

NEWS



YOUR PARTNER IN HEALTH

SUMMER 2024

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Join Partnership’s Consumer Advisory

Who We Are

Partnership’s Consumer Advisory Committee (CAC) is a group of Partnership members who meet to discuss how Partnership can care for members and their needs. CAC meets 4 times a year and all meetings are open to the public.

What We Do

Partnership asks CAC members for their thoughts on all kinds of things, like information for the website or materials for mailings. They bring up any content issues and share ideas for how to best serve Partnership’s members. CAC’s ideas and insights guide Partnership’s services.

Who Can Join?

All Partnership members and (or) parents/guardians of members. We welcome people from all backgrounds.

How to Join

Call Partnership’s Member Services Department at **(800) 863-4155**, Monday – Friday, 8 a.m. to 5 p.m. TTY users may call the California Relay Service at **(800) 735-2929** or call **711**.

You can also visit our website at PartnershipHP.org/Members/Medi-Cal/Pages/CAC.aspx.



Scan the QR code for more information.



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Member Rights and Responsibilities

Do you know your Member Rights and Responsibilities? For a copy of our Rights and Responsibilities Statement, you can call us at **(800) 863-4155**, Monday – Friday, 8 a.m. to 5 p.m. You can also visit our website at 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 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 is concerned.

For a copy of our Notice of Privacy Practices, you can call us at **(800) 863-4155**, Monday – Friday, 8 a.m. to 5 p.m. or visit our website at 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**. ♦

Mo' Equity Info by Dr. Moe



Well-Child Visits: The Fun “Parent-Teacher Conference” with your Kid’s Doctor

By Dr. Mohamed Jalloh

Most parents get many calls from the doctor about their child’s health. But being busy taking care of yourself and your family, you may only go to the doctor when your child is sick. However, there are important visits that parents may not know can be a good way to save on future visits to the doctor.

These appointments are well-child visits.

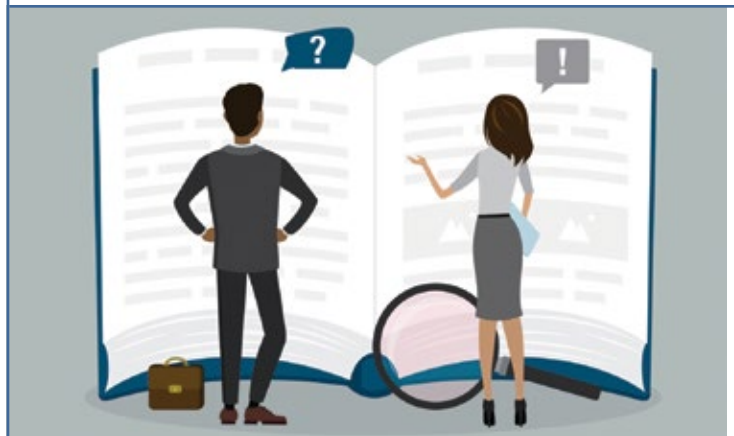
Well-child visits are advised because they provide needed services, like flu shots. These visits give parents a chance to talk about their child’s health and help catch or prevent things. The doctor will check your child’s weight and height to give parents a snapshot on how their children are growing when compared to other kids. The doctor may also ask your child about what they eat, how much they sleep, their habits, learning style, and check in on their mental health. This information is great for the doctor to know to give a growth plan that matches your child’s needs.

Sometimes, where you live, your race/ethnicity, income, and health insurance can create large gaps in these visits. A study from 2022 found that well-child visits went up over 60% in the past 10 years for most groups. However, many Black and Non-Hispanic White children without insurance did not see the same growth. Research has shown that some people have trouble getting to these visits due to transportation issues, language barriers, and lack of time.

At Partnership, we are doing our part to help you take your children to well-child visits. We have a transportation benefit that can help families get to and from your child’s visit. Members can call **(866) 828-2303** to book their rides. Also, as part of Partnership’s Growing Together Program (GTP), some parents may be able to get a gift card for taking their children to their well-child visits. Members can call to learn more about the GTP at **(855) 798-8764**. We also have translation services available to parents so that they can get information in the language that is easiest for them.

All of these services are at no cost to Partnership members. At Partnership, we are excited to be your partner in keeping your children healthy.

Dr. Mohamed Jalloh is Partnership's health equity officer. ♦



Partnership’s Member Handbook

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

Your Member Handbook tells you:

- How to get health care services and medicines
- What to do when you need to get care fast
- How we review new technology, treatments, medicines, devices, and procedures
- 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 services
- How to get information about specialty care and other providers in Partnership's network
- What to do when you are traveling out of the service area
- What to do if you need help after hours
- How to get help in other languages
- What to do if you have a question about a claim
- Other important information

If you want a print copy of the handbook, call us at **(800) 863-4155**, Monday – Friday, 8 a.m. to 5 p.m. TTY users can call the California Relay Service at **(800) 735-2929** or call 711. You can also scan the QR code below with your smartphone camera to see the handbook or you can find the handbook on our website by visiting www.partnershiphp.org/Members/Medi-Cal/Documents/MemberHandbook/MemberHandbookENG.pdf. ♦



Scan the QR code
for more information.



Partnership's Medical Equipment Distribution Services (PMEDS) Program

Partnership HealthPlan of California is happy to share that the Partnership Medical Equipment Distribution Services (PMEDS) program has **enuresis alarms** now. Enuresis alarms is for your child to wear at night to keep them from wetting the bed. It tells your child when they need to go to the bathroom. Your child should wear this alarm every night. They can stop using the alarm once they have gone 14 nights without wetting the bed.

Partnership members can get medical equipment that helps monitor and control medical conditions at no cost. Ask your doctor if you can get equipment through the PMEDS program. The equipment includes:

- Blood pressure monitors and cuffs
- Humidifiers (add moisture to the air)
- Medication lock boxes (keep medicine safe)
- Nebulizers and backup parts
- Oximeters (measure blood oxygen level)
- Scales (check body weight)
- Digital thermometers (check body temperature)
- Vaporizers (add moisture to the air)
- Special tools for members with poor vision
- Enuresis Alarms

Please reach out to your doctor to ask for equipment, learn more about the PMEDS program, or find out what equipment you can get. Please tell your doctor if you do not have a mailing address. You will be able to pick up the equipment from your doctor's office or clinic. ♦

Cervical Cancer Testing

By Dr. Colleen Townsend



HPV (human papillomavirus) is a viral infection that is passed from one person to another during sex. Most people will have HPV at some point in their life. For most people, HPV will go away on its own and does not need to be

treated. Some types of HPV can stay in the body and lead to cervical cancer.

Testing for HPV and cervical cancer can help catch issues early, and give you more options for treatment. People born with a cervix who have been sexually active can be at risk for cervical cancer. Other factors that increase the risk of cervical cancer include HIV infection, using birth control for more than 5 years, and having many sexual partners over your lifetime.

There are 2 tests that help find cervical cancer:

- The Pap test looks for signs of a virus that can cause cervical cancer if not treated
- The HPV test looks for the virus that causes changes in the cervix

Most people born with a cervix should start getting tested by age 21. Cervical cancer testing differs by risk. Talk with your doctor about which test is right for you.

Dr. Colleen Townsend is a medical director at Partnership HealthPlan of California. ♦

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

If you have 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 Medi-Cal benefits
- Choosing or changing your doctor or medical clinic
- 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 prior authorization
- Help with transportation to appointments
- Questions about claims or cost of services ♦





Keep Your Child's Smile Healthy. Ask for a Fluoride Varnish!

Good dental health is a part of your child's overall health. Tooth decay (cavities) is the most common chronic disease children get in the United States. Cavities can cause pain and infection. Getting fluoride varnish for your child can prevent about 1 in 3 cases of tooth decay in their baby teeth! Kids need their baby teeth for quite a while before their adult teeth come in.

Fluoride varnish is a dental treatment that can help prevent tooth decay, slow it down, or stop it from getting worse. It is a quick and safe step that doctors and dentists can do for children. Fluoride varnish is painted on the fronts and sides of each tooth with a small brush. It does not hurt when the varnish is put on your child's teeth.

Good dental health includes:

- Brushing your child's teeth two times a day with fluoride toothpaste
- Flossing your child's teeth once a day
- Taking your child to a dentist two times a year
- Giving fruits and vegetables to your child instead of sugary foods
- Asking for a fluoride varnish during visits with a doctor and/or dentist

Fluoride varnish is a covered Partnership benefit from your child's first tooth to the age of 6. For questions, call us at **(800) 863-4155**, Monday – Friday, 8 a.m. to 5 p.m. TTY users can call the California Relay Service at **(800) 735-2929** or **711**. ♦

Information About Partnership Doctors

The Provider Directory is a list of clinics, doctors, and specialists who contract with Partnership. It has each provider's:

- Name, address, phone number
- Professional qualifications (credentials)
- Specialty (what they are most skilled in)
- Medical school*
- Training(s) completed after schooling (Residency completion*)
- Board certification status

*For more information about providers, their schooling or training, go to the Medical Board of California website at www.mbc.ca.gov under License Search or call us at **(800) 863-4155**.

You can visit our online Provider Directory at www.partnershiphp.org/Members/Medi-Cal/Pages/Find-a-Primary-Care-Provider.aspx, or by scanning the QR code below with your smartphone camera. You can also ask for a copy of the Provider Directory by calling us at **(800) 863-4155**, Monday – Friday, 8 a.m. to 5 p.m. TTY users can call the California Relay Service at **(800) 735-2929** or call **711**. ♦



Scan the QR code
for more information.

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







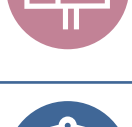
We want you to have the best care. Telling us about a problem helps us make things better for all members. Call Member Services at **(800) 863-4155** to file a case.

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 for more information.

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

Exciting News: Transportation Text Alerts are Now Live!

We are happy to announce that our new text alert feature for transportation trips began on April 10, 2024! This feature brings real-time updates and alerts straight to Partnership members' cell phones by text message. Now you have another way to stay up to date with your trips for covered services.

For Members: What Can You Expect?

Are you ready for updates on the go? Here is what our members who choose text alerts can look forward to:

- **Travel Plan Confirmation:** Once your travel plan is confirmed in Trip Scheduler, you will get a message with all trip details and schedules.
- **Trip Reminders:** Stay on track with trip reminders. You will get two reminders leading up to your trip – one a day before and the other 2 hours before pick-up time. These messages will include trip details to make sure you are always ready for your ride.

If you would like to get transportation updates, choose to get text alerts by contacting the Transportation Department Monday – Friday, 7 a.m. – 7 p.m. at **(866) 828-2303**. ♦



Keeping Kids Safe with the HPV Vaccine

There are so many health concerns parents want to protect their kids from. Of course, cancer is one of them.

The human papillomavirus (HPV) is a virus that is passed from person to person during sex. It is very common and affects about 13 million people every year. Some types of HPV are more serious than others – the HPV vaccine targets the types of HPV that can cause cancer.

HPV affects both males and females, and can cause cancer in the:

- Cervix (a small area that connects the uterus and vagina)
- Vagina
- Vulva (the outside parts of female genitals)
- Oropharynx (tongue, roof of the mouth, tonsils and throat)
- Penis
- Anus

The HPV vaccine has been used for almost 20 years, with over 270 million doses given around the world. It has proven to be safe and effective at preventing cancer.

Getting the vaccine between the ages of 9 and 12 years gives the best defense against HPV. Not only does it give the most protection at a younger

age, the vaccine is also best when given before any sexual activity begins. If it is missed, the HPV vaccine can still be given to anyone up to 26 years old.

Preventing cancer with the HPV vaccine should be part of every parent's plan. Talk with your child's doctor about HPV vaccines. ♦

Protecting Your Child From Lead Poisoning

By Dr. Teresa Frankovich



Contact with lead is harmful at any age, and even more so for young children. There is no “safe” level of lead exposure. Even small amounts can cause health problems, including brain damage in young children.

Most children show no early signs after they are exposed to lead. The best way to stop lead poisoning is to understand how to avoid lead, and have your children tested for lead at 1 and 2 years old. A quick finger poke test can tell you the amount of lead in your child's blood and alert you if they are being exposed.

Older homes (pre-1978) often have lead-based paint. As this paint ages and peels, dust and paint chips with lead in them can find their way into the hands and mouths of small children. Lead has also been found in places you might not expect, like things we eat, drink and use in our homes. Some are from countries that have different rules or customs around the use of lead in products like pottery, beauty items, cookware, and toys. For example, high levels of lead were recently found in some brands of fruit pouches for children, which were made in Ecuador.

The good news is, we can avoid contact with lead when we know where it can be found around us. Having our children tested at 1 and 2 years old can help us avoid higher levels of contact with lead.

To learn more, visit the California Department of Public Health Lead Prevention page for more tips.

Dr. Teresa Frankovich is a medical director at Partnership HealthPlan of California. ♦



Scan the QR code
for more information.

Partnership's Member Portal: Answers at Your Fingertips

Did you know we have an online tool just for members? The Member Portal helps Partnership members find information about their benefits. You can still call us for help, and we will answer your questions. To use the Member Portal, all you have to do is sign up.

When you sign into the Member Portal, you can:

- Change your primary care provider
- Order and print your ID card
- View your medicine history
- View your claim history
- Change your mailing address

To sign up for the Member Portal visit member.partnershiphp.org. The Member Portal is a great tool to use when you want answers to your questions or need help staying healthy. If you have questions, call us at **(800) 863-4155**, Monday – Friday, 8 a.m. to 5 p.m. ♦



Spicy Ranch Chopped Chicken Cabbage Salad

Chicken

- 1 lb. chicken breast or thighs
- 2 TBSP olive oil
- 1 TBSP honey
- Juice from 2 small limes
- 1 TSP chili powder
- 1 TSP cumin
- ½ TSP garlic powder
- ½ TSP paprika
- ⅛ TSP cayenne pepper
- ½ TSP salt
- ground pepper

Combine all ingredients and marinate chicken for at least 30 minutes before cooking. Bake or grill to 165° internal temp. Allow to cool and chop.

Dressing

- ¾ CUP plain Greek yogurt
- 1 TSP garlic powder
- ¼ TSP onion powder
- 2 TSP fresh lemon juice
- ¾ TSP dried dill or chopped chives (optional)
- ¼ TSP salt
- 2-4 TBSP water
- 1-3 TSP Tapatio or other favorite hot sauce
(we found 1 TSP was good...use your discretion)

Combine dressing ingredients. (This stuff was amazing and low carb/cal. I highly recommended making extra!)

Salad

- 6 CUP thinly sliced green cabbage
- ½ CUP diced green onion
- ¾ CUP diced cilantro
- 1 CUP grated carrot
- 1 chopped red bell pepper

Optional additions:

- Avocado
- 1 jalapeño, seeded and diced
- ½ CUP roasted pepitas
- 1 ½ CUP corn (raw, cut off the cob or frozen)

Assemble salad and enjoy! ♦



Medi-Cal Rx: Pharmacy Benefit

Medi-Cal is your pharmacy benefit provider, not Partnership HealthPlan of California. The Medi-Cal pharmacy benefit is called Medi-Cal Rx. Medi-Cal Rx decides which medicines are covered and how much is covered.

You may need approval (a Treatment Authorization Request, or TAR) for some medicines to be covered. Medi-Cal Rx works with Medi-Cal to review and approve TARs. If your medicines are not covered by Medi-Cal Rx, your doctor or pharmacy will send TARs to the Medi-Cal Rx supplier or Medi-Cal Rx customer service center.

You can call Medi-Cal Rx customer service center anytime at **(800) 977-2273**. They can answer your questions and solve any problems you have with getting your medicines at the pharmacy. If you have problems reaching the Medi-Cal Rx customer service center or need more help, please call Partnership at **(800) 863-4155**, Monday – Friday, 8 a.m. to 5 p.m. ♦

Helping Members Manage Chronic Diseases

Basic population health management services are for all Medi-Cal members. They help members manage chronic diseases. Partnership offers help for members with hypertension, diabetes, asthma, and depression.

Each program supports the member's relationship with their doctor. The programs give health education to help members get control of their chronic disease, reduce their symptoms, and talk about their concerns with their doctors.

Each program will help members learn:

- How to manage their chronic disease
- How to request and fill prescribed medicine and use medical devices
- How the space around them can trigger symptoms of chronic disease
- About direct community supports that promote wellbeing and help manage chronic disease

To learn more about these services, call Population Health at **(855) 798-8764**, Monday – Friday, 8 a.m. to 5 p.m. ♦

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 & therapeutics (P&T) drug benefit on the drug benefit updates web page. Updates are posted 4 times each year at www.partnershiphp.org/Providers/Pharmacy/Pages/PT-Formulary-Changes.aspx.

You can find the Partnership covered drug lists web page at www.partnershiphp.org/Providers/Pharmacy/Pages/Formularies.aspx.

On this page, you will find: (1) Changes to the drugs you get at your doctor's office, clinic or hospital; (2) the list of Medi-Cal covered medical drugs; and (3) the State Medi-Cal Rx covered drug lists.

You can find treatment authorization requests for both Partnership medical drugs and Medi-Cal Rx pharmacy drugs at www.partnershiphp.org/Providers/Pharmacy/Pages/Prior-Authorization-Forms.aspx. ♦



TeleMed2U's New Diabetes Care Program

Managing diabetes can be hard sometimes. We want to make this journey easier for you. TeleMed2U has made a program for Partnership members that focuses on helping you better control your diabetes.

Who can join this program?

This program is for Partnership members with type 1 or type 2 diabetes that are 18 years and older.

Direct Members: If you are a Direct Member, you do not need a referral. You can call TeleMed2U at **(855) 446-8628** or visit www.telemed2u.com/ and click "Book an Appointment."

If you are not a Direct Member, ask your doctor for a referral.

What are the program benefits?

- You may qualify for supplies to help you keep track of your blood sugar between doctor visits
- Health education
- A treatment plan just for you (including prescribed medicines when necessary)
- Easy access to TeleMed2U doctors

How to join this program?

For more information, call TeleMed2U at **(855) 446-8628** or visit their website at www.telemed2u.com/. You can also call Partnership's Member Services for more information at **(800) 863-4155**. TTY user can call **(800) 735-2929** or **711**. ♦

Lab Services



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





Partnership's Consumer Representatives

If you want to have an impact on health care in your community, we invite you to join Partnership's Board of Commissioners as a consumer representative. In this position, you will be the voice for the region you live in. We have 3 open consumer representative positions.

To join, you must:

- Be an eligible Partnership member or represent an eligible Partnership member.
- Complete the application by the deadline.
- Be able to attend 6 board meetings each year, for 2 years.
- Be able to give in-person updates about Partnership board meetings at Partnership's Consumer Advisory Committee meetings held 4 times a year.

Call us at **(800) 863-4155** if you have any questions. You can also send us an email at CAC@partnershiphp.org. ♦

Insure the Uninsured Project Conference: A Member's Story

By Lulu Zhang

Note: Partnership member Lulu Zhang is a member of our Consumer Advisory Committee (CAC). She and another CAC member joined Partnership staff and CEO Sonja Bjork at the Insure the Uninsured Project (ITUP) conference in Sacramento in early 2024.

For many years, I heard stories of how our health care system is broken. I was feeling hopeless about the system. But then I went to the ITUP conference and saw that there were people and groups who are working on health equity issues. As a Medi-Cal member, that was comforting to learn.

The ITUP conference helped me see the value of diverse communities and their lived experiences.

Mr. Traco Matthews, chief health equity officer at Kern Health Systems, was one of the speakers. He talked about how lived experiences were as useful as any other type of data and can help change health care for the better. Another speaker talked about how when communities of color speak up for their needs, health care leaders can better solve issues in the community. When members in our communities use their voices, we can make sure everyone gets what they need to be healthy.

It is important to speak up when you are not getting the care you need, or feel you are not being heard by your health care providers. As patients and Medi-Cal members, we have a vital role. Our lived experiences can help others who need access to low-cost health care. We all deserve to live our healthiest lives.

Lulu Zhang is a Partnership member and a UC Davis history graduate. ♦





Member Experience Survey

Partnership HealthPlan of California wants to help our members, and the communities we serve, be healthy. How can Partnership serve you better? By asking you.

The Member Experience Survey is completed by some Partnership members each year. The survey asks about the health plan, health care, and overall member experience. We use this survey to make changes that improve access to care and improve our members' experience.

If you receive a survey from Partnership, please complete it. Your identity is not known to Partnership. Honest answers let Partnership know what we are doing right and what needs improvement.

If you have questions or would like to tell us about your experience as a Partnership member, call us at **(800) 863-4155**. We are here to help.

Your opinion matters. The more we know, the better we can serve. Let us work together to make a positive change. ♦

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 www.partnershiphp.org/Members/Medi-Cal/Pages/Case-Management.aspx. ♦

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, 8 a.m. to 5 p.m., if you have any questions or a complaint about your health care. ♦



Transitional Care Services (TCS) for Pregnant Women

Partnership has case management for pregnant women who have hospital stays.

During hospital stays, you might learn you have a new health problem. If so, you may need new medicine. TCS can offer support.

A nurse may call you during your hospital stay. The nurse can help answer questions. They can also connect you with resources. Your nurse will talk with you about key topics like:

- Your hospital stay
- Getting care
- Food and nutrition
- Mental health
- Substance use
- Well-care visits for you
- Well-child visits for your baby
- Your health problems
- Medicines you take

The nurse will also talk to your doctors. They will help you schedule a doctor's visit once you are home. Seeing your doctor after a hospital stay is very important.

Talk to your nurse if you have trouble getting to your doctor's visits. Other things that TCS can help with are:

- Phone support to help you stay healthy
- Setting and reaching health care goals
- Connecting you with community resources
- Planning your care for the future
- Learning about your benefits
- Getting to your doctor's visits

If you have had a hospital stay or want to know more about TCS, please contact us at **(800) 809-1350**. TTY users can call the California Relay Service at **(800) 735-2929** or **711**. ♦

What is the Enhanced Care Management Benefit?

Enhanced Care Management (ECM) is a benefit that gives extra services to members with conditions making it hard to get healthy. ECM connects members to a care manager who will help them make a care plan, plan health visits, book rides to visits, learn about their treatments, keep health care providers up to date about their care needs, and connect them to local resources.

Call Partnership's Care Coordination Department at **(800) 809-1350**, Monday – Friday, 8 a.m. to 5 p.m. TTY users can call California Relay Services at **(800) 735-2929** or call **711**. If you think you know someone who needs the ECM benefit, you can refer them to us. ♦



Do You Have Other Health Coverage?

If you have another health insurance (like Medicare), or coverage through your work or a family member (with a company like Blue Cross of California, Blue Shield of California, or Health Net), you must get your care covered by your “primary” insurance first. This is called Coordination of Benefits. Medi-Cal is the “payer of last resort” by state and federal law. This means that Medi-Cal cannot pay for your health care services if another insurance plan could pay for it first. Partnership will not pay for health care unless your primary insurance has paid their part, or if the primary insurance has denied the health care as not a covered benefit.

We have services to help you manage your health care at no cost to you. If you have questions or concerns about how your Medi-Cal works with other insurance, please call Partnership at **(800) 863-4155**. TTY users can call **(800) 735-2929** or **711**.

To report changes to your primary insurance, please call Partnership and do one of the things below:

- Call your local county Medi-Cal office
- Call the Department of Health Care Services (DHCS) at **(800) 541-5555**
- Use the website below to report your change to DHCS: www.dhcs.ca.gov/services/Pages/TPLRD_OCU_cont.aspx ♦

What is an Initial Health Appointment?

Every new member should see their doctor within 120 days of joining Partnership. We call this first visit the Initial Health Appointment.

An Initial Health Appointment includes:

- A full body exam and mental health checkup
- Learning about health risks and how to stay healthy
- Health screenings or shots you may need
- Making your care plan

This is a great time to talk to your doctor about your health and any concerns you may have. Your doctor will listen to your needs, look over your health history and decide what care you need.

Going to these visits is good for your health. They help you and your doctor understand each other and talk about how to reach your health goals.

Take charge of your health. Be sure to schedule your Initial Health Appointment. ♦





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 PartnershipHP.org. 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. ♦

Partnership Members Can Now Get Services from Dignity Health

As of June 1, 2024, Partnership HealthPlan of California and Dignity Health have a new contract. Partnership members can get Medi-Cal services from Dignity Health providers and clinics in Nevada, Shasta, Siskiyou, Tehama, and Yolo counties.

Here is what you need to know:

- You can choose a Dignity Health doctor for your primary care needs. If you would like to switch back to your last Dignity Health primary care provider, call Partnership at **(800) 863-4155**.
- Visits to your local Dignity Health hospitals, surgery centers, home health, hospice, and adult daycare services may now be covered by Partnership. Please reach out to your provider to learn more.
- If your current doctor cannot see you right away while you wait to switch to a Dignity Health doctor, call Partnership at **(800) 863-4155** for help.

Visit our website at PartnershipHP.org to find more resources like the Member Handbook, Provider Directory, or your Rights and Responsibilities.

We are here to help you. If you have any questions or concerns, including currently scheduled services, call us at **(800) 863-4155**, Monday – Friday, 8 a.m. to 5 p.m. TTY users can call the California Relay Service at **(800) 735-2929** or call 711. ♦



Health Education Videos

Learning about your health plan, Partnership, is now easier than ever! We have videos on YouTube that help answer questions you may have.

In 2022, Partnership began making videos that help explain who we are and what we offer to our members. Some of the topics are, “Who is Partnership?” “My Partnership ID Card,” and “Family Planning.” Another video, “How to File a Grievance or Appeal,” shows you how to speak up if you have a problem with your care. It teaches you how to file a complaint and what to do if you need more help. More videos are coming soon.

We made sure anyone can watch these videos. The videos can be watched in different languages, with subtitles, and YouTube lets you change the speed of the video. It is one of the many ways we at Partnership are doing our best to make your health care easy to use. ♦



Scan the QR code for more information.

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/>

Monthly Meetings at Partnership

Some of Partnership’s monthly meetings are open to the public. These meetings include our board members, staff, providers, and members like you. If you would like to come to one of these meetings, call us at **(800) 863-4155**. We will let you know when and where these meetings take place. ♦

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**. ♦

Annual Disclosure Statement

Partnership recognizes that care and services may be under-used and takes steps to screen for this. Decisions made by Partnership are based on appropriateness of care and if coverage is present. Partnership does not give any sort of payment, incentive, or reward to providers, consultants, or staff to deny medically suitable services to members or to deny coverage. ♦

NONDISCRIMINATION NOTICE

Discrimination is against the law. Partnership HealthPlan of California follows state and federal civil rights laws. Partnership 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.

Partnership 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 Partnership 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

HOW TO FILE A GRIEVANCE

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

- **By phone:** Contact Partnership'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: Partnership Civil Rights Coordinator
4665 Business Center Drive
Fairfield, CA 94534

- In person: Visit your doctor's office or Partnership and say you want to file a grievance.
- Electronically: Visit Partnership's website at <https://partnershiphp.org>.

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.

- 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, 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>.

TAGLINES

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 بريل والخط الكبير. اتصل بـ 1-800-863-4155 (TTY: 1-800-735-2929). هذه الخدمات مجانية.

Հայերեն պիտակ (Armenian)

ՈՒ ՇԱԴՐՈՒ ԹՅՈՒՆ: 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 նյութեր: Չանգահարեք 1-800-863-4155 (TTY: 1-800-735-2929): Այդ ծառայություններն անվճար են:

ភាសាខ្មែរជាតិ (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 ឬឯកសារសរសេរជាអក្សរព្រមផង 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.

ແຫກໄລພາສາລາວ (Laotian)

ປະກາດ: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໃຫ້ໂທຫາເບີ 1-800-863-4155 (TTY: 1-800-735-2929). ຍັງມີຄວາມຊ່ວຍເຫຼືອແລະການບໍລິການສໍາລັບຄົນພິການ ເຊັ່ນເອກະສານທີ່ເປັນອັກສອນນູນແລະມີໂຕພິມໃຫຍ່ ໃຫ້ໂທຫາເບີ 1-800-863-4155 (TTY: 1-800-735-2929). ການບໍລິການເຫຼົ່ານີ້ບໍ່ຕ້ອງສະຍາຄ່າໃຊ້ຈ່າຍໃດໆ.

Mien Tagline (Mien)

LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiemx 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). ਅਪਾਹਜ 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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PartnershipHP.org

SUMMER 2024



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