

## Get healthy food into your home with CalFresh



As an SCFHP member, your health is important to us. That is why we work to connect you to services and programs that can help you and your family—programs like CalFresh Food! And now, you can get help applying for CalFresh Food at the SCFHP Blanca Alvarado Community Resource Center (CRC)!

### What is CalFresh Food?

● CalFresh Food (also known as SNAP) helps people with limited income buy healthy food and groceries.

● CalFresh Food is a nutrition program, not a welfare program.  
 ● If you qualify for this program, benefits will be deposited to your EBT card. The EBT card works just like a bank debit card. It can easily be used at supermarkets and farmers markets.

**Don't wait!** Applying for CalFresh Food is quick and easy. Our certified bilingual enrollment counselors at the CRC can help you with the application. To find out if you qualify for CalFresh, call **1-408-874-1750** (TTY: 711) to make an appointment, or visit the CRC for assistance.

## Celebrate Lunar New Year 2023 with us!

To celebrate Lunar New Year 2023, we are hosting a free community event at the SCFHP Blanca Alvarado Community Resource Center. The event will offer cultural performances, prizes, and games for the whole family. For the event date and time, go to [crc.scfhp.com](http://crc.scfhp.com). Or follow us on Instagram and Facebook (@scfhp.crc) to stay up-to-date on the latest programs, services, and events!



### Call Us

#### Customer Service

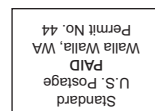
8:30 a.m. to 5 p.m., Monday through Friday (except holidays)

**1-800-260-2055**

TTY: 711



E



# Achieve your fitness goals with the YMCA and SCFHP

As a Santa Clara Family Health Plan (SCFHP) Medi-Cal member, you can now sign up for a YMCA membership at no cost to you! SCFHP Medi-Cal members can join any YMCA of Silicon Valley location.

With your YMCA membership you'll be able to:

- Talk to a wellness coach
- Go to 600-plus group exercise classes led by certified instructors, including yoga, Pilates, Zumba®, cycling, TRX, and aqua fitness

**+** **QUESTIONS?** To learn more about this new program, please visit [www.scfhp.com](http://www.scfhp.com) or call SCFHP Customer Service at **1-800-260-2055** (TTY: **711**). The line is open Monday through Friday, 8:30 a.m. to 5 p.m. For additional information about YMCA of Silicon Valley or to find a location near you, visit [www.ymcasv.org](http://www.ymcasv.org).

- Use exercise equipment, the basketball gym, indoor and outdoor fitness studios, indoor and outdoor swimming pools, and wellness programs

- And much more!

Enroll online at [www.bit.ly/scfhp-ymca](http://www.bit.ly/scfhp-ymca) or visit any YMCA of

Silicon Valley location to complete an enrollment form. Members under 12 need to have a guardian with them at all times. The guardian does not have to be an SCFHP member or a YMCA member.

Talk to your doctor before starting a fitness routine.



## **K** Keep up with your kidney health: Get a test

How healthy are your kidneys? Without a proper health exam, it's hard to say. As you age, you should start thinking of your kidneys and get them checked for kidney disease.

You have two kidneys, located on either side of your spine, just below your rib cage. They filter unwanted substances from your blood, so it's important to keep them healthy.

According to the Mayo Clinic, risk factors for kidney disease include:

- ▶ Diabetes
- ▶ High blood pressure
- ▶ Heart disease

- ▶ Smoking
- ▶ Obesity
- ▶ Family history of kidney disease
- ▶ Abnormal kidney structure
- ▶ Frequent use of medications that can damage the kidneys

So how do you help prevent kidney disease? It starts with taking steps to live a healthier life:

- ▶ Manage your blood pressure and blood sugar.
- ▶ Stay away from red meat, as it is often high in fat.
- ▶ Be active—make sure you're getting at least 30 minutes of exercise

most days. That can be anything from walking to biking or even doing chores.

- ▶ Eat a healthier diet: fresh fruits and vegetables, whole grains, fish, poultry, and nuts.

To keep your kidneys in check, ask your health care provider for a blood test on your estimated glomerular filtration rate (eGFR) and a urine test on your albumin-creatinine ratio (uACR). Talk to your doctor to prevent kidney disease and get tested.

Source: Centers for Disease Control and Prevention

# It's not too late for a flu shot

Yearly flu shots are a good idea for everyone in your family who is age 6 months or older. Here's why you should get your shot now, if you haven't already:

- It takes about two weeks after getting the shot for your body to start protecting against the flu. The flu is active well into spring, so flu shots are still worth getting

even in January or later.

- By getting a flu vaccine, you may also be protecting people around you who cannot get vaccinated.

## Flu and COVID-19

Did you know that you don't have to wait to get your flu shot if you recently got a COVID-19 shot?

According to the Centers for

Disease Control and Prevention, it is safe to get your flu shot and your COVID-19 vaccine at the same time. Wearing a mask and practicing social distancing can help protect you and others from respiratory viruses, like flu and the virus that causes COVID-19. However, the best way to lower your risk of flu illness is for everyone 6 months and older to get a flu vaccine each year.

Source: Centers for Disease Control and Prevention

**CALL YOUR DOCTOR** to get a flu shot, or call SCFHP Customer Service at **1-800-260-2055 (TTY: 711)** to find a participating pharmacy near you. For more information, visit [www.bitly.com/getyourflushotnow](http://www.bitly.com/getyourflushotnow).

## What to know about mpox

Mpox (previously known as monkeypox) is a rare disease caused by the mpox virus. There has been a recent increase in cases around the world. It can cause flu-like symptoms and a rash that can be bumpy or fluid-filled on the face, body, genitals, arms, and legs.

Mpox is spread by close contact with someone who has symptoms or by touching contaminated surfaces. If you have symptoms, stay away from others. Contact a health care provider right away.

For more information about mpox in Santa Clara County, call **1-408-970-2000** (Monday through Friday, 8 a.m. to 5 p.m.) or visit [www.bit.ly/3SwRs2Y](http://www.bit.ly/3SwRs2Y).





# Start the year with a wellness checkup

Seeing your doctor regularly is essential to your health, even when you're not sick. The annual wellness checkup is a yearly appointment with your primary care provider (PCP) to create or update a personalized disease prevention plan. The doctor listed on your member ID card is the doctor or clinic that will provide you this routine care. At your checkup, you and your PCP can tackle any changes that might affect your health. Since the average doctor's visit is 15 to 30 minutes, it is important to make the most of your visit. You may want to talk about:

- **Any vaccines you need.** Shots aren't just for kids. Adults need them too. They're safe—and they can help prevent serious illnesses, like the flu, pneumonia, and shingles.
- **Health screenings.** These tests can help spot diseases, like cancer, early—when they're easiest to treat.
- **Chronic health problems.** A checkup is a good time to review how you're managing your long-term health conditions such as diabetes or high blood pressure.
- **Your weight.** Your doctor can check your body mass index (BMI). BMI uses your weight and height to estimate how much body fat you have. A high BMI could mean you're overweight. A low BMI could mean you're underweight. If you need to make a change, your doctor can give you tips on healthy foods and exercise habits.
- **Your medication.** Your doctor can review all your medicines to make sure they're safe to take together and working well for you. This includes any herbs, vitamins, and over-the-counter medicines you take.
- **Substance use.** Ask your doctor for help with smoking, alcohol, or drug problems.
- **Your mental health.** Let your doctor know if you're feeling stressed or depressed. Treatment can help. Call your PCP today and schedule your yearly checkup. If you need to change your provider, Santa Clara Family Health Plan Customer Service can help.

Sources: American Academy of Family Physicians; Centers for Disease Control and Prevention; U.S. Food and Drug Administration






# When to start key screenings for adults

The U.S. Preventive Services Task Force recommends the following guidelines for most women and men. Talk with your doctor about what's right for you.



Age	Tests for WOMEN
18	<b>Blood pressure.</b> Be screened yearly.
21	<b>Cervical cancer.</b> Have a Pap test every 3 years.
25	<b>Chlamydia and gonorrhea.</b> Be screened through age 24 if sexually active; continue screening annually if at increased risk for infection.
30	<b>Cervical cancer.</b> Have a Pap test every 3 years, a high-risk HPV test every 5 years, or a Pap test plus a high-risk HPV test every 5 years.*
35	<b>Diabetes.</b> Start screening based on risk factors.
40	<b>Blood pressure.</b> Be screened yearly. <b>Cholesterol.</b> Start screening based on risk factors.
45	<b>Colorectal cancer.</b> Talk with your doctor about screening options.
50	<b>Breast cancer.</b> Be screened every 2 years (or start earlier based on risk factors). <b>Lung cancer.</b> Be screened yearly based on your history of smoking.
65	<b>Osteoporosis.</b> Start screening (or start earlier based on risk factors).
*Women older than 65 may safely stop testing if they meet certain criteria.	

Age	Tests for MEN
18	<b>Blood pressure.</b> Be screened yearly.
35	<b>Diabetes.</b> Start screening based on risk factors.
40	<b>Blood pressure.</b> Be screened yearly. <b>Cholesterol.</b> Start screening based on risk factors.
45	<b>Colorectal cancer.</b> Talk with your doctor about screening options.
50	<b>Lung cancer.</b> Be screened yearly based on your history of smoking.
55	<b>Prostate cancer.</b> Ask your doctor about screening.
65	<b>Abdominal aortic aneurysm.</b> Be screened once between ages 65 and 75 if you've ever smoked.

 **NEED A NETWORK DOCTOR?** Use our Find-a-Doctor tool at [www.scfhp.com](http://www.scfhp.com) or call Customer Service for help.

# 3 ways to make antidepressants work for you

Depression is an illness that can make you feel very sad. However, there are ways your doctor can help.

One is to give you a medicine called an antidepressant. These pills change chemicals in the brain that affect your mood. They can also help you feel like yourself again.

To get the most out of these pills,

there are three important things you can do:

**1. Take them every day.** Don't skip a dose or stop taking them without talking to your doctor first. If you stop your medicine too soon, depression can come back. You may also have side effects.

**2. Speak up.** If you have problems

taking your meds or they cause side effects, talk with your doctor. If your depression gets worse, say something right away. A different medicine or dose could help you feel better.

**3. Consider talk therapy.** Medicine and talk therapy may work better together. Therapy can help you learn better ways to cope with your feelings.

Source: HelpGuide



**Suicide is a serious public health issue that impacts the lives of many people.** If you are experiencing mental health-related distress or are worried about a loved one who may need crisis support, call or text **988** to contact the Suicide & Crisis Lifeline 24 hours a day, 7 days a week.



## SCFHP wants to hear from you

### JOIN OUR CONSUMER ADVISORY COMMITTEE!

Do you want to help make Santa Clara Family Health Plan (SCFHP) better for you, your fellow members, and your community? Join the Consumer Advisory Committee (CAC)! Our CAC is made up of SCFHP members, advocates, providers, and parents or legal guardians of SCFHP members.

The CAC meets four times a year to help us improve services and benefits provided by SCFHP. As a member of the CAC, you'll get to:

- ▶ Be the voice for members like you
- ▶ Work with us to help improve the health plan

CAC meetings are temporarily hosted

virtually, and you can earn \$75 for becoming a regular attendee. Visit [www.scfhp.com](http://www.scfhp.com) to see upcoming meeting agendas and materials.

 **ARE YOU INTERESTED** in serving on the CAC? Call SCFHP Customer Service at **1-800-260-2055**.



## Do you have an ingrown toenail?

At first, an ingrown toenail doesn't seem like much to worry about. A little pain. A little redness. A little swelling. But left untreated, ingrown toenails can lead to more serious problems.

An ingrown toenail is when the edges of your toenail grow into the soft, surrounding skin. This causes pain, inflamed skin, swelling, and sometimes an infection. You usually get ingrown toenails on your big toe.

Ingrown toenails should be treated as soon as they are recognized. Home remedies may prevent the need for further treatment. You can:

- ▶ Soak your foot in warm water three to four times daily.
- ▶ Keep your foot dry during the rest of the day.
- ▶ Wear comfortable shoes with enough room for the toes. Consider wearing sandals.
- ▶ Gently lift the edge of the ingrown toenail from its embedded position and insert some cotton or waxed dental floss between the nail and your skin.
- ▶ Take ibuprofen or acetaminophen for pain relief.
- ▶ If there is no improvement in two to three days, or if the condition worsens, call your doctor.

If inflammation, swelling, pain, and discharge are present, the toenail is infected and should be treated by a doctor. The doctor can surgically remove a portion of the nail.

Source: Mayo Clinic



## Stop constipation before it happens

Being constipated means your bowel movements are tough or happen less often than normal. Almost everyone goes through it at some point. Although it's not usually serious, you'll feel much better when your body is back on track.

Take these steps to prevent constipation:

- Drink two to four extra glasses of water a day.
  - Try warm liquids, especially in the morning.
  - Add fruits and vegetables to your diet.
  - Eat prunes and bran cereal.
  - Exercise most days of the week.
- When you move your body, the muscles in your intestines are more active too.
- Don't ignore the urge to poop.

### When should you call the doctor?

Call your doctor right away if you have sudden constipation with belly pain or cramping and you aren't able to poop or pass gas at all.

Also, make the call if:

- Constipation is a new problem for you, and lifestyle changes haven't helped.
- You have blood in your stool.
- You're losing weight even though you're not trying to.
- You have severe pain with bowel movements.
- Your constipation has lasted more than two weeks.
- The size, shape, and consistency of your stool have changed dramatically.

Source: WebMD



# Stay healthy: Take a health education class

At Santa Clara Family Health Plan, we offer a wide range of interactive health education classes to help our members stay healthy. We partner with many community-based organizations to offer health education classes to our members at no cost:



## **CONTROLLING HIGH BLOOD PRESSURE CLASS** (Online—open to public)

Do you have hypertension, also known as high blood pressure? Our free, interactive class will teach you what high blood pressure is, tips on managing high blood pressure, and how to use an at-home blood pressure monitor.

- ▶ English Monthly
- ▶ Spanish Monthly
- ▶ Tagalog Quarterly
- ▶ Vietnamese Quarterly

[www.bit.ly/HighBloodPressureClass](http://www.bit.ly/HighBloodPressureClass)



## **BABY SHOWER** (Online—members only)

Medi-Cal members ages 17 and older who are currently pregnant are invited to attend SCFHP's new virtual baby shower! Our baby showers are fun events to learn how you can keep yourself and your baby stay healthy. Topics include an overview of SCFHP plan benefits, like prenatal classes, how to use breast pumps, and more!

- ▶ English Monthly
- ▶ Spanish Bimonthly
- ▶ Vietnamese Quarterly

[www.bit.ly/SCFHP-BabyShower](http://www.bit.ly/SCFHP-BabyShower)



## **WOMAN TO WOMAN** (Members only)

To live well and reduce the risk of serious illness, it is important for women to have an annual physical, or checkup. Join this interactive health education class to learn the importance of completing your well-woman screenings and to have an open discussion among your peers about the fears or barriers women may face or experience when completing these exams.

- ▶ English Quarterly

[www.bit.ly/Woman-To-Woman](http://www.bit.ly/Woman-To-Woman)



## **BUCKLE UP WITH SCFHP: KEEP YOUR CHILD SAFE CLASS**

(Online—open to public)

Car seats and boosters provide protection for infants and children in a crash, yet car crashes are a leading cause of death for children ages 1 to 13. That's why it's so important to choose and use the right car seat correctly every time your child is in the car. Join us to learn about proper car seat harnessing, different types of car seats, proper vehicle installation, and more!

- ▶ English Quarterly

[www.bit.ly/Safe-Car-Seat](http://www.bit.ly/Safe-Car-Seat)



## **DIABETES: SMALL CHANGE, BIG DIFFERENCE** (Online—members only)

Small changes make a big difference. It's time to take control of your life. Empower yourself to take charge and manage your diabetes so that you may live a healthy, fulfilling life. Join us to learn how to monitor your health, make lifestyle changes, and learn about other SCFHP offerings.

- ▶ English Quarterly
- ▶ Spanish Quarterly

[www.bit.ly/SCFHP-ManageDiabetes](http://www.bit.ly/SCFHP-ManageDiabetes)



**WINNING HEALTH**  
Medi-Cal Plan

WINTER 2023

WINNING HEALTH is published as a community service for the friends and patrons of Santa Clara Family Health Plan.

Information in WINNING HEALTH comes from a wide range of medical experts. If you have any concerns or questions about specific content that may affect your health, please contact your health care provider.

Models may be used in photos and illustrations.

**Santa Clara Family Health Plan**  
PO Box 18880, San Jose, CA 95158  
**1-800-260-2055 • [www.scfhp.com](http://www.scfhp.com)**  
TTY: 711

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# Reminder!

## It may be time to renew your Medi-Cal coverage

Have you received a Medi-Cal Renewal Packet in the mail? If the answer is yes, it's time to renew your Medi-Cal coverage. Due to the COVID-19 public health emergency (PHE), you've been able to keep your Medi-Cal coverage regardless of your circumstances. The PHE is ending soon, so you could lose your Medi-Cal coverage if you do not renew it.

If you have received a Medi-Cal Renewal Packet from the county, it is important to fill it out and return it as soon as possible to keep your health coverage.

For help filling out your Renewal Form, you can visit the **SCFHP Blanca Alvarado Community Resource Center:**

408 N. Capitol Ave.  
San Jose, CA 95133  
Phone: **1-408-874-1750**  
Website: **crc.scfhp.com**

Redetermination for adults ages 26 to 49 will remain on pause until after January 2024. This pause avoids a break in coverage for undocumented young adults based on their current eligibility.

**QUESTIONS?** Call SCFHP Customer Service at **1-800-260-2055** (TTY: **711**). We're open Monday through Friday, 8:30 a.m. to 5 p.m. The call is toll-free.

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## Thank you for trusting us with your health

Your Santa Clara Family Health Plan (SCFHP) Medi-Cal materials are now available at [www.scfhp.com](http://www.scfhp.com):

### Member Handbook (also called the Combined Evidence of Coverage (EOC) and Disclosure Form)

Tells you about your coverage and helps you understand the following:

- Benefits and services covered or not covered for SCFHP members
- Member costs like co-payments and other charges you may have to pay
- Restrictions for getting care out of network or service area
- How to get care and coverage when you are out of the service area
- How to get care and information on finding SCFHP providers, primary care services, specialty care, behavioral healthcare services, hospital services, after hours care, and emergency care (including when to directly access emergency care or use 911 services)
- How to ask for language assistance
- When and how to submit a claim for covered services
- How to submit a complaint and appeal a decision that affects your coverage, benefits, or your relationship with SCFHP

### Medi-Cal Rx Contract Drug List

Includes a list of drugs that are covered under your Medi-Cal benefits.

### Provider Directory

Lists the providers in our network available to you.

Get the most out of your SCFHP benefits by following these 3 easy steps:

1. Go to [www.scfhp.com/medi-cal/forms-documents](http://www.scfhp.com/medi-cal/forms-documents) to get your Member Handbook, Medi-Cal Rx Contract Drug List and Provider Directory.
2. Sign up for mySCFHP member portal at [member.scfhp.com](http://member.scfhp.com). All you need is your SCFHP member ID card to sign up.
3. Schedule a checkup with your doctor each year!

To get printed copies of your SCFHP Medi-Cal Member Materials, call SCFHP Customer Service at **1-800-260-2055** (TTY: **711**). We're open Monday through Friday, 8:30 a.m. to 5 p.m. The call is toll free.



## Questions?

Download your SCFHP Medi-Cal Member Handbook to learn more about all the benefits and services available to you by visiting [www.scfhp.com/medi-cal/forms-documents](http://www.scfhp.com/medi-cal/forms-documents).

If you have any questions about your health coverage, please call SCFHP Customer Service at **1-800-260-2055** (TTY: **711**), Monday through Friday, 8:30 a.m. to 5 p.m. The call is free.

NEW

# Medi-Cal benefit for 2023

## Doula services

Doula services include personal support to pregnant individuals and families throughout pregnancy, labor, and the postpartum period.

## Dyadic care services

Medi-Cal will cover integrated physical and behavioral health screenings and services for members and their caregivers.

Dyadic care services will include a number of screening, assessment, evaluation, and case management services, in addition to:

- ▶ Integrated behavioral health services
- ▶ Tobacco cessation counseling
- ▶ Screening, Brief Interventions and Referral to Treatment (SBIRT) for alcohol and/or drug use

## Enhanced Care Management (ECM) Expansion

ECM provides extra services at no cost to Medi-Cal members who qualify under one of the ECM Populations of Focus. Effective January 2023, SCFHP will expand ECM to more members:

- ▶ Members Eligible for Long-Term Care and At Risk of Institutionalization
- ▶ Nursing Home Residents Transitioning to the Community

Visit [www.scfhp.com/ECM](http://www.scfhp.com/ECM) for more information.

## New Community Supports services

Community Supports focus on addressing medical and social needs to avoid higher levels of care and are typically delivered by a different provider or in a different setting than traditional Medi-Cal benefits. SCFHP is including four new Community Supports services:

- ▶ Asthma Remediation
- ▶ Environmental Accessibility Adaptations (Home Modifications)
- ▶ Personal Care and Homemaker Services
- ▶ Respite Services (Caregiver)

Visit [www.scfhp.com/communitysupports](http://www.scfhp.com/communitysupports) for more information or to see if you are eligible.



## The Affordable Connectivity Program is here!

The new federal Affordable Connectivity Program helps eligible households pay for both high-speed internet service and connected devices. As a Medi-Cal recipient, you and your household are eligible for this program! The Affordable Connectivity Program includes:

- ▶ Up to \$30 per month discount on high-speed internet (in many cases, combining this program with offers from internet providers will mean you pay nothing per month for high-speed internet)
- ▶ A one-time discount of up to \$100 on a laptop, tablet, or desktop computer (with a co-payment of more than \$10 but less than \$50)

You may need to provide proof of SCFHP enrollment. Proof of enrollment can be an official document from SCFHP that has the member's name and was sent within the past 12 months.

To apply, please visit [www.affordableconnectivity.gov](http://www.affordableconnectivity.gov) and click on the "Apply Now" button. You will also need to contact a participating provider, which can be found by going to [www.broadbandforall.cdt.ca.gov/affordable-service-programs](http://www.broadbandforall.cdt.ca.gov/affordable-service-programs).





## NONDISCRIMINATION NOTICE

**Discrimination is against the law.** Santa Clara Family Health Plan (SCFHP) follows State and Federal civil rights laws. SCFHP 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.

SCFHP provides:

- Free aids and services to people with disabilities to help them communicate better, such as:
  - o Qualified sign language interpreters
  - o 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:
  - o Qualified interpreters
  - o Information written in other languages

If you need these services, contact SCFHP between 8:30 a.m. and 5:00 p.m., Monday through Friday by calling **1-800-260-2055**. Or, if you cannot hear or speak well, please call **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:

**Santa Clara Family Health Plan  
PO Box 18880  
San Jose, CA 95158  
1-800-260-2055 (TTY: 711)**

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

If you believe that Santa Clara Family Health Plan (SCFHP) 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 SCFHP. You can file a grievance by phone, in writing, in person, or electronically:

- By phone: Contact SCFHP between 8:30 a.m. to 5 p.m., Monday through Friday by calling **1-800-260-2055**. Or, if you cannot hear or speak well, please call **711**.
- In writing: Fill out a complaint form or write a letter and send it to:

**Attn: Grievance and Appeals Department  
Santa Clara Family Health Plan  
6201 San Ignacio Ave  
San Jose, CA 95119**

- In person: Visit your doctor's office or SCFHP and say you want to file a grievance.
  - Electronically: Visit SCFHP's website at [www.scfhp.com](http://www.scfhp.com).
- 

## **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).
- 

## **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>.



**English Tagline – ATTENTION:** If you need help in your language call 1-800-260-2055 (TTY: 711). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call 1-800-260-2055 (TTY: 711). These services are free of charge.

**Mensaje en español (Spanish) – ATENCIÓN:** si necesita ayuda en su idioma, llame al 1-800-260-2055 (TTY: 711). También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al 1-800-260-2055 (TTY: 711). Estos servicios son gratuitos.

**Khẩu hiệu tiếng Việt (Vietnamese) – CHÚ Ý:** Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi số 1-800-260-2055 (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 1-800-260-2055 (TTY: 711) . Các dịch vụ này đều miễn phí.

**简体中文标语 (Chinese) – 请注意：**如果您需要以您的母语提供帮助，请致电1-800-260-2055 (TTY: 711)。另外还提供针对残疾人士的帮助和服务，例如盲文和需要较大字体阅读，也是方便取用的。请致电1-800-260-2055 (TTY: 711)。这些服务都是免费的。

**Tagalog Tagline (Tagalog) – ATENSIYON:** Kung kailangan mo ng tulong sa iyong wika, tumawag sa 1-800-260-2055 (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 1-800-260-2055 (TTY: 711) . Libre ang mga serbisyong ito.

**(Arabic) الشعار بالعربية**

يرجى الانتباه: إذا احتجت إلى المساعدة بلغتك، فاتصل بـ 1-800-260-2055 (TTY: 711). تتوفر أيضًا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة بريـل والخط الكبير. اتصل بـ 1-800-260-2055 (TTY: 711). هذه الخدمات مجانية.

**Հայերեն պիտակ (Armenian) – ՈՒՇԱԴՐՈՒԹՅՈՒՆ:** Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, զանգահարեք 1-800-260-2055 (TTY: 711) : Կան նաև օժանդակ միջոցներ ու ծառայություններ հաշվանդամություն ունեցող անձանց համար, օրինակ՝ Բրայլի գրատիպով ու խոշորատառ տպագրված նյութեր: Չանզահարեք 1-800-260-2055 (TTY: 711) : Այդ ծառայություններն անվճար են:

**ឃ្លាសម្គាល់ជាភាសាខ្មែរ (Cambodian) – ចំណាំ:** បើអ្នក ត្រូវ ការជំនួយ ជាភាសា របស់អ្នក សូម ទូរស័ព្ទទៅលេខ 1-800-260-2055 (TTY: 711)។ ជំនួយ នឹង សេវាកម្ម សម្រាប់ ជនពិការ ដូចជាឯកសារសរសេរជាអក្សរធំ សម្រាប់ជនពិការភ្នែក ឬឯកសារសរសេរជាអក្សរព្រមព្រីន ក៏អាចរកបានផងដែរ។ ទូរស័ព្ទមកលេខ 1-800-260-2055 (TTY: 711)។ សេវាកម្មទាំងនេះមិនគិតថ្លៃឡើយ។

**(Farsi) فارسی زبان به مطلب**

توجه: اگر می‌خواهید به زبان خود کمک دریافت کنید، با 1-800-260-2055 (TTY: 711) تماس بگیرید. کمک‌ها و خدمات مخصوص افراد دارای معلولیت، مانند نسخه‌های خط بریل و چاپ با حروف بزرگ، نیز موجود است. با 1-800-260-2055 (TTY: 711) تماس بگیرید. این خدمات رایگان ارائه می‌شوند.

**हिंदी टैगलाइन (Hindi) – ध्यान दें:** अगर आपको अपनी भाषा में सहायता की आवश्यकता है तो 1-800-260-2055 (TTY: 711) पर कॉल करें। अशक्तता वाले लोगों के लिए सहायता और सेवाएं, जैसे ब्रेल और बड़े प्रिंट में भी दस्तावेज़ उपलब्ध हैं। 1-800-260-2055 (TTY: 711) पर कॉल करें। ये सेवाएं निः शुल्क हैं।

**Nqe Lus Hmoob Cob (Hmong)** – CEEB TOOM: Yog koj xav tau kev pab txhais koj hom lus hu rau 1-800-260-2055 (TTY: 711). Muaj cov kev pab txhawb thiab kev pab cuam rau cov neeg xiam oob qhab, xws li puav leej muaj ua cov ntwav su thiab luam tawm ua tus ntwav loj. Hu rau 1-800-260-2055 (TTY: 711). Cov kev pab cuam no yog pab dawb xwb.

**日本語表記 (Japanese)** – 注意日本語での対応が必要な場合は 1-800-260-2055 (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。1-800-260-2055 (TTY: 711) へお電話ください。これらのサービスは無料で提供しています。

**한국어 태그라인 (Korean)** – 유의사항: 귀하의 언어로 도움을 받고 싶으시면 1-800-260-2055 (TTY: 711) 번으로 문의하십시오. 접자나 큰 활자로 된 문서와 같이 장애가 있는 분들을 위한 도움과 서비스도 이용 가능합니다. 1-800-260-2055 (TTY: 711) 번으로 문의하십시오. 이러한 서비스는 무료로 제공됩니다.

**ແທກໂລພາສາລາວ (Laotian)** – ປະກາດ: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໃຫ້ໂທຫາເບີ 1-800-260-2055 (TTY: 711). ຍັງມີຄວາມຊ່ວຍເຫຼືອແລະການບໍລິການສໍາລັບຄົນພິການ ເຊັ່ນເອກະສານທີ່ເປັນອັກສອນນູນແລະມິໂຕລິມໃຫຍ່ ໃຫ້ໂທຫາເບີ 1-800-260-2055 (TTY: 711). 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 1-800-260-2055 (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 hluc mbiutc aengx caux aamz mborqv benx domh sou se mbenc nzaih bun longc. Douc waac daaih lorx 1-800-260-2055 (TTY: 711). 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 1-800-2602055 (TTY: 711). ਆਰਜ ਲੇਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ। ਕਾਲ ਕਰੋ 1-800-260-2055 (TTY: 711). ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ।

**Русский слоган (Russian)** – ВНИМАНИЕ! Если вам нужна помощь на вашем родном языке, звоните по номеру 1-800-260-2055 (линия ТТУ: 711). Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру 1-800-260-2055 (линия ТТУ:711). Такие услуги предоставляются бесплатно.

**แท็กไลน์ภาษาไทย (Thai)** – โปรดทราบ: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ กรุณาโทรศัพท์ไปที่หมายเลข 1-800-260-2055 (TTY: 711) นอกจากนี้ ยังพร้อมให้ความช่วยเหลือและบริการต่าง ๆ สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ ที่เป็นอักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพท์ไปที่หมายเลข 1-800-260-2055 (TTY: 711) ไม่มีค่าใช้จ่ายสำหรับบริการเหล่านี้

**Примітка українською (Ukrainian)** – УВАГА! Якщо вам потрібна допомога вашою рідною мовою, телефонуйте на номер 1-800-260-2055 (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 1-800-260-2055 (TTY: 711). Ці послуги безкоштовні.