



# FOCUS YOUR HEALTH

## Mark their milestones with a **flu shot**

Children as young as 6 months can get a flu shot.



We Care About YOU!

A flu vaccine does not always prevent flu, but it can reduce its symptoms. Ask your child's health care provider about a flu vaccine!



**Not sure who your child's doctor is?**  
Make a member account at [www.hpsj-mvhp.org](http://www.hpsj-mvhp.org) or call Customer Service at **1-888-936-PLAN (7526) TTY 711.**

Get rewarded for getting the flu vaccine for your child.

**myRewards** 



Scan to learn more or visit [www.hpsj.com/myrewards](http://www.hpsj.com/myrewards)

## Working with your Case Management Team

We are  
Here to  
Help



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](http://www.hpsj.com/case-management) or call our team at **1-209-942-6352** to enroll or inquire about case management services.

## Enhanced Case 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.

### 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](http://www.hpsj.com/members/calaim)**.



# Staying safe during **fire and power outages**

At HPSJ/MVHP, we want to make sure you and your family know how to stay healthy and prepared. In past years, the fire season led to power out-ages in many areas. If there are power outages or public safety power shutoffs, we want to make sure you are prepared. You can do that by following these steps.



**Sign up for alerts.** Make sure your power company has your current contact information. That way they can warn you about planned power shutoffs.



**Create a supply kit.** Stock it with enough water and nonperishable food to last for a week. Plan on 1 gallon of water per person per day. Be sure to refresh your kit at least once a year.



**Keep cash on hand.** ATMs may not work during a shutoff.



**Gas up.** If you have a car, make sure your tank is full before the power goes off.



**Stock up on batteries.** You'll need these for things like flashlights and radios. You may need them for medical devices too.



**Have flashlights handy.** Steer clear of candles. They can be a fire hazard.



**Prep your phones.** Find out if your landline will work without power. If you have a cellphone, keep it charged.



**Talk with your doctor if needed.** Do you depend on a medical device that runs on electricity? Or take a medicine that needs to stay cold? Your doctor can help you prepare.

It is important not to forget:

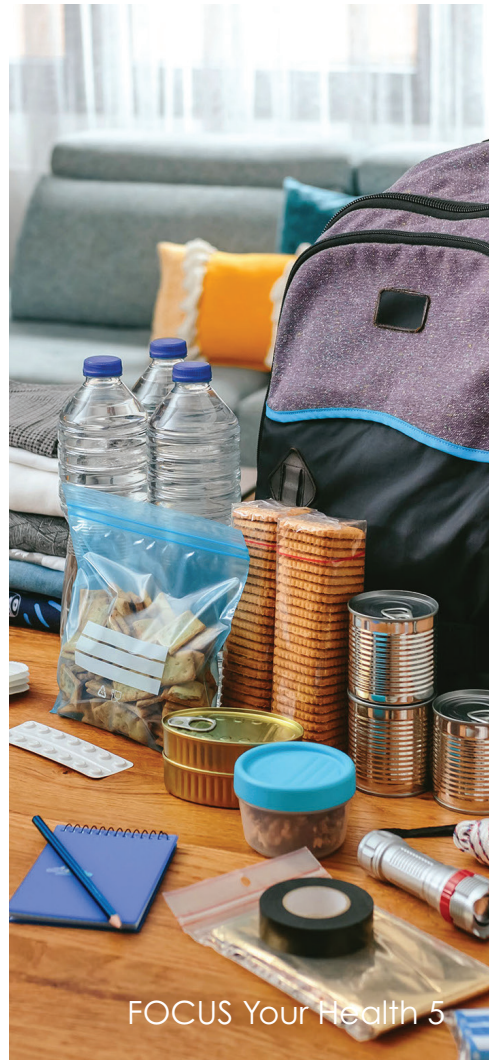
- Your prescription medications
- To charge medical devices or equipment important for your health
- Your Health Plan ID card and Medi-Cal Benefits Card If you are affected by power outages or a natural disaster, we want to make sure you have your medications. An urgent care center or pharmacy can help fill some meds. In the case of an emergency, you can also go to your local emergency room.

### Office Visits

If you cannot see your doctor, we can help you find one. You can do this on our website at [www.hpsj-mvhp.org](http://www.hpsj-mvhp.org) under “Member Tools” and “Provider Directory”. You can also visit the local urgent care center.

### Mental Health

Power outages can be stressful. You have access to mental health professionals and social workers as a Health Plan member. For mental health services, call Health Plan's partner, Beacon Health Options, at **1-888-581-7526**. To speak with a social worker, call **1-888-936-7526** and ask to be connected to a Health Plan social worker.



# 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](http://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](http://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 48 degrees. 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). Temperatures that are too low or too high (below 35 or above 86 degrees) 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.

## REFRIGERATED MEDS

You may know that some of your meds have to be refrigerated. Many of these meds will stay stable at room temperature for a few days. 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 your doctor or pharmacist for more information.

## 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.





# Behavioral Health Services

**How can I find an in-network Mental Health Provider through HPSJ/MVHP?**

To find a Mental Health Provider call HPSJ/MVHP Customer Service line at **1-888-581-7526** or visit **[www.hpsj.com/find-a-doctor](http://www.hpsj.com/find-a-doctor)**.

**Who do I call if I am having a Mental Health Crisis?**

For immediate assistance with Mental Health needs, call the National Suicide & Crisis Lifeline at **988**. The National Suicide Prevention Lifeline provides confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week, across the United States.

**Who else can I call if I am experiencing a Mental Health Crisis?**

You can call the Mental Health Crisis Line in your county: Alpine County **1-800-318-8212**; El Dorado County (West Slope) **1-530-622-3345**; El Dorado County (South Lake Tahoe) **1-530-544-2219**; San Joaquin County **1-209-468-8686**; Stanislaus County **1-209-558-4600**.

**Who do I call if I need Substance Use Counseling?**

To find substance use counseling and other related programs please call the following number for your county: Alpine County **1-530-694-1816**; El Dorado County **1-530-621-6290** or 24/7 Substance Use Treatment Access Line **1-800-929-1955**; San Joaquin County **1-888-468-9370**; Stanislaus County **1-888-376-6246**.

**Who do I call if I have questions about other available resources with HPSJ/MVHP?**

You can call Customer Service at **1-209-942-6300** or the dedicated Social Worker of the Day line at **1-209-942-6395**.







# 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 to 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**.

# We've Got You Covered



## Member rights and responsibilities

Here at 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, services, providers, and these rights and responsibilities.
2. A right to be treated with respect and dignity, and a right to privacy.
3. A right to participate with providers in making health care decisions.
4. A right to discuss treatment options for your condition, 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 give information that Health Plan and Health Plan providers need in order to provide care.
8. A responsibility to follow plans and instructions for care that are agreed upon with your provider.
9. A responsibility to understand your health problems and participate in developing treatment goals when possible.

You can also find out what is covered in your evidence of coverage (EOC) booklet. This is online at [www.hpsj.com/eoc](http://www.hpsj.com/eoc). There you can find:

- What is and is not covered
- Your benefits and limits in and out of the service area
- Decide to involve new technology as it covered benefit

Learn more about your pharmacy benefit at [www.hpsj.com/formulary](http://www.hpsj.com/formulary). There you can find:

- When we use generic medicine
- How to ask for brand name medicine
- How to find out if your medicine is covered but needs extra approval
- About meds that can work in a similar way or step therapy for other meds



### Looking for a provider?

You can choose your primary care provider (PCP) at [www.hpsj.com/find-a-provider](http://www.hpsj.com/find-a-provider).

Our list shows language, specialty, medical school attended, residency, and board status.



# 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](http://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](http://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](http://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.

# 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.

## (Arabic) الشعار بالعربية

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

## ឃ្លាសម្គាល់ជាភាសាខ្មែរ (Cambodian)

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

## (Farsi) مطلب به زبان فارسی

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 ntwav su thiab luam tawm ua tus ntwav 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.

### ແຫກໄລພາສາລາວ (Laotian)

ປະກາດ: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໃຫ້ໂທຫາເບີ **1-888-936-7526, TTY 711**.

ຍັງມີຄວາມຊ່ວຍເຫຼືອແລະການບໍລິການສໍາລັບຄົນພິການ ເຊັ່ນເອກະສານທີ່ເປັນອັກສອນນູນແລະມີໂຕພິມໃຫຍ່ ໃຫ້ໂທຫາເບີ **1-888-936-7526, TTY 711**. ການບໍລິການເຫຼົ່ານີ້ບໍ່ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ.



## **Mien Tagline (Mien)**

LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiex 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 hlou 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**. ਅਪਾਰਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬੋਲ 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.

## **แจ้งภัยภาษาไทย (Thai)**

โปรดทราบ: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ

กรุณาโทรศัพท์ไปที่หมายเลข **1-888-936-7526, TTY 711** นอกจากนี้  
ยังพร้อมให้ความช่วยเหลือและบริการต่าง 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.

# Nondiscrimination Notice

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Discrimination is against the law. Health Plan of San Joaquin/Mountain Valley Health Plan (“Health Plan”) follows State and Federal civil rights laws. Health Plan of San Joaquin 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.

Health Plan 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 and 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 Health Plan between Monday-Friday 8:00 a.m. - 5:00 p.m. by calling **1-888-936-7526**. If you cannot hear or speak well, please call TTY 711 to use the California Relay Service. Upon request, this document can be made available to you in braille, large print, audio, and accessible electronic format. To obtain a copy in one of these 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**

## HOW TO FILE A GRIEVANCE

If you believe that Health Plan 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 Health Plan's Civil Rights Coordinator, the Chief Compliance Officer. 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**

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

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](http://www.hpsj-mvhp.org)

If you need help filing a grievance, a Customer Service Representative can help you.

## 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  
[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)

## **OFFICE OF CIVIL RIGHTS - U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES**

If you believe you have been discriminated against on the bases 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, by phone or electronically:

- By phone: Call **1-800-368-1019**. If you cannot speak or hear well, please call **TTY 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  
[www.hhs.gov/ocr/office/file/index.html](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>.

# 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](http://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