

WHOLE you



2024 Bulletin

Now Online!

You can now find *Whole You* online. It's part of our effort to reduce waste and make things easy for you. You can view it here at www.healthnet.com. Under **Health & Wellness**, click **Medi-Cal Wellness Programs**.

New to Health Net?
Find out about your health plan in your member handbook and online. Visit www.healthnet.com.

Welcome to *Whole You*

THIS IS YOUR YEARLY BENEFITS AND SERVICES NEWSLETTER FROM HEALTH NET

Welcome to the 2024 issue of *Whole You*

Here's what you'll find:

- Protect Your Privacy When You Choose Health Net.
- Know Doctor Wait Times Upfront with Our Guide.
- Speak in the Language You Prefer Thanks to Language Interpreters.
- Find Support Quick and Easy with Findhelp.
- You're Covered and Supported with Health Net.
- Give Your Baby the Best Possible Start with Start Smart for Your Baby®.
- Support During and After Pregnancy with Health Net's Doula Services.
- Catch Problems Early with the Proper Health Screenings.
- Help Your Child Have a Beautiful Smile.
- Get Your Voice Heard When You Take Our Survey.
- Find Complete Health Care Help through Case Management.
- Healthy Levels, Healthy Life
- A Healthier Lifestyle Starts with Small Changes.
- Protect Yourself and Those You Love with a Flu Shot.
- Quit Nicotine with a Guided Program.
- Mental Health Matters: Refresh Your Mind, Body and Spirit.
- Get Your Health Plan Information Anytime through Your Account.
- Your Doctors Can Talk to Each Other through Your Primary Care Physician.
- Share the Good News: Health Net Gets Your Family Covered with Medi-Cal.
- Keep Your Medi-Cal When You Keep Your Records Up to Date.
- Better Care in 2024 Thanks to Our Quality Improvement Program.

Protect Your Privacy When You Choose Health Net

At Health Net, your privacy is a focus for us. We have strict rules about how we collect, use or release your personal health information (PHI). PHI is information about you. Health Net will not use your race, ethnicity, language, social needs, sexual orientation, and gender identity information for underwriting purposes or to make the decision if you can get coverage or benefits. Things like your:

- Name
- Address
- Phone number
- Health and demographic information.

You also have some rights about to the information we keep about you.

PHI includes information about:

- Your past or present physical or mental health – or condition.
- The health care you've received.
- The payment for that care.
- Your social needs.
- Race, ethnicity and language.
- Sexual orientation and gender identity.

Note: Federal and state laws require Health Net to alert you about your rights. We also must alert you of our legal duties and privacy practices about your PHI. Health Net's Notice of Privacy Practices describes:

- How we might use or share your PHI.
- Your rights as a member to access PHI.
- How you can ask for changes, limits or where and to whom your PHI gets shared.
- The steps for filing a complaint.

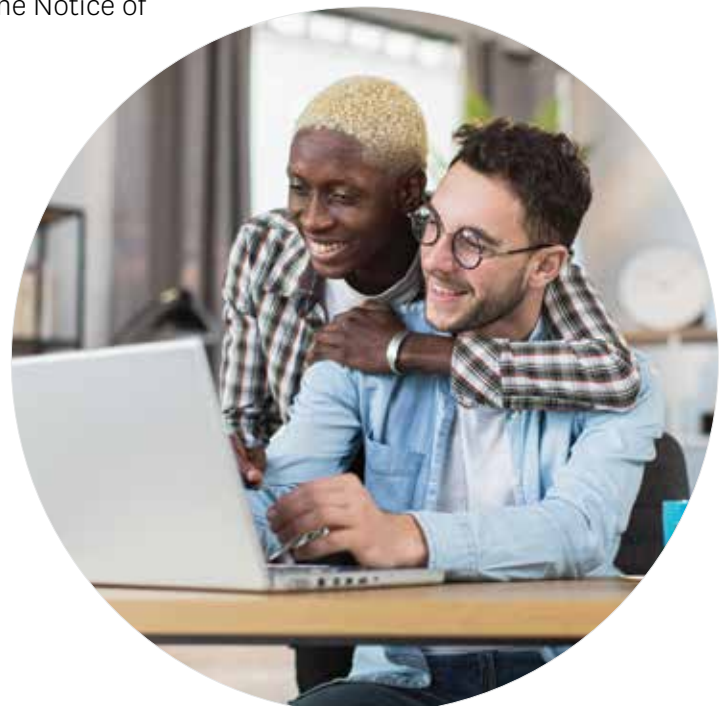
For a copy of Health Net's privacy policies:

- 1 Visit **www.healthnet.com**.
Scroll to the bottom of the page and click *Legal Notices > Privacy Practices* to reach the Notice of Privacy Practices.
- 2 Call the toll-free Member Services number on your member ID card.

or



For questions about the Notice of Privacy Practices, please email **Privacy@healthnet.com**.



Know Doctor Wait Times Upfront with Our Guide

How long you will wait to see a doctor depends on your health issue. It also depends on the type of care you need.

The table below shows how soon you should be able to see a doctor. It may be OK to wait longer if it does not harm your health. It's a good idea to make a routine care appointment to see your doctor if:

- You are a new patient.
- Have just obtained health coverage.

Appointment type	Wait Time from Request
Urgent care	
Urgent care appointment with primary care physician (PCP) that do not require prior authorization.	Within 48 hours.
Urgent care appointment with specialist (prior approval needed).	Within 96 hours.
Non-urgent appointments	
Non-urgent care appointment with PCP.	Within 10 business days.
Non-urgent care appointment with specialist.	Within 15 business days.
Appointment for ancillary services for MRI/Mammogram/Physical Therapy.	Within 15 business days.
First prenatal visit with PCP and specialist ¹ .	Within 2 weeks.
Well-child visit with PCP ¹ .	Within 2 weeks.
Preventive health check-up with PCP ¹ .	Within 30 calendar days.
Behavioral health appointments	
Urgent care appointment with non-physician behavioral health care provider or behavioral health care doctor (psychiatrist) that does not need prior authorization.	Within 48 hours.
Urgent care appointment with non-physician behavioral health care provider or behavioral health care doctor (psychiatrist) that needs prior authorization.	Within 96 hours.
Non-urgent care appointment with non-physician behavioral health care provider for routine care.	Within 10 business days.
Non-urgent appointment with behavioral health care doctor (psychiatrist) for routine care.	Within 15 business days.
Non-urgent care follow-up appointment with non-physician mental health care provider.	Within 10 business days.

¹Health plan standard. Appointment scheduled through the provider for a preventive check-up will be dependent on the type of service. A provider may suggest a different schedule based on need.

Note: A business day is Monday through Friday. It does not include weekends or holidays.



If you need help making an appointment, call Member Services at 800-675-6110 (TTY: 711). You can get an interpreter (a person who translates speech orally) at no cost to help you at your appointment. Interpreters must be available during the appointment. Call Health Net to ask for an interpreter **5 days before the appointment.**

Speak in the Language You Prefer Thanks to Language Interpreters

Health Net has a no-cost Language Assistance Program (LAP) to help you if your preferred language is other than English.

Interpreter assistance (someone who will speak and explain to you in the language you prefer) helps you talk with:

- Your doctor
- Health care providers
- Health Net staff

Interpreters are available for you

- You do not need to bring your own interpreter to a medical appointment.
- You do not need to use family or friends as interpreters.
- You should not use a child as an interpreter – unless there is an emergency, and no other interpreter is available.
- You can get an interpreter at no cost for all your medical appointments.
- Sign language services are also available upon request.
- You have a right to file a grievance if you can't get your language needs met.
- You can ask for someone to translate and explain to you any document you get from Health Net.

Note: You can ask for a written translation or other format for:

- Summary of benefit information
- Form letters or letters letting you know about a:
 - Decrease in service
 - Denial of service
 - Change or end of service
- Alerts with important health information
- Right to appeal
- Notice of language assistance
- Medical care reminders

Please call the Member Services number on your ID card when you need:

- An interpreter for a medical visit
- A document read and explained to you in your language
- A document in a different format
- To tell us your preferred written and spoken language



Please call **800-675-6110 (TTY: 711)**. Interpreter services are available 24 hours a day, 7 days a week. **Call at least 5 days before your appointment** if you would like to request an in-person or video interpreter. Please allow 10 days for sign language interpreters.

We will do our best to find you an in-person interpreter. Sometimes a telephone interpreter may be the only option available. No-cost telephone interpreter services are available in more than 150 languages, 24 hours a day, 7 days a week.

(continued)



Your preferred language and more

Please call us at **800-675-6110 (TTY: 711)** to let us know your preferred spoken and written language. We may also ask your:

- Race
- Ethnicity
- Gender identity
- Sexual orientation

We use this information to help improve the quality of services that you receive. You have the option to not answer.

Health Net will protect your information. We can only share these things with health care providers for quality improvement purposes:

- Your language.
- Race.
- Ethnic background.
- Sexual orientation.
- Gender identity.

www.healthnet.com

This information is not used for underwriting purposes or to make decisions about whether you are able to receive coverage or services.

Get health care information the easy way with these tips

Sometimes health care and health coverage can be hard to understand. We know that for most people health care is complex. To help make it easier, use these tips when you see your doctors. They will help you know what is going on with your health care. Remember, asking questions lets you be an active member of your health care team.

Ask your doctor, nurse, pharmacist or other provider three important questions about your health:

- 1. What is my main problem?**
- 2. What do I need to do?**
- 3. Why is it important for me to do this?**

Take and use a notebook to your doctor appointments

Here are simple ways to use your notebook:

- Write down the plan in which you and your doctor agree.
- Write down the questions you have for your doctor. Also write instructions you need to follow and/or your test results.
- Ask your doctor to write in your notebook any important information you need to know.

WHOLE you

Find Support Quick and Easy with FindHelp

Health Net Community Connect, powered by FindHelp (formally known as Aunt Bertha), is a free online search service that helps you find programs and social services in your area.

Search and connect to such services as:

- Financial assistance.
- Food pantries.
- Other free or reduced-cost help.

Your social needs are protected. The searches you make on Community Connect are private. No one will contact you and we will not share your information without your consent. Health Net will use the social needs assessment results to effectively connect members to social services when needed.

Members can self-refer to these programs, keep track of the referrals, as well as update them. Members can update the status of a referral to *got help, couldn't get help, no longer interested, and more.*

Connect in three easy steps:

- 1 Go to <https://healthnet.findhelp.com>
- 2 Complete a Social Needs Self-Assessment
- 3 Enter a zip code and click *search*



Once you click *search*, you can choose from one of ten categories or select a subcategory, which will contain a list of services that vary based on the ZIP code entered. You can view results in more than 100 languages.

You're Covered and Supported with Health Net

Health Net strives to help you and your family stay healthy.

We make all choices about your care based on your medical needs and your coverage.

We do not reward doctors who deny medical care or treatment. We will

review any report of a doctor who does not give medically needed care to our members. Any doctor found to have acted wrongly may have their contract terminated by Health Net.



If you have questions about approval of care, you can talk with us in your preferred language. Call the toll-free or TTY number on your Health Net member ID card, 24 hours a day, 7 days a week.

Give Your Baby the Best Possible Start with Start Smart for Your Baby[®]

A healthy pregnancy, birth and parent should be the goal of all expecting parents and families. That includes:

- Information.
- Resources.
- A true partnership to help ensure you and your baby get everything you need to make a smart start on this journey.

We want to help you take care of yourself and your baby through the whole process.

Let us know about your pregnancy

If you're pregnant, please fill out your Member Notification of Pregnancy form so we can tailor your care and support. There are a couple of ways to do this that only take a few minutes.

1. Log into your online member account
2. Call **800-675-6110 (TTY: 711)**. Let us know the call is to complete your pregnancy form.

For more information, please visit **www.healthnet.com**. Or call Member Services at **800-675-6110 (TTY: 711)**.

Meet our case managers

Our case managers are nurses and social workers who can help you throughout your pregnancy. They can help you find resources and answer questions about your pregnancy and medical care. Your care manager can:

1. Help schedule appointments.
2. Provide transportation help.
3. Find resources that will help you get well and stay well.
4. Help with other behavioral and social services.



Support During and After Pregnancy with Health Net's Doula Services

Doula support is a new, covered service by Health Net.

A doula is a trained worker who can provide physical, emotional and learning support during and

after your pregnancy. A doula is also helpful in cases of miscarriage, stillbirth or abortion.



Need help to find a doula?

Call Member Services at 800-675-6110 (TTY: 711).

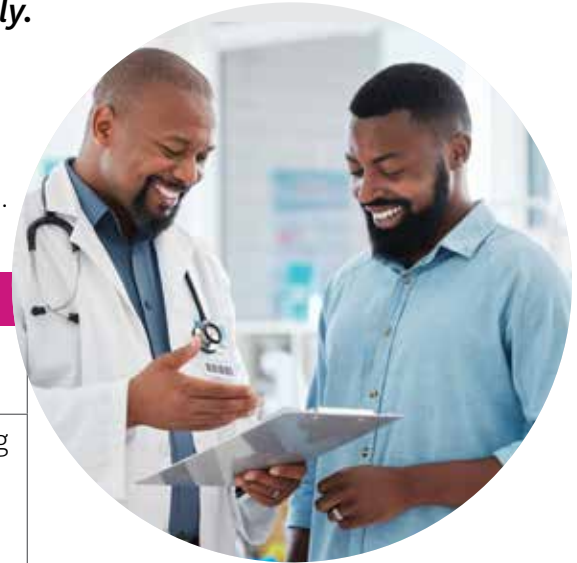
Catch Problems Early with the Proper Health Screenings

Health screenings can help doctors find health problems early.
That's when treatment for diseases may work best.

What's right for you?

The screenings you need depend on your age, gender, race and other factors. Ask your doctor about the screenings listed below to help you stay healthy.

Screenings	When
Breast cancer	Get a mammogram every year starting at age 40 or as your doctor suggests.
Cervical cancer	Starting at age 21, get a cervical cancer screening (Pap test) every 3 years. At age 30, you can have a Pap test every 3 to 5 years or as your doctor suggests.
Chlamydia (a sexually transmitted infection)	Every year through age 24 for sexually active, non-pregnant people; every year starting at age 24 if at high risk.
Colorectal cancer	At age 45, talk to your doctor about which test is right for you. If you are high risk, your doctor may start testing at age 40.
High cholesterol	Most healthy adults should have their cholesterol checked every 4 to 6 years. Some people who have heart disease, diabetes, or a family history of high cholesterol, need to get their cholesterol checked more often.
Hypertension (high blood pressure)	Every year in adults 40 years or older and in adults at high risk.
Prostate cancer	At age 40, talk to your doctor about testing.
Dental Checkup	Every 6 months or as your dentist suggests.
Mental Health Checkup	Yearly, or as your doctor suggests.



Help your child have a beautiful smile!

Healthy gums and teeth are important to your child's overall health. Fluoride varnish is a safe and easy way to help prevent tooth decay in children. This service can be done 2 to 3 times a year to help your child's teeth stay healthy. Talk to your child's doctor or dentist about getting fluoride varnish today.

Sources: American Cancer Society; Department of Health and Human Services; U.S. Preventive Services, Center of Disease Control. Visit www.healthnet.com. Under **Health & Wellness**, click **Medi-Cal Wellness Programs** for access to preventative health guidelines.

Get Your Voice Heard When You Take Our Survey

You want the best health care out there. We want to give it to you.

One way we can do this is if you help us understand your health care journey.

This spring, you may get the chance to take the **Consumer Assessment of Healthcare Providers and System (CAHPS®) member experience survey**. We'll mail the survey to select members. It'll ask questions about your experience with your doctors and health plan.

Not all people will get the survey. If you are one of the lucky few selected to take the survey, please respond. Be honest with us. Let us know if we can do better.

Happy with your care? We want to know that, too! Your feedback lets us understand what works and what doesn't.



Your responses are anonymous and will represent the voice of thousands of members. We look forward to hearing from you.

Find Complete Health Care Help through Case Management

The health care system can be a challenge. Health Net has a team of nurses, social workers and other health care staff who can help. They'll work with you and your doctors to create a health care plan to help you manage your illness and regain your health.

A case manager can:

- Help you find community resources to support your care.
- Help all your providers share information with each other about your care.
- Guide you to make the most of your health care benefits.
- Help you fully understand:
 - Your illness.

- Your treatment options.
- Actions you can take to improve your health.

It is your choice whether to take part in Case Management or not. It will not affect your health care benefits.

Case Management can also help if you or a loved one with Health Net Medi-Cal has:

- A complex condition. This includes diabetes, coronary artery disease, asthma, congestive heart failure, transplant, end-stage renal disease or cancer.
- A high-risk pregnancy.
- Mental health needs or substance-use needs.

- Stayed at the hospital many times.
- Advanced home-care needs.
- Had a serious injury.
- A terminal illness.

Call **800-675-6110 (TTY: 711)** to learn more about how your caregiver or doctor can refer you to the Case Management program. You can also ask for an assessment to find out if Case Management can help you.

Healthy Levels, Healthy Life

Check your blood pressure

A blood pressure test includes two pressure numbers. Systolic is the pressure of blood against artery walls. Diastolic measures the pressure when the heart is at rest

between beats. High blood pressure, or hypertension, puts you at a greater risk of getting heart disease. Make sure you talk to your doctor on what numbers are best for you.

Blood Pressure Category	Systolic (mmHg) (upper number)	Diastolic (mmHg) (lower number)
Normal	Less than 120 and	Less than 80
Elevated	120-129 and	Less than 80
High Blood Pressure (Hypertension) Stage 1	130-139 or	80-89
High Blood Pressure (Hypertension) Stage 2	140 or higher or	90 or higher
Hypertensive Crisis (consult your doctor immediately)	Higher than 180 and/or	Higher than 120

Source: American Heart Association

Get your A1C – blood sugar test

An A1C test measures your blood sugar level over the past three

months. It is the best way to know if your blood sugar is under control. High blood sugar raises your risk of diabetes and other serious problems, such as heart disease or stroke.

A1C percent	
Below 5.7	Normal
5.7-6.4	Pre-diabetes
6.5 or above	Diabetes



Don't forget to:

1. Get your prescription filled.
2. Follow the instructions. If they are not clear, ask your pharmacist to explain.
3. Take it at the right times.
4. Finish all the medicine. Do this even if you feel better before it is all gone.

Please talk to your doctor right away if you feel like the medicine is not working or there is a side effect you do not like.

A Healthier Lifestyle Starts with Small Changes

Change doesn't happen overnight.

You can have a healthier lifestyle when you take some small steps to manage your weight. We can help

you with that! Call the Member Services phone number on the back of your Health Net ID card about the resources we have for you.



WHOLE you

Protect Yourself and Those You Love with a Flu Shot



Flu season starts as early as October. Get your influenza vaccination (flu shot) as soon as you can! The flu shot is an important way to protect children and the community.

Every person aged 6 months and older needs this safe shot every year. Ask your doctor about a flu shot today.

Checkups and vaccines are key

Well-child checkups can help ensure that your child is healthy. It is a time for the doctor to check your child's health and development.

This is also the time when your child will also get any needed vaccines. Your child will need vaccines in the first few years. This tapers off as kids get older. But teens still need booster shots. **Remember, everyone over aged 6 months old needs a flu shot every year.** Is your child due for a checkup? Call the doctor's office and make an appointment today!

	<p>Well-child checkups needed around ages:</p>	<p>2 to 5 days; 1, 2, 4, 6, 9, 12, 15, 18, 24, 30, and 36 months</p>
	<p>Well-child checkups needed once a year:</p>	<p>After age 3 and until age 21.</p>

Sources: American Academy of Pediatrics; National Institutes of Health. Centers for Disease Control and Prevention.



Quit nicotine with a guided program

Do you smoke or vape? Contact Kick It California to get help and quit. You can speak with a Quit Coach, join a text program or download a mobile app. Learn about nicotine patches and more!

Visit www.kickitca.org today.

You won't regret it!

English: **800-300-8086**

Spanish: **800-600-8191**

Mental Health Matters: Refresh Your Mind, Body and Spirit

The way you think and feel may impact your overall health. Our mental health resources can help you learn more, feel better and live well. For more

information, call the Member Services phone number on the back of your Health Net ID card.

Get Health Plan Information Any Time through Your Account

Visit www.healthnet.com to learn more about how your health plan works. Just have your Health Net member ID ready to create an account. Your member ID number is on the back of your card. Once you have registered to the member portal, you can use these tools:

Benefits/coverage

You can view, read or download a copy of your **Member Handbook** online.

It has information about:

- What services are – and are not – covered.
- Your Medi-Cal share of costs or co payments.
- How we assess new medical and behavioral health technology.
- How to file a complaint.
- How to get referrals and authorizations for care.
- How to submit a claim.
- How to get:
 - urgent care
 - emergency care
 - out-of-area services
 - care after business hours
- Rights and Responsibilities.
- Language assistance.
- Privacy information.

Medical information

You can view:

- Medical claims
- Health Alerts
- Authorizations

Find a doctor or clinic

You can find:

- Doctors
- Specialists
- Hospitals
- Physician groups
- Urgent care centers and more

You can also find doctors who offer services for:

- Behavioral health
- Dental
- Vision

Find quick links to the information you may need most often:

- Copy of your member ID card.
- Grievance Form.
- Change your primary care doctor.



Don't have online access?

Get all the information or help you need by calling Member Services at **800-675-6110 (TTY: 711)**.

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Follow the steps below to create your account

1. Find your member ID or social security number. Your member ID is on your ID card.
2. Go to www.healthnet.com.
3. Click *Log In/Register*.
4. Follow the instructions on the screen.

Your Doctors Can Talk to Each Other through Your Primary Care Physician

Experts say that each of us needs a home base for our health care. That means having a regular doctor to meet your basic health care needs. This doctor is known as a primary care physician (PCP).

Your PCP can help you stay healthy – or get better when you’re ill. They can treat most minor problems. This means that unless you have a true emergency, you will most likely not need to go to a hospital for this type of care.

Your PCP will also help you manage your chronic health problems, such as diabetes or asthma. Your doctor may send you to a specialist and follow up with you.

They will also work with you and your specialists to keep any health problems under control.

Your PCP can also:

- Give you checkups
 - preventive care, such as shots or health screenings.
- Help you reach a health goal
 - stop smoking or to lose weight.
- Be your partner in wellness.

Get answers to general questions on our Nurse Advice Line

You can talk to a registered nurse any time of day, every day of the year. Call the **24/7 Nurse Line** at **888-893-1569**. (For TTY, contact California Relay by dialing 711 and provide the 1-888-893-1569 number.)



The back of your Health Net member ID card has your PCP listed. Call Member Services at **800-675-6110 (TTY: 711)** if you need help to find a doctor who is right for you.



Share the Good News: Health Net Gets Your Family Covered with Medi-Cal

Health Net can help you and each member of your family get healthcare. We get you covered with Medi-Cal. You can get healthcare that covers:

- Doctor visits
- Hospital care
- Telehealth
- Mental Health
- Lab tests
- Dental¹
- Vision
- Transportation
- Pregnancy/ newborn care and more

Note: Medi-Cal rules for children are not the same as rules for adults. Kids can get Medi-Cal while their parents have a different plan.

Qualified Medi-Cal family members can get complete healthcare despite their immigration status. This includes:

- Lawful people living in the U.S. long-term, or “green card holders.”
- Lawful people living in the U.S. for a short-term.
- Persons fleeing ill-treatment, like refugees and people seeking safety.

- Immigrants granted short-term secured status.
- Non-immigrant status holders, like those with worker or student visas.

Visit us today to learn more!

https://www.healthnet.com/content/healthnet/en_us/find-a-plan/medi-cal.html



¹Dental coverage is available in Los Angeles county.

Keep Your Medi-Cal When You Keep Your Records Up to Date

Don't miss important info about your Medi Cal benefits.

Make sure that your county office has your correct information. Let your local Medi-Cal office know within 10 days if your information changes.

Some changes may include:

- Moved to a new address.
- Changed phone numbers.
- Changed email.
- Got a new job.
- A pregnancy.
- Had a baby.
- Got married.

If you have any changes, report them to your local county office.

You can contact the county:

- Online
- By phone
- Email
- Fax or
- In person



Renew online

You can make updates and renew your Medi-Cal online. Go to [benefitscal.com](https://www.benefitscal.com) to create your online account. Click the “Create an Account” link in the upper right corner, below the “Log In” button.

Better Care in 2024 Thanks to Our Quality Improvement Program

Get even better care in 2024! Health Net works with doctors and other health care providers to enhance your care quality. This teamwork also helps make sure that you get timely access to health care services.

The Health Net Quality Improvement Program checks our products and services to make sure they meet your health care needs. They:

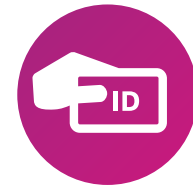
- Promote a healthy lifestyle.
- Help you get important preventive care.
- Provide proper disease management.
- Improve chronic care.
- Provide mental health services.
- Promote health safety.
- Make sure you get the right prescription medication treatment.
- Help you better know your health.
- Give members better access to health care and health services.

Health Net has performance goals in many clinical areas every year. In 2023, we either improved performance or met the goals.

Quality Improvement supports our members to help make access to care easier with the programs listed below:

- Breast and cervical cancer screenings.
- Child and teens well-care visits.
- Childhood Immunizations.
- Controlling blood pressure.

The table below highlights some of those results.



Want more information about our Quality Improvement Program? Call Member Services at the toll-free number listed on your Health Net ID card.

Measures of Clinical Care	Improved ¹	Goal Met ²
Breast Cancer Screening	✓	✓
Cervical Cancer Screening	✓	
Child and Adolescent Well-Care Visits	✓	
Childhood Immunization	✓	
Controlling Blood Pressure		✓

¹Improved from previous year.

²Above the state required minimal performance level.

Scores are based on billings records and/or medical records review.

Nondiscrimination Notice

Health Net follows State and Federal civil rights laws and does not 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.

Health Net provides:

- Free aids and services to people with disabilities to communicate better with us, such as qualified sign language interpreters and 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 and information written in other languages.

If you need these services or to request this document in an alternative format, contact the Health Net Customer Contact Center at 1-800-675-6110 (TTY: 711), 24 hours a day, 7 days a week, 365 days a year.

If you believe that Health Net has failed to provide these services or unlawfully discriminated in another way, you can file a grievance with Health Net by phone, in writing, in person or electronically:

- By phone: Call Health Net Civil Rights Coordinator at 1-866-458-2208 (TTY: 711), Monday through Friday, 8 a.m. to 5 p.m.
- In writing: Fill out a complaint form or write a letter and send it to Health Net Civil Rights Coordinator, P.O. Box 9103, Van Nuys, CA 91409-9103.
- In person: Visit your doctor's office or Health Net and say you want to file a grievance.
- Electronically: Visit Health Net's website at www.healthnet.com

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.
- In writing: Fill out a complaint form or write a letter and send it 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.

If you believe you have been discriminated against because 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: 1-800-368-1019 (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: If you, or someone you are helping, need language services, call 1-800-675-6110 (TTY: 711). Aids and services for people with disabilities, like accessible PDF and large print documents, are also available. These services are at no cost to you.

Arabic: إذا كنت أنت أو أي شخص تقوم بمساعدته، بحاجة إلى الخدمات اللغوية، فاتصل بالرقم (1-800-675-6110 (TTY: 711) تتوفر أيضاً المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل الملفات المنقولة (PDF) التي يمكن الوصول إليها والمستندات المطبوعة الكبيرة. تتوفر هذه الخدمات بدون تكلفة بالنسبة لك.

Armenian: Եթե դուք կամ որևէ մեկը, ում դուք օգնում եք, ունեն լեզվական օգնության կարիք, գանգախարհք 1-800-675-6110 (TTY: 711): Հաշմանդամություն ունեցող մարդկանց համար հասանելի են օգնություն և ծառայություններ, ինչպես օրինակ՝ մատչելի PDF և մեծ տպագրությամբ փաստաթղթեր: Այս ծառայությունները ձեզ համար անվճար են:

Cambodian: ប្រសិនបើអ្នក ឬនរណាម្នាក់ដែលអ្នកកំពុងជួយ ត្រូវការសេវាផ្នែកភាសា សូមទូរសព្ទទៅលេខ 1-800-675-6110 (TTY: 711)។ ជំនួយ និងសេវាកម្មផ្សេងៗសម្រាប់អ្នកដែលពិការ ដូចជាទម្រង់ PDF សម្រាប់អ្នកពិការ និងឯកសារត្រឹមត្រូវជាអក្សរខ្នាតធំក៏មានផ្តល់ជូនផងដែរ។ សេវាកម្មទាំងនេះត្រូវបានផ្តល់ជូនអ្នកដោយមិនគិតថ្លៃ។

Chinese: 如果您或者您正在帮助的人需要语言服务，请致电1-800-675-6110 (TTY: 711)。还可提供面向残障人士的帮助和服务，例如无障碍 PDF 和大字版文档。这些服务免费为您提供。

Farsi: اگر شما یا هر فرد دیگری که به او کمک می‌کنید نیاز به خدمات زبانی دارد، با شماره 1-800-675-6110 (TTY: 711) تماس بگیرید. کمک‌ها و خدماتی مانند مدارک با چاپ درشت و PDF دسترس‌پذیر نیز برای معلولان قابل عرضه است. این خدمات هزینه‌ای برای شما نخواهد داشت.

Hindi: यदि आपको, या जिसकी आप मदद कर रहे हैं उसे, भाषा सेवाएँ चाहिए, तो कॉल करें 1-800-675-6110 (TTY: 711)। विकलांग लोगों के लिए सहायता और सेवाएं, जैसे सुलभ PDF और बड़े प्रिंट वाले दस्तावेज़, भी उपलब्ध हैं। ये सेवाएँ आपके लिए मुफ्त उपलब्ध हैं।

Hmong: Yog hais tias koj, los sis ib tus neeg twg uas koj tab tom pab nws, xav tau cov kev pab cuam txhais lus, hu rau 1-800-675-6110 (TTY: 711). Tsis tas li ntawd, peb kuj tseem muaj cov khoom siv pab thiab cov kev pab cuam rau cov neeg xiam oob qhab tib si, xws li cov ntaub ntawv PDF uas tuaj yeem nkag cuag tau yooj yim thiab cov ntaub ntawv luam tawm uas pom tus niam ntawv loj. Cov kev pab cuam no yog muaj pab yam tsis xam nqi dab tsi rau koj them li.

Japanese: ご自身またはご自身がサポートしている方が言語サービスを必要とする場合は、1-800-675-6110 (TTY: 711)までお問い合わせください。障がいをお持ちの方のために、アクセシブルなPDFや大きな文字で書かれたドキュメントなどの補助・サービスも提供しています。これらのサービスは無料で提供されています。

Korean: 귀하 또는 귀하가 도와주고 있는 분이 언어 서비스가 필요하시면 1-800-675-6110 (TTY: 711) 번으로 연락해 주십시오. 장애가 있는 분들에게 보조 자료 및 서비스(예: 액세스 가능한 PDF 및 대형 활자 인쇄본)도 제공됩니다. 이 서비스는 무료로 이용하실 수 있습니다.

Laotian: ຖ້າທ່ານ, ຫຼື ບຸກຄົນໃດໜຶ່ງທີ່ທ່ານກຳລັງຊ່ວຍເຫຼືອ, ຕ້ອງການບໍລິການແປພາສາ, ໂທ 1-800-675-6110 (TTY: 711). ນອກນັ້ນ, ພວກເຮົາຍັງມີອຸປະກອນຊ່ວຍເຫຼືອ ແລະ ການບໍລິການສຳລັບຄົນພິການອີກດ້ວຍ, ເຊັ່ນ ເອກະສານ PDF ທີ່ສາມາດເຂົ້າເຖິງໄດ້ສະດວກ ແລະ ເອກະສານພິມຂະໜາດໃຫຍ່. ການບໍລິການເຫຼົ່ານີ້ແມ່ນມີໄວ້ຊ່ວຍເຫຼືອທ່ານໂດຍບໍ່ໄດ້ເສຍຄ່າໃດໆ.

Mien: Da'faanh Meih, Fai Heuc Meih Haih Tengx, Oix Janx-kaeqv waac gong, Heuc 1-800-675-6110 (TTY: 711). JomcCaux gong Bun Yangh mienh Caux mv fungc, Oix dongh eix PDF Caux Bunh Fiev dimc, Haih yaac kungx nyei. Deix gong Haih buac Yietc liuz maiv jaax-zinh Bieqc Meih.

Punjabi: ਜੇ ਤੁਹਾਨੂੰ, ਜਾਂ ਜਿਸ ਦੀ ਤੁਸੀਂ ਮਦਦ ਕਰ ਰਹੇ ਹੋ, ਨੂੰ ਭਾਸ਼ਾ ਸੇਵਾਵਾਂ ਦੀ ਜ਼ਰੂਰਤ ਹੈ, ਤਾਂ 1-800-675-6110 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ। ਅਪਹਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਪਹੁੰਚਯੋਗ PDF ਅਤੇ ਵੱਡੇ ਪ੍ਰਿੰਟ ਵਾਲੇ ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ। ਇਹ ਸੇਵਾਵਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਹਨ।

Russian: Если вам или человеку, которому вы помогаете, необходимы услуги перевода, звоните по телефону 1-800-675-6110 (TTY: 711). Кроме того, мы предоставляем материалы и услуги для людей с ограниченными возможностями, например документы в специальном формате PDF или напечатанные крупным шрифтом. Эти услуги предоставляются бесплатно.

Spanish: Si usted o la persona a quien ayuda necesita servicios de idiomas, comuníquese al 1-800-675-6110 (TTY: 711). También hay herramientas y servicios disponibles para personas con discapacidad, como documentos en letra grande y en archivos PDF accesibles. Estos servicios no tienen ningún costo para usted.

Tagalog: Kung ikaw o ang taong tinutulungan mo ay kailangan ng mga serbisyo sa wika, tumawag sa 1-800-675-6110 (TTY: 711). Makakakuha rin ng mga tulong at serbisyo para sa mga taong may mga kapansanan, tulad ng naa-access na PDF at mga dokumentong malaking print. Wala kang babayaran para sa mga serbisyong ito.

Thai: หากคุณหรือคนที่คุณช่วยเหลือ ต้องการบริการด้านภาษา โทร 1-800-675-6110 (TTY: 711) นอกจากนี้ยังมี ความช่วยเหลือและบริการสำหรับผู้ทุพพลภาพ เช่น PDF ที่เข้าถึงได้และเอกสารที่พิมพ์ขนาดใหญ่ บริการเหล่านี้ ไม่มีค่าใช้จ่ายสำหรับคุณ

Ukrainian: Якщо вам або людині, якій ви допомагаєте, потрібні послуги перекладу, телефонуйте на номер 1 800 675 6110 (TTY: 711). Ми також надаємо матеріали та послуги для людей з обмеженими можливостями, як-от документи в спеціальному форматі PDF або надруковані великим шрифтом. Ці послуги для вас безкоштовні.

Vietnamese: Nếu quý vị hoặc ai đó mà quý vị đang giúp đỡ cần dịch vụ ngôn ngữ, hãy gọi 1-800-675-6110 (TTY: 711). Chúng tôi cũng có sẵn các trợ giúp và dịch vụ dành cho người khuyết tật, như tài liệu dạng bản in khổ lớn và PDF có thể tiếp cận được. Quý vị được nhận các dịch vụ này miễn phí.



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The information provided is not intended as medical advice or as a substitute for professional medical care. Always seek and follow the advice of your physician or other health provider for any questions you have regarding your general medical condition.

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