



WHOLE you



2021 Bulletin

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Welcome to Whole You

YOUR ANNUAL BENEFITS AND SERVICES
NEWSLETTER FROM CALVIVA HEALTH

Whole You is your source for information to help you make the most of your CalViva Health coverage.

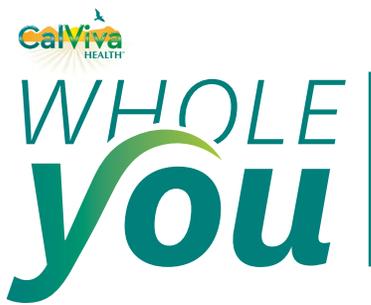
In this issue, you'll enjoy topics and information, such as:

- Primary Care: Your First Stop for Better Health
- How Soon Can I See the Doctor?
- How We Protect Your Privacy
- Medi-Cal Renewal
- Case Management
- What Language Do You Prefer
- Confidential Care from Any Qualified Provider
- myStrength™ – the Health Club for Your Mind
- Pregnancy Program
- Which Health Screenings Do You Need?



Have comments or thoughts on topics you'd like to see in upcoming issues?

Please call our Health Education line at
1-800-804-6074 (TTY: 711)



How to Get Your Health Care Information in an Easy-to-Understand Way

CalViva Health knows that health care and health insurance is complex, and for most people it can be hard to figure out.

Asking questions can help you be an active member of your health care team. To help make it easier, here are some tips you can use when you see your doctors. These tips will help you to know what's going on with your health care.

Ask your doctor, nurse, pharmacist, or other health care provider:

- 1 What is my main problem?
- 2 What do I need to do?
- 3 Why is it important for me to do this?

Take a notebook to your doctor appointments

Here are simple ways to use your notebook:

- Write down the plan that you and your doctor make together.
- Write down any questions you have for your doctor, instructions you need to follow and/or your test results.
- Ask your doctor to write in your notebook important information you need to know.



How Soon Can I See the Doctor?

When you need medical care, it is important to get it quickly. The amount of time before your appointment depends on your health issue. It also depends on the type of care you need.

The table below shows how soon you should be able to see a doctor. It may be OK to wait longer if it does not harm your health. Be sure to call the number on your member ID card if you have questions.

If you feel that you are having an emergency, call 911 or go to the nearest emergency room.

 Appointment type	 Wait time for appointment
Routine care appointment with your primary care physician (PCP) – your main doctor	Within 10 working days
Routine care appointment with a specialist (when your PCP refers you)	Within 15 working days
Urgent appointment for services that do not need approval in advance	Within 48 hours
Urgent appointment for services that need approval in advance (prior authorization)	Within 96 hours
First prenatal visit	Within two weeks
Well-child visit with a PCP	Within 10 working days
Physical exam/preventive checkup	Within 30 days
Extra testing (such as labs, X-rays or therapy services that you cannot get in your doctor’s office)	Within 15 working days

Interpreters must be available at the time of the appointment. Call CalViva Health to ask for an interpreter 10 days prior to the appointment.

Note: A working day is usually Monday through Friday. It does not include weekends or holidays.

Medi-Cal Renewal

NOW THAT YOU HAVE HEALTH INSURANCE, KEEP IT!



Did you move? Make sure you report your address to your county office.



Each county office sends forms to your home address. If you don't return them, you may lose your Medi-Cal and your health insurance.



Your Medi-Cal must be renewed each year. Your county office will mail the forms to you. Make sure to return them quickly.



Have questions? **Call our CalViva Health Retention team at 1-877-618-0904 (TTY: 711).**

How We Protect Your Privacy



Guarding your privacy is very important to us. We follow strict guidelines that govern how we may collect, use or disclose your protected health information (PHI).

You also have certain rights with regard to the information we maintain about you. PHI includes information about you, such as:

- Demographic information, such as your race, ethnicity or language spoken.
- Any information that can be used to identify you.
- Your past, present or future physical or mental health condition.
- How we provide health care to you.
- The payment for that care.

CalViva Health is required by federal and state laws to inform you about your rights, our legal duties and privacy methods with respect to your PHI. CalViva Health's Notice of Privacy Practices explains:

- How your PHI may be used or disclosed.
- Your rights as a member to access PHI and to request amendments, restrictions or an accounting of PHI disclosures.
- How to file a complaint.

For a copy of CalViva Health's Notice of Privacy Practices:

1. Log in to **www.calvivahealth.org**.
2. Scroll down to the bottom of the page.
3. Click *Notice of Privacy Practices*.



Prevent Fraud

Medical fraud is the planned misuse of your medical coverage. For example:

- Letting someone else use your member ID card.
- Being billed for services you did not receive.

You can help prevent fraud. **Call CalViva Health at 1-866-863-2465 to report it. Or call the Medi-Cal Fraud Hotline at 1-800-822-6222.**



WHOLE you

Checkups and Vaccines Are Key

Well-child checkups can help ensure that your child is healthy. At each checkup, the doctor will check your child's height and weight.

Your child will also get any needed vaccines. Many vaccines are needed in the first few years. That tapers off as kids get older. But teens still need booster shots. And everyone over the age of six months old needs a flu shot each year.

If your child is overdue for a checkup, call the doctor's office and make an appointment today.

	Well-child checkups are needed around ages	2 to 5 days
		1, 2, 4, 6, 9, 12, 15, 18, 24, 30, and 36 months
	Well-child checkups are needed about once a year	After age 3
		For teens

Sources: American Academy of Pediatrics; National Institutes of Health

CalViva Pregnancy Program

Did you know we provide customized support and care for pregnant women? If you're pregnant, we can help you to have a healthy pregnancy and baby. We provide assistance based on your specific health and needs. It is already included in your benefits and won't cost you a thing.

For more info, call Member Services at **1-888-893-1569** (TTY:711) toll free 24 hours a day, 7 days a week.



Case Management

Finding your way through the health care system can be a challenge. CalViva Health has a team of nurses, social workers and other health care staff who can help. They work with you and your doctors to create a plan to help you manage your illness and regain your health.

A case manager can:

- Help find community resources to support your care.
- Help all your providers share information about your care with one another.
- Guide you to make the most of your health care benefits.
- Help you fully understand:
 - Your illness.
 - Your treatment options.
 - Actions you can take to improve your health.

It is your choice whether to take part in Case Management or not. This will not affect your health care benefits.



Case Management may help if you or a loved one:

- Has a complex condition, such as diabetes, coronary artery disease, asthma, congestive heart failure, transplant, end-stage renal disease, or cancer.
- Has had many hospital stays.
- Needs advanced home care.
- Has had a serious injury.
- Has a terminal illness.

You can learn more about how your caregiver or your doctor can refer you to the Case Management program. You can also ask for an evaluation to find out if Case Management can help you. Please call us at **1-888-893-1569 (TTY:711)** toll free 24 hours a day, 7 days a week.

What Language Do You Prefer?

CalViva Health has a Language Assistance Program to help you talk to your doctor or any health care provider in your language. This service is free. Through the Language Assistance Program, we can:

- Let you use an interpreter when you talk with your doctor or any health care provider. You do not need to use family or friends as an interpreter.
- Let you use an interpreter to talk with a CalViva Health representative.

- Send you CalViva Health materials written in your language.
- Read any CalViva Health materials to you in your language.

Please call us at 1-888-893-1569 (TTY: 711) toll free 24 hours a day, 7 days a week, to tell us what language you prefer to speak and read. We use this information to improve our services for you. CalViva Health will protect your individual information and will not share it with anyone.

Interpreter services are available 24 hours a day, 7 days a week.

**Call toll free
1-888-893-1569
(TTY: 711).**

Confidential Care from Any Qualified Provider

Did you know you can get private care for some services from any qualified provider you choose – not just your regular doctor. You can count on this for some very personal kinds of medical care, such as:



Birth control and birth control counseling

You can find out what kind of birth control is best for you.



Termination of pregnancy

Get the care and support you need to make the choices that are best for you.



Screening and treatment for diseases that are spread through sex.

This includes testing for HIV.

You will not have to pay for these services. They are a covered benefit of CalViva Health.

myStrength™ – the Health Club for Your Mind

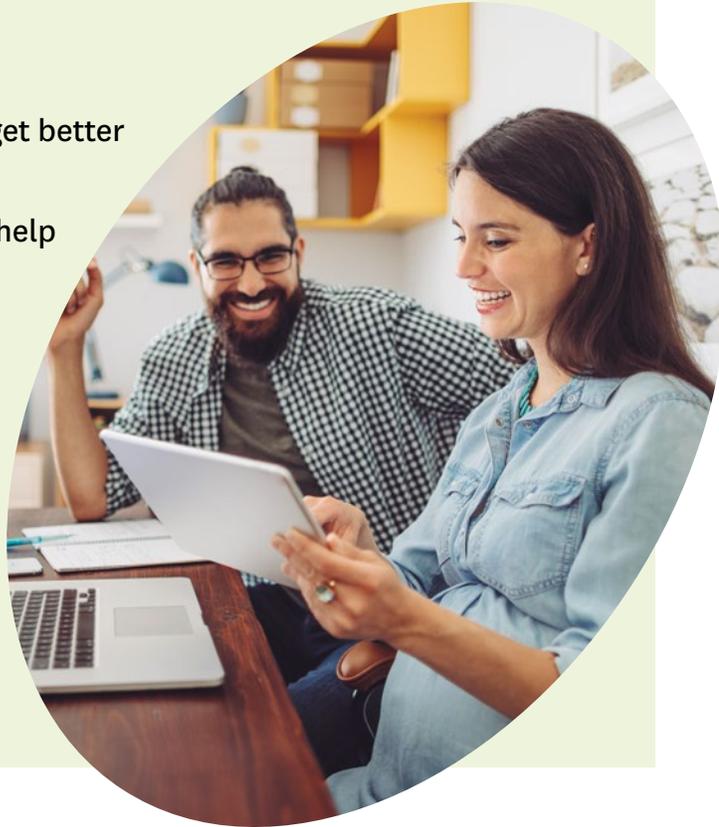
Now you can use the web and mobile tools to help you get better and stay mentally strong.

myStrength offers resources to improve your mood and help manage pain and drug or alcohol abuse.

Here's how to sign up:

1. Go to <https://bh.mystrength.com/hncalviva>.
2. Click *Sign Up*.
3. Complete the myStrength Wellness Assessment and personal profile.
4. Go mobile! Get the myStrength app for iOS and Android™ devices when you sign up for your account.

Android is a trademark of Google LLC.



Eat Healthy and Get Fit!

Change doesn't happen overnight. Focus on step-by-step changes. To learn more about being active and eating well, call and ask about our **Fit Families for Life** and **Healthy Habits for Healthy People** programs. You can get a workbook, cookbook, and exercise stretch band! Call us Monday through Friday, 9:00 a.m. to 5:00 p.m., at **1-800-804-6074**.

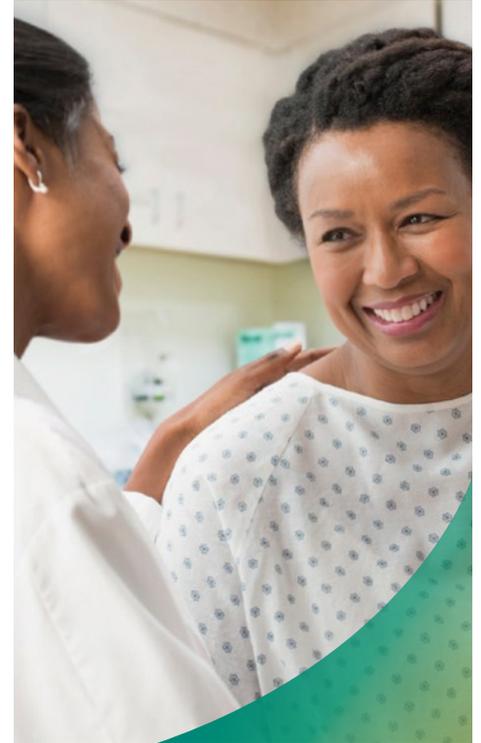
Which Health Screenings Do You Need?

There are health screenings that can help doctors catch problems early. That is when treatment for diseases may work better.

What's right for you?

Which screenings you may need depends on your age and other things. Ask your doctor about these screenings.

What	When
Breast cancer	Get a mammogram every year starting at age 35, or as your doctor suggests.
Cervical cancer	Starting at age 21, get a cervical cancer screening (Pap test) every 3 years. At age 30, you can have a Pap test every 3 to 5 years or, as your doctor suggests.
Chlamydia (a sexually transmitted infection)	Every year through age 24 for sexually active, non-pregnant people; every year starting at age 24 if at high risk.
Colorectal cancer	At age 50, talk to your doctor about which test is right for you. If you are high risk, your doctor may start testing at age 40.
High cholesterol	If at increased risk, check every 5 years starting at age 35 for men and age 45 for women.
Hypertension (high blood pressure)	At least every 2 years and more often if your numbers are high.
Prostate cancer	At age 40, talk to your doctor about testing.



Sources: American Cancer Society; Department of Health and Human Services; U.S. Preventive Services



WHOLE you

Neighborhood Help

CalViva Community Connect (Aunt Bertha) is a free online search service that makes it easy to find free and low cost social services in your community. You can find anything from food pantry, to housing and medical supplies by typing in a ZIP code.

Go to CalViva Health webpage to start using CalViva Community Connect (Aunt Bertha). The following URLs will connect you to the service:

- <https://calviva.auntbertha.com>
- www.calvivahealth.org > Click *Member Benefits* > Click *Health Resources*. Enter the ZIP code; choose a topic that you need and a list of programs will appear in that ZIP code.

Use these steps to find coronavirus resources:

1. Open <https://calviva.auntbertha.com>
2. Enter your **ZIP code**
3. Enter '**COVID19**' in the search box

New programs are being added daily.



Help Us Improve Your Care!

It starts with you. You may have the chance to take the Consumer Assessment of Healthcare Providers and Systems (CAHPS Survey) that collects your feedback with your doctors and your health plan. Please respond to any member experience surveys and make your voice heard. Let us know what is going well and areas where we can improve.

Your input is vital in shaping the future of your health care. If you get a survey, please reply. Surveys are sent out to select members in early spring each year. Your private feedback will be the voice of thousands of members. We look forward to hearing from you!



Primary Care: Your First Stop for Better Health

Experts say each of us needs a home base for our health care. That means having a regular doctor to meet your basic health care needs.

A primary care doctor can help you stay healthy – or get better when you’re ill. He or she can treat most minor problems. So unless you have a true emergency, you will most likely not need to go to a hospital for this type of care.

Your primary care doctor will also help you manage your chronic health problems, such as diabetes or asthma. Your doctor may send you to a specialist and follow up with you as needed. He or she will work with you and your specialists to keep any health problems under control.¹

Your main doctor can also:

- Give you checkups and other preventive care, such as shots or health screenings.
- Help you reach a health goal. That might be to stop smoking or lose weight.
- Be your partner in wellness.



Your primary care doctor is listed on the front of your CalViva Health member ID card. Call Member Services toll-free if you need help finding a doctor who is right for you at **1-888-893-1569 (TTY:711)** 24 hours a day, 7 days a week.

¹American Academy of Family Physicians



Flu Shot

Flu season starts as early as October. So get your flu shot as soon as you can. **Every person age six months and older needs this shot every year.** Ask your doctor about a flu shot today!

Source: Centers for Disease Control and Prevention



WHOLE you

Not Happy with Your Care? We Want to Know

Doctors and other health care providers strive to give the best care possible. But there may be times when you are not happy with the care you received. When that happens, we want to know about it. This is called a grievance. We use this information to make the services you receive from CalViva Health better.

The easiest way to file a grievance is to call **CalViva Health** toll-free at **1-888-893-1569 (TTY: 711)** 24 hours a day, 7 days a week. You can tell your grievance to a Member Services representative, and he or she will file it for you. Or, he or she will send you a form that you can complete and send back.

If you have a grievance, please call us at the Member Services number listed below.



CalViva Health

Please call Member Services to update your info.

Member Services will also connect you to:

- Nurse advice services
- Interpreter services

Member Services
toll free, 24 hours a day,
7 days a week. 1-888-893-1569 (TTY: 711)

Health Education
Information Line 1-800-804-6074 (TTY: 711)

Enrollment Services. 1-877-618-0903 (TTY: 711)

www.calvivahealth.org



California Smokers' Helpline

1-800-NO-BUTTS
(1-800-662-8887)

www.nobutts.org

Nondiscrimination Notice

CalViva Health complies with applicable federal civil rights laws and does not discriminate, exclude people or treat them differently 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.

CalViva Health:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, accessible electronic formats, other formats).
- Provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

If you need these services, contact the CalViva Health Member Services Department at 1-888-893-1569 (TTY: 711) toll free 24 hours a day, 7 days a week. Or if you cannot hear or speak well, please call TTY:711.

How to file a grievance

If you believe that CalViva Health has failed to provide these services or discriminated in another way, you can file a grievance by phone, in writing, or electronically:

- **By phone:** Call CalViva Health toll free 24 hours a day, 7 days a week at 1-888-893-1569. Or if you cannot hear or speak well, please call TTY: 711.
- **In writing:** Call CalViva Health toll free 24 hours a day, 7 days a week at 1-888-893-1569 (TTY: 711) and ask to have a form sent to you. Your doctor's office will also have grievance forms available. Fill out the grievance form or send a letter to:

CalViva Health Member Appeals and Grievances Department
P.O. Box 10348
Van Nuys, CA 91410-0348
Fax: 1-877-713-6189

- **Electronically:** Visit CalViva Health's website at www.calvivahealth.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 if there is a concern of discrimination based on race, color, national origin, age, disability, or sex by phone, in writing, or electronically:

- **By phone:** Call 1-800-368-1019 or if you cannot hear or speak 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, DC 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>.

English: If you, or someone you're helping, has questions about CalViva Health, you have the right to get help and information in your language at no cost. To talk to an interpreter, call **1-888-893-1569 (TTY: 711)**.

Arabic:

إن كانت لديك أنت أو أي شخص تقوم بمساعدته أي استفسارات عن CalViva Health، فمن حقك الحصول على المساعدة والمعلومات بلغتك وبدون أي تكلفة. للتحدث إلى أحد المترجمين الفوريين، يمكنك الاتصال على الرقم **1-888-893-1569 (TTY: 711)**.

Armenian: Եթե Դուք, կամ անձը, ում օգնում եք, հարցեր ունեք CalViva Health-ի վերաբերյալ, իրավունք ունեք անվճար օգնություն և տեղեկություն ստանալու Ձեր լեզվով: Բանավոր թարգմանիչի հետ խոսելու համար զանգահարեք **1-888-893-1569 (TTY: 711)** համարով:

Cambodian (Khmer): បើសិនអ្នក ឬជនណាម្នាក់ដែលអ្នកកំពុងជួយ មានសំណួរអំពី CalViva Health អ្នកមានសិទ្ធិ ទទួលជំនួយ និងព័ត៌មាន ជាភាសាខ្មែរ ដោយឥតគិតថ្លៃ។ ដើម្បីនិយាយទៅកាន់អ្នកបកប្រែ ហៅលេខ **1-888-893-1569 (TTY: 711)**។

Chinese (Traditional): 如果您，或您協助的其他人，有任何 CalViva Health 相關疑問，您有權要求免費取得使用您的語言提供的協助或諮詢。如欲取得口譯服務，請致電 **1-888-893-1569 (聽障專線 (TTY): 711)**。

Hindi: यदि आप, या कोई आपकी मदद कर रहे हैं, तो CalViva Health के बारे में प्रश्न हैं, तो आपको बिना किसी मूल्य के अपनी भाषा में सहायता और जानकारी प्राप्त करने का अधिकार है। दुभाषिया से बात करने के लिए, कॉल करें **1-888-893-1569 (TTY: 711)**.

Hmong (White): Yog koj, los sis ib tug neeg uas koj tab tom pab muaj lus nug txog CalViva Health, koj muaj cai tau txais kev pab thiab cov ntaub ntawv sau ua koj hom lus tau dawb. Yuav tham nrog ib tug kws txhais lus, hu rau **1-888-893-1569 (TTY: 711)**.

Japanese: あなた、またはあなたがお手伝いしているどなたかがCalViva Healthについてご質問をお持ちの場合、あなたはご希望の言語にて支援と情報を無料で入手する権利をお持ちです。通訳とお話しいただくには、**1-888-893-1569 (TTY: 711)**までお電話ください。

Korean: 귀하나 귀하를 돕는 사람이 CalViva Health에 대한 문의사항이 있는 경우, 귀하는 귀하가 사용하는 언어로 무료 제공되는 도움 및 정보를 받을 수 있는 권리가 있습니다. 통역사에게 이야기하시거나 **1-888-893-1569 (TTY: 711)**번으로 전화하십시오.

Laotian: ຖ້າທ່ານ ຫຼື ບຸກຄົນທີ່ທ່ານກຳລັງຊ່ວຍເຫຼືອ ມີຄຳຖາມກ່ຽວກັບ CalViva Health, ທ່ານມີສິດທີ່ຈະໄດ້ຮັບການຊ່ວຍເຫຼືອ ແລະ ໄດ້ຮັບຂໍ້ມູນທີ່ເປັນພາສາຂອງທ່ານໂດຍບໍ່ເສຍຄ່າ. ເພື່ອໂອ້ລົມກັບລ່າມແປພາສາ, ໂທ **1-888-893-1569 (TTY: 711)**.

Persian (Farsi):

اگر شما یا شخصی که به وی کمک می کنید در مورد CalViva Health سؤالاتی دارید، حق دارید راهنمایی و اطلاعات رایگان را به زبان خودتان دریافت نمایید. برای گفتگو با یک مترجم شفاهی، با شماره **1-888-893-1569 (TTY: 711)** تماس بگیرید.

Punjabi (Punjabi): ਜੇਕਰ ਤੁਹਾਡੇ ਜਾਂ ਜਿਸ ਕਿਸੇ ਦੀ ਤੁਸੀਂ ਮਦਦ ਕਰ ਰਹੇ ਹੋ, ਉਹਨਾਂ ਦੇ CalViva Health ਬਾਰੇ ਕੋਈ ਸਵਾਲ ਹਨ, ਤਾਂ ਤੁਹਾਨੂੰ ਬਿਨਾਂ ਮੁਫਤ ਵਿੱਚ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਅਤੇ ਜਾਣਕਾਰੀ ਪ੍ਰਾਪਤ ਕਰਨ ਦਾ ਅਧਿਕਾਰ ਹੈ। ਦੁਆਰਾ ਨਾਲ ਗੱਲ ਕਰਨ ਲਈ, **1-888-893-1569 'ਤੇ ਕਾਲ ਕਰੋ (TTY: 711)**।

Russian: Если у вас или у тех, кому вы помогаете, возникнут вопросы о CalViva Health, вы вправе получить помощь и информацию на своем языке совершенно бесплатно. Чтобы поговорить с переводчиком, звоните по телефону **1-888-893-1569 (линия TTY: 711)**.

Spanish: Si usted, o alguien a quien está ayudando, desea hacer preguntas sobre CalViva Health, tiene derecho a obtener ayuda e información en su idioma sin costo. Para hablar con un intérprete, llame al **1-888-893-1569 (TTY: 711)**.

Tagalog: Kung kayo, o ang taong tinutulungan ninyo, ay may mga tanong tungkol sa CalViva Health, may karapatan kayong humingi ng tulong at impormasyon sa inyong wika nang walang bayad. Upang makipag-usap sa isang interpreter, tumawag sa **1-888-893-1569 (TTY: 711)**.

Thai: หากท่านหรือคนที่ท่านกำลังช่วยเหลือ มีคำถามเกี่ยวกับ CalViva Health ท่านมีสิทธิ์รับความช่วยเหลือและข้อมูลในภาษาของท่านโดยไม่เสียค่าใช้จ่าย หากต้องการพูดคุยกับล่าม ให้โทร **1-888-893-1569 (TTY: 711)**.

Vietnamese: Nếu quý vị hoặc ai đó mà quý vị đang giúp đỡ, có thắc mắc về CalViva Health, quý vị có quyền nhận trợ giúp và thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, vui lòng gọi số **1-888-893-1569 (TTY (Điện Thoại dành cho Người Khiếm Thính): 711)**.



CalViva Health
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