



08/18/2025

Dear Member,

When you became a member, we sent you an Evidence of Coverage (EOC) booklet. We want to tell you about changes to your EOC:

- **Section 3** – How to get care: Minor Consent Services under Sensitive Care

Please keep these updates with your EOC. You can also find this update on our website at [www.hpsj-mvhp.org](http://www.hpsj-mvhp.org).

**We are here to help!**

If you have any questions or need help with your benefits, please call **1-888-936-PLAN (7526) TTY 711, Monday – Friday, 8 a.m. to 5 p.m. The call is free.**

If you have problems or questions that Health Plan of San Joaquin/Mountain Valley Health Plan cannot help you with, you can call the Ombudsman Office at **1-888-452-8609** Monday through Friday from 8:00 a.m. – 5:00 p.m. excluding holidays. The hearing and speech impaired may use the California Relay Service's (TTY) toll-free telephone number **1-800-735-2929**.

Sincerely,

Health Plan of San Joaquin/Mountain Valley Health Plan



# 3. How to get care

## Sensitive care

### Minor consent services

If you are under age 18, you do not need parent or guardian permission to get some health care services and you can receive them confidentially, which means your parent or guardian will not be notified or contacted if you get these services without your written permission. These services are called minor consent services.

You can get the following services under the age of 12:

- Sexual assault services
- Pregnancy and pregnancy-related services
- Family planning services, such as contraception services (e.g., birth control)

In addition to the services listed above, you can also get the following services at **age 12 or older**:

- Outpatient mental health treatment or counseling. This will depend on your maturity and ability to take part in your health care, as determined by a professional person
- Infections, contagious, or communicable disease diagnosis and treatment, including for HIV/AIDS
- Sexually transmitted infection (STI) prevention, testing, diagnosis, and treatment for STIs like syphilis, gonorrhea, chlamydia, and herpes simplex
- Intimate partner violence services
- Substance use disorder (SUD) treatment for drug and alcohol abuse including screening, assessment, intervention, and referral services

You can get minor consent services from any Medi-Cal provider or clinic. Providers do not have to be in the Health Plan's network. You do not need a referral from your PCP or pre-approval (prior authorization).

If you use an out-of-network provider for services **not** related to minor consent services, then they may not be covered.



Call Customer Services at 1-888-936-PLAN (7526), TTY 711.

Health Plan is here Monday – Friday, 8 a.m. to 5 p.m. The call is free. Or call the California Relay Line at 711. Visit online at [www.hpsj-mvhp.org](http://www.hpsj-mvhp.org).

To find a Medi-Cal provider outside the Health Plan's Medi-Cal network for minor consent services, or to ask for transportation help to get to a provider, call Health Plan's Customer Services at 1-888-936-PLAN (7526), TTY 711.

For more on contraceptive services, read "Preventive and wellness services and chronic disease management" in Chapter 4 of this handbook.

Health Plan does not cover minor consent services that are Specialty Mental Health Services (SMHS) or most SUD services. The county where you live covers these services. To learn more, including how to access these services, read the "Specialty Mental Health Services (SMHS)" and "Substance Use Disorder (SUD) Treatment Services" in Chapter 4 of this handbook. To learn more, call 1-888-936-PLAN (7526), TTY 711.

For a list of all counties' toll-free telephone numbers for SMHS, go to:  
<http://www.dhcs.ca.gov/individuals/Pages/MHPContactList.aspx>

For a list of all counties' toll-free telephone numbers for SUD treatment services, go to:  
[https://www.dhcs.ca.gov/individuals/Pages/SUD\\_County\\_Access\\_Lines.aspx](https://www.dhcs.ca.gov/individuals/Pages/SUD_County_Access_Lines.aspx).

Minors can talk to a representative in private about their health concerns by calling the 24/7 nurse line at 1-800-655-8294, TTY 711.

You can ask to get private information about your medical services in a certain form or format, if available. You can have it sent to you at another location. To learn more about how to ask for confidential communications related to sensitive services, read "Notice of privacy practices" in Chapter 7 of this handbook.



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