

RESOURCES FOR DISABLED AND SPECIAL NEEDS

Members of CenCal Health have the right to have full access to health plan benefits, regardless of disabilities. We want to assist providers in meeting this obligation and ensure that members can receive the health care services they need. Below is information about our services and community resources that provide services to the disabled.

CENCAL HEALTH SERVICES

- **Non-Emergency Medical Transport-** CenCal Health contracts with American Medical Response (AMR) to provide non-emergency medical transport for our eligible members. To make arrangements for CenCal Health members, please contact AMR at: 1-800-688-6550 (press 2). See “Non-Emergency Medical Transport” in the Provider Manual for more information on this service.
- **Interpreter Services** – we can arrange an American Sign language interpreter or Spanish interpreters. We also give providers free access to **Language Line** for our members, which provides an interpreter by phone for over 140 languages. Instructions are in the Provider Manual and on our website in the Cultural and Linguistic Resources section.
- **Hearing Impaired** – can contact Member Services by using our TDHI number at (805) 685-4131 or through the California Relay Service 1-800-735-2929.
- **SBHI/SLOHI Member Handbook** – available in large print or audio cassette.
- **Information on wheelchair accessibility** and assistance with access issues.

**Providers can reach a CenCal Health Member Services Representative by calling:
1-800- 421-2560 X 1001.**

COMMUNITY RESOURCES

Please note that CenCal Health is providing this list as a resource only. It is not our intention to imply that the organizations listed provide services that are covered benefits for our members.

Tri-Counties Regional Center www.tri-counties.org
Evaluation and support for individuals with mental retardation, epilepsy, cerebral palsy, autism, and other developmental handicaps. Provides diagnostic assessment for 0-3 years with developmental delay and genetic counseling (ask to speak with an Early Start coordinator).

North County 1-800-266-9071 **South County 1-800-322-6994**

Independent Living Resource Center www.ilrc-trico.org
Information, referral, and peer support to assist disabled persons to obtain their optimal level of self-sufficiency. Communication assistance for deaf or hearing impaired provided.

North County 925-0015 **South County 963-0595**

Alpha Resource Center of Santa Barbara www.alphasb.org
Services and support for children, teens and adults with developmental disability.
Santa Maria 347-2775 **Santa Barbara 683-2145** **Toll free 1-877-414-6227**

Information, support groups, classes, or recreational activities:

Arthritis Foundation

892-5556

Braille Institute

682-6222

United Cerebral Palsy

Santa Barbara - 962-7201

Santa Maria 739-0451

Multiple Sclerosis Society

682- 8783 or 1-800-367-9195

Muscular Dystrophy

563-0456

Special Olympics

925-0951 X 135 Santa Maria