

# NEWS



## YOUR PARTNER IN HEALTH

SUMMER 2025

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### Mental Health Awareness

Mental health affects how we think, feel, and act. You can support your mental health in many ways through your lifestyle choices. For example, you can stay active by walking, doing housework, or riding a bike. Getting at least 7 hours of sleep every night is important, too.

Try to limit the time you spend on your phone or watching TV before bed. Drink plenty of water and eat healthy foods like fruits, vegetables, and proteins such as lean meats, eggs, and beans. You can go outside and enjoy the fresh air or write down your thoughts and feelings to manage stress. You can also make time for yourself throughout the week and

connect with family and friends to help keep your mind and emotions healthy.

Sometimes you might need extra support for more difficult times. Partnership has many services to support you.

If you or a loved one would like support from an expert, please call our mental health services provider, Carelon Behavioral Health at **(855) 765-9703**, available 24 hours a day, 7 days a week. We also offer Healthy Living Tools on our Member Portal at [PartnershipHP.org/](https://PartnershipHP.org/). No matter what you might be going through, we want to be your partner in health. ♦

### 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. ♦

### 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**. ♦

### 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. ♦

### 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 [PartnershipHP.org/Members/Medi-Cal/Pages/Medi-Cal-Rights-and-Responsibilities.aspx](https://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 [PartnershipHP.org/Members/Medi-Cal/Pages/Notice-of-Privacy-Practices---HIPPA.aspx](https://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**. ♦







## Prior Authorizations and Getting Care

By Lulu Zhang

Needing prior authorization to get the care you need can be hard at times. Do not get stressed out! Let us answer some common questions about prior authorizations and how you can get help with them.

A prior authorization helps health plans work with providers. When a provider thinks a patient needs a service that might not get approved right away by insurance, they submit a prior authorization request form. This makes sure the insurance only pays for care that is medically needed.

If you are told you need a prior authorization, please call your provider's office and let them know to submit one.

Different prior authorization forms are used for different needs. Please see the list below:

- Diagnosis (e.g. MRI)
- Medicine
- Treatment (e.g. physical therapy or chemotherapy)

- Surgery
- Replacing lost glasses

Your provider may use another name for prior authorization. You might hear “pre-authorization,” “prior auth,” or “P.A.” instead. The prior authorization request process can be hard. Do not be afraid to say your concerns and ask questions. Talking with health care staff helps them make sure you get the care you need.

If you need help, call Partnership's Member Services 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**.

*Lulu Zhang is a Partnership member and a UC Davis history graduate. She serves on Partnership's Community Advisory Committee. ♦*



## 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](http://www.mbc.ca.gov) under License Search or call us at **(800) 863-4155**.*

You can visit our online Provider Directory at [PartnershipHP.org/Members/Medi-Cal/Pages/Find-a-Primary-Care-Provider.aspx](http://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**. ♦



## 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 [PartnershipHP.org/Members/Medi-Cal/Pages/Case-Management.aspx](http://PartnershipHP.org/Members/Medi-Cal/Pages/Case-Management.aspx). ♦



## Dental Health and Fluoride

Many children in California have tooth decay, also called cavities. If not treated, cavities can cause infection. This can lead to missed school days, attention problems, and issues with eating and speaking due to pain. The good news is that you can easily prevent cavities by doing a few simple things. These include daily brushing, flossing, and routine dental visits. Patients can also ask their dentist about fluoride care. Fluoride is a mineral that helps make teeth strong and prevent tooth decay.

Many public sources of water have fluoride in it, which has many benefits, but not all tap water has it. Daily fluoride intake from ages 6 months to 16 years helps make children's teeth stronger to help prevent cavities and tooth decay. Fluoride levels can be checked with a local water office, and those using well water can have it tested to find the fluoride levels. It is also worth noting that bottled water may or may not have fluoride.

To check if your county's water has fluoride, visit the Center for Disease Control website at [nccd.cdc.gov/doh\\_mwf](https://nccd.cdc.gov/doh_mwf) or scan the QR code. For more information, talk to your dentist about fluoride benefits. ♦



## 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. ♦



## Medi-Cal Rx: Pharmacy Benefit

All Medi-Cal members are covered under the pharmacy benefit given by Medi-Cal Rx, not Partnership HealthPlan of California. Medi-Cal Rx decides which medicines and how many doses are covered.

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

You can call Medi-Cal Rx customer service anytime at **(800) 977-2273** for help with your medicines or any questions. If you cannot reach 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. TTY users can call the California Relay Service at **(800) 735-2929** or call **711**. ♦

## Partnership's Medical Drug Benefit

You may get your prescribed medicines at your provider's office, hospital, or at a pharmacy. The ones you get at your provider's office or hospital are covered by Partnership HealthPlan of California's medical drug benefit. Medi-Cal Rx covers the medicines you get from a pharmacy.

Partnership decides which and how much of each medicine is covered by the medical drug benefit. Partnership reviews treatment authorization requests (TARs) for these medicines.



### On our website, you can find:

- Updates and changes to the pharmacy and therapeutics (P&T) drug benefit on the drug benefit updates web page: <http://www.partnershiphp.org/Providers/Pharmacy/Pages/PT-Formulary-Changes.aspx> Updates are posted 4 times each year.
- A list of medicines covered by Partnership; changes to the medicines you get at your provider's office, hospital, or pharmacy; and the lists of medicines that Medi-Cal and Medi-Cal Rx covers: <http://www.partnershiphp.org/Providers/Pharmacy/Pages/Formularies.aspx>
- TARs for medicines that Partnership and Medi-Cal Rx pharmacy covers: <http://www.partnershiphp.org/Providers/Pharmacy/Pages/Prior-Authorization-Forms.aspx>

If you have questions about how Partnership covers the medicines you get at your provider's office and hospital, please call Partnership's Member Services 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**. ♦





## Diabetes Care Program

Managing diabetes can be hard. 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 who are 18 years and older with type 1 or type 2 diabetes.

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

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

### What are the program benefits?

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

For more information, call TeleMed2U at **(855) 446-8628** or visit their website at [telemed2u.com/](https://telemed2u.com/). You can also call Partnership’s Member Services for more information 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**. ♦



## Cashew Chicken Salad

### Salad

- 1 box (16 oz) rotini pasta
- 3 cups cooked chicken (shredded or chunked)
- 1 can (20 oz) pineapple tidbits, drained (save some juice for dressing)
- 1 cup diced celery
- 1 cup red seedless grapes, halved
- 1/4 cup diced onions (optional)
- 1 cup lightly salted cashew halves/pieces

### Dressing

- 1 cup of ranch dressing
- 1/2 cup mayonnaise
- 1/3 cup pineapple juice
- 1/2 teaspoon salt

1. Cook pasta as it says on the box. Drain and rinse under cold water.
2. Mix cooked pasta, cooked shredded chicken, drained pineapple tidbits, celery, grapes, onions, and cashews in a large mixing bowl. Stir to combine.
3. In a smaller bowl, mix all of the dressing ingredients. Pour over salad and mix. You can put as much of the dressing as you want.
4. Serve right away or chill for 1 hour in the fridge.
5. Cover leftovers tightly to prevent drying out.



## The Importance of Screening for Chlamydia Infection

By Dr. Colleen Townsend, M.D.



A sexually transmitted infection (STI) is caused by a virus, bacteria or parasite that is spread through sexual contact and close body contact. Examples of STIs include HIV, chlamydia, and syphilis.

It is possible to have an infection and not know it. Many STIs do not show symptoms right away, but can cause long-term problems. It is important for sexually active people to get routine STI tests. Primary care providers (PCPs) and reproductive health providers can help decide what type of screenings or tests you need.

A screening can find an infection when there are no symptoms. Finding it early helps you get treated before it causes bigger health issues.

While STIs are common, there is no one screening that covers all STIs. The Centers for Disease Control (CDC) has guides for screening based on risk factors for STIs. Risk factors for STIs are decided by age, condom use, and the number of sexual partners.

Chlamydia is a common bacterial STI especially in teens and young adults. Chlamydia infections have risen in the US over the past 15 years, with a higher rise in California. It is spread during sex without

condoms. Chlamydia infections can have mild symptoms, which is why people may not seek care. This can lead to it being spread more.

For those assigned female at birth, untreated chlamydia can cause pelvic inflammatory disease, issues with pregnancy, and problems for newborns when the infection occurs in pregnancy.

The CDC suggests yearly chlamydia screening for all sexually active people assigned female at birth between 15-24 years old.

People at higher risk are those who:

- are 25 and under
- do not use condoms
- have more than one sex partner
- have a partner who has many partners
- have a partner who has had an STI

Pregnant people under 25 should get screened in the first 3 months of pregnancy. People over 25 years old with risk factors should also be screened.

A PCP or a reproductive health provider can tell you about your STI risks, screening, care, and ways to lower your risk.

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



## HPV Self-Swab Test

The human papillomavirus (HPV) is a common virus. It is passed from one person to another during sex. For females, if HPV does not go away, it can lead to cervical cancer.

You can get screened for cervical cancer by your provider using a PAP test every 3 years or get an HPV test every 5 years. People over 30 can use a self-swab HPV test at their provider's office. Talk to your provider about the best cervical cancer screening for you. ♦



## Doula Benefit

A doula is a non-medical provider who supports members during pregnancy, labor, and up to 12 months after childbirth, miscarriage, stillbirth, or abortion. Doulas support emotional and physical health, and connect members to health care services. They can offer guidance and support to improve birth.

Partnership members who are pregnant or have been pregnant in the past 12 months can get doula services at no cost. A referral from your provider is not needed. Our Provider Directory can help you find doulas near you who work with Partnership. Visit our website at [PartnershipHP.org/Members/Medi-Cal/Pages/Find-a-Primary-Care-Provider.aspx](https://PartnershipHP.org/Members/Medi-Cal/Pages/Find-a-Primary-Care-Provider.aspx) to look for Doula Services under the Specialist provider type. ♦



## Let's Talk About Lead...

When you bring your 1 or 2-year-old to their well-child visit, the provider will talk to you about lead. Lead is a soft metal found in many things around homes. Lead is bad for everyone, but it is even worse for young children. Even small amounts can cause health problems, like headaches, stomach pain, weight loss, or even brain damage.

Older homes built before 1978 often have lead-based paint. As this paint ages and peels, dust and paint chips with lead can get into the hands and mouths of small children. Lead has also been found in places you might not expect, like pots and pans, dishes, beauty products, and toys.

We want to protect our children from things that can hurt them, like lead. The good news is that contact with lead can be prevented. If your child is ages 1 or 2, talk to their provider about lead testing at their next well-child visit. A quick and easy finger poke test can check for lead.

To learn more, visit the website <https://www.cdph.ca.gov/Programs/CCDCPHP/DEODC/CLPPB/Pages/CLPPBhome.aspx> for more tips. ♦

## 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](http://www.dhcs.ca.gov/services/Pages/TPLRD_OCU_cont.aspx) ♦

## We Value Your Input!

Thank you to everyone who filled out the Member Experience Survey from Partnership! Your feedback helps us know what we are doing well and where we need to improve.

### What is the Member Experience Survey?

It is a survey for Partnership members. The survey questions are about health plans, health care, and overall member experience. We use survey results to make changes to improve our members’ experience.

Based on past surveys, we have learned that many members need help understanding their benefits. That is why we are committed to making it easier for you to find the information you need.

### Here are helpful answers to the questions members ask most:

- 1. Do my Medi-Cal benefits provide transportation to medical appointments?**  
**Yes!** Partnership offers a transportation benefit. For more information, call our Transportation Services Department at **(866) 828-2303**.
- 2. Do my Medi-Cal benefits include dental coverage?**  
**Yes!** If you need help finding a dentist or have questions, call Medi-Cal Dental at **(800) 322-6384** to speak with their Customer Service.
- 3. Do my Medi-Cal benefits include vision care?**  
**Yes!** Partnership contracts with Vision Service Plan (VSP) for vision services. For more information, contact VSP’s Customer Service line at **(800) 438-4560**.
- 4. Do my Medi-Cal benefits include mental health care?**  
**Yes!** For mild to moderate mental health care, call Carelon Behavioral Health at **(855) 765-9703** to request information on available mental health providers or for general questions about mental health services. ♦



# GAME TIME: FIRE SAFETY



Find the list of words in the puzzle below. Words are hidden up and down, across, and diagonally. ↓ ↑ ⇌ ↘

a q f p l a n n l l i r d e r i f n q s  
s j z r d m w e u i k q s i r e n h l a  
s m o k e d e g t x r r l e e p n s s f  
e f w k t s d y e m a l f s v e b u r e  
l t f w n a p x c e t o r c a e t r e t  
b a y i i c q o r e g n i a c t n b t y  
y e d x r n v b n e m i f p u i e t h s  
e l c g s e d b s s s e p e a n v e g k  
r b r h j p t o i m i c r v t g e k i e  
a a a e a s a r w n o b u g e i r b f r  
p m w a x m v r u s f t l e e f p c e e  
e m l t e b a x k c p u h e a n j u r t  
r a f c t z y t w k k j e e h f c b i a  
p l i y u e g f c r t g a l r r r y f w  
f f n e r i r m e h s e x i t m n a p a  
e x t i n g u i s h e r e m r a l a t l

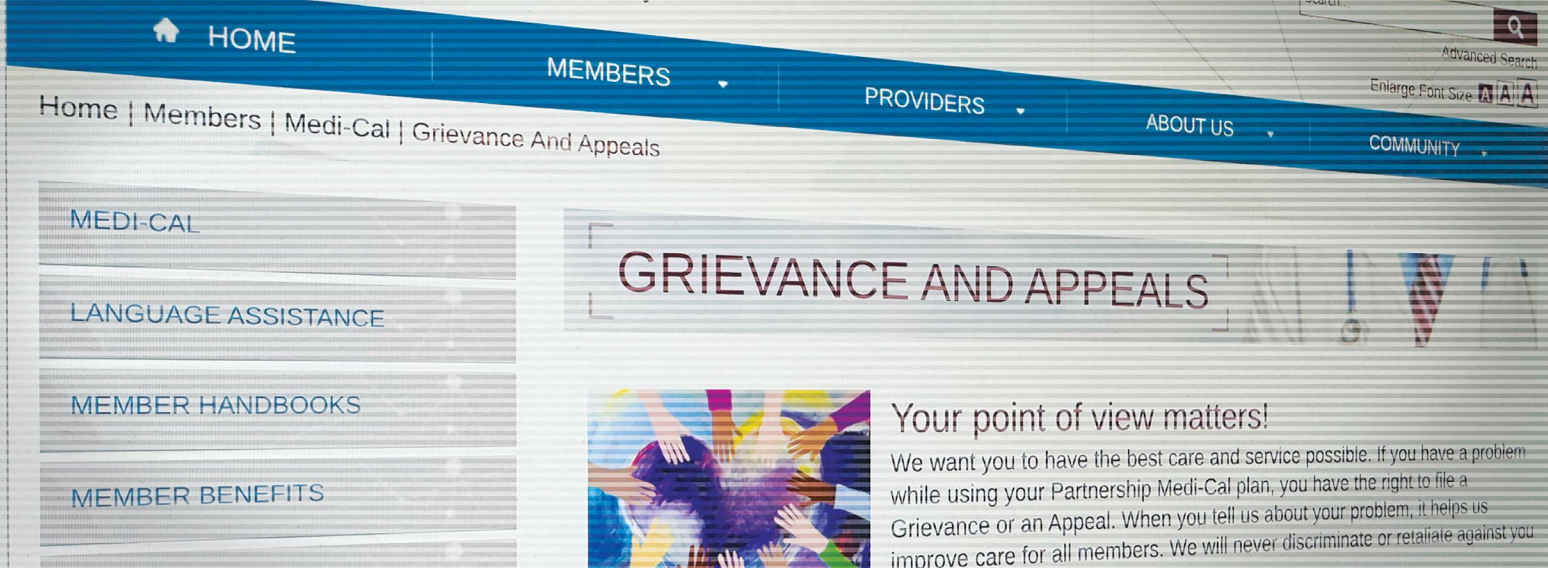
Alarm  
Axe  
Brush  
Crawl  
Emergency  
Escape

Evacuate  
Exit  
Extinguisher  
Fire Drill  
Firefighter  
Fire Truck

Flame  
Flammable  
Fuel  
Heat  
Ignite  
Match

Oxygen  
Plan  
Prepare  
Prevent  
Rescue  
Responsible

Safety  
Siren  
Smoke  
Smother  
Spark  
Water



## 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. ♦



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





## Fraud, Waste, and Abuse

If you think that a provider or a person who gets Medi-Cal has been a part of fraud, waste, or abuse, you must report it by calling the confidential number **(800) 822-6222** or filing a complaint online at [www.dhcs.ca.gov](http://www.dhcs.ca.gov).

### Provider fraud, waste, and abuse can include:

- Faking medical records
- Giving more services or medicine than is needed
- Billing for services when the provider did not give the service
- Offering low or no cost items or services to get more patients
- Changing a member's primary care provider without the member knowing

### Fraud, waste, and abuse by a person who gets benefits can include:

- Giving or selling a health plan ID card or Medi-Cal Benefits Identification Card (BIC) to someone else
- Getting the same treatments or medicines from more than one provider

- Going to an emergency room when it is not needed
- Using someone else's Social Security number or health plan ID number
- Getting rides for non-healthcare related services, for services not covered by Medi-Cal, or when there is no medical appointment or medicines to pick up

To report fraud, waste, or abuse, be ready with as much information as you have about the person who was part of it. You can tell us things like the dates of events, what happened, their address, phone number, and/or type of provider.

Call Partnership's Compliance Hotline at **(800) 601-2146**, 24 hours a day, 7 days a week, or mail your report to:

Partnership HealthPlan of California  
ATTN: Regulatory Affairs  
4665 Business Center Drive  
Fairfield, CA 94534 ♦

## 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 [PartnershipHP.org/Members/Medi-Cal/Pages/Member-Handbooks.aspx](https://PartnershipHP.org/Members/Medi-Cal/Pages/Member-Handbooks.aspx). ♦




## 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 ♦





¡Hola!

Hello!

Здравствуйте!

*Kumusta*

ਸਤਿ ਸ੍ਰੀ ਅਕਾਲ।

## 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, Tagalog and Punjabi. 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/Members/Medi-Cal/Pages/GrievanceAndAppeals.aspx](https://PartnershipHP.org/Members/Medi-Cal/Pages/GrievanceAndAppeals.aspx).

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**. ♦



## Great News: The Transportation App is Live!

Our transportation app is now available! In our app, you will be able to request rides, see updates on requested rides, see where your driver is, and call your ride.

Ask a transportation specialist for a link to get started by calling **(866) 828-2303**.

### Transportation text alerts:

Get real-time text updates and alerts on your cell phone to stay up to date with your trips for covered services.

- **Trip confirmation:** After your trip is confirmed, you will get a message with all trip details.
- **Trip reminders:** You will get 2 reminders leading up to your trip – one a day before and the other two hours before pick-up time.

These messages will have trip details to make sure you are always ready for your ride.

For transportation updates, sign up to get text alerts by calling Partnership's Transportation Services Department at **(866) 828-2303**, Monday – Friday, 7 a.m. to 7 p.m. ♦

## Join Partnership's Community Advisory Committee

### Who We Are

Partnership's Community Advisory Committee (CAC) is a group of Partnership members who meet to discuss how Partnership can best 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 things like our 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 help 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](https://PartnershipHP.org/Members/Medi-Cal/Pages/CAC.aspx). ♦

Visit our website by scanning the QR code:





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## NONDISCRIMINATION NOTICE

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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 in a timely manner 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 in a timely manner 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 or California Relay 711. If you cannot hear or speak well, please call (800) 735-2929. 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

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## **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 [www.PartnershipHP.org](http://www.PartnershipHP.org).

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## **OFFICE OF CIVIL RIGHTS – CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES**

You can also file a civil rights complaint with the California Department of Health Care Services, Office of Civil Rights by phone, in writing, or electronically:

- By phone: Call **916-440-7370**. If you cannot speak or hear well, please call **711 (Telecommunications Relay Service)**.
- In writing: Fill out a complaint form or send a letter to:

**Deputy Director, Office of Civil Rights**  
**Department of Health Care Services - Office of Civil Rights**  
**P.O. Box 997413, MS 0009**  
**Sacramento, CA 95899-7413**

Complaint forms are available at  
[http://www.dhcs.ca.gov/Pages/Language\\_Access.aspx](http://www.dhcs.ca.gov/Pages/Language_Access.aspx).

- Electronically: Send an email to [CivilRights@dhcs.ca.gov](mailto:CivilRights@dhcs.ca.gov).



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**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.js>

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**Notice of Availability of Language Assistance Services  
and Auxiliary Aids and Services**

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**English**

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.

**العربية (Arabic)**

يرجى 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 الكبيرة. اتصل بـ 1-800-863-4155 (TTY: 1-800-735-2929). هذه الخدمات مجانية.

**Հայերեն (Armenian)**

ՈՒՇԱԴՐՈՒԹՅՈՒՆ: Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, գանգահարեք 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: Զանգահարեք 1-800-863-4155 (TTY: 1-800-735-2929). Այդ ծառայություններն անվճար են.

**ខ្មែរ (Cambodian)**

ចំណាំ: បើអ្នក ត្រូវ ការជំនួយ ជាភាសា រស្មីឬស័ព្ទទៅលេខ 1-800-863-4155 (TTY: 1-800-735-2929)។ ជំនួយនិងសេវាកម្មសម្រាប់ជនពិការ ដូចជាឯកសារសរុបសរសេរ:អាចរកបាន។ ទូរស័ព្ទមកប៉ុន្មានតាមលេខ 1-800-863-4155 (TTY: 1-800-735-2929) ។ សេវាកម្មទាំងនេះមិនគិតថ្លៃទេ។

**繁體中文 (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)。另外还提供针对残疾人士的帮助和服务，例如盲文和需要较大字体阅读，也是方便取用的。请致电 1-800-863-4155 (TTY: 1-800-735-2929)。这些服务都是免费的。

**فارسی (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 (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 सेवाएँ, जैसे ब्रेल और बड़े लरेंट में भी दस्तावेज़ उपलब्ध हैं। 1-800-863-4155 (TTY: 1-800-863-4155) पर कॉल करें। ये सेवाएँ लन: शुल्क हैं।

**Hmoob (Hmong)**

CEEBOOM: 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 (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 (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.

**ພາສາລາວ (Laotian)**

ປະກາດ: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອ ອື່ນໃນພາສາຂອງທ່ານໃຫ້ໃຫ້ເທຣດ 1-800-863-4155 (TTY: 1-800-735-2929). ຍັງມີຄວາມຊ່ວຍເຫຼືອ ອື່ນລະການບໍລິການສໍາລັບຄົນພິການ ເຊັ່ນເອກະສານທີ່ເປັນອັກສອນນູນແລະມີໂຕພິມໃຫຍ່ ໃຫ້ໃຫ້ເທຣດ 1-800-863-4155 (TTY: 1-800-735-2929). ການບໍລິການເຫຼົ່ານີ້ບໍ່ຕ້ອງສະຍາໃຊ້ຈ່າຍໃດໆ.

**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 hluc 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 (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 ਏਡਜ਼ ਅਤੇ ਸੇਵਾਵਾਂ, ਬ੍ਰੇਲ ਅਤੇ ਵੱਡੇ ਪ੍ਰਿੰਟ ਵਿੱਚ ਦਸਤਾਵੇਜ਼ਾਂ ਦੀ  
ਤਰ੍ਹਾਂ ਵੀ ਉਪਲਬਧ ਹਨ। ਕਾਲ ਕਰੋ 1-800-863-4155 (TTY: 1-800-735-2929). ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ।

### **Русский (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.

### **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 (Filipino)**

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 serbisyonang ito.

### **ภาษาไทย (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



**Українська (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.

**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 khố lớn (chữ hoa). Vui lòng gọi số 1-800-863-4155 (TTY: 1-800-735-2929). Các dịch vụ này đều miễn phí.



**P.O. Box 85**  
**Suisun City, CA 94585**  
(800) 863-4155 (800) 735-2929 (TTY)  
**PartnershipHP.org**

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## SUMMER 2025 NEWSLETTER



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