



HEALTH matters

Helpful information from CenCal Health



CenCal Health
4050 Calle Real,
Santa Barbara, CA 93110

Standard Presort
US Postage
PAID
Santa Barbara, CA
Permit No. 625

La versión en español, Temas de salud, está adentro.

New Benefits, Services for CenCal Health Members!

Enhanced Care Management

CenCal Health now offers **Enhanced Care Management (ECM) services** for members with complex needs. It gives you extra services to help you get the care you need to stay healthy. If you qualify, you will have your own Lead Care Manager.

This person will talk to you and your doctors, pharmacists, case managers, and social services providers. They will even help you apply for other services in your community.

Medically Tailored Meals

Another new service is our **Medically Tailored Meals program**. This program delivers healthy, medically-appropriate meals designed by registered dietitians to members who qualify. 14 meals are delivered to the home weekly for 12 weeks.

Members with diabetes, congestive health failure, or chronic kidney disease, **and** have been in the hospital or ER twice within six months **or** have been released from a skilled nursing facility recently may qualify for home meal delivery.

Recuperative Care

Recuperative Care services are also available for members experiencing homelessness, or who are at risk of homelessness, and need medical services.

Services include housing, medical care, and more so you heal in a safe environment for up to 90 days after a hospital stay.

Continue on page 2

New Benefits, Services for CenCal Health Members!

Housing Transition Navigation Services



CenCal Health can also help members experiencing homelessness with getting and keeping housing. Our **new Housing Transition Navigation Services** can help you find housing, fund a security deposit, cover the first month of utilities, and get needed documents, such as a Social Security card.

Our Housing Tenancy and Sustaining Services helps members maintain safe and stable tenancy once housing is secured.

Finally, we are partnering with providers and the community to offer those members experiencing homelessness or unstable living situations with a safe, supportive environment to become sober, rather than going to an emergency room or to jail.

There is no cost to you for any of these services!

If you need help or would like to find out more about any of these services, which are free to members who qualify, call Member Services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711) or ask your primary care provider.

Payment for Covered Benefits & Third-Party Liability

Third-Party Liability (TPL) is the legal requirement of third parties (for example, certain insurers or programs) to pay all or part of the medical services you receive.

CenCal Health provides timely and equal access to care for all CenCal Health members. Our provider network understands it is CenCal Health's responsibility to pay for covered Medi-Cal Services they provide to you. We ask that providers do not bill, charge, or seek payment from you as a CenCal Health member for Covered Medi-Cal Services.

If a contracted CenCal Health provider is made aware of potential TPL for you, they are required to inform CenCal Health.

We kindly ask that if you are aware of TPL related to services you received, that you also report the TPL to CenCal Health.

This will help identify payment responsibility as quickly as possible. Rest assured, the reporting of any possible TPL will not delay our payment or delivery of services for you.

Please do not pay for a bill you receive for Covered Medi-Cal Services before contacting Member Services to review the bill first. We can review billing statements and can help determine why you received a bill.

If you have any questions, or need to report TPL, please contact Member Services at (877) 814-1861, Monday-Friday, 8:00 a.m. to 5:00 p.m.

CenCal Health is pleased to share our 2023-2025 Strategic Plan and vision.

A new journey for us, new benefits and services for members!

Why is this necessary?

The state recently created the CalAIM program, which includes a set of requirements and initiatives to make Medi-Cal even more helpful to members. It allows health plans like CenCal Health to serve you better, such as providing medically-tailored meals and caring for the whole person, rather than only a person's specific health conditions.

To do this, CenCal Health had to look at our priorities: Where should we focus? Who should we partner with to achieve the results we want? First, we revised our vision:

"To be a trusted leader in advancing health equity so that our communities thrive and achieve optimal health together."

What is health equity?

Health equity is when everyone has fair opportunities to thrive, both physically and mentally. Reaching health equity happens when no one is limited in achieving health and wellness because of their race, ethnicity, nationality, gender, ability, sexual orientation, age, income, or zip code.

How do we get there?

We can't get there alone, so our priorities are to work with community partners and members to reach health equity. Our new strategic plan requires that we build for change starting now! The guidance this new plan offers has been thoughtfully considered through community leaders, local stakeholders, our provider partners, and the members we serve.

Scan the QR code below to view



Learn more at www.cencalhealth.org/strategicplan.

Your Health: Care, Screenings, & Testing

Prenatal Care

It is important to start prenatal care early. Make an appointment for your first prenatal visit as soon as your pregnancy has been confirmed. Your doctor will likely schedule the appointment around 6 to 8 weeks into your pregnancy.

As your pregnancy moves along, your prenatal visits will happen more often.

It's common to see your doctor or midwife:

- Every 4 weeks until week 28.
- Every 2 to 3 weeks from weeks 28 to 36.
- Every week from week 36 to birth.

In some cases, your age or a medical problem may mean you'll need to see your doctor or midwife more often.



Cervical Cancer Screening

Cervical cancer screening tests check the cells on the cervix for changes that could lead to cancer. Two tests can be used to screen for cervical cancer. They may be used alone or together.

- **A Pap test**
This test looks for changes in the cells of the cervix. Some of these cell changes could lead to cancer.
- **A human papillomavirus (HPV) test**
This test looks for the HPV virus. Some high-risk types of HPV can cause cell changes that could lead to cervical cancer.

Ages 21 to 29 - Screening options include:

- **A Pap test**
If your results are normal, you can wait 3 years to have another test.

Ages 30 to 65 - Screening options include:

- **A Pap test:** If your results are normal, you can wait 3 years to have another test.
- **An HPV test:** If your results are negative, you can wait 5 years to have another test.
- **A Pap test AND an HPV test:** If your results are normal, you can wait 5 years to have another test.



Chlamydia Screening

Chlamydia is a bacterial infection spread through sexual contact.

What are the symptoms?

Many people don't have symptoms. When symptoms do occur, they usually appear 1 to 3 weeks after sexual contact with an infected person.

Symptoms may include:

- Abnormal discharge from the vagina, penis, or anus.
- Pain when you urinate.
- Pain during sexual intercourse.
- Bleeding between periods or after intercourse.

Get tested

All sexually active women should get tested for chlamydia every year if you are:

- 24 years or younger
- 25+ and at an increased risk of infection. You are at an increased risk of infection if you have:
 - » A previous or current sexually transmitted infection (STI)
 - » A new or more than 1 sex partner
 - » A sex partner having sex with other partners at the same time
 - » A sex partner with an STI
 - » Inconsistent condom use with more than one person
 - » A history of exchanging sex for money or drugs
 - » A history of imprisonment
- Your doctor will ask you questions about your symptoms and your sexual history. A sample of urine or swab from the cervix, vagina, or rectum will be taken to test for the bacteria.

How is chlamydia treated?

Chlamydia is treated with antibiotics. Early treatment can heal the infection and help prevent long-term problems. After you start taking the medicine, you'll need to avoid sex for a week. As soon as you find out that you have chlamydia, be sure to let your sex partner(s) know.

How can you prevent sexually transmitted infections (STIs)?

Here are some ways to help prevent STIs.

- Limit your sex partners.
- Talk with your partner or partners about STIs before you have sex.
- Wait to have sex with new partners until you've each been tested.
- Use a condom every time you have sex. Condoms are the only form of birth control that also helps prevent STIs.

Nutrition

Food gives you energy for physical activity. To have energy, you need to get the right amount of:

- Protein
- Carbohydrates
- Fat
- Water

Eating a diet that is balanced, varied, and moderate can give you all the nutrients your body needs.

- Balance means eating the recommended number of servings from each food group most days.
- Variety within each food group, such as fruits or vegetables, ensures that you will get all the nutrients you need.
- Moderation means eating a little of everything but not too much of any one thing.



Learn more by watching CenCal Health's Know More: STIs videos



Scan the QR code to view

bit.ly/CenCalSTIs



Parenting

Parenting a teenager can be both challenging and rewarding.

Many teens are not yet able to easily manage their emotions. They can be inconsistent with their affection, argumentative, and at times even hurtful. As your teen is becoming older, it is natural for them to detach from you at times.

Remember that your teen still needs you.

- Give your teen responsibilities.
- Stay connected.
- Set clear rules.
- Accept that your way isn't the only way.
- Be flexible.
- Believe in your teen.
- Help your teen set goals.
- Listen.
- Set an example.



Your 2023 Member Handbook

CenCal Health has a new Member Handbook known as the Evidence of Coverage (EOC) for 2023.

What's included:

- A complete listing of your covered benefits and how to access care
- Your rights & responsibilities
- Important phone numbers to know
- What is covered by Medi-Cal but not CenCal Health
- And more!

Your new 2023 Member Handbook can be viewed or downloaded at the following link:
www.cencalhealth.org/members/member-handbook/

You may also request a print copy of the Member Handbook by calling Member Services toll-free at 1-877-814-1861.

Scan the QR code
below to view
your Member
Handbook



TAGLINES

English Tagline

ATTENTION: If you need help in your language call 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 711). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 711). These services are free of charge.

(Arabic) الشعار بالعربية

يُرجى الانتباه: إذا احتجت إلى المساعدة بلغتك، فاتصل بـ 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 711). تتوفر أيضًا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة بريـل والخط الكبير. اتصل بـ [1-877-814-1861] (TTY: 1-833-556-2560 or CA Relay 711). هذه الخدمات مجانية.

Հայերեն պիտակ (Armenian)

ՈՒՇԱԴՐՈՒԹՅՈՒՆ: Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, զանգահարեք 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 711): Կան նաև օժանդակ միջոցներ ու ծառայություններ հաշմանդամություն ունեցող անձանց համար, օրինակ՝ Բրայլի գրատիպով ու խոշորատառ տպագրված նյութեր: Չանզահարեք 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 711): Այդ ծառայություններն անվճար են:

ប្រាសាទខ្មែរ (Cambodian)

ចំណាំ: បើអ្នក ត្រូវ ការជំនួយ ជាភាសា របស់អ្នក សូម ទូរស័ព្ទទៅលេខ 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 711)។ ជំនួយ និង សេវាកម្ម សម្រាប់ ជនពិការ ដូចជាឯកសារសរសេរជាអក្សរធំ សម្រាប់ជនពិការភ្នែក ឬឯកសារសរសេរជាអក្សរពុម្ពធំ ក៏អាចរកបានផងដែរ។ ទូរស័ព្ទមកលេខ 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 711)។ សេវាកម្មទាំងនេះមិនគិតថ្លៃឡើយ។

简体中文标语 (Chinese)

请注意：如果您需要以您的母语提供帮助，请致电 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 711)。另外还提供针对残疾人士的帮助和服务，例如盲文和需要较大字体阅读，也是方便取用的。请致电 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 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 1-877-814-1861 تماس بگیرید. کمک‌ها و خدمات مخصوص افراد دارای معلولیت، مانند نسخه‌های خط بریل و چاپ با حروف بزرگ، نیز موجود است. با 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 711) تماس بگیرید. این خدمات رایگان ارائه می‌شوند.

हिंदी टैगलाइन (Hindi)

ध्यान दें: अगर आपको अपनी भाषा में सहायता की आवश्यकता है तो 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 711) पर कॉल करें। अशक्तता वाले लोगों के लिए सहायता और सेवाएं, जैसे ब्रेल और बड़े प्रिंट में भी दस्तावेज़ उपलब्ध हैं। 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 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 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 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 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 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 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 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。1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 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 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 711) 번으로 문의하십시오. 점자나 큰 활자로 된 문서와 같이 장애가 있는 분들을 위한 도움과 서비스도 이용 가능합니다. 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 711) 번으로 문의하십시오. 이러한 서비스는 무료로 제공됩니다.

ແທກໄລພາສາລາວ (Laotian)

ປະກາດ: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໃຫ້ໃຫ້ທາດປີ 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 711). ຍັງມີຄວາມຊ່ວຍເຫຼືອແລະການບໍລິການສໍາລັບຄົນພິການ ແລ້ວເອກະສານທີ່ເປັນອັກສອນນູນແລະມີໂຕພິມໃຫຍ່ ໃຫ້ໃຫ້ທາດປີ 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 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 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 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 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 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 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 711). ਅਪਾਰਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ | ਕਾਲ ਕਰੋ 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 711). ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ |

Русский слоган (Russian)

ВНИМАНИЕ! Если вам нужна помощь на вашем родном языке, звоните по номеру 1-877-814-1861 (линия ТТТ: 1-833-556-2560 or CA Relay 711). Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру 1-877-814-1861 (линия ТТТ: 1-833-556-2560 or CA Relay 711). Такие услуги предоставляются бесплатно.

Mensaje en español (Spanish)

ATENCIÓN: si necesita ayuda en su idioma, llame al 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 711). También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 711). Estos servicios son gratuitos.

Tagalog Tagline (Tagalog)

ATENSIYON: Kung kailangan mo ng tulong sa iyong wika, tumawag sa 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 711). Mayroon ding mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumento sa braille at malaking print. Tumawag sa 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 711). Libre ang mga serbisyonang ito.

แท็กไลน์ภาษาไทย (Thai)

โปรดทราบ: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ กรุณาโทรศัพท์ไปที่หมายเลข 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 711) นอกจากนี้ ยังพร้อมให้ความช่วยเหลือและบริการต่าง ๆ สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ ที่เป็นอักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพท์ไปที่หมายเลข 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 711) ไม่มีค่าใช้จ่ายสำหรับบริการเหล่านี้

Примітка українською (Ukrainian)

УВАГА! Якщо вам потрібна допомога вашою рідною мовою, телефонуйте на номер 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 711). Люди з обмеженими можливостями також можуть скористатися допоміжними засобами та послугами, наприклад, отримати документи, надруковані шрифтом Брайля та великим шрифтом. Телефонуйте на номер 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 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 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 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 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 711). Các dịch vụ này đều miễn phí.

NONDISCRIMINATION NOTICE

Discrimination is against the law. CenCal Health follows State and Federal civil rights laws. CenCal Health 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.

CenCal Health 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 CenCal Health between Monday – Friday, 8 a.m. – 5 p.m. by calling 1-877-814-1861. If you cannot hear or speak well, please call TTY/TDD 1-833-556-2560 (California Relay 711). Upon request, this document can be made available to you in braille, large print, audio cassette, or electronic form. To obtain a copy in one of these alternative formats, please call or write to:

CenCal Health
4050 Calle Real, Santa Barbara, CA 93110
1-877-814-1861
TTY/TDD 1-833-556-2560
California Relay 711

HOW TO FILE A GRIEVANCE

If you believe that CenCal Health 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 CenCal Health's Civil Rights Coordinator. You can file a grievance by phone, in writing, in person, or electronically:

- **By phone:** Contact CenCal Health's Civil Rights Coordinator between Monday – Friday, 8 a.m. – 5 p.m., by calling 1-877-814-1861. Or, if you cannot hear or speak well, please call TTY/TDD 1-833-556-2560 (California Relay 711).

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

CenCal Health's Civil Rights Coordinator
4050 Call Real
Santa Barbara, CA 93110

- In person: Visit your doctor's office or CenCal Health and say you want to file a grievance.
 - Electronically: Visit CenCal Health's website at www.cencalhealth.org.
-

OFFICE OF CIVIL RIGHTS – CALIFORNIA DEPARTMENT OF HEALTHCARE SERVICES

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

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

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

Complaint forms are available at
http://www.dhcs.ca.gov/Pages/Language_Access.aspx.

- Electronically: Send an email to 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 basis of race, color, national origin, age, disability or sex, you can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing, or electronically:

- By phone: Call **1-800-368-1019**. If you cannot speak or hear well, please call **TTY/TDD 1-800-537-7697**.

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

**U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201**

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

- Electronically: Visit the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

AVISO SOBRE NO DISCRIMINACIÓN

Es contra la ley discriminar. CenCal Health sigue las leyes estatales y federales de los derechos civiles. CenCal Health no discrimina ilegalmente, no excluye a las personas ni las trata de manera diferente debido a su raza, sexo, color, religión, antecedente, origen nacional, identificación de grupo étnico, edad, incapacidad mental, incapacidad física, condición médica, información genética, estado civil, género, identidad de género, u orientación sexual.

CenCal Health proporciona:

- Asistencia y servicios gratuitos a personas con impedimentos para ayudarles a que se comuniquen mejor, tal como:
 - ✓ Intérpretes calificados de lenguaje de señas.
 - ✓ Información escrita en otros formatos (en letra grande, audio, formatos electrónicos accesibles, y en otros formatos).
- Servicios lingüísticos gratuitos a personas cuyo idioma principal no es el inglés, por ejemplo:
 - ✓ Intérpretes calificados
 - ✓ Información escrita en otros idiomas

Si necesita estos servicios, comuníquese con CenCal Health entre las horas de 8 a.m. – 5 p.m. de lunes a viernes al número 1-877-814-1861. O, si usted no puede oír o hablar bien, por favor llame a la línea TTY/TDD al número 1-833-556-2560 (servicio de retransmisión de California al 711). Cuando se pida, este documento estará a su disposición en braille, letra grande, audio casete, o en formato electrónico. Para obtener una copia en alguno de estos formatos alternativos, por favor llame o escriba a:

CenCal Health
4050 Calle Real, Santa Barbara, CA 93110
1-877-814-1861
TTY/TDD 1-833-556-2560
California Relay (servicio de retransmisión de California) al 711

COMO REGISTRAR UN AGRAVIO (QUEJA)

Si usted cree que CenCal Health no logro proporcionar estos servicios o le discriminó ilegalmente de cualquier otra manera debido a su raza, sexo, color, religión, antecedente, origen nacional, identificación de grupo étnico, edad, incapacidad mental, incapacidad física condición médica, información genética, estado civil, género, identidad de género, u orientación sexual, usted puede registrar una queja con el Coordinador de Derechos Civiles de CenCal Health. Usted puede registrar una queja por teléfono, por escrito, personalmente, o electrónicamente.

- Por teléfono: Llame al Coordinador de Derechos Civiles de CenCal Health entre las horas de 8 a.m. - 5 p. m., de lunes a viernes, al número 1-877-814-1861. O, si usted no puede oír o hablar bien, llame a la línea TYY/TDD al número 1-833-556-2560 (servicio de retransmisión de California al 711).
- Por escrito: Complete el formulario de quejas o escriba una carta y envíela al:

Coordinador de Derechos Civiles de CenCal Health
4050 Calle Real
Santa Barbara, CA 93110

- En persona: Visite a la oficina de su doctor o CenCal Health y diga que quiere registrar una queja.
- Electrónicamente: Visite la página de internet de CenCal Health al sitio www.cencalhealth.org

OFICINA DE DERECHOS CIVILES – DEPARTAMENTO DE SERVICIOS DE CUIDADO DE SALUD DE CALIFORNIA

También puede registrar una queja de derechos civiles con el Departamento de Servicios de Cuidado de Salud de California, Oficina para Derechos Civiles, por teléfono, por escrito, o electrónicamente.

- Por teléfono: Llame al número **916-440-7370**. Si usted no puede oír o hablar bien, por favor llame al **711 (Servicios Que Ayudan a Transmitir Información)**.
- Por escrito: Complete el formulario de quejas o escriba una carta y envíela a

**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**

El formulario de quejas está disponible en el sitio
http://www.dhcs.ca.gov/Pages/Language_Access.aspx.

- Electrónicamente: Envié un correo electrónico a CivilRights@dhcs.ca.gov

OFICINA DE DERECHOS CIVILES – DEPARTAMENTO DE SALUD Y SERVICIOS HUMANOS DE LOS ESTADOS UNIDOS

Si usted cree que se le discriminó debido a su raza, color, origen nacional, edad, incapacidad, o sexo, puede registrar una queja de derechos civiles con el Departamento de Salud y Servicios Humanos de los Estados Unidos, Oficina para Derechos Civiles, por teléfono, por escrito, o electrónicamente.

- Por teléfono: Llame al número **1-800-368-1019**. Si usted no puede oír o hablar bien, por favor llame a la línea de **TTY/TDD** al número **1-800-537-7697**
- Por escrito: Complete el formulario de quejas o escriba una carta y envíela a

**U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201**

El formulario de quejas está disponible en el sitio
<http://www.hhs.gov/ocr/office/file/index.html>.

- Electrónicamente: Visite el portal de quejas de la Oficina de Derechos Civiles en el sitio
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.