

Smiling Just Got Easier!

HEALTH NET'S DISCOUNT ORTHODONTIC PROGRAM.

Here's some news that will put a smile on your face: Health Net offers a low-cost orthodontic program¹ for our Medi-Cal members in Los Angeles County² and Sacramento County!



What are orthodontic services?

An orthodontist is a doctor trained to help patients with crooked or crowded teeth, cross bites, overbites or underbites. Orthodontic services include braces and other dental treatments to help straighten teeth.



Who can use this program?

This program is for adults and children enrolled in Health Net's Medi-Cal plan in Los Angeles County and Sacramento County.³



What does this mean for you?

Members using the Discount Orthodontic Program receive:

- Access to certified orthodontists
- Orthodontic treatment
- Lower fees for orthodontic services



Choose from a network of expert Orthodontists!

You will have access to an exclusive network of Los Angeles County and Sacramento County orthodontists chosen for your care.

Call for more information!

To get more information about Health Net and these orthodontic services, call **Health Net's Enrollment Services Department at 1-800-327-0502 (TTY: 711)**. We're here to help **Monday through Friday, from 7:30 a.m. to 7 p.m.** www.healthnet.com

¹Health Net reserves the right to end the program at any time with 60-day notice.

²This program does not apply to members assigned to Molina Healthcare.

³Medi-Cal members may be eligible for orthodontic services covered by the Medi-Cal Dental program at no cost or low cost.

Certain fees may apply for extra services. Some limits apply.

This information is not intended as a substitute for professional medical care. Always follow your health care provider's instructions. Health education materials are available in different languages and alternative formats upon request.

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¡Sonreír Ahora Es Más Fácil!

PROGRAMA DE ORTODONCIA CON DESCUENTO DE HEALTH NET.

Ésta es la noticia que le hará sonreír: ¡Health Net ofrece un programa de ortodoncia de bajo costo¹ para nuestros afiliados a Medi-Cal en Los Angeles County² y Sacramento County!



¿Qué son los servicios de ortodoncia?

Un ortodoncista es un médico capacitado para ayudar a los pacientes que tienen dientes torcidos o apiñados, mordidas cruzadas, sobremordidas o submordidas. Los servicios de ortodoncia incluyen frenos y otros tratamientos dentales que ayudan a alinear los dientes.



¿Quién puede usar este programa?

Este programa es para los adultos y los niños inscritos en el plan Medi-Cal de Health Net en Los Angeles County y Sacramento County.³



¿Qué significa esto para usted?

Los afiliados que usan el Programa de Ortodoncia con Descuento reciben:

- Acceso a ortodoncistas certificados
- Tratamiento de ortodoncia
- Honorarios más bajos para servicios de ortodoncia

¡Llame para solicitar más información!

Para obtener más información sobre Health Net y estos servicios de ortodoncia, llame al **Departamento de Servicios de Inscripción de Health Net al 1-800-327-0502 (TTY: 711)**. Estamos aquí para ayudar de **lunes a viernes, de 7:30 a.m. a 7:00 p.m., www.healthnet.com**

¹Health Net se reserva el derecho a finalizar el programa en cualquier momento mediante un aviso con 60 días de anticipación.

²Este programa no se aplica a los afiliados asignados a Molina Healthcare.

³Es posible que los afiliados a Medi-Cal sean elegibles para los servicios de ortodoncia cubiertos por el programa Dental de Medi-Cal sin costo o a bajo costo.

Pueden aplicarse ciertos honorarios por servicios extras. Se aplican algunos límites.

Esta información no debe sustituir la atención médica profesional. Siga siempre las instrucciones de su proveedor de atención de salud. Hay materiales de educación sobre la salud disponibles en diferentes idiomas y formatos alternativos si se solicitan.

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¡Elija de una red de Ortodoncistas expertos!

Usted tendrá acceso a una red exclusiva de ortodoncistas de Los Angeles County y Sacramento County elegidos para su atención.

NONDISCRIMINATION NOTICE

Discrimination is against the law. Health Net Dental follows State and Federal civil rights laws. Health Net Dental does not unlawfully discriminate, exclude people, or treat them differently 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.

Health Net Dental 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 Health Net Dental between Monday-Friday 8am-5pm by calling 1-800-977-7307. Or, if you cannot hear or speak well, please call TTY: 711.

HOW TO FILE A GRIEVANCE

If you believe that Health Net Dental 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 Health Net of California, Inc. Appeals & Grievances. You can file a grievance by phone, in writing, in person, or electronically:

- By phone: Contact Health Net of California, Inc. Appeals & Grievances between Monday-Friday 8am-5pm by calling 1-800-977-7307. Or, if you cannot hear or speak well, please call TTY: 711.
- In writing: Fill out a complaint form or write a letter and send it to:

Health Net of California, Inc. Appeals & Grievances
PO Box 10348, Van Nuys, CA 91410-0348

- In person: Visit your doctor's office or Health Net Dental and say you want to file a grievance.
- Electronically: Visit Health Net Dental's website at https://www.healthnet.com/portal/member/content/iwc/hndental/hn_dental.action.

OFFICE OF CIVIL RIGHTS – CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

- 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:

Michele Villados
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/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, DC 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

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1-800-977-7307 (TTY: 711).

Español (Spanish)

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-977-7307 (TTY: 711).

Tiếng Việt (Vietnamese)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-977-7307 (TTY: 711).

Tagalog (Tagalog –Filipino)

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-977-7307 (TTY: 711).

한국어 (Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-977-7307 (TTY: 711)번으로 전화해 주십시오.

繁體中文 (Chinese)

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-977-7307 (TTY: 711)。

Հայերեն (Armenian)

ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Ջանգահարեք 1-800-977-7307 (TTY: 711):

Русский (Russian)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-977-7307 (TTY: 711).

فارسی (Farsi)

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-800-977-7307 تماس بگیرید. (TTY: 711)

日本語 (Japanese)

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。

1-800-977-7307 (TTY: 711) まで、お電話にてご連絡ください。

Hmoob (Hmong)

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj.

Hu rau 1-800-977-7307 (TTY: 711).

ਪੰਜਾਬੀ (Punjabi)

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ।

1-800-977-7307 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

عربية (Arabic)

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم
1-800-977-7307 (TTY: 711).

हिंदी (Hindi)

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं।

1-800-977-7307 (TTY: 711) पर कॉल करें।

ภาษาไทย (Thai)

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร

1-800-977-7307 (TTY: 711).

ខ្មែរ (Cambodian)

ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, បសវ័នជំនួយខ្លួនកភាសា បោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។

ចូរ ទូរស័ព្ទ 1-800-977-7307 (TTY: 711)។

ພາສາລາວ (Lao)

ໂປດລາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຍຄ່າ, ແມ່ນມີພ້ອມ

ໃຫ້ທ່ານ. ໂທ 1-800-977-7307 (TTY: 711).