

NEWS



YOUR PARTNER IN HEALTH

WINTER 2024

In This Issue:

- **Annual Disclosure Statement** **Page 2**
- **Monthly Meetings at Partnership** **Page 2**
- **“Mo’ Equity Info by Dr. Moe” — Meet Your New Director of Health Equity** **Page 3**
- **Partnership’s Member Services** **Page 3**
- **The Results Are In!** **Page 3**
- **Family Planning: Good for Moms and Families** **Page 4**
- **Protect Your Family from Lead** **Page 4**



Welcome to Partnership!

We are excited to welcome 319,000 new members from 10 new counties to the Partnership family. Starting in January, 2024 we will be your new Medi-Cal health plan in Butte, Colusa, Glenn, Nevada, Placer, Plumas, Sierra, Sutter, Tehama, and Yuba. Partnership’s mission is to help our members, and the communities we serve, be healthy.

Five years ago, these 10 new counties came to Partnership and asked if we would serve their Medi-Cal members. These counties have lead the effort to bring Partnership into your community by talking with doctors and other community members. We thank them for all their hard work!

Over 30 years ago, hospitals in Solano County formed Partnership to help reduce needless emergency room

visits. In 1994, we started with about 44,000 members. Today, we have over 920,000 members, in 24 Northern California counties. Partnership’s service area is larger, in terms of land, than that of 20 U.S. states.

We are ready to start this new journey. Partnership’s 24 counties have a lot in common and strong ties with one another. Together, the Medi-Cal community is stronger in all 24 Partnership counties.

Rural Northern California is a special place to live, with a rich history and many unique communities. We look forward to getting to know our new members and being your partner in health.

Sonja Bjork
CEO, Partnership HealthPlan of California



WINTER 2024

- **Are You Pregnant? Have You Had a Baby Recently? Page 5**
- **Lab Services Page 5**
- **Medi-Cal Managed Care Ombudsman Page 5**
- **Keep Your Child Healthy. Schedule a Well-Child Visit Page 5**
- **Community Resources for You and Your Family Page 6**
- **Getting Substance Use Treatment Services as a Partnership Member Page 7**
- **Intimate Partner Violence, Also Known as Domestic Violence Page 8**
- **Medi-Cal Fraud Page 8**
- **What is an Initial Health Appointment? Page 9**
- **Notice About Estate Recovery Page 9**
- **Health Education Videos Page 9**
- **Where Should You Go for an Urgent Health Problem? Page 10**
- **Chlamydia Testing Page 10**
- **Medication Tips for People with High Blood Pressure and/or Diabetes Page 11**
- **Program Helps Lower Internet Costs Page 11**

- **Partnership's Medical Equipment Distribution Services (PMEDS) Program Page 12**
- **Partnership Offers Interpreter and Translation Services Page 12**
- **Medi-Cal for Kids and Teens Page 13**
- **Join Partnership's Consumer Advisory Committee Page 13**

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. ♦

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. ♦



“Mo’ Equity Info by Dr. Moe” — Meet Your New Director of Health Equity

Dear Members,

Hi, I am Dr. Mohamed “Moe” Jalloh, your new Health Equity Officer at Partnership. I am really happy to be here and serve you. I have been a pharmacist and a teacher for over 5 years and taught family medicine topics at Touro University California in Solano County.

My journey into health equity began in 2021, when I was in a car accident while on my way to treat patients. As an African American, I found it hard to get the care I needed, even though I was a teacher. But I stood up for myself and got the care I deserved.

Health equity means that everyone should have a fair chance of being healthy. At Partnership we want to give all our members fair chances for health. I am grateful to work for Partnership and help our members get the care they need.

At Partnership, we celebrate Health Equity Week every year with trainings to keep up to date with health equity topics. Our Population Health department hires local people to support healthy lifestyles for members and create educational materials. We are also working with the state to get more funds for health equity that we hope will help you and all our members.

I am excited to partner with you and make sure you have a fair chance to live a healthy life with Partnership.

Your Health Equity Officer,

Dr. Mohamed Jalloh

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 ♦

The Results Are In!

Partnership HealthPlan of California sends **Member Satisfaction** surveys to a random sample of our members each year. We sent out 2,700 Adult Surveys and 4,125 Child Surveys at the start of 2023. Your feedback helps us give better service to our members.

Adult surveys showed that members were happy with the health care they got, the way their care was managed, and Partnership’s customer service.

Child surveys showed that members were happy with their doctor, the way their care was managed, and Partnership’s customer service.

We will keep working hard to improve access to care for our adult and child members.

Thank you to the members who took the survey. We will send out a new survey in 2024 by mail. If you get a survey, please help us by filling it out for yourself or your child. ♦



Family Planning: Good for Moms and Families

Pregnancy is a life-changing experience. Family planning lets you choose how many children you want, and how far apart to have them. Family planning can keep you from getting pregnant when you do not want to. Unplanned pregnancies can have a big impact on a family's health and well-being. Research shows that people who are able to plan their families go through less physical, emotional, and financial stress. People who plan their families tend to have more time and energy for personal and family growth.

Health experts say it is better to have at least 18 months between your pregnancies. Babies who are too close together can have health issues like early birth, low birth weight, increased chance of poor nutrition, poor growth, and child death. Moms with pregnancies in a short time span have a greater risk for depression and problems like early birth or death.

Birth control can keep you from getting pregnant until you are ready to have a baby. You can stop taking birth control when you want to get pregnant. Some kinds of birth control are male and female condoms, intrauterine devices (IUDs), birth control pills, shots that last 3 months, or implants inserted under the skin (which last up to 3 years). There are also ways to prevent ever getting pregnant, like tubal ligation for women or a vasectomy for men.

You can talk to your doctor about family planning during your pregnancy. You can start birth control soon after birth, based on your personal needs and

health risks. There is no one type of birth control that is best for everyone. A women's health doctor can help you choose what is best for you.

Partnership covers many types of family planning services. Members can access family planning benefits from their doctor or a women's health doctor without a referral. Please talk with your doctor to learn more. ♦

Protect Your Family from Lead

Lead is a toxic metal added to many common things like gas, paint, pottery, dishware, candy, and makeup. Being exposed to lead over time can make people very sick and even die from the high lead levels in their body. Lead poisoning happens when lead is swallowed or breathed in. The lead particles then enter the blood stream and are passed through the body. There is no safe lead level.

Because babies and young children often put their hands and objects in their mouths, they are at higher risk of lead exposure. Any amount of lead exposure can harm the brain and slow growth. It can also cause hearing, speech, learning and behavioral problems. When lead is found in the blood, the source of lead must be found and removed to prevent further exposure to lead.

Families can limit their lead exposure by:

- Keeping young children away from peeling paint in homes built or painted before 1978.
- Not cooking with pottery made outside of the United States.
- Avoiding giving candy from outside of the United States.
- Limiting the use of toys with paint from before 1978 or toys from outside of the United States.

Every child should get standard Blood Lead Screening tests before they are 6 years old. Children who are 0-6 months and 12-24 months should be screening for lead. Any child who is new to Medi-Cal should be screened if there is no record of a prior screen. Any child with a high

risk for being exposed to lead and has not been screened should get a Blood Lead Screening test.

Any amount of lead can make it hard for children to learn, pay attention and behave. Most children with lead poisoning do not look or act sick. Children with high lead levels may have stomach problems, headaches or not want to eat. They may also be cranky. Talk with your child's primary care provider about lead screening tests. Find ways to lower your family's exposure to lead in and around your home.

To learn more about lead and keeping your family safe from lead, visit the Health Education section on PartnershipHP.org ♦

Are You Pregnant? Have You Had a Baby Recently?

Our Growing Together Program (GTP) can help you and your baby get a healthy start. GTP offers:

- Up to \$100 in gift cards when you go to:
 - Early prenatal care visit
 - Postpartum visit
 - 4 well-baby visits with recommended vaccines
- Live phone support
- Help getting resources near you
- Referrals to case management

To learn more about GTP, call our Population Health Department at **(855) 798-8764**. ♦

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**. ♦

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 services. They can help you with managed care concerns. ♦

Keep Your Child Healthy. Schedule a Well-Child Visit

Did you know that your child can see their primary care provider (PCP) every year for a well-child visit? These visits are important to your child's growth and development. Well-child visits are at no cost to you.

Your child's PCP will screen for development, oral health, vision, hearing, and nutrition needs. Well-child visits also include recommended vaccines to protect your child from getting sick, and blood lead screenings at 12 and 24 months of age. If your child is under 6 years old, they may need to do a catch up screening for blood lead levels.

Call your child's PCP today to schedule a well-child visit. If you have questions, call us at **(800) 863-4155**. We are here to help you. Call Monday - Friday, 8 a.m. to 5 p.m. TTY/TDD users can call the California Relay Service at **(800) 735-2929** or call 711. ♦



Community Resources for You and Your Family

Looking for local resources and not sure where to start? The Partnership HealthPlan of California website can help. We have resources for each of the 24 counties we serve. This is just one way we can help our members be safe and healthy.

To find the Community Resources page, go to our website at PartnershipHP.org. Select or hover over the “COMMUNITY” tab in the blue bar at the top of the home page. Select your county to see all resources near you. Resources are generally free to use.

Here are some of the resources you can find:

EMERGENCY RESPONSE

When an emergency event like wildfires or earthquakes happen, this icon will be added to the affected county’s page. This icon will be on the page and updated for 90 days

On this page you will find:



- Where you can get help during an emergency event
- Where animals can go during an emergency
- How to replace lost documents

CHILDREN AND FAMILIES

On this page you will find:



- Childcare resources
- Family resource centers
- Foster and kinship support services
- Home visiting programs
- Youth enrichment services

CLOTHING AND PERSONAL CARE

On this page you will find:



- Places that offer clothes, blankets, and sleeping bags
- Places you can find mobile showers and laundry services

CRISIS

You are not alone in a time of crisis.

On this page you will find help for:



- Mental health services
- Domestic violence and sexual assault
- Adult protective services
- Child abuse prevention

FOOD On this page you will find:



- CalFresh Program
- WIC (Women, Infants and Children) resources
- Senior meals
- Farmers markets
- Food banks

HOUSING On this page you will find:



- Shelter(s)
- Temporary housing
- Help with paying for rent and utilities

LGBTQ+ On this page you will find:



- Hotline phone numbers
- Legal resources
- Senior resources
- Teen resources
- Transgender resources

PERINATAL

On this page you will find:



- Pregnancy support services
- Home visiting programs
- Maternal mental health resources
- Postpartum services
- Breastfeeding support services

TRANSPORTATION

On this page you will find:



- Partnership's Transportation Benefit
 - Medical Transportation Management (MTM)
 - Non-Emergent Medical Transportation (NEMT)
- Senior transportation services
- Paratransit services

NATIONAL AND STATEWIDE RESOURCES

On this page you will find:



- Crisis hotlines
- Disability services
- Disaster assistance
- Domestic violence resources
- Support group
- Substance use services
- Utility assistance ♦

Substance Use Treatment Services for Partnership Members

Partnership HealthPlan of California has a Wellness and Recovery (W&R) Program that helps members get substance use treatment. Partnership has helped over 5,000 members get the help they need. The W&R Program now offers help with substance use treatment to our members in Humboldt, Lassen,

Mendocino, Modoc, Shasta, Siskiyou, and Solano counties. If you live in these counties, call Carelon Behavioral Health at **(855) 765-9703** to learn more.

Partnership members who do not live in these counties can get treatment through their county's substance use services.

To get these services in your county, call:

Butte County: (530) 891-2810

Colusa County: (888) 793-6580

Del Norte County: (707) 464-3191

Glenn County: (800) 507-3530

Lake County: (707) 274-9101

Marin County: (888) 818-1115

Napa County: (707) 253-4063

Nevada County: (888) 801-1437

Placer County: (888) 886-5401

Plumas County: (800) 757-7898

Sierra County: (530) 993-6746

Sonoma County: (707) 565-7450

Sutter County: (530) 822-7200

Tehama County: (800) 240-3208

Trinity County: (530) 623-1362

Yolo County: (888) 965-6647

Yuba County: (530) 822-7200

To look at a list of providers and learn more about the W&R Program, go to PartnershipHP.org. ♦



Intimate Partner Violence, Also Known as Domestic Violence

Intimate Partner Violence is a form of abuse. It can affect people of any age, race, religion, sexual orientation, or gender. Abuse can be emotional, verbal, financial, or sexual. Abuse can be threats, bullying, and physical.

Do you feel that you are being abused? Ask yourself these questions. If the answer is yes to just 1, you are being abused.

- Does my partner make me feel afraid?
- Does my partner act jealous when I am around other people?
- Has my partner ever threatened to harm me?
- Has my partner ever pushed or hit me, choked me, thrown things at me, or forced me to have sex?
- Does my partner control the household money or refuse to give me money?
- Does my partner threaten to have me deported?
- Does my partner keep me from seeing my loved ones or following my interests?

You Are Not Alone

The fact is abuse happens in all communities. When your partner abuses you, you may feel:

- Afraid
- Angry
- Ashamed
- Hopeless
- Upset
- Hurt
- Confused

Your partner can make these feelings worse by blaming you. No one deserves to be abused, threatened, or bullied. You can get help for yourself.

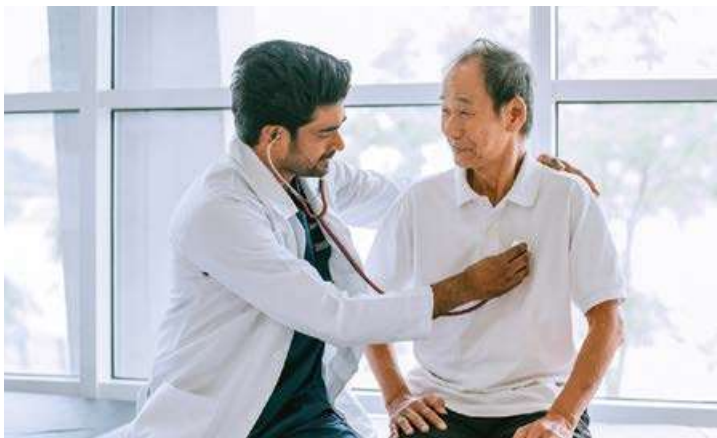
What You Can Do

- Call 911 if you are in danger.
- Talk with someone you trust: a friend, family member, your doctor, or a clergy member.
- Have an emergency exit kit ready. The kit should have things you need if you have to leave quickly. Your kit should include ID, birth certificate, medicines, and some money. Add things that are important to you like pictures or jewelry. Keep your cellphone and car keys with you at all times.
- For help finding shelters and program in your area, call the National Domestic Violence Hotline at **(800) 799-SAFE (799-7233)** or **(800) 787-3224 (TTY)**. You can also find resources in your area in the Community Resource section of the Partnership website.
- Remember, you are the expert about your own life. You know what is right for you. There is no excuse for abuse. ♦

Medi-Cal Fraud

Medi-Cal fraud happens when people ask Medi-Cal to pay for services for someone who is not covered by Medi-Cal. This costs taxpayers millions of dollars each year. Sometimes people let a family member or a friend use their Medi-Cal ID card for care, but this is a crime. To prevent fraud, your doctor's office will ask for your picture ID when you go in for care. We rely on everyone to help stop Medi-Cal fraud.

You can report fraud by calling our fraud hotline number at **(800) 601-2146** or you can call the state fraud hotline number at **(800) 822-6222**. Your call will be anonymous. You do not have to give your personal information to report suspected fraud. With your help, we can stop Medi-Cal fraud. ♦



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. ♦

Notice about Estate Recovery

The Medi-Cal program must seek repayment from probated estates of certain deceased members for Medi-Cal benefits received on or after their 55th birthday. Repayment includes Fee-for-Service and managed care premiums or capitation payments for nursing facility services, home and community-based services, and related hospital and prescription drug services received when the member was an inpatient in a nursing facility or was receiving home and community-based services. Repayment cannot exceed the value of a member's probated estate.

To learn more, go to the DHCS estate recovery website at <https://dhcs.ca.gov/er> or call (916) 650-0590. ♦

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 on topics like why it is important to go to the doctor.

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 to see the videos



Where Should You Go for an Urgent Health Problem?

By Lulu Zhang

Have you ever had a health problem that did not put your life in danger, but still needed immediate medical care? Maybe it was on a Sunday and you remembered your primary care provider (PCP) was off, so you drove to a 24-hour emergency room (ER) instead.

While the ER staff took care of you, something did not feel right. You saw some patients with scary problems like a stroke. You thought to yourself, “Am I ‘wasting’ their life-saving resources?” You scratched your head and thought, “Where should I go for urgent medical problems that do not put my life in danger?”

It turns out, you have options! You can go to different places depending on the health problem you may have:

- An ER is for health problems that could put your life in danger, like a heart attack, chest pain, or having a hard time breathing.
- An urgent care center is for health problems that need care quickly, but do not put your life in danger, like sinus or ear infections, toothaches, or strep throat.
- A walk-in clinic is where you can see a doctor on the same day, for non-urgent problems. These clinics often open until 7 p.m. on weekdays and see patients on weekends.
- Your doctor’s office might have same-day “first come, first served” walk-in visits.
- When your doctor is not able to see you, they can have another doctor see you. This is called a “warm handoff.” You will go back to your doctor’s care when they are available.
- You may be able to get a same-day video visit with a doctor.
- Advice nurses can be reached by phone 24 hours a day, 7 days a week. Their number is on your Partnership identification card.

Your main doctor or PCP is like a “guardian” that makes sure their patients receive long-term and preventive health care. So, when you experience urgent health issues, your first stop is likely not your PCP.

You can wait to see your PCP or go to the places described above to get care for your health problems. After you are treated and feeling better, you can schedule a visit with your PCP to talk about staying healthy.

Lulu Zhang is a Partnership member and a UC Davis history graduate who is struggling to find a job in her field of study, and is thankful for Medi-Cal coverage. ♦

Chlamydia Testing

Chlamydia is an infection spread through sex. You are most at risk if you:

- Are age 25 or under
- Have more than one sex partner, or
- Do not use condoms

You can protect yourself from getting chlamydia by using condoms the right way every time you have sex.

Many people do not know they have chlamydia until they get tested. Some may notice symptoms such as pain when they urinate, lower abdominal pain, or discharge from the vagina or penis. Those who have anal sex may have pain or bleeding in the rectum. Some people have chlamydia and have no symptoms. If left untreated, chlamydia can become very serious. Women can have a hard time getting pregnant. Or a pregnancy can be very risky. For men, chlamydia can cause pain or swelling in the testicles.

People at risk for chlamydia should be tested often. If the urine test comes back positive, you can get treated with antibiotic medicine. It is important that those who came in contact with the infection get treated. After treatment, it is important to test again to check that the infection has cleared. Getting tested and using condoms are the best ways to stop chlamydia from spreading. ♦

Medication Tips for People with High Blood Pressure and/or Diabetes

Over time, high blood pressure and high blood sugar levels may lead to heart-related problems like strokes and heart attacks. There are things that you can do at home to keep your blood pressure and blood sugar levels under control to stay healthy.

Your doctor may suggest that you to exercise more often and change your diet. Your doctor may also want you to take medicine. It is important that you take your medicine the way your doctor told you. A weekly pill box can help keep track of when to take your medicine. You may need to see your doctor more often when you start a new medicine. They will want to see how well it is working for you. Talk to your doctor if you are having problems with the medicine or do not like how it makes you feel. You may need to change it to something that works better for you.

Talk to your pharmacist when you pick up your medicine. Your pharmacist will tell you what the medicine is for, when to take it, and what to expect. Your pharmacist may be able to give advice on how to reduce side effects (like an upset stomach). Talk to your doctor and pharmacist; they want to help you. Keeping your blood pressure and blood sugar levels under control will help you stay healthy. ♦



Program Helps Lower Internet Costs

The Affordable Connectivity Program (ACP) is a program that helps lower monthly internet bills for eligible households. Partnership members qualify for the ACP.

What can you get with the ACP?

- Up to \$30 off per month on internet bills
- Up to \$75 off per month for households on the tribal lands that qualify
- A one-time discount of up to \$100 off when you buy a laptop, tablet, or desktop computer (you will have to pay the rest of the cost) ♦

Scan the QR code
or call **(323) 801-8220**
to enroll today





Ask your doctor if you can get equipment, learn more about the PMEDS program, or find out what other equipment you can get. Please tell your doctor if you do not have a mailing address – you may be able to pick up the equipment from your doctor’s office or clinic. ♦

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.”

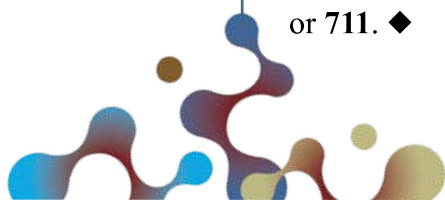
To find out more about these services or to file a complaint or appeal, please call us at **(800) 863-4155**. TTY users can call **(800) 735-2929** or 711. ♦

Partnership’s Medical Equipment Distribution Services Program

Partnership HealthPlan of California is happy to share that the Partnership Medical Equipment Distribution Services (PMEDS) program now has portable nebulizers. **Portable nebulizers** send medicine into your lungs. They are for members who have little or no access to electricity or who do not have a home.

Partnership members can get medical equipment that helps monitor and control medical conditions at no cost. Ask your doctor if you can get any of these items through the PMEDS program. Other equipment in this program include:

- Blood pressure monitors and cuffs
- Humidifiers (adds moisture to the air)
- Medication lock boxes (keeps medicine safe)
- Nebulizers and backup parts (to help get medication to your lungs)
- Oximeters (measures blood oxygen levels)
- Scales (checks body weight)
- Digital thermometers (checks body temperature)
- Vaporizers (adds moisture to the air)
- Special tools for members with poor eyesight



Medi-Cal for Kids and Teens

If your child is under the age of 21 and covered by Medi-Cal, they can get health care at no cost. Your child should have a check-up with their doctor once a year, even if they are not sick. Check-ups can help find and take care of health problems early on. During their check-up, the doctor can provide or refer your child to other doctors for:

- Full body exams
- Vaccines (if needed)
- Vision and hearing services
- Dental check-ups and follow-up services
- Mental and emotional health services, including therapy
- Education on health topics
- Health screenings
- Other services your child may need

Please call the number on your child's Partnership ID card to set up a visit with their doctor. Call Partnership at **(800) 863-4155**, Monday – Friday, 8 a.m. to 5 p.m. if you need help finding a doctor or getting to your child's visit. You can also call us if you want to learn more about Medi-Cal covered health care for kids and teens. ♦



Join Partnership's Consumer Advisory Committee

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/TDD users may call the California Relay Service at **(800) 735-2929** or call **711**.

You can also visit our [CAC webpage](https://PartnershipHP.org/Members/Medi-Cal/Pages/CAC.aspx) at PartnershipHP.org/Members/Medi-Cal/Pages/CAC.aspx. ♦

Visit our website by scanning the QR code:



NONDISCRIMINATION NOTICE

Discrimination is against the law. Partnership HealthPlan of California (PHC) follows State and Federal civil rights laws. PHC does not unlawfully discriminate, exclude people, or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation.

PHC provides:

- Free aids and services to people with disabilities to help them communicate better, such as:
 - ✓ Qualified sign language interpreters
 - ✓ Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services to people whose primary language is not English, such as:
 - ✓ Qualified interpreters
 - ✓ Information written in other languages

If you need these services, contact PHC between 8 a.m. – 5 p.m. by calling (800) 863-4155. If you cannot hear or speak well, please call (800) 735-2929 or California Relay 711. Upon request, this document can be made available to you in braille, large print, audiocassette, or electronic form. To obtain a copy in one of these alternative formats, please call or write to:

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

HOW TO FILE A GRIEVANCE

If you believe that PHC has failed to provide these services or unlawfully discriminated in another way on the basis of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation, you can file a grievance with a PHC Civil Rights Coordinator. You can file a grievance by phone, in writing, in person, or electronically:

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

- In writing: Fill out a complaint form or write a letter and send it to:
Partnership HealthPlan of California
Attn: Grievance: PHC Civil Rights Coordinator
4665 Business Center Drive
Fairfield, CA 94534
 - In person: Visit your doctor's office or PHC and say you want to file a grievance.
 - Electronically: Visit PHC's website at <https://partnershiphp.org>.
-

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:

ឃ្លាសម្គាល់ជាភាសាខ្មែរ (Cambodian)

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

简体中文标语 (Simplified Chinese)

请注意：如果您需要以您的母语提供帮助，请致电 1-800-863-4155

(TTY: 1-800-735-2929)。我们另外还提供针对残疾人士的帮助和服务，例如盲文和大字体阅读，提供您方便取用。请致电 1-800-863-4155 (TTY: 1-800-735-2929)。这些服务都是免费的。

فارسی زبان به مطلب (Farsi)

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

हिंदी टैगलाइन (Hindi)

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

Nqe Lus Hmoob Cob (Hmong)

CEEb TOOM: Yog koj xav tau kev pab txhais koj hom lus hu rau 1-800-863-4155 (TTY: 1-800-735-2929). Muaj cov kev pab txhawb thiab kev pab cuam rau cov neeg xiam oob qhab, xws li puav leej muaj ua cov ntawv su thiab luam tawm ua tus ntawv loj. Hu rau 1-800-863-4155 (TTY: 1-800-735-2929). Cov kev pab cuam no yog pab dawb xwb.

日本語表記 (Japanese)

注意日本語での対応が必要な場合は 1-800-863-4155 (TTY: 1-800-735-2929)へお電話ください。点字の資料や文字の拡大表示など、障がいをお持ちの方のためのサービスも用意しています。 1-800-863-4155 (TTY: 1-800-735-2929)へお電話ください。これらのサービスは無料で提供しています。

한국어 태그라인 (Korean)

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

ແທກໄລພາສາລາວ (Laotian)

ປະກາດ: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໃຫ້ໃບທາດປີ 1-800-863-4155 (TTY: 1-800-735-2929). ຍັງມີຄວາມຊ່ວຍເຫຼືອແລະການບໍລິການສໍາລັບຄົນພິການ ເຊັ່ນເອກະສານທີ່ເປັນອັກສອນນູນແລະມີໂຕພິມໃຫຍ່ໃຫ້ໃບທາດປີ 1-800-863-4155 (TTY: 1-800-735-2929). ການບໍລິການເຫຼົ່ານີ້ບໍ່ຕ້ອງສະໜອງໃຊ້ຈ່າຍໃດໆ.

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 hluo 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.



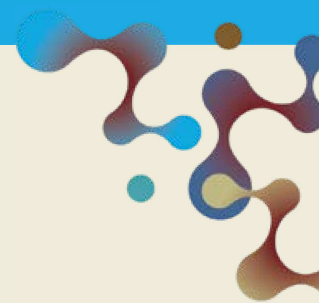
PRSRT STD
U.S. POSTAGE
PAID
SACRAMENTO, CA
PERMIT NO. 1849

P.O. Box 15557
Sacramento, CA 95852-5557

(800) 863-4155 (800) 735-2929 (TTY/TDD)

PartnershipHP.org

WINTER 2024



**Partnership HealthPlan
of California**
– Your Partner in Health