



PACE
CalOptima Health

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

English

ATTENTION: If you need help in your language, call **1-844-999-7223** (TTY **1-714-468-1063**). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call **1-844-999-7223** (TTY **1-714-468-1063**). These services are free of charge.

(Arabic) العربية

تنبيه: إذا كنت بحاجة إلى مساعدة في لغتك، اتصل بالرقم **1-844-999-7223** (TTY **1-714-468-1063**) تتوفر أيضًا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة برايل والطباعة الكبيرة. اتصل بالرقم **1-844-999-7223** (TTY **1-714-468-1063**) هذه الخدمات مجانية.

Հայերեն Armenian

ՈՒՇԱԴՐՈՒԹՅՈՒՆ. Եթե Ձեր լեզվով օգնության կարիք ունեք, զանգահարեք **1-844-999-7223** (TTY՝ **1-714-468-1063**) հեռախոսահամարով: Հաշմանդամ մարդկանց տրամադրվող աջակցությունները և ծառայությունները, ինչպիսիք են բրայլյան այբուբենով և խոշոր տպագիր փաստաթղթերը, նույնպես հասանելի են: Զանգահարեք **1-844-999-7223** (TTY՝ **1-714-468-1063**) հեռախոսահամարով: Այս ծառայություններն անվճար են:

ខ្មែរ (Cambodian)

ចំណាំ: បើអ្នក ត្រូវ ការជំនួយ ជាភាសា របស់អ្នក សូម ទូរស័ព្ទទៅលេខ **1-844-999-7223** (TTY **1-714-468-1063**) ។ ជំនួយ និង សេវាកម្ម សម្រាប់ ជនពិការ ដូចជាឯកសារសរសេរជាអក្សរធំ សម្រាប់ជនពិការភ្នែក ឬឯកសារសរសេរជាអក្សរពុម្ព ក៏អាចរកបានផងដែរ។ ទូរស័ព្ទមកលេខ **1-844-999-7223** (TTY **1-714-468-1063**) ។ សេវាកម្មទាំងនេះមិនគិតថ្លៃឡើយ។

简体中文 (Simplified Chinese)

注意: 如果您需要以您的语言获得帮助, 请致电 **1-844-999-7223** (TTY **1-714-468-1063**)。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 **1-844-999-7223** (TTY **1-714-468-1063**)。这些服务是免费的。

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 **1-844-999-7223** (TTY **1-714-468-1063**)。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 **1-844-999-7223** (TTY **1-714-468-1063**)。這些服務是免費的。

(Farsi) فارسی

توجه: اگر به زبان خود نیاز به کمک دارید, با شماره **1-844-999-7223** (TTY **1-714-468-1063**) تماس بگیرید. کمک ها و خدمات برای افراد دارای معلولیت, مانند مطالب با خط بریل و چاپ بزرگ نیز در دسترس است. شماره تماس **1-844-999-7223** (TTY **1-714-468-1063**). این خدمات رایگان هستند.

ગુજરાતી (Gujarati)

ધ્યાન આપો: જો તમને તમારી ભાષામાં મદદની જરૂર હોય તો આ નંબર પર કોલ કરો: **1-844-999-7223** (TTY **1-714-468-1063**). વિકલાંગ લોકો માટે સહાય અને સેવાઓ, જેમ કે બ્રેઇલ અને મોટી પ્રિન્ટમાં પણ દસ્તાવેજો ઉપલબ્ધ છે. કોલ કરો: **1-844-999-7223** (TTY **1-714-468-1063**). આ સેવા વિનામૂલ્યે ઉપલબ્ધ છે.

हिंदी (Hindi)

ध्यान दें: अगर आपको हिन्दी भाषा में सहायता चाहिए, तो **1-844-999-7223** (TTY **1-714-468-1063**) पर कॉल करें। विकलांगता वाले लोगों के लिए ब्रेल और बड़े प्रिंट में दस्तावेज़ जैसी सहायताएं और सेवाएं भी उपलब्ध हैं। **1-844-999-7223** (TTY **1-714-468-1063**) पर कॉल करें। ये सेवाएं मुफ्त हैं।

Hmoob (Hmong)

CEEB TOOM: Yog tias koj xav tau kev pab ua yog lus Hmong, hu rau **1-844-999-7223** (TTY **1-714-468-1063**). 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 **1-844-999-7223** (TTY **1-714-468-1063**). Cov kev pab cuam no pub dawb.

日本語 (Japanese)

注:お客様の言語でのお手伝いが必要な場合は、**1-844-999-7223** (TTY **1-714-468-1063**) 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。**1-844-999-7223** (TTY **1-714-468-1063**) 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。

한국어 (Korean)

주의: 귀하의 언어로 도움이 필요하시면 번호 **1-844-999-7223** (TTY **1-714-468-1063**)번으로 전화하십시오. 점자 및 큰 글자 문서와 같은 장애인을 위한 지원 및 서비스도 제공됩니다. 번호 **1-844-999-7223** (TTY **1-714-468-1063**)번으로 전화하십시오. 이 서비스는 무료입니다.

ພາສາລາວ (Laotian)

ການເອົາໃຈໃສ່: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາລາວ, ໂທຫາ **1-844-999-7223** (TTY **1-714-468-1063**). ການຊ່ວຍເຫຼືອ ແລະ ການບໍລິການສໍາລັບຄົນພິການ ເຊັ່ນ: ເອກະສານທີ່ເປັນຕົວອັກສອນນຸ່ນ ແລະ ເປັນຕົວພິມໃຫຍ່, ແມ່ນ ຍັງມີຢູ່. ໂທຫາ **1-844-999-7223** (TTY **1-714-468-1063**). ການບໍລິການແມ່ນບໍ່ເສຍຄ່າ.

Mien

CAU FIM JANGX LONGX: Se gorngv meih qiemx longc mienh tengx faan benx meih nyei waac, douc waac lorz taux **1-844-999-7223** (TTY **1-714-468-1063**). 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 **1-844-999-7223** (TTY **1-714-468-1063**). Naaiv deix gong-bou jau-louc benx wangv-henh tengx hhangv oc.

Português (Portuguese)

ATENÇÃO: Se você precisar de ajuda no seu idioma, ligue para **1-844-999-7223** (TTY **1-714-468-1063**). Serviços e auxílio para pessoas com incapacidades, como documentos em braile ou impressos com letras grandes, também estão disponíveis. Ligue para **1-844-999-7223** (TTY **1-714-468-1063**). Esses serviços são gratuitos.

ਪੰਜਾਬੀ (Punjabi)

ਧਿਆਨ ਦਓ: ਜੇ ਤੁਹਾਨੂੰ ਪੰਜਾਬੀ ਵੱਚ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਇੱਥੇ ਕਾਲ ਕਰੋ **1-844-999-7223** (TTY **1-714-468-1063**)। ਅਪਾਹਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾਵਾਂ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬਰੇਲ ਅਤੇ ਵੱਡੇ ਪ੍ਰਾੰਟ ਵੱਚ ਦਸਤਾਵੇਜ਼ ਵੀ ਉਪਲਬਧ ਹਨ। ਕਾਲ ਕਰੋ **1-844-999-7223** (TTY **1-714-468-1063**)। ਇਹ ਸੇਵਾਵਾਂ ਮੁਫ਼ਤ ਹਨ।

Română (Romanian)

ATENȚIE: În cazul în care aveți nevoie de ajutor în limba dvs., sunați la **1-844-999-7223** (TTY **1-714-468-1063**). Sunt disponibile, de asemenea, ajutoare și servicii pentru persoanele cu dizabilități, precum documente în limbaj Braille și cu caractere mărite. Sunați la **1-844-999-7223** (TTY **1-714-468-1063**). Aceste servicii sunt gratuite.

Русский (Russian)

ВНИМАНИЕ. Если вы хотите получить поддержку на своем языке, звоните по тел. **1-844-999-7223** (TTY **1-714-468-1063**). Также доступны вспомогательные устройства и услуги для людей с ограниченными возможностями, например, документы, напечатанные шрифтом Брайля или крупным шрифтом. Обращайтесь по тел. **1-844-999-7223** (TTY **1-714-468-1063**). Услуги предоставляются бесплатно.

Español (Spanish)

ATENCIÓN: Si necesita ayuda en su idioma, llame al **1-844-999-7223** (TTY **1-714-468-1063**). También se encuentran disponibles ayudas y servicios para personas con discapacidades, como documentos en braille y letra grande. Llame al **1-844-999-7223** (TTY **1-714-468-1063**). Estos servicios son gratuitos.

Tagalog (Filipino)

ATENSYON: Kung kailangan mo ng tulong sa iyong wika, tumawag sa **1-844-999-7223** (TTY **1-714-468-1063**). Available din ang mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumentong nasa braille at malaking print. Tumawag sa **1-844-999-7223** (TTY **1-714-468-1063**). Libre ang mga serbisyong ito.

ภาษาไทย (Thai)

โปรดทราบ: หากคุณต้องการความช่วยเหลือในภาษาของคุณ ให้โทรศัพท์ไปที่ **1-844-999-7223** (TTY **1-714-468-1063**) การให้ความช่วยเหลือและบริการต่าง ๆ สำหรับผู้พิการ เช่น เอกสารในภาษาเบรลล์และเอกสารที่มีตัวพิมพ์ขนาดใหญ่ ยังมีให้บริการ โทรศัพท์ **1-844-999-7223** (TTY **1-714-468-1063**) บริการเหล่านี้ไม่มีค่าใช้จ่าย

Türkçe (Turkish)

DIKKAT: Kendi dilinizde yardıma ihtiyacınız varsa **1-844-999-7223** (TTY **1-714-468-1063**) numaralı telefonu arayın. Braille alfabesi ve büyük harflerle yazılmış belgeler gibi engellilere yönelik yardım ve hizmetler de mevcuttur. Call: **1-844-999-7223** (TTY **1-714-468-1063**). Bu hizmetler ücretsizdir.

Українська (Ukrainian)

УВАГА! Якщо вам потрібна допомога вашою мовою, зателефонуйте на номер **1-844-999-7223** (телетайп **1-714-468-1063**). Доступні допоміжні засоби й послуги для людей з обмеженими можливостями, зокрема документація, надрукована шрифтом Брайля, а також із великим розміром тексту. Телефонуйте на номер **1-844-999-7223** (телетайп **1-714-468-1063**). Ці послуги надаються безкоштовно.

اردو (Urdu)

توجہ: اگر آپکو اپنی زبان میں مدد کی ضرورت ہے تو کال کریں **1-844-999-7223** (TTY **1-714-468-1063**)۔ معذور افراد کے لئے امداد اور خدمات، جیسے بریل اور بڑے پرنٹ میں دستاویزات، بھی دستیاب ہیں۔ کال **1-844-999-7223** (TTY **1-714-468-1063**)۔ یہ خدمات مفت ہیں۔

Tiếng Việt (Vietnamese)

XIN LƯU Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, xin gọi số **1-844-999-7223** (TTY **1-714-468-1063**). 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 **1-844-999-7223** (TTY **1-714-468-1063**). Những dịch vụ này đều miễn phí.

NONDISCRIMINATION NOTICE

Discrimination is against the law. CalOptima Health PACE follows State and Federal civil rights laws. CalOptima Health PACE 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 PACE 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 PACE, 24 hours a day, 7 days a week, by calling **1-844-999-7223**. If you cannot hear or speak well, please call TTY at **1-714-468-1063**.

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 PACE
13300 Garden Grove Boulevard
Garden Grove, CA 92843
1-844-999-7223 (TTY 1-714-468-1063)

HOW TO FILE A GRIEVANCE

If you believe that CalOptima Health PACE 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 PACE Quality Improvement Grievance & Appeals Resolution Services. You can file a grievance by phone, in writing, in person, or electronically:

- By phone: Contact CalOptima Health PACE, 24 hours a day, 7 days a week, by calling **1-844-999-7223**.
Or, if you cannot hear or speak well, please call TTY at **1-714-468-1063**.
- In writing: Fill out a complaint form or write a letter and send it to:
CalOptima Health PACE Quality Improvement - Grievance and Appeals
13300 Garden Grove Boulevard
Garden Grove, CA 92843
- In person: Visit your doctor's office or CalOptima Health PACE and say you want to file a grievance.
- Electronically: Visit CalOptima Health PACE's website at **www.caloptima.org/PACE**.

**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>.