request within 7 calendar days after we receive your phone call or within 14 calendar days after we get your request by first-class mail.

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Changes to the Terms of This Notice

CalOptima Health reserves the right to change its privacy notice and the ways we keep your PHI safe. If this happens, we will update the notice and notify you. We will also post the updated notice on our website.

Potential for Redisclosure

Information disclosed by CalOptima Health, either authorized by you (or your personal representative) or permitted by applicable privacy laws, may be redisclosed by the person receiving your information if they are not required by law to protect your information.

How to Contact Us to Use Your Rights

If you want to use any of the privacy rights explained in this notice, please write to us at:

CalOptima Health
Privacy Officer
505 City Parkway West
Orange, CA 92868
1-888-587-8088 (TTY 711)

Or call CalOptima Health Customer Service **toll-free at 1-888-587-8088 (TTY 711)**. We have staff who speak your language.

If you believe that we have not protected your privacy and wish to file a complaint or grievance, you may write or call CalOptima Health at the address and phone number above. You may also contact these agencies:

California Department of Health Care Services
Privacy Officer
C/O: Office of HIPAA Compliance
P.O. Box 997413, MS 4721
Sacramento, CA 95899-7413
Email: DHCSPrivacyOfficer@dhcs.ca.gov
Phone: 1-916-445-4646
Fax: 1-916-440-7680

U.S. Department of Health and Human Services
Office for Civil Rights Regional Manager
90 Seventh St., Suite 4-100
San Francisco, CA 94103
Email: ocrmail@hhs.gov
Phone: 1-800-368-1019
Fax: 1-202-619-3818
TDD: 1-800-537-7697

Use Your Rights Without Fear

CalOptima Health cannot take away your health care benefits, nor do anything to hurt you in any way, if you choose to file a complaint or use any of the privacy rights in this notice. This notice applies to all CalOptima Health's health care programs.

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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 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

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- 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 **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>.

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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**.

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.

(Arabic) العربية

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 նյութեր: Զանգահարեք **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 សេវាកម្ម សម្រាប់ ជនពិការ ដូចជាឯកសារសរសេរជាអក្សរធំ សម្រាប់ជនពិការភ្នែក ឬឯកសារសរសេរជាអក្សរព្រម 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。

(Farsi) فارسی

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.

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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.

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: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໃຫ້ໂທຫາເບີ **1-877-412-2734 (TTY 711)**. ຍັງມີຄວາມຊ່ວຍເຫຼືອແລະການບໍລິການສໍາລັບຄົນພິການ ເຊັ່ນເອກະສານທີ່ເປັນອັກສອນນູນແລະມີໂຕພິມໃຫຍ່ ໃຫ້ໂທຫາເບີ **1-877-412-2734 (TTY 711)**. ການບໍລິການເຫຼົ່ານີ້ບໍ່ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ.

Mien

LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiemx longc mienh tengx faan benx meih nyei waac nor douc waac daaih lorx taux **1-877-412-2734 (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.

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 braile ou impressos com letras grandes, também estão disponíveis. Ligue para **1-877-412-2734 (TTY 711)**. Esses serviços são gratuitos.

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ਪੰਜਾਬੀ (Punjabi)

ਧਿਆਨ ਦਫਿ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਾਲ ਕਰੋ **1-877-412-2734 (TTY 711)**. ਅਪਾਹਜ 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.

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 serbisyong ito.

ภาษาไทย (Thai)

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

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.

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.

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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.

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CalOptima Health, A Public Agency

P.O. Box 11063
Orange, CA 92856-8163

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New Address or Phone Number?

We need your correct address and phone number to contact you about your health care. If you have a new address or phone number, please report it by calling:

- The Social Security Administration at **1-800-772-1213**.
- The County of Orange Social Services Agency at **1-800-281-9799**.
- CalOptima Health OneCare Customer Service toll-free at **1-877-412-2734** (TTY 711), 24 hours a day, 7 days a week. We have staff who speak your language.
- United States Postal Service at **1-800-275-8777**.