



# NEWS



**YOUR PARTNER IN HEALTH**

**SUMMER 2023**

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## Keeping Your Medi-Cal Coverage as COVID-19 Public Health Emergency Ends

During the COVID-19 public health emergency (PHE), you were able to keep your coverage regardless of any changes in your circumstances. However, the COVID-19 PHE has ended, and your county will now check to see if you still qualify for free or low cost Medi-Cal. If you or someone in your household receives a letter from the county asking for information about your Medi-Cal coverage, please provide the requested information.

### Change in Circumstances

Please continue to report any changes in your household to your local

county office. This includes changes to your income, disability status, phone number, or mailing address. You should also report if someone in your household becomes pregnant, if someone moves in, or anything else that may affect your Medi-Cal eligibility. Reporting these changes may help you continue to receive Medi-Cal coverage.

### Reporting Contact Information

It is important for the county to have your current contact information. Please report any changes in your contact information so you don't miss important information about your Medi-Cal coverage. Please report all

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updated contact information, such as your phone number, email address, or home address, to your local county office online or by phone, email, fax, or in person. You can find a listing of county offices at <http://dhcs.ca.gov/COL>. You can also update your contact information online at <http://keepmedicalcoverage.org/>.

### **Requests for Information**

If you or someone in your household receives a letter from the county asking for information about your Medi-Cal coverage, please provide it. This will help the county ensure that your Medi-Cal coverage remains active.

### **Questions?**

If you have any questions, or need help with accessing your Medi-Cal coverage, or if your Medi-Cal was discontinued, please call us at **(800) 863-4155**, for TTY **(800) 735-2929** or **711** to be connected to your county Medi-Cal eligibility office. ♦

## **Member Rights and Responsibilities**

Do you know your rights and responsibilities as a Partnership member? For a copy of our Rights and Responsibilities Statement, you can contact us at **(800) 863-4155** or visit our website at <http://www.partnershiphp.org/Members/Medi-Cal/Pages/Medi-Cal-Rights-and-Responsibilities.aspx>. TTY users can call the California Relay Service at **(800) 735-2929** or call **711**.

### **Privacy Act Statement**

Partnership is required by law to maintain the privacy of your health information. We are required to inform you of our legal duties and privacy practices where your protected health information (PHI) is concerned.

For a copy of our Notice of Privacy Practice, you can contact us at **(800) 863-4155** or visit our website at <http://www.partnershiphp.org/Members/Medi-Cal/Pages/Notice-of-Privacy-Practices---HIPPA.aspx>. TTY users can call the California Relay Service at **(800) 735-2929** or call **711**. ♦

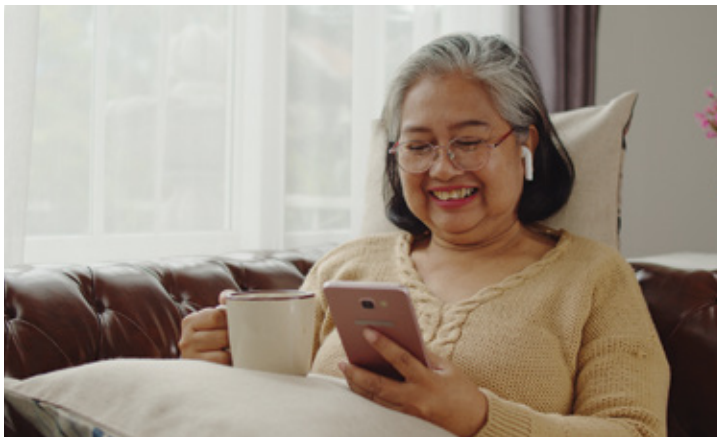
## What is Care Coordination?

Partnership has a department that helps members of all ages. This department is called Care Coordination (CC). The CC department helps you find doctors, health care services, resources, and other benefits. They connect you to the care you need. And if you are already connected to care, the CC department helps improve the coordination of that care between you, your providers and/or caregivers.

### Care Coordination can help you with things like:

- Getting care with a doctor or specialist
- Leaving the hospital and going back home
- Health concerns
- Getting medical tests or equipment
- Medicines

Call Care Coordination when you need help getting care. The phone number is **(800) 809-1350**, Monday – Friday 8 a.m. to 5 p.m. TTY users can call the California Relay Services at **(800) 735-2929** or call **711**. You can also find information about the CC department on our website at <http://www.partnershiphp.org/Members/Medi-Cal/Pages/Case-Management.aspx>. ♦



## Partnership's Member Services (800) 863-4155

If you have problems with or questions about your medical care, please call us. We are ready to help Monday – Friday, 8 a.m – 5 p.m.

### We can help you with:

- General information about your medical benefits
- Picking or changing your doctor or medical group
- Getting a new Partnership ID card
- Medical bill issues
- Problems or complaints about your medical care
- Getting appointments
- Interpreter services
- Information about your referral or treatment authorization
- Questions about claims or cost of service ♦

## Follow Partnership on Social Media

Get social with us! We offer special content from health and wellness tips to job postings on our Facebook, Twitter, and LinkedIn pages. We also have many new videos on YouTube that focus on learning more about your membership and local support. You can also find answers to common questions about your benefits.

Be sure to click the follow button and drop a comment to say hello! We cannot wait to connect with you on social media! ♦

*Scan the QR code to find links to our social media.*



## Learn How to Eat Healthy with Diabetes

Did you know that Partnership members with diabetes, high blood pressure, high cholesterol, and weight problems can work with a registered dietitian? This type of health expert is someone who helps you with your food choices. They can help you if you have any of these health issues. You can learn how to eat to watch your blood sugar. You can also learn how to stay healthy through medical nutrition therapy (MNT).

- MNT is where health experts share ways on how you can take care of your health. This is done through learning how to eat better and through changing some of the ways you live your life.
- You can get MNT by yourself or in a group.
- You can also learn more about your health issue during MNT. Learn how to set goals that help make your health better and that work with how you live your life.

Your doctor can send you to a dietitian or certified diabetes educator. These health experts can help support you in making the right choices to control diabetes, blood pressure, and other health issues. There are dietitians in many Partnership areas. They may also offer telehealth visits. Please talk with your doctor about a referral for MNT. ♦



## Diabetes Management: Foot Care

People with diabetes are more likely to have issues with their feet. They can have problems with nerves and blood flow in their feet. This can lead to pain, feeling numb, sores, and more. You can take steps at home to care for your feet if you have diabetes. Some of these steps are:

- Wash your feet every day;
- Look for sores, cuts, or other foot problems;
- Keep your feet completely dry;
- Apply lotion to the tops and bottoms of the feet; and
- Wear shoes that fit well.

You can keep your feet healthy by watching your blood sugar and having regular foot exams with your doctor. Your main doctor can also do a yearly nerve test on the feet if you see changes in the skin, cuts, or rough spots on your feet. Be sure to get help from your provider, a foot healthcare expert, or others to clip your toenails and treat the rough spots or sores on your feet.

Members with diabetes who are more likely to get sick may be able to get special shoes to protect their feet. Please talk with your main doctor about how regular foot exams, and foot care can help keep your feet healthy. ♦

## Lab Services



Partnership and some of our doctors contract with specific lab vendors for services. When your doctor refers you for lab work, make sure to ask your doctor which lab you should use. If your doctor doesn't know, you can always call us at **(800) 863-4155**. ♦

## Get Vaccine Records Online

You can now get a digital copy of your or your child's vaccine record. California has made the Digital Vaccine Record (DVR) portal open to the public. Visit the link below to access your child's vaccine record.

<https://myvaccinerecord.cdph.ca.gov/>. ♦

## Why You Need to Watch Your Blood Sugar

Checking blood sugar helps people with diabetes track the patterns of blood sugar levels. Care teams use the readings from home blood sugar test and blood tests from your doctor to help you stay healthy. The care team may make changes in medicines, food, what you do, or exercise to help you reach your health goals. People who are diabetic and who use insulin medicine use blood sugar testing to keep their blood sugar from getting too low. This type of testing can also help keep your blood sugar from getting too high. This type of testing keeps track of what your blood sugar is.

Health care experts can work with you to take steps to reach the right blood sugar levels. Some people may need a tool called a continuous glucose monitor. This tool reads and records blood sugar at all times. These readings are used to better care for your diabetes. Please talk with your doctor about how blood sugar testing may be used to help you take care your diabetes. ♦



## Medi-Cal Managed Care Ombudsman

You can call the Department of Health Care Services Managed Care Ombudsman's office at **(888) 452-8609**, Monday - Friday from 8 a.m. to 5 p.m., if you have any questions or a complaint about your health care services. They can help you with managed care concerns. ♦

## Community Health Worker Benefit

Partnership now offers the community health worker benefit for our members – adults and kids. Community health workers help support your health and are members of your own community. They can help you online, in person, or by phone.

### What can a community health worker do?

- Support your physical and mental health
- Connect you to community and health care services
- Help you navigate the health care system
- Give health surveys
- Teach you how to get the help you need

### How can I get a community health worker?

You will need a referral from your doctor. Talk to your doctor about how you or your child can get a community health worker. This benefit is at no cost to members.

### Partnership is here to help.

For more information, call our Population Health Department at **(855) 798-8764**, Monday – Friday, 8 a.m. to 5 p.m. TTY users can call California Relay Service at **(800) 735-2929** or **711**. ♦

## Schedule Your Initial Health Appointment

Schedule a visit with your doctor within 120 days of becoming a Partnership member. We call this first visit an Initial Health Appointment (IHA).

An IHA includes a physical and mental health checkup, a review of your health risks and care needs, learning how to stay healthy, and making a care plan.

This is a good time to ask your doctor any questions you may have about your health. Your doctor will listen to you, look over your health record, and decide what care you need.

Schedule your IHA within 120 days of becoming a Partnership member. Take charge of your health. ♦

## We Want to Hear from You

Your Partnership Medi-Cal benefits and services can help you stay healthy. We want to know if you have any problems while using your benefits or services. You can file an appeal if Partnership denied, limited, or stopped a benefit. You can file a grievance or appeal case to research the problem and we will try to fix it. Some of the types of problems are:

- If you have to wait a long time to see a doctor
- If you were denied interpreter services to speak in the language you choose
- If you were not treated well








We want you to have the best care. Telling us about a problem helps us make things better for all members. Call Member Services at **(800) 863-4155** to file a case.

### Grievance & Appeals Webpage

Our webpage has steps to file a grievance, appeal, or state hearing in the language you choose. You can also file a case online. Here is what you can find on each section on the webpage. ♦



*Scan the QR code with the camera on your cellphone to view the webpage.*

	<b>FILE NOW</b> <ul style="list-style-type: none"> <li>• Sign into the member portal</li> <li>• File an appeal or grievance case online</li> </ul>
	<b>WHO CAN FILE</b> <ul style="list-style-type: none"> <li>• Learn who can file a case</li> <li>• Learn how you can ask someone else to file your case</li> </ul>
	<b>TYPES OF CASES</b> <ul style="list-style-type: none"> <li>• Tells you what a grievance is</li> <li>• Tells you what an appeal is</li> </ul>
	<b>WHAT TO EXPECT</b> <ul style="list-style-type: none"> <li>• Tells you about how grievance and appeals work</li> <li>• Tells you how and when you will hear from us</li> </ul>
	<b>TIMEFRAMES</b> <ul style="list-style-type: none"> <li>• Tells you how long it will take to research a case.</li> <li>• Tells you how to ask for a fast review if your health is at risk</li> </ul>
	<b>HOW TO FILE</b> <ul style="list-style-type: none"> <li>• Shows you all of the ways to tell us about the problem</li> <li>• We want to hear from you</li> </ul>
	<b>STATE HEARINGS</b> <ul style="list-style-type: none"> <li>• Tells you what a state hearing is</li> <li>• Tells you how to file a state hearing</li> </ul>

## Information about Partnership Doctors

You can contact us or click into our online directory at <http://www.partnershiphp.org/Members/Medi-Cal/Pages/Find-a-Primary-Care-Provider.aspx>, if you would like to obtain the following practitioner information:

- Name, address, telephone numbers
- Professional qualifications
- Specialty
- Medical school attended\*

- Residency completion\*
- Board certification status

\*If you would like information about your practitioner or a physician's education and/or training, you can locate the information on the Medical Board of California website at [www.mbc.ca.gov](http://www.mbc.ca.gov) under License Search. We can also provide you with this information by calling the number below.

You can also request a copy of a Provider Directory by calling us at **(800) 863-4155**. TTY Users: Call the California Relay Service at **(800) 735-2929** or call 711. ♦

## Doula Benefit

Partnership has a new benefit for members – doula services. Doulas help support members during pregnancy, childbirth, and after childbirth. They are able to give support even if you have a miscarriage, stillbirth, or abortion. Doulas can help you online or in person.

### What can a doula do?

- Support your physical and emotional health
- Give support during labor and delivery
- Help you navigate the health care system
- Provide breastfeeding support
- Help make a birth plan
- Connect you to community and health care services

### How can I get a doula?

You will need a referral from your doctor. Talk to your doctor about how you can get a doula. You can get a doula if you were pregnant within the past year. This benefit is at no cost to members.

### Partnership is here to help.

For more information, call our Population Health Department at **(855) 798-8764**, Monday –Friday, 8 a.m. to 5 p.m. TTY users can call California Relay Service at **(800) 735-2929** or **711**. ♦



## Member Experience Survey

Partnership wants to help our members, and the communities we serve, be healthy. Partnership wants to know if we do or do not meet our member's needs. We do this by asking you.

The Member Experience Survey is a yearly survey that some Partnership members get to take. These questions ask about the health plan, your health care, and how you feel about Partnership as a whole. We use this survey to make changes so that we can better serve our members.

We ask you to take a few minutes to do the survey if you received it. Partnership does not learn your name or other facts about you if you fill out the survey. These answers help us know what we are doing right and what we need to do better.

Please call our Member Services Department at **(800) 863-4155** if you have any questions, concerns, or would like to tell us how you feel about Partnership.

We can work together to make a positive change. ♦

## Do You Have Other Health Coverage?

When you have changes to your private health insurance plan, call us at **(800) 863-4155**. This includes changes with your work, private pay, or Senior Advantage health plans. Changes that are not reported could cause a delay. This can delay filling your prescriptions or seeing your doctor. ♦

# Transportation for Your Medi-Cal Covered Services

There are 4 types of transportation services you can get as a member of Partnership HealthPlan of California.

1. **Emergency Transportation Services.** Partnership covers ambulance services. Call 911 right away if you have an emergency. You do not need to ask your doctor.

2. **Non-Emergency Medical Transportation (NEMT).** Partnership covers transportation medical services and appointments. This is for when you have a health issue that makes you not able to get to your visit by car, bus, train or taxi. Ask your doctor for NEMT services. Your doctor will know what kind of transportation service you need for your health issues. If you need help getting out of your house, getting into a vehicle, and/or getting into a medical office, you may be able to get NEMT services. Types of NEMT services are:

- Ambulance
- Air transport
- Wheelchair van
- Gurney van

3. **Non-Medical Transportation (NMT).** Partnership also covers rides in cars, taxis, buses, or through gas mileage payments to get to medical visits. You may be able to get:

- Gas mileage payments when a family member or friend takes you to a visit. In most cases, members cannot be paid directly.
- Bus passes / para-transit tickets
- Taxi vouchers
- Train tickets

Partnership will pay for the lowest cost NMT service that meets your health needs. For example, you may get a bus pass but not a taxi if there is a bus route near you and your visit.

## 4. **Additional Benefits for Travel Expenses.**

Partnership may cover:

- Meals
- Tolls
- Lodging
- Parking
- Medical Attendant Reimbursement

You must ask Partnership for these services before the visit. Please call Partnership Transportation Services at **(866) 828-2303**, Monday – Friday, 7 a.m. – 7 p.m. to see if you are eligible for these services. Call at least 5 days before your medical service or appointment. Call as soon as possible if your visit is urgent. ♦



## Partnership's “Medical Drug Benefit”

You likely get most of your prescribed drugs at a pharmacy. You might get some drugs at your doctor’s office or a hospital. Drugs you get at the doctor’s office or hospital are covered by Partnership HealthPlan of California’s medical drug benefit. Medi-Cal Rx covers drugs you get from a pharmacy.

Partnership decides which drugs and how much of each drug are covered by the medical drug benefit. Partnership reviews Treatment Authorization Requests for these drugs. If you have any questions or want a copy of what Partnership needs to cover the drugs you get at your doctor’s office and hospital, please call us at **(800) 863-4155**.





You can find updates and changes to the pharmacy and therapeutics (P&T) drug benefit on the drug benefit updates web page. Updates are posted 4 times each year at <http://www.partnershiphp.org/Providers/Pharmacy/Pages/PT-Formulary-Changes.aspx>.

You can find the Partnership covered drug lists webpage at <http://www.partnershiphp.org/Providers/Pharmacy/Pages/Formularies.aspx>.

On the page above, you will find changes to the drugs you get at your doctor's office, clinic, or hospital; the list of Medi-Cal covered medical drugs; and the Medi-Cal RX list of State covered drugs.

You can find treatment authorization requests for both Partnership medical drugs and Medi-Cal RX pharmacy drugs at <http://www.partnershiphp.org/Providers/Pharmacy/Pages/Prior-Authorization-Forms.aspx>. ◆

## Medi-Cal Rx: Pharmacy Benefit

On January 1, 2022, Medi-Cal became your pharmacy benefit provider instead of Partnership HealthPlan of California. The Medi-Cal pharmacy benefit is called Medi-Cal Rx. Medi-Cal Rx decides which drugs and how much of each drug are covered.

You may need a Treatment Authorization Request (TAR) for some drugs to be covered. Magellan Medicaid Administration Inc. works with Medi-Cal to review and approve TARs. If your drugs are not covered by Medi-Cal Rx, your doctor or pharmacy will send TARs to Magellan.

You can call Magellan's Member Services anytime at **(800) 977-2273**. They can answer your questions and solve any problems you have with getting your drugs at the pharmacy. If you have problems reaching Magellan or need more help, please call Partnership at **(800) 863-4155**. ◆

## Partnership's Member Handbook

Your Member Handbook has information you need. It explains the services and benefits that you get as a member of Partnership HealthPlan of California. It also lets you know about your rights and responsibilities as a Partnership member.

### Information you can find in your Member Handbook:

- How to get health care services and medicines
- What to do when you need to get care quickly
- How we review new medical technology
- What limits Partnership has on services
- How to ask for a second opinion
- How to file a grievance or appeal
- How to get information about primary care
- How to get information about specialty care and other providers in the network
- What to do when you are out of the area
- What to do if you need help after hours
- How to get assistance in other languages
- What to do if you have a question about a claim or cost of service
- And much more

All new members get a copy of the Member Handbook when they are enrolled in Partnership for the first time. If you want another handbook, call us at **(800) 863-4155**. TTY users can call the California Relay Service at **(800) 735-2929** or call **711**. You can also find the handbook on our website at [http://www.partnershiphp.org/Members/Medi-Cal/Documents/Member%20Handbook/MemberHandbook\\_ENG.pdf](http://www.partnershiphp.org/Members/Medi-Cal/Documents/Member%20Handbook/MemberHandbook_ENG.pdf). ◆



## Partnership Offers Interpreter and Translation Services

Partnership has interpreter services for our members at no cost to you or your doctor. You do not need your children, friends, or family members to interpret for you.

When you call our Member Services Department, ask for an interpreter and tell us the language you need. If you are hearing impaired, you can also get an interpreter or services when you need to speak to Member Services, Claims, Utilization Management, Population Health Management, Care Coordination, Grievance and Appeals, or Transportation Services staff.

You can have an interpreter at your health care visits, including a qualified sign language interpreter. You can get interpreter services over the phone, video, or in-person. To get an in-person interpreter, please call us at least 3 business days before your visit.

Partnership translates all our member materials into Spanish, Russian, and Tagalog. Please call us if you need materials in another language. You can also ask for materials in large print, braille, or audio.

Let us know if your language needs have not been met. You have the right to file a complaint or an appeal. You can find out how to do this on Partnership's website at <http://www.partnershiphp.org/Members/Medi-Cal/Pages/Translation%20and%20Interpretation%20Services.aspx>. Go to "Members" and click on "File a Grievance or Appeal" located under "Services Available Online."

To find out more about these services or to file a complaint or appeal, please call us at **(800) 863-4155**. TTY users can call **(800) 735-2929** or **711**. ♦

## Health Care Transition

Seeing a child grow up can be hard. Part of growing up means helping children learn how to make life choices as they get older. These choices include teaching preteens how to take care of their own health care.

Your preteen's doctor may want to start talking to them alone during visits if they are 9-12 years old. Common topics the doctor might want to talk about with your preteen are:

- Their overall health
- Surveys about their health and experiences
- Their changing body
- The human papillomavirus (HPV) vaccine, which helps protect against a virus that can cause different cancers
- Bullying
- Other topics related to health, behaviors, or emotions

Partnership HealthPlan of California wants to help make this shift easy on everyone. Please call us to learn more about how we can partner with you and your child's doctor. The Population Health Department is available at **(855) 798-8764**, Monday – Friday, 8 a.m. – 5 p.m. TTY: **(800) 735-2929** or **711**.

Your preteen's health is important to us! We look forward to hearing from you. ♦



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## **NONDISCRIMINATION NOTICE**

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Discrimination is against the law. Partnership HealthPlan of California (PHC) follows State and Federal civil rights laws. PHC 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.

PHC 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 PHC between 8 a.m. – 5 p.m. by calling (800) 863-4155. If you cannot hear or speak well, please call (800) 735-2929 or California Relay 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:

Partnership HealthPlan of California  
4665 Business Center Drive, Fairfield, CA 94534  
(800) 863-4155  
(800) 735-2929 or California Relay 711

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### **HOW TO FILE A GRIEVANCE**

If you believe that PHC 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 a PHC Civil Rights Coordinator. You can file a grievance by phone, in writing, in person, or electronically:

- By phone: Contact PHC's Member Services between 8 a.m. – 5 p.m. by calling (800) 863-4155. Or, if you cannot hear or speak well, please call (800) 735-2929 or California Relay 711.

- In writing: Fill out a complaint form or write a letter and send it to:  
Partnership HealthPlan of California  
Attn: Grievance: PHC Civil Rights Coordinator  
4665 Business Center Drive  
Fairfield, CA 94534
  - In person: Visit your doctor's office or PHC and say you want to file a grievance.
  - Electronically: Visit PHC's website at <https://partnershiphp.org>.
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### **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 of 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](http://www.dhcs.ca.gov/Pages/Language_Access.aspx).
  - Electronically: Send an email to [CivilRights@dhcs.ca.gov](mailto:CivilRights@dhcs.ca.gov).
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### **OFFICE OF CIVIL RIGHTS – U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES**

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

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

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

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

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

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**TAGLINES**

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**English Tagline**

ATTENTION: If you need help in your language call 1-800-863-4155 (TTY: 1-800-735-2929). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call 1-800-863-4155 (TTY: 1-800-735-2929). These services are free of charge.

**الشعار بالعربية (Arabic)**

يُرجى الانتباه: إذا احتجت إلى المساعدة بلغتك، فاتصل بـ 1-800-863-4155 (TTY: 1-800-735-2929). تتوفر أيضًا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة برييل والخط الكبير. اتصل بـ 1-800-863-4155 (TTY: 1-800-735-2929). هذه الخدمات مجانية.

**Հայերեն պիտակ (Armenian)**

ՈՒ ՇԱԴՐՈՒԹՅՈՒՆ: Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, զանգահարեք 1-800-863-4155 (TTY: 1-800-735-2929): Կան նաև օժանդակ միջոցներ ու ծառայություններ հաշմանդամություն ունեցող անձանց համար, օրինակ՝ Բրայլի գրատիպով ու խոշորատառ տպագրված կրթություն: Չանգահարեք 1-800-863-4155 (TTY: 1-800-735-2929): Այդ ծառայություններն անվճար են:

**ប្រាសាទខ្មែរ (Cambodian)**

ចំណាំ: បើអ្នក ត្រូវ ការជំនួយ ជាភាសា របស់អ្នក សូម ទូរស័ព្ទទៅលេខ 1-800-863-4155 (TTY: 1-800-735-2929)។ ជំនួយ និង សេវាកម្ម សម្រាប់ ជនពិការ ដូចជាឯកសារសរសេរជាអក្សរធំ សម្រាប់ជនពិការភ្នែក ឬឯកសារសរសេរជាអក្សរពុម្ពធំ ក៏អាចរកបានផងដែរ។ ទូរស័ព្ទមកលេខ 1-800-863-4155 (TTY: 1-800-735-2929)។ សេវាកម្មទាំងនេះមិនគិតថ្លៃឡើយ។

**简体中文标语 (Simplified Chinese)**

请注意：如果您需要以您的母语提供帮助，请致电 1-800-863-4155 (TTY: 1-800-735-2929)。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 1-800-863-4155 (TTY: 1-800-735-2929)。这些服务都是免费的。

**فارسی زبان به مطلب (Farsi)**

توجه: اگر می‌خواهید به زبان خود کمک دریافت کنید، با 1-800-863-4155 (TTY: 1-800-735-2929) تماس بگیرید. کمک‌ها و خدمات مخصوص افراد دارای معلولیت، مانند نسخه‌های خط بریل و چاپ با حروف بزرگ، نیز موجود است. با 1-800-863-4155 (TTY: 1-800-735-2929) تماس بگیرید. این خدمات رایگان ارائه می‌شوند.

**हिंदी टैगलाइन (Hindi)**

ध्यान दें: अगर आपको अपनी भाषा में सहायता की आवश्यकता है तो 1-800-863-4155 (TTY: 1-800-735-2929) पर कॉल करें। अशक्तता वाले लोगों के लिए सहायता और सेवाएं, जैसे ब्रेल और बड़े प्रिंट में भी दस्तावेज़ उपलब्ध हैं। 1-800-863-4155 (TTY: 1-800-735-2929) पर कॉल करें। ये सेवाएं नि: शुल्क हैं।

**Nqe Lus Hmoob Cob (Hmong)**

CEEB TOOM: Yog koj xav tau kev pab txhais koj hom lus hu rau 1-800-863-4155 (TTY: 1-800-735-2929). 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 1-800-863-4155 (TTY: 1-800-735-2929). Cov kev pab cuam no yog pab dawb xwb.

**日本語表記 (Japanese)**

注意日本語での対応が必要な場合は 1-800-863-4155 (TTY: 1-800-735-2929)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。1-800-863-4155 (TTY: 1-800-735-2929)へお電話ください。これらのサービスは無料で提供しています。

**한국어 태그라인 (Korean)**

유의사항: 귀하의 언어로 도움을 받고 싶으시면 1-800-863-4155 (TTY: 1-800-735-2929) 번으로 문의하십시오. 점자나 큰 활자로 된 문서와 같이 장애가 있는 분들을 위한 도움과 서비스도 이용 가능합니다. 1-800-863-4155 (TTY: 1-800-735-2929) 번으로 문의하십시오. 이러한 서비스는 무료로 제공됩니다.

**ແທກໄລພາສາລາວ (Laotian)**

ປະກາດ: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໃຫ້ໃຫ້ທາດປີ 1-800-863-4155 (TTY: 1-800-735-2929). ຍັງມີຄວາມຊ່ວຍເຫຼືອແລະການບໍລິການສໍາລັບຄົນພິການ ເຊັ່ນເອກະສານທີ່ເປັນອັກສອນນູນແລະມີໂຕພິມໃຫຍ່ໃຫ້ໃຫ້ທາດປີ 1-800-863-4155 (TTY: 1-800-735-2929). ການບໍລິການເຫຼົ່ານີ້ບໍ່ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ.

**Mien Tagline (Mien)**

LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiex longc mienh tengx faan benx meih nyei waac nor douc waac daaih lorx taux 1-800-863-4155 (TTY: 1-800-735-2929). 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 1-800-863-4155 (TTY: 1-800-735-2929). Naaiv deix nzie weih gong-bou jauv-louc se benx wang-henh tengx mv zuqc cuotv nyaanh oc.

**ਪੰਜਾਬੀ ਟੈਗਲਾਈਨ (Punjabi)**

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਾਲ ਕਰੋ 1-800-863-4155 (TTY: 1-800-735-2929). ਅਪਹਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬੋਲ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ। ਕਾਲ ਕਰੋ 1-800-863-4155 (TTY: 1-800-735-2929). ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ।

**Русский слоган (Russian)**

ВНИМАНИЕ! Если вам нужна помощь на вашем родном языке, звоните по номеру 1-800-863-4155 (линия TTY: 1-800-735-2929). Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру 1-800-863-4155 (линия TTY: 1-800-735-2929). Такие услуги предоставляются бесплатно.

**Mensaje en español (Spanish)**

ATENCIÓN: si necesita ayuda en su idioma, llame al 1-800-863-4155 (TTY: 1-800-735-2929). También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al 1-800-863-4155 (TTY: 1-800-735-2929). Estos servicios son gratuitos.

**Tagalog Tagline (Tagalog)**

ATENSIYON: Kung kailangan mo ng tulong sa iyong wika, tumawag sa 1-800-863-4155 (TTY: 1-800-735-2929). Mayroon ding mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumento sa braille at malaking print. Tumawag sa 1-800-863-4155 (TTY: 1-800-735-2929). Libre ang mga serbisyo ng ito.

**แท็กไลน์ภาษาไทย (Thai)**

โปรดทราบ: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ กรุณาโทรศัพท์ไปที่หมายเลข 1-800-863-4155 (TTY: 1-800-735-2929) นอกจากนี้ ยังพร้อมให้ความช่วยเหลือและบริการต่าง ๆ สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ ที่เป็นอักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพท์ไปที่หมายเลข 1-800-863-4155 (TTY: 1-800-735-2929) ไม่มีค่าใช้จ่ายสำหรับบริการเหล่านี้

**Примітка українською (Ukrainian)**

УВАГА! Якщо вам потрібна допомога вашою рідною мовою, телефонуйте на номер 1-800-863-4155 (TTY: 1-800-735-2929). Люди з обмеженими можливостями також можуть скористатися допоміжними засобами та послугами, наприклад, отримати документи, надруковані шрифтом Брайля та великим шрифтом. Телефонуйте на номер 1-800-863-4155 (TTY: 1-800-735-2929). Ці послуги безкоштовні.

**Khẩu hiệu tiếng Việt (Vietnamese)**

CHÚ Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi số 1-800-863-4155 (TTY: 1-800-735-2929). 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 1-800-863-4155 (TTY: 1-800-735-2929). Các dịch vụ này đều miễn phí.





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# **Partnership HealthPlan of California**

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