



Medi-Cal  
**CalOptima**  
Better. Together.

# 2018 Annual Notices Newsletter

## How to Contact CalOptima

If you have questions or need help with your health care services, call CalOptima's Customer Service department at **1-714-246-8500**, or toll-free at **1-888-587-8088**, Monday through Friday, from 8 a.m. to 5 p.m. We have staff who speak your language. TDD/TTY users can call **1-800-735-2929**. You can also visit our website at [www.caloptima.org](http://www.caloptima.org).

### **After-Hours Advice:**

- If you need after-hours medical advice, call your PCP's office or the phone number on the back of your health network or medical group card.

### **Medical Emergency:**

- Dial 9-1-1 or go to the nearest emergency room for a true medical emergency.

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## Get Information in Other Languages or Formats

Information and materials from CalOptima are available in large-size print and other formats and languages. Please call CalOptima's Customer Service department if you need information or materials in another format or language.

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## New Address or Phone Number?

We need your correct address and phone number to contact you about your health care. If you have a new address or phone number, please report it by calling:

- Your Orange County Social Services Agency eligibility worker

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- CalOptima's Customer Service department
  - United States Postal Service at **1-800-275-8777**
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## CalOptima Handbook

The most current CalOptima handbook is available upon request. To get a handbook, please call CalOptima's Customer Service department at **1-714-246-8500** or toll-free at **1-888-587-8088**, Monday through Friday, from 8 a.m. to 5:30 p.m. We have staff who speak your language. TDD/TTY users can call toll-free at **1-800-735-2929**. You can also visit our website at [www.caloptima.org](http://www.caloptima.org).

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## Know Your Benefits and How to Get Care

CalOptima wants you to know your benefits and how to get care, including:

- Covered and excluded services
- Pharmacy procedures
- Payment of services, such as co-payments or what to do if you receive a bill
- Out-of-area services and benefit restrictions
- No-cost language assistance services
- Information about our providers and making an appointment with your primary care provider
- Care from a specialist, behavior health care services and hospital services
- After-hours care
- Emergency medical services
- How to file a complaint or appeal
- New medical technology

For more about your benefits and services, please read the member handbook. Or you can visit our website at [www.caloptima.org](http://www.caloptima.org).

Facts about providers are on CalOptima's online provider directory at [www.caloptima.org](http://www.caloptima.org).

You can also call CalOptima's Customer Service department to get a copy of the member handbook or provider directory.

# Do You Know About These Medi-Cal Benefits and Services?

### Women's Health Services

Women can get preventive care, basic prenatal care, family planning and emergency services without a referral or prior authorization. They can see any women's health specialist (such as an obstetrician/gynecologist or certified nurse-midwife) within their health network for basic prenatal care, breast exams, mammograms and pap tests. Call your women's health specialist directly to make an appointment.

### Out-of-Network Services

If you need covered health care services that are not available from your health network, you may be able to get them out of network. Your health network will cover these services as long as they are needed and are not available from your health network. If you need help with out-of-network services, contact your health network.

### Second Opinions

Your primary care provider (PCP) will help you get a second opinion when you ask for one or if your PCP believes you should have one. The doctor who gives the second opinion will not take over your case but will help you and your PCP decide on a treatment plan.

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## Prior Authorization

### What is Prior Authorization?

Prior authorization, or PA, is an approval for special medical services given by your health network. These services include:

- Specialty care
- Inpatient and outpatient hospital care
- Ancillary care, such as home health care
- Medical supplies
- Durable medical equipment (wheelchairs, walkers, etc.)
- Non-emergency medical transportation

The general response time for PAs is:

- Routine authorizations: 5 working days
- Urgent authorizations: 72 hours (or 3 calendar days)

Your PCP and your health network will decide if you need special medical services. Call your health network if you have questions about PA.

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You can get preventive care, basic prenatal care, family planning and emergency services without PA. Women can see any women's health specialist (such as an obstetrician/gynecologist or certified nurse midwife) within their health network for basic prenatal care, breast exams, mammograms and pap tests without a referral or prior authorization. You can call your women's health specialist directly to make an appointment.

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## IT'S ALL ABOUT YOU! Decisions About Your Health Care

If you need special medical services, our Utilization Management (UM) department will work with your doctor to decide if the services are appropriate. We base our decisions on your medical needs and Medi-Cal coverage. We do not reward our staff or your doctor if they do not approve services. Your doctor or our staff do not receive financial incentives for their decisions about your care.

As a CalOptima member, you have the right to ask about our UM process and decisions. If you have questions, please call CalOptima's Customer Service department at **1-714-246-8500** or toll-free at **1-888-587-8088** to be connected with a staff member who can answer questions about our UM process. TDD/TTY users can call **1-800-735-2929**. Language services are available to help you speak with our UM staff.

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## Organ or Tissue Donation

When you become an organ or tissue donor, you can help save or improve another person's life. To be an organ or tissue donor, you can:

- Answer the organ or tissue donation question on your Advance Directive form
- Get a donor sticker for your driver's license, or
- Carry a donor card

For more information, visit [www.donatelifecalifornia.org](http://www.donatelifecalifornia.org), or call toll-free at **1-866-797-2366**.

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## Understanding Your Drug Benefit

### Medications/Drugs

The Medications/Drugs webpage in the Members section of the CalOptima website at [www.caloptima.org](http://www.caloptima.org), has a lot of information about your medications (drug) benefits. You can find:

- The Drug Formulary, also called the Approved Drug List.
- Changes and updates to the Approved Drug List, made every 3 months.

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- The process for you or your doctor to ask for an approval for drugs not on the Approved Drug List.

You can also use the CalOptima website to:

- View all your drugs covered by CalOptima
- See if there is a generic or other generic option for your drugs
- See if the drug(s) that you are taking may interact with other drugs
- Find out possible side effects of a drug
- Find out which pharmacies work with CalOptima
- See drugs that were recalled by the manufacturer

## How to Use the Drug Formulary

CalOptima has a list of drugs covered (paid for) by CalOptima if you fill it at a pharmacy that works with CalOptima. This list is called the Approved Drug List. This list can be found on the CalOptima website at [www.caloptima.org](http://www.caloptima.org). You can click on the Medications/Drugs webpage in the Members section. Or you can call CalOptima's Customer Service department. The Approved Drug List will show:

- A list of generic and brand-name drugs that we cover.
- The limits for a covered drug
- The rules to change a drug to generic. If a drug is available in a generic, you must use the generic drug first.
- Rules to try certain drugs first before we cover another drug for the same condition
- Rules that require you to have a certain condition first before a drug may be covered
- Rules that require you to use a different drug that has the same effect as another drug.

## Formulary Updates

The CalOptima Pharmacy and Therapeutics Committee reviews new drugs and new uses of a drug on the Approved Drug List every 3 months. This Committee has pharmacists and doctors who decide which drugs are included on the Approved Drug List. They also review the rules or limits to put on a drug.

## Pre-Approvals for Drugs Not on CalOptima's Approved Drug List

If your doctor writes a prescription for a drug that is not on the Approved Drug List, your doctor or your pharmacy must ask for an approval from CalOptima first. Your doctor or pharmacy must use a Prior Authorization (PA) form. You can also ask us for an approval, by calling Customer Service or filling out the Online Drug Prior Authorization Request form on the Medications/Drugs webpage in the Members section of our website. When you complete and

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submit this form, CalOptima will work with your doctor to ask for all the information needed to review your request.

Your doctor must provide us with your diagnosis and what drugs on CalOptima's list you have already tried. Your doctor must also tell us why the requested drug is medically required for you and why drugs on our list cannot be used. For more information on the pre-approval process, see your Member Handbook. To learn more, please visit the CalOptima website at [www.caloptima.org](http://www.caloptima.org) or call CalOptima's Customer Service department at **1-714-246-8500** or toll-free at **1-888-587-8088**. TDD/TTY users can call toll-free at **1-800-735-2929**. We have staff who speak your language.

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## CalOptima Is Here to Help You

You have the right to file a complaint if you are not happy with the care you are getting.

### **To File a Grievance or a Utilization Management (UM) Appeal**

You can file a grievance if you are not happy with the care you are getting. You can file a UM appeal if your health network or CalOptima does not approve or pay, stops, changes or delays a service, and you do not agree. You can ask CalOptima to continue providing the service while we process your appeal. To do so, call us within 10 calendar days of getting the UM notice to stop or change a service you have already been getting. To file a grievance or UM appeal, call CalOptima's Customer Service department. Your CalOptima member handbook has more information about your grievance and appeal rights.

If you need help filling out your grievance or appeal forms, CalOptima staff is here to help you. If you speak another language, you may ask for an interpreter at no cost to you to help you file your grievance or appeal. If you want someone else to represent you, you must give us written notice.

### **To File a State Hearing**

If you do not agree with your health network's or CalOptima's action or decision, you may ask for a State Hearing at any time. To do this, contact the Department of Social Services (DSS) within 90 days of the action or decision. A hearing is where you can present your concern directly to the State of California. You may do this yourself or have another person do it for you. DSS can get a free Legal Aid lawyer to help you.

### **To ask for a State Hearing, write to:**

Department of Social Services  
State Hearings Division  
P.O. Box 944243, M.S. 9-17-37  
Sacramento, CA 94244-2430

**or**

Call **1-800-952-5253**. TDD/TTY users can call **1-800-952-8349**.

## Protecting You and the Health Care System

### What Is Health Care Fraud?

Health care fraud is when a person plans to do something dishonest, knowing that it could result in an illegal benefit for himself or another person.

These are health care fraud:

- Using someone else's CalOptima card
- Getting a bill for services covered by CalOptima
- Getting a bill for unneeded services
- Getting a bill for services not performed
- Getting a bill for something (like a wheelchair or supplies) that was not ordered by the doctor or not sent to the member
- Filing claims for services or medicines not received
- Forging or changing bills or receipts
- Using someone else's coverage

Fraud hurts all of us. If you suspect fraud, please report it by calling CalOptima's Compliance and Ethics Hotline at **1-877-837-4417**. You do not have to give your name to report fraud.

### What Is HIPAA?

HIPAA stands for the American Health Insurance Portability and Accountability Act. It is a set of rules that hospitals, health plans and health care providers have to follow. HIPAA helps staff makes sure that all medical records, medical billing and patient accounts meet strict standards. CalOptima does not keep your medical records. If you would like copies of your medical records, please contact your doctor or primary care provider (PCP) office.

### How Does CalOptima Guard Protected Health Information?

Keeping your Protected Health Information (PHI) safe is very important to us. CalOptima staff members are trained to handle your PHI in a secure and private way. Our staff has agreed in writing to keep your information private. Only those who need to see your PHI to arrange or pay for covered health services are allowed to use your PHI.

Papers that have your PHI are kept securely locked in the CalOptima office. When we no longer need your PHI, these papers are shredded so that no one can read them.

We have built-in security in our computer system to keep anyone else from seeing your PHI. If your PHI is sent in an email or stored on a CD or some other electronic device, CalOptima uses a system to scramble your PHI so that only those who are allowed to have your PHI can unlock the scramble so it can be read. For a copy of our Notice of Privacy Practices, visit our website at [www.caloptima.org](http://www.caloptima.org) or contact CalOptima's Customer Service department.

# Your Information is Personal and Private

After you become eligible and enroll in our health plan, Medicare and/or Medi-Cal sends your information to us. We also receive medical information from your doctors, clinics, labs and hospitals in order to approve and pay for your health care.

CalOptima requires its employees to follow CalOptima privacy and security policies and procedures to protect your health information in oral (for example, when discussing your health information with authorized individuals over the telephone or in person), written or electronic form. This means that a CalOptima employee who has access to your information and needs it in order to perform his or her job duties, will not discuss your information in public areas or with unauthorized persons and will lock away and ensure your information is stored away when not in use. If the employee must send your information via an electronic form, he or she will ensure the communication is encrypted. CalOptima limits access to health information about members to those employees who need it to perform their jobs.

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## Need Help From a Case Manager?

If you have health problems that are hard to manage, you may need help from a case manager. Case managers are nurses who can help you:

- Learn how to take care of your health
- Work with your doctors to manage your health care treatment
- Prepare a plan of care
- Solve problems with getting care

Your doctor can help you get case management services, or you can call your health network or CalOptima's Customer Service department.

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## Did You Know?

If you go to the emergency room, to keep your condition from getting worse, your doctor at the hospital may give you a 72-hour supply of medicine without a prior authorization. Also, your pharmacist may give you up to a 10-day supply of a medicine that was prescribed to you by your doctor at the hospital without a prior authorization.

If you are not happy with the care, service or treatment you received, you also have the right to file a complaint by doing one of these things:

- Fill out the online grievance form at [www.caloptima.org](http://www.caloptima.org)
- Call the Customer Service department at **1-714-246-8500** or toll-free at **1-888-587-8088**; TDD/TTY users can call toll-free at **1-800-735-2929**
- Come into our office at 505 City Parkway West, Orange, CA 92868



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- Fill out the printed Grievance Form or send a letter to CalOptima, 505 City Parkway West, Orange, CA 92868

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## CalOptima's Quality Improvement Program Goals and Accomplishments

Every year, we tell our members, providers and community partners about the goals of our Quality Improvement (QI) Program. We also share our accomplishments we have made in the past year. This is how we let people know about our activities, achievements and projects with the QI Program. Go to our website at [www.caloptima.org](http://www.caloptima.org) to read the 2017–2018 QI Program and Progress in Meeting Goals.

If you would like a hard copy of the QI Program and Progress in Meeting Goals, call CalOptima's Customer Service department at **1-714-246-8500** or toll-free at **1-888-587-8088**. TDD/TTY users can call toll-free at **1-800-735-2929**.

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## Does Your Doctor Have a Patient Portal?

Have you ever left a doctor's office and realized that you forgot to ask your doctor a question? Can you remember what the doctor told you? More doctors are offering patients access to their health information using a web-based patient portal.

### What is a patient portal?

A patient portal is a secure online website that gives patients convenient 24-hour access to personal health information from anywhere with an internet connection. By having a secure username and password, patients can view health information such as:

• <b>Recent doctor visits</b>	• <b>Immunizations</b>
• <b>Discharge summaries</b>	• <b>Allergies</b>
• <b>Medications</b>	• <b>Lab results</b>

### How to get started:

- Make sure you have access to a working email address before your next doctor's visit.
  - You may sign up for a free email account with gmail.com, yahoo.com or hotmail.com
- Ask your doctor if they use a patient portal.
- At your next appointment, sign up for access to your doctor's patient portal.
- After you have signed up, log into your doctor's patient portal to see what information your doctor can provide.
- See if you can communicate with your doctor through the patient portal. It is a safe way to get answers to your questions.

## CalOptima Standards Of Access To Care — 2018

### UNDERSTANDING THE ACCESS STANDARDS

What follows is a brief description of the access standards for CalOptima Medi-Cal members:

#### Access to Emergent/Urgent Medical Care:

Covered Services	Standards of Care
Emergency Services	Immediately, 24 hours a day, 7 days a week
Urgent Care Services	Within 24 hours of request

#### Access to Primary Care:

Covered Services	Standards of Care
Urgent Appointments -that DO NOT Require Prior Authorization	Within 48 hours of request
Non-Urgent Primary Care	Within 10 business days of request
Routine Physical Exams and Wellness Visits	Within 30 calendar days of request
Initial Health Assessment (IHA) or Individual Health Education Behavioral Assessment (IHEBA)	Within 120 calendar days of Medi-Cal Enrollment

#### Access to Specialty and Ancillary Care:

Covered Services	Standards of Care
Urgent Appointments that DO Require Prior Authorization	Within 96 hours of request
Non-Urgent Specialty Care	Within 15 business days of request
First Prenatal Visit	Within 10 business days of request
Non-Urgent Ancillary Services	Within 15 business days of request

#### Access to Behavioral Health Care:

Covered Services	Standards of Care
Routine Care with a Non-Physician Behavioral Health Provider	Within 10 business days of request
Follow-up Routine Care with a Non-Physician Behavioral Health Provider	Available to Member within clinically reasonable timeframes. Behavioral health providers will assess the clinically appropriate treatment and provide follow-up services within the scope of their practice.

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## Telephone Access Standards:

Description	Standards of Care
Telephone Triage	Telephone triage shall be available 24 hours a day, seven days a week. Telephone triage or screening waiting time shall not exceed 30 minutes.
Telephone wait time during business hours	A non-recorded voice within 30 seconds
Urgent message during business hours	Practitioner returns the call within 30 minutes after the time of message.
Non-emergency and non-urgent messages during business hours	Practitioner returns the call within 24 hours after the time of message.
Telephone access after business hours for emergencies	The phone message and/or live person must instruct members to dial 911 or go to the nearest emergency room.
After-hours access	A primary care provider (PCP) or designee shall be available 24 hours a day, seven days a week to respond to after-hours member calls or to a hospital emergency room practitioner.

## Cultural and Linguistic Standards:

Description	Standards of Care
Oral Interpretation	Oral interpretation including, but not limited to, sign language, shall be made available to members at key points of contact through an interpreter in person (upon a member's request) or by telephone, 24 hours a day and seven days a week.
Written Translation	All written materials to members shall be available in threshold languages as determined by CalOptima in accordance with CalOptima Policy DD.2002: Cultural and Linguistic Services.
Alternative Forms of Communication	Informational and educational information for members in alternative formats will be available at no cost in the threshold languages in at least 14-point font, audio format, or braille upon request, or as needed within 21 business days of request or within a timely manner for the format requested.

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Description	Standards of Care
Telecommunications Device for the Deaf	Telecommunications Device for the Deaf (TDD) or California Relay Services (CRS) and auxiliary aids shall be available to members with hearing, speech or sight impairments at no cost, 24 hours a day and seven days a week. The TDD/TTY Line is <b>1-800-735-2929</b> .
Cultural Sensitivity	Practitioners and staff shall encourage members to express their spiritual beliefs and cultural practices, be familiar with and respectful of various traditional healing systems and beliefs and, where appropriate, integrate these beliefs into treatment plans.

## Other Access Standards:

Description	Standard
Physical Accessibility	Members with disabilities shall have access that includes, but is not limited to: ramps, elevators, restrooms, designated parking spaces and drinking water provision.
In-office wait time for appointments	Less than 45 minutes before being seen by a provider
Rescheduling appointments	Appointments will be rescheduled in a manner appropriate to the member's health care needs and that ensures continuity of care is consistent with good professional practice.
Sensitive Services	A member may self-refer to an out of network provider to receive sensitive services without prior authorization.
Minor Consent Services	Available to a member under the age of 18 in a confidential manner without parental consent
Family Planning Services	A member shall have direct access to OB/GYN and family planning services, according to CalOptima Policy GG.1508: Authorization and Processing of Referrals.

## Member Rights and Responsibilities

### You have the right to:

- Be treated with respect and dignity by all CalOptima, health network and provider staff
- Privacy and to have your medical information kept confidential

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- Get information about CalOptima, our health networks, our providers, the services they provide and your member rights and responsibilities
- Get information about the qualifications of our network providers
- Choose a PCP within CalOptima's network
- Talk openly with your health care providers about medically necessary treatment options, regardless of cost or benefit
- Help make decisions about your health care, including the right to say "no" to medical treatment
- Voice complaints or appeals, either verbally or in writing, about CalOptima or the care we provide
- Get oral interpretation services in the language that you understand
- Make an advance directive
- Access family planning services, Federally Qualified Health Centers, Indian Health Service Facilities, sexually transmitted disease services and emergency services outside CalOptima's network
- Ask for a State Hearing, including information on the conditions under which your State Hearing can be expedited
- Have access to your medical record, and where legally appropriate, get copies of, update or correct your medical record
- Access minor consent services
- Get written member information at no cost in braille, large-size print and other formats upon request and in a timely manner appropriate for the format being requested
- Be free from any form of control or limitation used as a means of pressure, punishment, convenience or revenge
- Get information about your medical condition and treatment plan options in a way that is easy to understand
- Make suggestions to CalOptima about your member rights and responsibilities
- Freely use these rights without negatively affecting how you are treated by CalOptima, providers or the state

## **You are responsible for:**

- Knowing, understanding and following your member handbook
- Understanding your medical needs and working with your health care providers to create your treatment plan
- Following the treatment plan you agreed to with your health care providers

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- Telling CalOptima and your health care providers what we need to know about your medical condition so we can provide care
  - Making and keeping medical appointments and telling the office when you must cancel your appointment
  - Learning about your medical condition and what keeps you healthy
  - Taking part in health care programs that keep you healthy
  - Working with and being polite to the people who are partners in your health care
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### Assess Your Health With Our New Online Tool!

CalOptima has a new online health assessment tool that can help you understand how you can improve your health and quality of life. After you submit your responses, you will receive an individualized health score of low, moderate or high. It will include areas to improve, as well as resources to help guide you to make healthier choices.

To take the digital health assessment, please visit our Health and Wellness webpage at [www.caloptima.org/HealthEducation](http://www.caloptima.org/HealthEducation). Click on “Take Our Quiz To Find Out.”

If you would like to speak to a health coach at CalOptima, please call our Health Management Team at **1-714-246-8895**, we can:

- Mail a print version of the health assessment to you
- Help you fill it out over the phone
- Talk to you about your results

At CalOptima, we believe in the importance of providing services in a way that our members can easily understand. The health assessment is available in other languages or in other formats, such as braille or large print. Please call CalOptima Customer Service at **1-714-246-8500** or toll-free at **1-888-587-8088**. TTD/TTY users can call toll-free at **1-800-735-2929**. We have staff who speak your language. This survey is intended for CalOptima members ages 18 and older.

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## Language Assistance

### English

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call **1-888-587-8088** (TTY: **1-800-735-2929**).

### Español (Spanish)

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-888-587-8088** (TTY: **1-800-735-2929**).

### Tiếng Việt (Vietnamese)

CHÚ Ý: Nếu quý vị nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Gọi số **1-888-587-8088** (TTY: **1-800-735-2929**).

### Tagalog (Tagalog – Filipino)

PAUNAWA: Kung ikaw ay nagsasalita sa wikang Tagalog, may mga serbisyo sa pananalita na makakatulong sa iyo na maari mong gamitin nang walang bayad. Tumawag sa **1-888-587-8088** (TTY: **1-800-735-2929**).

### 한국어 (Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-888-587-8088** (TTY: **1-800-735-2929**) 번으로 전화해 주십시오.

### 繁體中文 (Chinese)

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-888-587-8088** (TTY: **1-800-735-2929**)。

### Հայերեն (Armenian)

ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Զանգահարեք **1-888-587-8088** (TTY (հեռատիպ)՝ **1-800-735-2929**):

### Русский (Russian)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-888-587-8088** (телетайп: **1-800-735-2929**).

### (Farsi) فارسی

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با شماره **1-888-587-8088** (TTY: **1-800-735-2929**) تماس بگیرید.

### 日本語 (Japanese)

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。 **1-888-587-8088** (TTY: **1-800-735-2929**) まで、お電話にてご連絡ください。

### Hmoob (Hmong)

LUS CEEBTOOM: Yog tias koj hais lus Hmoob, muaj cov kev pab txhais lus, pab dawb rau koj. Hu rau **1-888-587-8088** (TTY: **1-800-735-2929**).

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## ਪੰਜਾਬੀ (Punjabi)

ਧਿਆਨ ਦਫਿ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵੱਚਿ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1-888-587-8088 (TTY: 1-800-735-2929) 'ਤੇ ਕਾਲ ਕਰੋ।

## (Arabic) العربية

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوفر لك بالمجان. اتصل على رقم .(TTY: 1-800-735-2929) 1-888-587-8088

## हिंदी (Hindi)

ध्यान दें : यदि आप हिन्दी बोलते हैं, तो आपके लिए निःशुल्क भाषा सहायता सेवाएं उपलब्ध हैं। 1-888-587-8088 (TTY: 1-800-735-2929) पर कॉल करें।

## ภาษาไทย (Thai)

ข้อควรคำนึง: ถ้าหากคุณพูดภาษาไทย, คุณสามารถใช้บริการความช่วยเหลือทางภาษา, โดยไม่เสียค่าใช้จ่ายใด ๆ ใดได้โดย, โทร 1-888-587-8088 (TTY: 1-800-735-2929).

## ខ្មែរ (Cambodian)

ចំណុចសំខាន់៖ បើសិនជាអ្នកនិយាយភាសាខ្មែរ សេវាជំនួយផ្នែកភាសាគឺមានផ្តល់ជូនលោកអ្នកដោយឥតគិតថ្លៃ។ សូមទូរស័ព្ទទៅកាន់លេខ 1-888-587-8088 (TTY: 1-800-735-2929)។

## ພາສາລາວ (Lao)

ໝາຍເຫດ: ຖ້າທ່ານເວົ້າພາສາລາວ, ທ່ານສາມາດໃຊ້ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໂດຍບໍ່ເສຍຄ່າໄດ້. ໂທຫາ 1-888-587-8088 (TTY: 1-800-735-2929).

## Nondiscrimination Notice

Discrimination is against the law. *CalOptima* follows Federal civil rights laws. *CalOptima* does not discriminate, exclude people, or treat them differently because of race, color, national origin, age, disability, or sex.

### **CalOptima 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 CalOptima 24 hours a day, 7 days a week by calling 1-714-246-8500 or toll-free at 1-888-587-8088. Or, if you cannot hear or speak well, please call TTY/TDD 1-800-735-2929.



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## How To File A Grievance

If you believe that CalOptima has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with CalOptima. You can file a grievance by phone, in writing, in person, or electronically:

- By phone: Contact CalOptima between 8 a.m. and 5:30 p.m. by calling **1-888-587-8088**. Or, if you cannot hear or speak well, please call **1-800-735-2929**.

- In writing: Fill out a complaint form or write a letter and send it to:

CalOptima Grievance and Appeals  
505 City Parkway West  
Orange, CA 92868

- In person: Visit your doctor's office or CalOptima and say you want to file a grievance.
- Electronically: Visit CalOptima's website at **[www.caloptima.org](http://www.caloptima.org)**.

## Office Of Civil Rights

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>.

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## Notice of Privacy Practices

CalOptima provides you access to health care through the Medicare and/or Medi-Cal program. We are required by state and federal law to protect your health information. After you become eligible and enroll in our health plan, Medicare and/or Medi-Cal sends your information to us. We also receive medical information from your doctors, clinics, labs and hospitals in order to approve and pay for your health care.

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. **Please review it carefully.**

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## Your Rights

**When it comes to your health information, you have certain rights.**

This section explains your rights and some of our responsibilities to help you.

<b>Get a copy of your health and claims records</b>	<ul style="list-style-type: none"><li>▪ You can ask to see or get a copy of your health and claims records and other health information we have about you. You must make this request in writing. You will be sent a form to fill out and we may charge a reasonable fee for the costs of copying and mailing records. You must provide a valid form of identification in order to view or get a copy of your health records.</li><li>▪ We will provide a copy or a summary of your health and claims records, usually within 30 days of your request.</li><li>▪ We may keep you from seeing certain parts of your records for reasons allowed by law.</li><li>▪ <b>CalOptima does not have complete copies of your medical records. If you want to look at, get a copy of, or change your medical records, please contact your doctor or clinic.</b></li></ul>
<b>Ask us to correct health and claims records</b>	<ul style="list-style-type: none"><li>▪ You have the right to send in a written request to ask that information in your records be changed if it is not correct or complete. You must make your request in writing.</li><li>▪ We may refuse your request if the information is not created or kept by CalOptima, or we believe it is correct and complete but we'll tell you why in writing within 60 days.</li><li>▪ If we don't make the changes you ask, you may ask that we review our decision. You may also send a statement saying why you disagree with our records, and your statement will be kept with your records.</li></ul>

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<p><b>Request confidential communications</b></p>	<ul style="list-style-type: none"> <li>▪ You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.</li> <li>▪ We will consider all reasonable requests, and must say “yes” if you tell us you would be in danger if we do not.</li> </ul>
<p><b>Ask us to limit what we use or share</b></p>	<ul style="list-style-type: none"> <li>▪ You can ask us <b>not</b> to use or share certain health information for treatment, payment, or our operations.</li> <li>▪ We are not required to agree to your request, and we may say “no” if it would affect your care.</li> </ul>
<p><b>Get a list of those with whom we’ve shared information</b></p>	<ul style="list-style-type: none"> <li>▪ You can ask for a list (accounting) of the times we’ve shared your health information for six years prior to the date you ask.</li> <li>▪ You have the right to request a list (accounting) of what information was shared, who it was shared with, when it was shared and why.</li> <li>▪ We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make).</li> </ul>
<p><b>Get a copy of this privacy notice</b></p>	<ul style="list-style-type: none"> <li>▪ You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.</li> <li>▪ You can also find this notice on our website at <a href="http://www.caloptima.org">www.caloptima.org</a>.</li> </ul>
<p><b>Choose someone to act for you</b></p>	<ul style="list-style-type: none"> <li>▪ If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.</li> <li>▪ We will make sure the person has this authority and can act for you before we take any action.</li> </ul>
<p><b>File a complaint if you feel your rights are violated</b></p>	<ul style="list-style-type: none"> <li>▪ You can complain if you feel we have violated your rights by contacting us using the information in this notice.</li> <li>▪ We will not retaliate against you for filing a complaint.</li> </ul>

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<p><b>Self-pay restriction</b></p>	<ul style="list-style-type: none"> <li>▪ If you pay the whole bill for a service, you can ask your doctor not to share the information about that service with us. If you or your provider submits a claim to CalOptima, we do not have to agree to a restriction. If a law requires the disclosure, CalOptima does not have to agree to your restriction.</li> </ul>
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**For certain health information, you can tell us your choices about what we share.**

If you have a clear preference for how we share your information in the situations described below, please contact us. In most cases, if we use or disclose your PHI outside of treatment, payment or operations, we must get your **written** permission first. If you give us your permission, you may take it back in writing at any time. We can't take back what we used or shared when we had your written permission, but we will stop using or sharing your PHI in the future.

<p><b>In these cases, you have both the right and choice to tell us to:</b></p>	<ul style="list-style-type: none"> <li>▪ Share information with your family, close friends, or others involved in payment for your care</li> <li>▪ Share information in a disaster relief situation</li> </ul>
<p><b>In these cases we <i>never</i> share your information unless you give us written permission:</b></p>	<ul style="list-style-type: none"> <li>▪ <u>Psychotherapy Notes</u>: We must obtain your authorization for any use or disclosure of psychotherapy notes except to carry out certain treatment, payment or health care operations.</li> <li>▪ Marketing purposes</li> <li>▪ Sale of your information</li> </ul>

## Our Uses and Disclosures

Your information may be used or shared by CalOptima only for a reason directly connected to Medicare and/or Medi-Cal program. The information we use and share includes, but is not limited to:

<p><b>Help manage the health care treatment you receive</b></p>	<ul style="list-style-type: none"> <li>▪ We can use your health information and share it with professionals who are treating you.</li> </ul>	<p><b>Example:</b> A doctor sends us information about your diagnosis and treatment plan so we can arrange additional services.</p>
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<p><b>Run our organization</b></p>	<ul style="list-style-type: none"> <li>▪ We can use and disclose your information to run our organization and contact you when necessary.</li> <li>▪ <b>We are not allowed to use genetic information to decide whether we will give you coverage and the price of that coverage.</b></li> </ul>	<p><i>Example:</i> A We use health information about you to develop better services for you.</p>
<p><b>Pay for your health services</b></p>	<ul style="list-style-type: none"> <li>▪ We can use and disclose your health information as we pay for your health services.</li> </ul>	<p><i>Example:</i> We share information with the doctors, clinics and others who bill us for your care. We may also forward bills to other health plans or organizations for payment.</p>
<p><b>Administer your plan</b></p>	<ul style="list-style-type: none"> <li>▪ We may disclose your health information to the Department of Healthcare Services (DHCS) and/or the Centers for Medicare &amp; Medicaid Services (CMS) for plan administration.</li> </ul>	<p><i>Example:</i> DHCS contracts with us to provide a health plan, and we provide DHCS with certain statistics.</p>

## How else can we use or share your health information?

We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes.

<p><b>Help with public health and safety issues</b></p>	<p>We can share health information about you for certain situations such as:</p> <ul style="list-style-type: none"> <li>▪ Preventing disease</li> <li>▪ Helping with product recalls</li> <li>▪ Reporting adverse reactions to medications</li> <li>▪ Reporting suspected abuse, neglect, or domestic violence</li> <li>▪ Preventing or reducing a serious threat to anyone’s health or safety</li> </ul>
<p><b>Comply with the law</b></p>	<ul style="list-style-type: none"> <li>▪ We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we’re complying with federal privacy law.</li> </ul>

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<p><b>Respond to organ and tissue donation requests and work with a medical examiner or funeral director</b></p>	<ul style="list-style-type: none"> <li>▪ We can share health information about you with organ procurement organizations.</li> <li>▪ We can share health information with a coroner, medical examiner, or funeral director when an individual dies.</li> </ul>
<p><b>Address workers' compensation, law enforcement, and other government requests</b></p>	<p>We can use or share health information about you:</p> <ul style="list-style-type: none"> <li>▪ For workers' compensation claims</li> <li>▪ For law enforcement purposes or with a law enforcement official</li> <li>▪ With health oversight agencies for activities authorized by law</li> <li>▪ For special government functions such as military, national security, and presidential protective services</li> </ul>
<p><b>Respond to lawsuits and legal actions</b></p>	<ul style="list-style-type: none"> <li>▪ We can share health information about you in response to a court or administrative order, or in response to a subpoena.</li> </ul>
<p><b>Comply with special laws</b></p>	<ul style="list-style-type: none"> <li>▪ There are special laws that protect some types of health information such as mental health services, treatment for substance use disorders, and HIV/AIDS testing and treatment. We will obey these laws when they are stricter than this notice.</li> <li>▪ There are also laws that limit our use and disclosure to reasons directly connected to the administration of CalOptima's healthcare programs.</li> </ul>

## Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

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## Changes to the Terms of This Notice

CalOptima reserves the right to change its privacy notice and the ways we keep your PHI safe. If that happens, we will update the notice and notify you. We will also post the updated notice on our website.

## How to Contact us to Use Your Rights

If you want to use any of the privacy rights explained in this notice, please write us at:

**Privacy Officer**

CalOptima  
505 City Parkway West  
Orange, CA 92868  
**1-888-587-8088**

Or call CalOptima's Customer Service Department at: **1-714-246-8500**

Toll-free at **1-888-587-8088**  
TDD/TTY: **1-800-735-2929**

If you believe that we have not protected your privacy and wish to file a complaint or grievance, you may write or call CalOptima at the address and phone number above. You may also contact the agencies below:

**California Department of Health Care Services**

Privacy Officer  
C/O: Office of HIPAA Compliance  
Department of Health Care Services  
P.O. Box 997413, MS 4722  
Sacramento, CA 95899-7413  
Email: [privacyofficer@dhcs.ca.gov](mailto:privacyofficer@dhcs.ca.gov)  
Phone: 1-916-445-4646  
Fax: 1-916-440-7680

**U.S. Dept. of Health and Human Services**

Office for Civil Rights  
Regional Manager  
90 7th Street, Suite 4-100  
San Francisco, CA 94103  
Email: [OCRComplaint@hhs.gov](mailto:OCRComplaint@hhs.gov)  
Phone: 1-800-368-1019  
Fax: 1-415-437-8329  
TDD: 1-800-537-7697

## Use Your Rights Without Fear

CalOptima cannot take away your health care benefits nor do anything to hurt you in any way if you choose to file a complaint or use any of the privacy rights in this notice.

This notice applies to all of CalOptima's health care programs.



P.O. Box 11063  
Orange, CA 92856-8163

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### **Look Inside!**

- After-Hours Advice
- How to Contact CalOptima
- Get Information in Other Languages or Formats
- New Address or Phone Number?
- CalOptima's Quality Improvement Program Goals and Accomplishments
- Notice of Privacy Practices
- CalOptima Handbook
- Know Your Benefits and How to Get Care
- CalOptima is Here to Help You