



FOCUS Your Health

Rewarding you
for taking care
of your health!

Your health plan
rewards you for
getting your yearly
checkups and routine
exams. We offer

preventative care at no cost to you. Better yet, we reward
members for taking steps to be healthier. Our goal is to help
you achieve your health goals and maintain a healthy lifestyle.



myRewards

What is the myRewards program?

myRewards is an incentive program for
health plan members to visit their doctor
and stay up to date with their exams and
checkups.

This year you can get rewards for seeing your doctor for:

Maternal health

- Prenatal immunizations
- Prenatal care in first trimester or within 42 days of enrollment
- Postpartum visit between 7 and 84 days after delivery
- Postpartum depression screening after delivery

Cancer Screening

- Colorectal Cancer Screening
- Cervical Cancer Screening/Pap smear
- Breast Cancer Screening/Mammogram

Well visits and Immunizations

- Well care for baby: 0 to 15 months
- Well care for baby: 15 to 30 months
- Well-child visits: 3 to 20 years of age
- Adult visits: 20+ years of age
- Lead Screening
- Flu Shots
- Immunizations for children and teens

Chronic disease

- Diabetes care: A1C

Visit www.hpsj.com/myrewards to see what rewards are available to Health Plan members!



We've Got You **Covered**

Member rights and responsibilities

Here at Health Plan of San Joaquin/ Mountain Valley Health Plan ("Health Plan"), we want you to know that we are on your side. As a Health Plan member, you have rights and responsibilities that help keep you safe. Health Plan member rights and responsibilities are as follows:



- 1 A right to receive information about Health Plan, its services, its practitioners and providers, and member rights and responsibilities.
- 2 A right to be treated with respect and dignity, and a right to privacy.
- 3 A right to participate with practitioners in making decisions about your health care.
- 4 A right to an honest discussion of appropriate or medically necessary treatment options for your condition(s), regardless of cost or benefit coverage.
- 5 A right to voice complaints or appeals about Health Plan or the care provided.
- 6 A right to make recommendations regarding the Health Plan member rights and responsibilities policy.
- 7 A responsibility to supply information (to the extent possible) that Health Plan and its practitioners and providers need in order to provide care.
- 8 A responsibility to follow plans and instructions for care that you have agreed to with your practitioner(s).
- 9 A responsibility to understand your health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.

Wellness Visits

Check this off your summer list!



Before the summer ends, make sure to add a wellness visit to your to-do list. Schedule your child's annual well-child appointment early, and get in for those well-child checks your child needs before the school year starts. This might be a well-

child visit. Or — if your child is an athlete — it might be a sports physical.

In either case, it's the only visit many kids and teens have with their doctor each year. That's why it is so important. The doctor can give your child a physical exam and check for any hidden health problems.

At these visits, you will go over:

- **Vaccines.** Childhood vaccines help keep your child safe from 14 different diseases, some life-threatening. And kids do not outgrow their need for them. Even preteens and teens need vaccines.
- **Developmental screenings.** What is a healthy weight for a child? How can you help them eat better or exercise more? What's the best way to discourage your child from smoking or help them cope with peer pressure? Any questions you have are important. And as long as you speak up, your child's doctor will guide you.



Wellness Visits aren't just for kids

If you are busy taking care of those around you, make sure to take some time to care for yourself. When was your last preventive health visit?

A preventive health visit can also be called an annual physical. This means you go see your doctor or other provider when you are not sick to check on things, like blood pressure. It's as simple as ABC:

- A** A1c testing. This is especially important if you have a family history of diabetes.
- B** Blood pressure. Almost half of all adults in the United States have hypertension. Getting checked is the first step to knowing your risk.
- C** Cancer screening. Depending on your age, sex, and family history, your doctor will know which cancer screenings are most important for you.





Let's Speak Your Language, Together

You can get no-cost interpreter help at all medical visits. Talk to your provider to find the language help you need. You can get member materials from Health Plan in the language and format you want, such as Braille, large print, and audio. You can find provider race/ethnicity information through the online provider directory. Interpreters are ready to help you 24 hours a day, 7 days a week and 365 days a year via phone, video, or in-person. It is very important to rely on a skilled, qualified interpreter for your language needs when you visit with your doctor.

Why should friends and family not be relied on for interpreting?

- Friends and family may not tell you exactly what the doctor is saying
- They may make undesired suggestions on your behalf to the doctor
- They may not tell the doctor all of your concerns, or ask all of your questions
- They could confuse information shared with you by the doctor or misunderstand medical terminology

Why is it important to rely on a qualified interpreter?

A qualified interpreter can:

- Listen to your doctor and tell you precisely what he or she is saying, and confirm your understanding on treatment, medication, and other recommendations
- Tell your doctor precisely what your health needs and concerns are
- Support clear communication while also supporting participation of friends and family in your care as you desire



Health Plan can help you get an interpreter. Please call Customer Service at **1-888-936-7526 TTY 711** Monday-Friday, 8:00 a.m. to 5:00 p.m.

Working with your Case Management Team

Learning you have a long-term health problem can be overwhelming. Health Plan has a team of nurses and health navigators who are here to help you if that happens. If you have diabetes, asthma, congestive heart failure (CHF), chronic obstructive pulmonary disease (COPD) or chronic kidney disease (CKD), you can receive disease management education. You may have received a letter or phone call from a case management team member. The team is here to help you get the best care possible through health education and tips.

We are here to help you coordinate care that means we want to:

- Help you make sense of your condition and your doctor's treatment plan

- Educate you about your follow up care
- Help you work with your health care team, so your needs are clear
- Connect you with community services
- Help you address concerns you have about your care

The case management team wants to support you so that you can focus on what is most important: getting better. You may opt in or out of services at any time. For more information on how to enroll, visit **www.hpsj.com/case-management** or call our team at **1-209-942-6352** to enroll or inquire about case management services.

Enhanced Care Management
Enhanced Care Management (ECM) is a benefit offered to Health Plan members with

complex needs at no cost to the member. It provides extra services to help you get the care you need to stay healthy. It coordinates the care you get from different doctors.

We are
Here to
Help



ECM helps coordinate:

- Primary care
- Acute care
- Behavioral health
- Developmental health
- Oral health
- Community-based long-term services and supports (LTSS)
- Referrals to available community resources

Services covered under ECM include:

- Outreach and engagement

- Comprehensive assessment and care management
- Enhanced coordination of care
- Comprehensive transitional care
- Health promotion
- Member and family support services
- Coordination and referral to community and social supports



If you have any questions about ECM, contact your health care provider or Health Plan at **1-888-936-7526 TTY 711**. For more information about ECM, please visit our website **www.hpsj.com/members/calaim**.



Emergency room or urgent care?

Life does not start and stop between 8 a.m. and 5 p.m.

Sometimes you get sick when your doctor has gone home for the day. Both the emergency room (ER) — sometimes called the emergency department (ED) — and urgent care clinics can help you when your doctor is not available.

Not sure which one to use? We can help. The emergency room is for emergency situations. **Urgent care** can handle non-life-threatening issues. Urgent care is not a replacement for ER.



Most urgent care clinics can help you with minor injuries or minor asthma attacks. Here are some other common issues urgent care clinics can address:

- Minor cuts, even ones that need stitches
- Cold and flu symptoms
- Sprains and strains
- Nausea
- Minor burns
- Fever
- Dehydration
- Ear pain
- Urinary tract infections and other infections



 **Not Sure What To Do?**

Call our advice nurse line **1-800-655-8294**. A nurse is available to you 24/7.



If you or someone you know is experiencing a medical emergency, you must go to the ER. They may need surgery or advanced treatment. Here are some, but not all, the issues that need ER care:

- Broken bones
- Chest pain or difficulty breathing
- Drug overdoses
- Changes in mental state
- Head injury
- Seizures
- Severe cuts or burns
- Sudden dizziness or numbness
- Severe allergic reaction

Know Your Health Care Options

Are you dealing with an emergency that needs attention like severe chest pain? Or is it a mild injury or illness? Any issue noted in the urgent care section above can be handled at urgent care. Urgent care and ER options cannot replace your regular doctor. Having regular doctor visits is important for prevention and managing health issues you already have.



**Don't Have
a Go-To
Doctor?**

As a Health Plan member, you can find a doctor or even an urgent care location near you at **www.hpsj.com/find-a-doctor**.



Transitional Care Services (TCS)

Health care transitions happen when someone has a visit to a place where they get medical help and then returns home or to a different care center.




TCS can help make sure that a person who moves from one type of care to another gets the right support. As a member, you can get help from a **TCS Care Manager**. This is someone from your health plan who will assist you during your transition of care.

With Transitional Care Services (TCS), our goal is to:

- 🏠 Help you stay safely in your preferred home setting.
- 📅 Ensure you make and keep follow-up visits to stay healthy and prevent repeat visits to hospitals and emergency rooms.
- 💖 Teach you about your health condition and how to manage it.
- 🔗 Connect you with the resources you need to stay healthy and safe.

Talk to your TCS Care Manager when you need help with:

- 📖 Learning and staying informed about your health needs.
- 📅 Scheduling medical visits and arranging transportation for medical appointments.
- 🛡️ Learning about your health plan benefits and services.
- 🏠 Finding community services for things such as housing, food, and more.

 We are here to help you with the transition from one place of care to a new place of care. To learn more about Transitional Care Services, please call **1-888-929-6010**.

Need wheelchair van or gurney transportation?



To receive this type of transportation, your doctor has to fill out a form that shows you have certain medical needs. You can have this form faxed to your doctor if you call Customer Service at **1-888-936-7526 TTY 711**. Once your doctor returns the form and transportation is approved, Health Plan will give you a phone number to call when you need a ride to medical appointments.

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NEVER MISS AN APPOINTMENT!

 Call **1-888-936-7526 TTY 711**, 7-10 days before your appointment.

How to contact:

Utilization Management (UM)

Health Plan UM staff members are available Monday through Friday, 8:30 a.m. to 5:00 p.m., to receive and respond to UM issues from members and providers. UM staff members can be reached at **1-888-936-7526 TTY 711**.

Social Services

Sometimes, barriers keep people from getting the care that they need. Health Plan's Social Services team can help get you connected to resources and services for the following needs:

- Food
- Clothing
- Utilities assistance
- Financial assistance
- Caregiver assistance
- Housing
- Transportation (Non-Emergency Medical Transportation (NEMT)/Wheelchair Van and Gurney)

To learn more about Social Services and how to get started, you can call the Behavioral Health line at **1-888-581-7526**, and/or Customer Service at **1-888-936-7526 TTY 711**.



Families Grow Healthy with WIC!

The Women, infants, and children (WIC) Nutrition Program provides healthy foods, nutrition tips, breastfeeding support, health care referrals and community information.

You may qualify if you:

- Are pregnant, breastfeeding, just had a baby; or
- Had a recent pregnancy loss; or
- Have a child or care for a child under age 5; **and**
- Have low-to-medium income; or
- Receive Medi-Cal, CalWORKS (TANF), or CalFresh (SNAP) benefits; **and**
- Live in California

**WIC welcomes
dads, grandparents,
foster parents, or
guardians who
care for eligible
children.**



Spring Spread

*Ready in 10 minutes /
Makes 4 servings*

WHAT YOU'LL NEED

Cutting board

Grater

Spatula or spoon

Sharp knife

Large bowl

Measuring spoons

INGREDIENTS

4 ounces of cream
cheese, whipped
or softened

1/2 carrot, grated

1/2 red bell pepper,
finely diced

2 green onions, finely
chopped

1 tablespoon fresh
herbs, chopped

1 teaspoon lemon juice
or lime juice



DIRECTIONS

1. Mix all ingredients in a bowl and stir with a rubber spatula until creamy
2. Spread on whole grain crackers and enjoy!

CHEF'S TIPS

- This is a great way to use up leftover herbs (such as dill, thyme, oregano, basil) and vegetables.
- You can also spread this on a whole grain flour tortilla, roll up, then slice for mini pinwheel sandwiches.

Fastest-Ever Blueberry Muffin

Ready in 5 minutes / Makes 1 serving

WHAT YOU'LL NEED

Microwave-safe cup or bowl

Microwave

Measuring spoons

Spatula or spoon

INGREDIENTS

Oil or nonstick cooking
spray for greasing

2 tablespoons blueberries,
fresh or frozen

4 tablespoons flour or
ground flaxseed or
almond meal

½ teaspoon baking powder

½ teaspoon cinnamon

1 egg

1 tablespoon honey or
maple syrup or sugar



DIRECTIONS

1. Grease a microwave-safe cup or bowl with butter or oil.
2. Mix dry ingredients together thoroughly (you can do this in a separate bowl or directly in the prepared dish).
3. Add egg and honey. Mix together.
4. Stir in blueberries.
5. Microwave for 60-90 seconds (depending on strength of microwave), or until fully cooked.

CHEF'S TIPS

- The strength of microwaves vary, so check on the muffin halfway through cooking. Take it out early if it looks done before 90 seconds is up to avoid toughness.
- You can experiment with a mix of different types of flours/grains, such as 2 tablespoons all-purpose flour plus 2 tablespoons ground flaxseed, if you prefer.



Everything you need
www.hpsj-mvhp.org

Our website, **www.hpsj-mvhp.org**, puts the resources you need at your fingertips. Many members use the online tools at **www.hpsj-mvhp.org** to handle their care. It is the best way to:

- Get the most up-to-date facts about your plan
- Request a member ID
- Change your provider
- Find out how to reach us
- Know what to do in a sudden event that must be handled right away

Visit www.hpsj-mvhp.org from your PC, tablet or mobile phone. Here you will find the latest on the following:

Know Plan Coverage

Find your Evidence of Coverage (EOC) online at **www.hpsj-mvhp.org/eoc**. Here you can find:

- What is and what is not covered
- Your benefits and limits, in and out of our service area

Pharmacy Benefits

Find your pharmacy benefits at **www.medi-calrx.dhcs.ca.gov/member**. Here you will find:

- A list of medications
- When generic medicines are offered, can be changed and when medications need to be stepped

- How to ask for brand-name medicine
- How to ask for a medicine that is not covered
- How to find out if your medicines are covered, need approval or are limited
- Details about the therapeutic interchange protocol for meds that work in a similar way and step therapy for other meds

Make Payments and Claims

- Learn about what to do with fees, bills or other charges.
- Learn about a claim for a covered service you paid for.
- See pages 19 to 20 of the Medi-Cal EOC on “Costs” and “if you receive a bill from a healthcare provider.”

Find Care

Choose your primary care practitioner (PCP) at **www.hpsj.com/find-a-provider**. Our list shows each provider’s language(s) spoken, gender and contact information. You can also find out about their license, the medical school they went to, and their residencies and board certification status. The provider search tool can also help you find hospitals; search where to find care during office hours and after office hours; where to find specialty care, emergency care, mental health care and hospital services; and learn about out-of-area care and coverage.

Improve Your Health

Online tools to handle and improve your health.

Review your personal health assessment and health risks. Track your health goals. Learn about preventive health

care visits. Find tips and tools to keep you healthy.

Stay Informed

Learn how Health Plan makes health care decisions. Health Plan does not financially reward a person for utilization management (UM) decisions. UM staff members are available Monday through Friday, from 8:30 a.m. to 5 p.m., to receive and respond to UM issues from members and providers. UM staff members can be reached at **1-209-942-6320** or **1-888-936-7526**. See how you can join our case management programs: **www.hpsj.com/case-management**. Caregivers can refer members, and members can also self-refer.

Quality Improvement Program

Our Quality Improvement (QI) program puts your needs

first. We focus on creating programs to provide you the best care, which will help you stay healthy. Health Plan's QI team always works to improve the safety and quality of care for members. Each year, we adapt the QI program to ensure that you are receiving the best possible care. We strive for ways to improve the quality of care you receive and help you set new goals. Goals are shared with doctors to track member gaps in care and needs.

File a Complaint

The best way to take care of a complaint is to talk to your doctor. If you are not happy with the health care you received, you can file a grievance, also known as a complaint. You may also make an appeal on a medical decision. It is your right to file a complaint. You will not be discriminated against or lose

your benefits. If you want to file a grievance, you can:

- Call Member Services at **1-888-936-7526 TTY 711**, Monday through Friday, from 8:00 a.m. to 5:00 p.m.
- Visit **www.hpsj.com/grievances-appeals** to file your complaint or appeal online or to download a form to fax to us.

Reach Out to Us

Call our toll-free number at **1-888-936-7526 TTY 711**, Monday through Friday, from 8:00 a.m. to 5:00 p.m., or visit **www.hpsj-mvhp.org**.

- Find out how to reach your doctor.
- Contact staff if you have questions about how we manage care and services.
- Learn about language help if English is not your preferred language.



Medications during power outages

To make this easier, we want you to know that Medi-Cal RX works with most drug stores in California. You can check if the pharmacy is within the network by visiting **www.medi-calrx.dhcs.ca.gov**. You can fill your meds at any of the places within the Medi-Cal RX group if the store is not part of the group, Medi-Cal RX may pay you back for the charges. Visit **www.medi-calrx.dhcs.ca.gov/member/forms-information** to fill out the forms for Medi-Cal RX to view your out-of-pocket payment. If your meds are lost or destroyed due to fire, evacuation or non refrigeration due to power outage, you can refill them even if they are not due to be refilled.

Insulin

Insulin should be stored at 36 to 46 degrees Fahrenheit. Once opened, it can be stored at room temperature for up to 28 days (exceptions are: Novolog 70/30 flexipen with a 14-day expiration once opened, and Tresiba and Levemir, which have expiration dates beyond 28 days). Once insulin is placed

in an insulin device (e.g. tubing catheter) the insulin must be discarded after 48 hours or if exposed to 98.6 degrees Fahrenheit or more, whichever comes first. Temperatures that are too low or too high (below 35 or above 86 degrees Fahrenheit) can ruin a vial of insulin. Insulin should be kept as cool as possible in very high heat

and guarded from freezing. If you suspect the insulin has been ruined, the insulin may need to be replaced if it:

- Is cloudy
- Has clumps even after you rolled it like you are supposed to
- Has threads or strings in it
- Has changed color
- Or if your blood sugar stays high even after your normal correction dose

If you are worried about any of your meds not being safe to use or if you want a replacement, call your doctor or pharmacy.

Electric medical equipment

Please call Health Plan's medical equipment provider, Western Drug Medical Supply, at **1-818-956-6691** if you use life-sustaining medical equipment that needs electricity to work. They can help you get other devices

if you are not able to use a regular power source.

Tips for dialysis patients

Your renal dialysis clinic should be able to see you if you need help with dialysis urgently during a power outage. If you have a problem getting supplies during a power outage, call Health Plan Care Coordination at **1-209-942-6352**. If you are not able to get in, please call **911** in the case of an emergency.

Refrigerated meds

You may have meds that have to be refrigerated. Some of these meds will stay stable at room temperature for a few days. Others will expire and cannot be used once they are left at room temperature. It is good to keep these meds cool, but do not use ice. Keep them in a cool, dry place away from direct sunlight or heat. Call a pharmacist to know how to best store your meds.

Are Your **Meds Covered?**

A drug list is a list of medications (meds) your doctor can use that will be covered by Medi-Cal. It lists safe and helpful meds that offer the best value without sacrificing quality of care. To see what meds are on the drug list, you can:



Use the online search tool at **www.medi-calrx.dhcs.ca.gov/member/drug-lookup**



Download a copy of the drug list, under the “Covered Products Lists” tab, at **www.medi-calrx.dhcs.ca.gov/member/forms-information**



Call the Medi-Cal Rx Customer Service department at **1-800-977-2273**, which is available 24 hours a day, 365 days of the year.

As a Medi-Cal member, you pay nothing for outpatient meds and some over-the-counter meds (OTC) if the three reasons below are met if:

- The med(s) is(are) listed in the Medi-Cal drug list, and
- The med(s) is(are) prescribed by a doctor, and
- The med(s) is(are) picked up at a pharmacy that works with Medi-Cal Rx.

The meds that are given in a doctor's office are a Health Plan medical benefit.

Updates to this benefit can be found at **www.hpsj.com/benefits-pharmacy**. You can also call Customer Service **1-888-936-7526 TTY 711**, Monday through Friday, from 8 a.m. to 5 p.m. for help with looking up any meds that are part of your medical benefit.

COVID-19:

Stay up-to-date!

COVID-19 continues to impact our communities. Now with more options for vaccines and more information on our risks, we know how to keep our families safe. To stay up-to-date on the latest vaccine information or for more resources regarding COVID-19, call Customer Service at **1-888-936-7526 TTY 711**; Monday through Friday from 8 a.m. to 5 p.m. or visit **www.hpsj.com/covid-19-members-information**. People with COVID-19 have had a wide range of symptoms reported ranging from mild symptoms to severe illness. Symptoms may appear 2 to 14 days after exposure to the virus. Anyone can have mild to severe symptoms.

Possible symptoms include:

- ✓ Fever or chills
- ✓ Cough
- ✓ Shortness of breath or difficulty breathing
- ✓ Fatigue
- ✓ Muscle or body aches
- ✓ Headache
- ✓ New loss of taste or smell
- ✓ Sore throat
- ✓ Congestion or runny nose
- ✓ Nausea or vomiting
- ✓ Diarrhea

Resources for **Navigating Medi-Cal** and **Federal Immigration Changes**

Q. Is my Medi-Cal affected by these federal changes?

Your Medi-Cal is not currently affected.

Q. Is my Medi-Cal being canceled because I am undocumented?

No, your Medi-Cal is not being canceled.

Q. Will my immigration status be shared with the authorities?

HPSJ/MVHP must follow the directions of Department of Health Care Services (DHCS) on information sharing. If a law enforcement agency has a warrant (legal order) for the information, we may have to share it.

Q. I no longer want to receive Medi-Cal benefits because I am afraid that I will be targeted/reported. Can you cancel my benefits and remove me from the system?

Contact your county human services agency.

Q. Are my housing or my other county benefits impacted?

Contact your county human services agency.

Q. These current events are causing a lot of stress for my family and I. How can we get help?

Call your county crisis line. HPSJ/MVHP covers outpatient mental health services for people of all ages who are in are in mild or moderate distress. For more information, call Customer Service.

Q. I need some help with my paperwork, but I am afraid to go to your office. What are my options?

Contact HPSJ/MVHP's Customer Service team.

Q. I am afraid to go to the doctor/clinic. What are my options?

You can call your doctor and/or clinic and request a telehealth appointment.

Q. Will my children be able to access care if they are legal residents or are U.S. citizens?

Yes, your children can access care.

Q. I am afraid to go to Urgent Care/ER. What are my options?

As an HPSJ/MVHP member, you have access to a registered nurse 24 hours a day, seven days a week. A nurse can speak to you over the phone, in your preferred language, when you think you or a family member needs

urgent medical care.

The nurse will help you decide if you:

- Need to go to an urgent care facility.
- Can wait to see your doctor.
- Can take care of your symptoms at home.

Have your HPSJ/MVHP ID Card or Medi-Cal Benefits ID Card ready when you call the Advice Nurse Line. If you are calling for someone else, please have that person near you.

Where can I learn about my rights?

Immigration Legal Resource Center: **www.ilrc.org/community-resources**

California Rural Legal Assistance Foundation: **www.crlaf.org**

Catholic Charities: **<https://catholiccharitiesca.org/where-we-operate>**

El Concilio: **www.elconcilio.org/3-services/immigration-services**

Human Services Agencies

San Joaquin County
1-209-468-1000

Stanislaus County
1-209-558-2500

El Dorado County
West Slope

1-530-642-7300

South Lake Tahoe
1-530-573-3200

Alpine County
1-530-694-2235



Behavioral Health Services

Behavioral Health benefits are available to people with Medi-Cal.

Health Plan offers the following services to all members:

- Therapy for Mental Health and/or Substance Use (Telehealth and In Person) - Individual, Group or Family
- Medication Management (Telehealth and In Person)
- Psychological Testing
- Behavioral Health Treatment/Applied Behavioral Analysis (BHT/ABA) – For youth under 21 years old



Please call the Behavioral Health line at 1-888-581-7526 to get behavioral health services and/or if you have questions.

If you are experiencing a mental health crisis, please call 911, or call or text the Suicide and Crisis Lifeline at 988.

You can also call the Mental Health Crisis Line in your county:

- San Joaquin County Crisis Line:
1-209-468-8686
- Stanislaus County Crisis Line:
1-209-558-4600
- Alpine County Crisis Line:
1-800-318-8212
- El Dorado County Crisis Line:
West Slope: **1-530-622-3345**
South Lake Tahoe: **1-530-544-2219**



**Suicide &
Crisis Line
988**

If you are sick, or unable to get to the doctor or pharmacy in person, these resources may help you.

Telehealth

Don't miss your health visit!

Telehealth is a way of getting services without being in the same physical location as your provider. This means you can have a live conversation with your provider by phone, video, or other means.



You can get many services through telehealth. Telehealth may not be available for all covered services. You can contact your provider to learn which services you can get through telehealth.

It is important that you and your provider agree that using telehealth for a service is appropriate for you.

Mail-In Pharmacy Services

Medi-Cal Rx covers mail order services.

This means you can get your medication mailed to you. You can call the Medi-Cal Rx Customer Service Center (CSC) for assistance locating a mail order pharmacy at **1-800-977-2273**.



You can also locate a pharmacy that offers mail order services by utilizing the Pharmacy Locator Tool on the Medi-Cal Rx website: **<https://med-calrx.dhcs.ca.gov/home>**



- Enter your ZIP code
- Select **Search**
- Select **Display Filter** and then choose **Mail Order**
- Select **Apply Filter** to view results

Choose a pharmacy and call to have your medications mailed. You will need to confirm your address.

Nondiscrimination Notice

Health Plan of San Joaquin/Mountain Valley Health Plan (“Health Plan”) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, religion, ancestry, national origin, age, gender, sex, ethnic group identification, mental disability, physical disability, medical condition, genetic information, marital status, gender identification or sexual orientation.

Upon request, this document can be made available to you in braille, large print, audio, or electronic form. To obtain a copy in one of the alternative formats, please call or write to:

**Health Plan of San Joaquin/Mountain Valley Health
Plan 7751 South Manthey Road, French Camp, CA
95231**

1-888-936-PLAN (7526), TTY 711

You can file a grievance in writing, in person, or electronically:

- By phone: Contact between Monday - Friday, 8:00 a.m. - 5:00 p.m. by calling 1-888-936-7526. Or, if you cannot hear or speak well, please call TTY 711.
- In writing: Fill out a complaint form or write a letter and send it to:

**Health Plan of San Joaquin/
Mountain Valley Health Plan
Attn: Grievance and Appeals Department
7751 S. Manthey Road, French Camp, CA 95231**

- By fax: 209-942-6355.
- In person: Visit your doctor's office or Health Plan and say you want to file a grievance.
- Electronically: Visit Health Plan's website at www.hpsj-mvhp.org.

Language Assistance

English Tagline

ATTENTION: If you need help in your language call **1-888-936-7526, TTY 711**. Aids and services for people with disabilities, like documents in braille and large print, are also available. Call **1-888-936-7526, TTY 711**. These services are free of charge.

الشعار بالعربية (Arabic)

يُرجى الانتباه: إذا احتجت إلى المساعدة بلغتك، فاتصل بـ **1-888-936-7526, TTY 711**. تتوفر أيضًا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة بريـل والخط الكبير. اتصل بـ **1-888-936-7526, TTY 711**. هذه الخدمات مجانية.

Հայերեն պիտակ (Armenian)

ՈՒՇԱԴՐՈՒԹՅՈՒՆ: Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, զանգահարեք

1-888-936-7526, TTY 711: Կան նաև օժանդակ միջոցներ ու ծառայություններ հաշմանդամություն ունեցող անձանց համար, օրինակ՝ Բրայլի գրատիպով ու խոշորատառ տպագրված նյութեր: Զանգահարեք **1-888-936-7526, TTY 711**: Այդ ծառայություններն անվճար են:

ប្រាសាទកម្ពុជាខ្មែរ (Cambodian)

ចំណាំ: បើអ្នក ត្រូវ ការជំនួយ ជាភាសា របស់អ្នក សូម ទូរស័ព្ទទៅលេខ **1-888-936-7526, TTY 711** ជំនួយ នឹង សេវាកម្ម សម្រាប់ ជនពិការ

ដូចជាឯកសារសរសេរជាអក្សរផុសសម្រាប់ជនពិការភ្នែក
ឬឯកសារសរសេរជាអក្សរពុម្ពធំ ក៏អាចរកបានផងដែរ។
ទូរស័ព្ទមកលេខ **1-888-936-7526, TTY 711**។
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 **1-888-936-7526 (TTY: 711)**。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 **1-888-936-7526 (TTY: 711)**。这些服务都是免费的。

مطلب به زبان فارسی (Farsi)

توجه: اگر می‌خواهید به زبان خود کمک دریافت کنید، با **1-888-936-7526, TTY 711** تماس بگیرید. کمک‌ها و خدمات مخصوص افراد دارای معلولیت، مانند نسخه‌های خط بریل و چاپ با حروف بزرگ، نیز موجود است. با **1-888-936-7526, TTY 711** تماس بگیرید. این خدمات رایگان ارائه می‌شوند.

हिंदी टैगलाइन (Hindi)

ध्यान दें: अगर आपको अपनी भाषा में सहायता की आवश्यकता है तो **1-888-936-7526, TTY 711** पर कॉल करें। अशक्तता वाले लोगों के लिए सहायता और सेवाएं, जैसे ब्रेल और बड़े प्रिंट में भी दस्तावेज़ उपलब्ध हैं। **1-888-936-7526, TTY 711** 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 **1-888-936-7526, TTY 711**. 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 **1-888-936-7526, TTY 711**. 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 **1-888-936-7526, TTY 711**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。 **1-888-936-7526, TTY 711**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 **1-888-936-7526, TTY 711** 번으로 문의하십시오. 점자나 큰 활자로 된 문서와 같이 장애가 있는 분들을 위한 도움과 서비스도 이용 가능합니다. **1-888-936-7526, TTY 711** 번으로 문의하십시오. 이러한 서비스는 무료로 제공됩니다.

ແທກໄລພາສາລາວ (Laotian)

ປະກາດ:

ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໃຫ້ໂທຫາບີ **1-888-936-7526, TTY 711**.

ຍັງມີຄວາມຊ່ວຍເຫຼືອແລະການບໍລິການສໍາລັບຄົນພິການ
ເຊັ່ນເອກະສານທີ່ເປັນອັກສອນນຸ່ງແລະມີໂຕພິມໃຫຍ່ ໃຫ້ໂທຫາເບີ
1-888-936-7526, TTY 711.

ການບໍລິການເຫຼົ່ານີ້ບໍ່ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ.

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 **1-888-936-7526, TTY 711.** 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-
888-936-7526, TTY 711.** 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 **1-888-936-7526, TTY 711.** ਅਪਾਹਜ ਲੋਕਾਂ ਲਈ
ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵਿੱਚ
ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ। ਕਾਲ ਕਰੋ **1-888-936-7526, TTY
711.** ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ।

Русский слоган (Russian)

ВНИМАНИЕ! Если вам нужна помощь на вашем родном языке, звоните по номеру **1-888-936-7526 (линия TTY 711)**. Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру **1-888-936-7526 (линия TTY 711)**. Такие услуги предоставляются бесплатно.

Mensaje en español (Spanish)

ATENCIÓN: si necesita ayuda en su idioma, llame al **1-888-936-7526, TTY 711**. También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al **1-888-936-7526, TTY 711**. Estos servicios son gratuitos.

Tagalog Tagline (Tagalog)

ATENSIYON: Kung kailangan mo ng tulong sa iyong wika, tumawag sa **1-888-936-7526, TTY 711**. Mayroon ding mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumento sa braille at malaking print. Tumawag sa **1-888-936-7526, TTY 711**. Libre ang mga serbisyonang ito.

เท็กไลน์ภาษาไทย (Thai)

โปรดทราบ:

หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณกรุณาโทรศัพท์ไปที่หมายเลข **1-888-936-7526, TTY 711**

นอกจากนี้ยังพร้อมให้ความช่วยเหลือและบริการต่าง ๆ

สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ

ที่เป็นอักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่
กรุณาโทรศัพท์ไปที่หมายเลข **1-888-936-7526, TTY 711**
ไม่มีค่าใช้จ่ายสำหรับบริการเหล่านี้

Примітка українською (Ukrainian)

УВАГА! Якщо вам потрібна допомога вашою рідною мовою, телефонуйте на номер **1-888-936-7526, TTY 711**. Люди з обмеженими можливостями також можуть скористатися допоміжними засобами та послугами, наприклад, отримати документи, надруковані шрифтом Брайля та великим шрифтом. Телефонуйте на номер **1-888-936-7526, TTY 711**. 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 **1-888-936-7526, TTY 711**. 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 **1-888-936-7526, TTY 711**. Các dịch vụ này đều miễn phí.

Make a Difference, **Join the CAC**

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If you are a Health Plan member, you can:

- Be heard
- Share your ideas

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The CAC is designed with you in mind. You will have the chance to share your ideas, create programs and help us better serve our members. Your ideas can make a difference!



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or Call 1-209-942-6356.