



WHOLE you

2022 Bulletin

Now
Online!



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

Please call our **Health Education Information Line** toll free at **800-804-6074 (TTY: 711)**, Monday–Friday 9 a.m. to 5 p.m., excludes weekends and holidays.

Welcome to *Whole You!*

YOUR YEARLY BENEFITS AND SERVICES
NEWSLETTER FROM CALVIVA HEALTH.

*Whole You is now posted online. It's part of our effort to reduce waste and add ease to your life. You can view it at **www.calvivahealth.org**, click on Member Benefits, click on Member Newsletters.*

Here's a peek at what you'll find inside our online 2022 issue of Whole You:

- How To Get Your Health Care Information in An Easy-To-Understand Way
- Find Out How Soon You Can Visit the Doctor
- Your Privacy Is Protected with CalViva Health
- Checkups And Vaccines Are Key
- Give Your Baby the Best Possible Start
- Find Complete Health Care Help Through Case Management
- Speak In the Language You Prefer
- Find Strength for Your Mind, Body and Spirit With myStrength™
- Say Yes to Your Health and No to Diabetes
- Get Health Screenings to Catch Problems Early
- Find Programs and Services Quickly and Easily!
- You Can Help Improve Your Health Care
- Team Up for Better Health with Your Primary Care Physician
- Get A Flu Shot to Protect Yourself and Those You Love
- Need Help to Quit Smoking or Vaping?
- Not Happy with Your Care

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

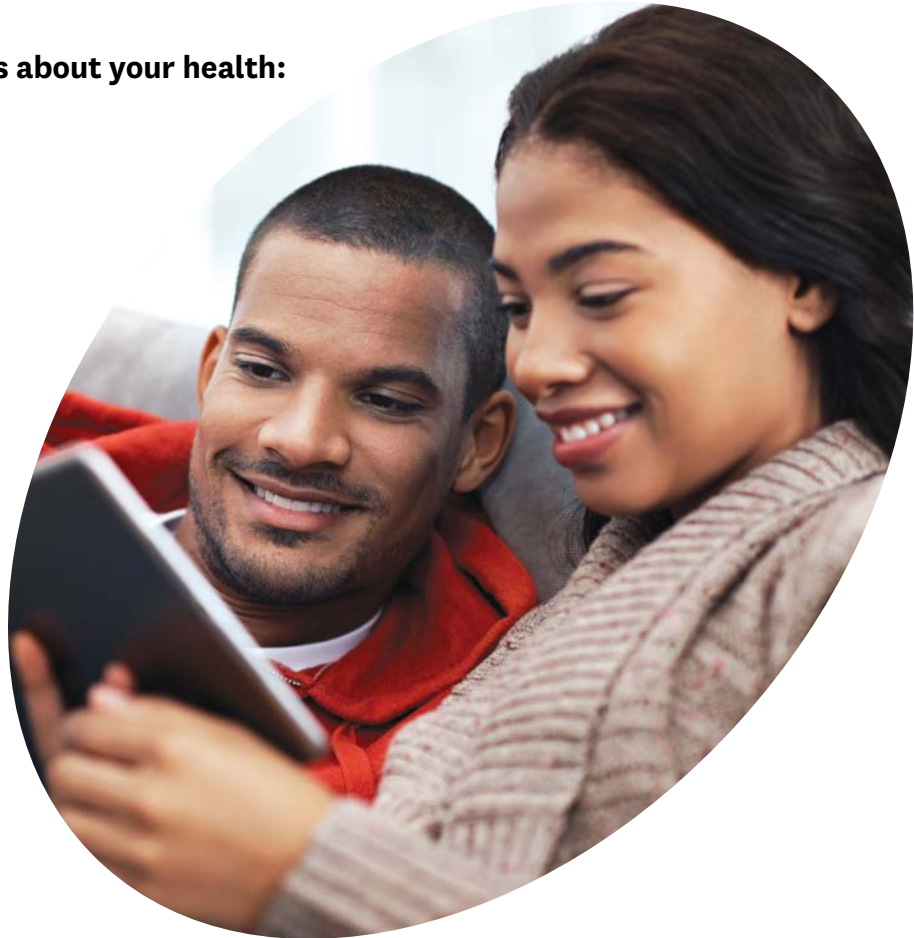
Health care and health insurance can be hard to understand at times. For most people, health care is complex. Below are some tips you can use when you see your doctors. They can help you know what is going on with your health care.

Ask your doctor three important questions about your health:

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

Be sure to take a notebook to your doctor appointments. This will help ensure you won't forget important items to discuss. You can also write down the plan you and your doctor make together. Also, use your notebook to note:

- Questions you have for the doctor
- Instructions you need to follow
- Your test results
- Any medication prescribed





Be sure to ask your doctor to write any important information you need to know in your notebook.

Find Out How Soon You Can Visit the Doctor

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. It's a good idea to make a routine care appointment to see your doctor if you are a new patient and/or have just obtained health coverage.

 Appointment type	 Wait time for appointment
Routine care appointment with your primary care physician (PCP) – your main doctor	Within 10 business days
Routine care appointment with a specialist (when your PCP refers you)	Within 15 business days
Non-urgent care appointment with non-physician mental health provider	Within 10 business days of request
Urgent appointment for services that do not need approval in advance	Within 48 hours
Urgent appointment for services that need approval in advance (prior approval)	Within 96 hours
Urgent care appointment with non-physician mental health provider	Within 48 hours of request
First prenatal visit	Within two weeks
Well-child visit with a PCP	Within 10 business days
Wellness check	Within 30 calendar days
Ancillary testing (such as labs, X-rays or physical therapy services that you cannot get in your doctor's office)	Within 15 business days

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

If you need help making an appointment, call Member Services at 888-893-1569 (TTY: 711) toll free 24 hours a day, 7 days a week.

You can get an interpreter (a person who translates speech orally) at no cost to help you at your appointment. Interpreters must be available at the time of the appointment. Call CalViva Health to ask for an interpreter 10 days prior to the appointment.

Learn How to Get Health Care with CalViva Health

CalViva Health can help you and your family. Each member of your family may be able to get Medi-Cal coverage. This means each person will have health care! CalViva Health covers:

- Doctor visits
- Hospital care
- Lab tests
- Vision
- Transportation
- Pregnancy/newborn care, and more

Medi-Cal rules for children are different from rules for adults. Kids could get Medi-Cal while their parents have a different plan.

Plus, qualified Medi-Cal family members ages 0-25 years – **and now 50+ years** – can get complete health care **despite their immigration status**. This includes:

- Lawful people living in the U.S. long-term, or “green card holders.”
- Lawful people living in the U.S. for a short-term.
- Persons fleeing ill-treatment like refugees and people seeking safety.
- Immigrants granted short-term secured status.
- Non-immigrant status holders like those with worker or student visas.



Visit us today to learn more!

<https://www.calvivahealth.org/qualify/>

Your Privacy is Protected with CalViva Health

Protecting your privacy is a main focus at CalViva Health. We have strict rules about how we may collect, use or disclose your personal health information (PHI). You also have certain rights with respect to the information we maintain about you.

PHI includes information about:

- You – which includes information, such as your race, ethnic background or language spoken. Or any information that can be used to find out who you are. CalViva Health will not use race, ethnic background or language information to decide if you can get coverage or benefits.
- Your past or present physical or mental health – or condition.
- The health care you've gotten.
- The payment for that care.
- Your rights as a member to access PHI. And, how you can request changes, limits or an account of where and to whom your PHI was disclosed.
- The steps for filing a complaint.

For a copy of CalViva Health's privacy policies, please visit **www.calvivahealth.org**. Scroll to the bottom of the page and click *Notice of Privacy Practices* to view the Notice of Privacy Practices.

Note: CalViva Health is required by federal and state laws to alert you about your rights. And, we are required to alert you of our legal duties and privacy practices with respect to your PHI. CalViva Health's Notice of Privacy Practices explains:

- How your PHI may be used or disclosed.





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 health and development.

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 age 6 months old needs a flu shot every 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 and until age 21.

Sources: American Academy of Pediatrics; National Institutes of Health



Give Your Baby the Best Possible Start

CalViva Health Pregnancy Program is Here for You and Your Baby – Every Step of the Way

A healthy **pregnancy, birth, and parent** should be the goal of all expecting parents and families. That means information, resources, and a true partnership to help ensure you and your baby get everything you need. We want to help you take care of yourself and your baby through the whole process.

Let us know about your pregnancy

If you're pregnant, please fill out your Member Notification of Pregnancy form so we can tailor your care and support.

Call **888-893-1569 (TTY: 711)**. Be sure to let us know you are calling to complete your pregnancy form.

Meet our case managers

Our case managers are nurses and social workers who can help you throughout your pregnancy. They can help you find resources and answer questions about your pregnancy and medical care. Your care manager can:

- 1 Help schedule appointments.
- 2 Provide transportation help.

- 3 Find resources that will help you get well and stay well.
- 4 Help with other behavioral and social services.

You'll also learn about important care for your infant like breastfeeding.

Why breastfeeding is important

Breastfeeding is a gift that lasts a lifetime and helps you and your baby in many ways. Here are some reasons:

Breastfeeding helps keep you healthy

- Breastfeeding can help you heal faster after having your baby and lose your pregnancy weight faster.
- Mothers who breastfeed are less likely to have postpartum depression. That is a long-lasting sadness after giving birth.
- Breastfeeding helps you bond with your baby.
- Breastfeeding helps keep you calm and relaxed.

(continued)



Get Started

Visit your doctor as soon as you think you are pregnant!

If you need help finding a doctor or making an appointment, call us at **888-893-1569 (TTY: 711)**, toll free 24 hours a day, 7 days a week.

WHOLE you

Give Your Baby the Best Possible Start

- Mothers who breastfeed are less likely to get diabetes, heart disease and some cancers.
- Mothers who breastfeed are less likely to have high blood pressure.

Breastfeeding helps keep your baby healthy, too

Breast milk is all your baby needs for the first 6 months. Pediatricians (doctors that work with children) suggest babies be given only breast milk for the first 6 months of life. They also suggest that new moms keep breastfeeding through their baby's first year or longer.

- Breastfed babies are healthier. They have fewer ear infections and allergies, and less diarrhea. Babies who have formula are more likely to become overweight, obese or get diabetes.
- Breast milk can help your baby grow to be strong and smart.

Breastfeeding makes your life easier

Breastfeeding is easy – no bottles to carry and clean, or formula to mix.

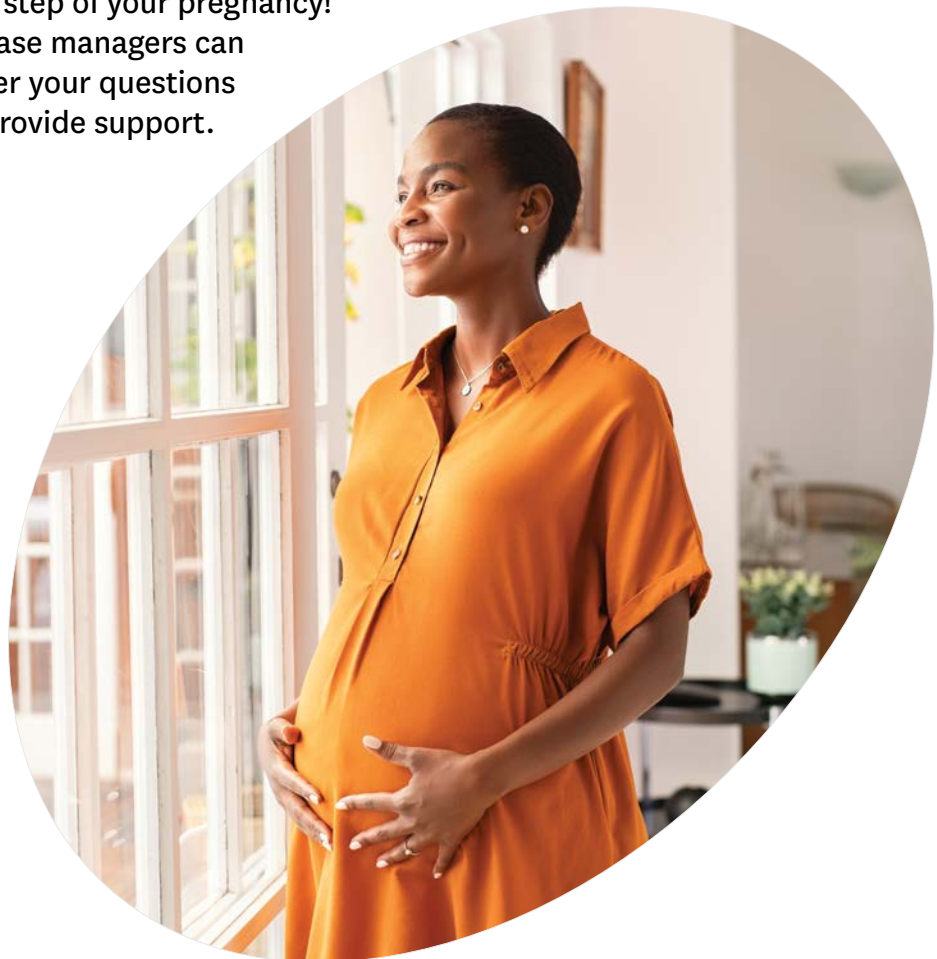
In California, you have the right to breastfeed in any public place. (It is section 43.3 of the California Civil Code.)

- Breast milk is always clean, safe and at the right temperature.
- Your breast milk is **free**.

We are here to help you with every step of your pregnancy! Our case managers can answer your questions and provide support.



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



Find Complete Health Care Help through 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'll 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 you find community resources to support your care
- Help all your providers share information with each other about your care
- 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. It will not affect your health care benefits.

Case Management may also help if you or a loved one who has CalViva Health Medi-Cal:

- Has a complex condition. This includes diabetes, coronary artery disease, asthma, congestive heart failure, transplant, end-stage renal disease, or cancer.
- High-risk pregnancy.
- Has mental health needs or substance use needs.
- Has had many hospital stays.
- Needs advanced home care.
- Has had a serious injury.
- Has a terminal illness.

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



Speak in the Language You Prefer

CalViva Health has a no cost Language Assistance Program (LAP) to help you if your native language is other than English.

Interpreter assistance (someone who will speak and explain to you in the language you prefer) helps you talk with your doctor, other health care providers and CalViva Health staff.

Interpreters are available for you

- You are not required to bring your own interpreter to a medical appointment.
- You do not need to use family or friends as interpreters.
- You cannot use a child as an interpreter – unless there is an emergency and no other interpreter is available.
- You can get an interpreter at no cost for all your medical appointments.
- You have a right to file a grievance if your language needs are not met.
- Sign language services are also available upon request.

Also know that you can ask for someone to translate and explain to you any document you get from CalViva Health.

Note: You can ask for a written translation or other format for any of these letters:

- Summary of benefit information
- Form letters or letters letting you know about a:
 - Decrease in service
 - Denial of service
 - Change or end of service
- Alerts with important health information
- Right to appeal
- Notice of language assistance
- Medical care reminders

Please call the Member Services number on the back of your CalViva Health Member ID Card when you need:

- An interpreter for a medical visit
- A document read and explained to you in your language
- A document in a different format
- To tell us your preferred written and spoken language

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

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

Please call **1-888-893-1569**. Interpreter services are available 24 hours a day, 7 days a week. Call at least five days before your appointment if you would like to request an in person or video interpreter. Please allow 10 days for sign language interpreters.

We will do our best to find you an in-person interpreter. Sometimes a telephone interpreter may be the only option available. No-cost telephone interpreter services are available in more than 150 languages, 24 hours a day, 7 days a week.

Your preferred language, race, ethnicity and gender identity

Please call us at 888-893-1569 to let us know your preferred spoken and written language. We may also ask your:

- Race
- Ethnic background
- Gender identity

We use this information to improve the quality of services that you receive. You have the option to decline to answer if you prefer.



Find Strength for Your Mind, Body and Spirit with myStrength™

myStrength is an online private website. Its self-help tools can help you gain – and maintain – mental and physical health. myStrength supports whole-person health and informs on topics like:

- Pain management
- Substance abuse
- Trouble sleeping
- Depression
- Worry and more

Program highlights include:

- In-the-moment tracking
- Virtual tools

- Instant stress-relief tips
- Weekly action plans
- Many ways to improve your mood
- Daily words to inspire
- Step-by-step eLearning modules

You get all this at no extra cost!

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.



Contact Member Services to learn more about how we assess new medical and behavioral health technology.

Say Yes to Your Health and No to Diabetes

Yes Health's all-mobile, CDC-recognized Diabetes Prevention Program helps you reduce your risk of Type 2 diabetes – at no cost to you. The one-year program includes:

- A team of health coaches available any time, right from your mobile phone.

- Information and feedback to help you create healthy habits.
- Tips and tools to prevent disease and optimize well-being.
- Weekly online lessons and tips.
- A small group for peer support.



Change your habits, change your life. To learn more and apply, visit <https://info.yeshealth.com/calvivahealth>

Get Health Screenings to Catch Problems Early

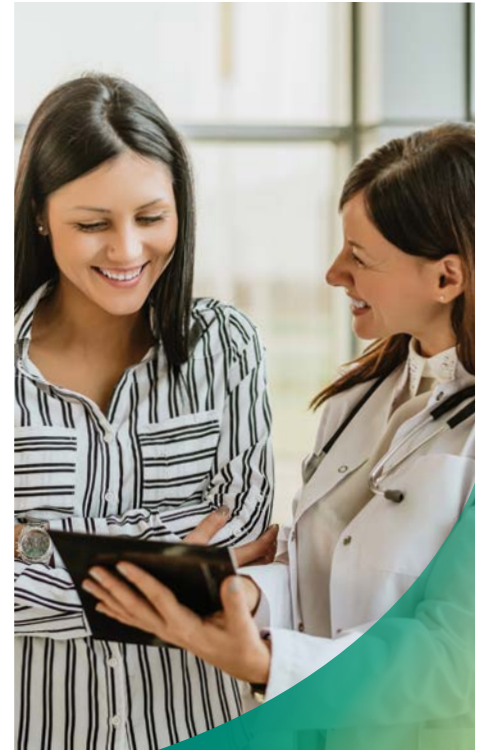
Health screenings can help doctors find health problems early. That's when treatment for diseases may work best.

What's right for you?

Which screenings you may need depends on your age, gender, race and other factors. Ask your doctor about the screenings listed below.

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



Find Programs and Services Quickly and Easily!

CalViva Health Community Connect, powered by Findhelp (used to be known as Aunt Bertha) is a free online search service. It can help you find programs and connect you to services and business that are free or low cost in your community. Services such as medical care, food, housing, transit and more.

Search CalViva Health Community Connect with these easy steps!

1. Go to www.calvivahealth.org
2. Click on Member Benefits
3. Click on Health Resources
4. Scroll down to CALVIVA.FINDHELP.COM and click on it
5. Enter a ZIP code and click search

Choose one of ten topics. Then select a subtopic, which will contain a list of services that vary based on the ZIP code you've entered. You can view results in more than 100 languages!

There are many unique programs available in California to connect you to needed services. New programs are being added all the time!



You Can Help Improve Your Health Care

Here's your chance to help us improve!

You know what matters most about your health care. Please tell us.

You may have the chance to take the Consumer Assessment of Healthcare Providers and Systems (CAHPS) Member Experience Survey to help improve your health care services. The survey

will ask you questions about your experience with your doctors and health plan. Tell us your likes and dislikes. And, let us know how we can do better.

Your survey answers will help shape the future of your health care. Not all people will get the survey. If you are one of the lucky few that are chosen to take it, please reply.



Surveys are sent out to select members in early spring each year. Your feedback is anonymous and will represent the voice of thousands of members. We look forward to hearing from you!



Team Up for Better Health with Your Primary Care Physician

Experts have said that each of us needs a home base for our health care. That means having a regular doctor to meet your basic health care needs – known as a primary care physician (PCP).

Your PCP can help you stay healthy – or get better when you're ill. They can treat most minor problems. This means that unless you have a true emergency, you will most likely not need to go to a hospital for this type of care.

Your PCP 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.

They will also work with you and your specialists to keep any health problems under control.

Your PCP can also:

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

Your PCP is listed on the back of your CalViva Health Member ID card. Call Member Services if you need help finding a doctor who is right for you at **1-888-893-1569**.

Sources: Agency for Healthcare Research and Quality; American Academy of Family Physicians



Get a Flu Shot to Protect Yourself and Those You Love

Every person aged 6 months and older needs this safe shot every year. Don't forget, you can get a flu vaccine and a COVID-19 vaccine at the same time,

including a COVID-19 booster shot. Ask your doctor about a flu shot today!

Source: Centers for Disease Control and Prevention



Flu season starts as early as October. Get your flu shot as soon as you can!

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, they 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.

Coverage Decisions

CalViva Health works to help you and your family be healthy, secure and comfortable. Nothing should stop you from getting the care you need. CalViva Health makes all choices about your care based on your medical needs and your coverage. We

do not reward doctors who deny medical care or treatment. We will review any report of a doctor who does not give needed care to our members. Any doctor found to have acted improperly may have his or her CalViva Health contract ended.

If you have questions, you can talk with us in your preferred language. Call the toll free or TTY number on your CalViva Health member ID card, 24 hours a day, 7 days a week.

CalViva Health

Please call **Member Services** to update your info to get important updates about your benefits. This includes your phone number, address or e-mail. Also, report your new address to your county office too. Each county office sends forms to your home address.

Member Services will also connect you to:

- Nurse advice services
- Interpreter services

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

Health Education Information Line, Monday–Friday 9 a.m. to 5 p.m., excludes weekends and holidays at 1-800-804-6074 (TTY: 711)

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

Need Help to Quit Smoking or Vaping?

Contact Kick It California! You can speak with a quit coach, join a text program, or download a mobile app. Learn about nicotine patches and more!

www.kickitca.org

English: **800-300-8086**

Spanish: **800-600-8191**

Quit Coaches are available Monday–Friday 7 a.m. to 9 p.m. and Saturday 9 a.m. to 5 p.m.

Notice of non-discrimination

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

CalViva Health provides:

- Free aids and services to people with disabilities to help them communicate better, such as qualified sign language interpreters and 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 and information written in other languages.

If you need these services, contact the CalViva Health 24 hours a day, 7 days a week by calling 1-888-893-1569. Or, if you cannot hear or speak well, please call (TTY/TDD 711) to use the California Relay Service. Upon request, this document can be made available to you in braille or accessible PDF, large print, audiocassette, or electronic form. To obtain a copy in one of these alternative formats, please call or write to: CalViva Health, 7625 N. Palm Ave., Suite #109, Fresno, CA 93711, 1-888-893-1569, California Relay 711.

HOW TO FILE A GRIEVANCE

If you believe that CalViva 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 CalViva Health Member Services. You can file a grievance in writing, in person, or electronically:

- By phone: Contact us 24 hours a day, 7 days a week by calling 1-888-893-1569. Or, if you cannot hear or speak well, please call (TTY/TDD 711) to use the California Relay Service
- In writing: Fill out a complaint form or write a letter and send it to: CalViva Health Member Appeals and Grievances Department, P.O. Box 10348, Van Nuys, CA 91410-0348. 1-888-893-1569 (TTY/TDD 711) Fax: 1-877-831-6019
- In person: Visit your doctor's office or CalViva Health and say you want to file a grievance.
- Electronically: Visit CalViva Health's website at www.CalVivaHealth.org.

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 Services)**.
- In writing: Fill out a complaint form or write a letter and send it 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 because 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** or **711** to use the California Relay Service.
- 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 are helping, need language services, call Toll-Free 1-888-893-1569 (TTY: 711). Aids and services for people with disabilities, like documents in braille, accessible PDF and large print, are also available. These services are at no cost to you.

Arabic: إذا كنت أنت أو أي شخص تقوم بمساعدته، بحاجة إلى المساعدة في الحصول على الخدمات اللغوية، فاتصل بالرقم المجاني (TTY: 711) 1-888-893-1569. المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات بطريقة برايل، والملفات المنقولة (PDF) التي يمكن الوصول إليها، والطباعة الكبيرة، متوفرة أيضا. تتوفر هذه الخدمات بدون تكلفة بالنسبة لك.

Armenian: Եթե դուք կամ որևէ մեկը, ում դուք օգնում եք, ունեն լեզվական օգնության կարիք, զանգահարեք անվճար 1-888-893-1569 (TTY՝ 711) հեռախոսահամարով: Հաշմանդամություն ունեցող մարդկանց համար հասանելի են օգնություն և ծառայություններ, ինչպես օրինակ՝ բրեյլով փաստաթղթեր, մատչելի PDF և մեծ տպագրությամբ փաստաթղթեր: Այս ծառայությունները ձեզ համար անվճար են:

Cambodian: ប្រសិនបើអ្នក ឬនរណាម្នាក់ដែលអ្នកកំពុងជួយ ត្រូវការសេវាផ្នែកភាសា សូមទូរសព្ទទៅលេខទូរសព្ទដោយគិតថ្លៃ 1-888-893-1569 (TTY: 711) ។ ជំនួយ និងសេវាកម្មផ្សេងៗសម្រាប់មនុស្សពិការ ដូចជា ឯកសារជាអក្សរសម្រាប់មនុស្សពិការ PDF ដែលអាចប្រើសម្រាប់មនុស្សពិការ និងឯកសារព្រឹត្តិការណ៍ ក៏ត្រូវបានផ្តល់ជូនផងដែរ។ សេវាកម្មទាំងនេះមិនមានគិតថ្លៃសម្រាប់អ្នកទេ។

Chinese: 如果您或您正在幫助的其他人需要協助語言服務，請撥打免費電話 1-888-893-1569 (TTY: 711)。另外，還為殘疾人士提供輔助和服務，例如點字版、易於讀取的 PDF 和大字版文件。這些服務對您免費提供。

Farsi: اگر شما یا هر فرد دیگری که به او کمک می‌کنید نیاز به خدمات زبانی دارد، با شماره رایگان 1-888-893-1569 (TTY: 711) تماس بگیرید. کمک‌ها و خدماتی مانند مدارک با خط بریل، چاپ درشت و PDF دسترس‌پذیر نیز برای معلولان قابل عرضه است. این خدمات هزینه‌ای برای شما نخواهد داشت.

Hindi: यदि आपको, या जिसकी आप मदद कर रहे हैं उसे, भाषा सेवाएँ चाहिए, तो इस टॉल फ्री नंबर पर कॉल करें 1-888-893-1569 (TTY: 711)। विकलांग लोगों के लिए सहायता और सेवाएँ, जैसे ब्रेले लिपि में दस्तावेज़, सुलभ PDF और बड़े प्रिंट वाले दस्तावेज़, भी उपलब्ध हैं। ये सेवाएँ आपके लिए मुफ्त उपलब्ध हैं।

Hmong: Yog hais tias koj, los sis ib tus neeg twg uas koj tab tom pab nws, xav tau cov kev pab cuam txhais lus, hu rau Tus Xov Tooj Hu Dawb 1-888-893-1569 (TTY: 711). Tsis tas li ntawd, pab kuj tseem muaj cov khoom siv pab thiab cov kev pab cuam rau cov neeg xiam oob qhab tib si, xws li cov ntaub ntawv su uas cov neeg tsis pom kev siv tau, cov ntaub ntawv PDF uas tuaj yeem nkag cuag tau yooj yim thiab cov ntaub ntawv luam tawm uas pom tus niam ntawv loj. Cov kev pab cuam no yog muaj pab yam tsis xam nqi dab tsi rau koj them li.

Japanese: ご自身またはご自身がサポートしている方が言語サービスを必要とする場合は、トールフリーダイヤル 1-888-893-1569 (TTY: 711) にお問い合わせください。点字、アクセシブル PDF、大活字など、障がいのある方のための補助・サービスもご用意しています。これらのサービスは無料で提供されています。

Korean: 귀하 또는 귀하가 도와주고 있는 분이 언어 서비스가 필요하시면 무료 전화 1-888-893-1569 (TTY: 711)번으로 연락해 주십시오. 장애가 있는 분들에게 보조 자료 및 서비스(예: 점자, 액세스 가능한 PDF 및 대형 활자 인쇄본)도 제공됩니다. 이 서비스는 무료로 이용하실 수 있습니다.

Laotian: ຖ້າທ່ານ, ຫຼື ບຸກຄົນໃດໜຶ່ງທີ່ທ່ານກຳລັງຊ່ວຍເຫຼືອ, ຕ້ອງການບໍລິການແປພາສາ, ໂທຫາເບີໂທຟຣີ 1-888-893-1569 (TTY: 711). ນອກນັ້ນ, ພວກເຮົາຍັງມີອຸປະກອນຊ່ວຍເຫຼືອ ແລະ ການບໍລິການສຳລັບຄົນພິການອີກດ້ວຍ, ເຊັ່ນ ເອກະສານແບບບຣາແວ (braille) ສຳລັບຄົນຕາບອດ, ເອກະສານ PDF ທີ່ສາມາດເຂົ້າເຖິງໄດ້ສະດວກ ແລະ ເອກະສານພິມຂະໜາດໃຫຍ່. ການບໍລິການເຫຼົ່ານີ້ແມ່ນມີໄວ້ຊ່ວຍເຫຼືອທ່ານໂດຍບໍ່ໄດ້ເສຍຄ່າໃດໆ.

Mien: Da'faanh Meih, Fai Heuc Meih Haih Tengx, Oix help Janx-kaeqv waac gong, Heuc Bieqcll-Free 1-888-893-1569 (TTY: 711). Jomc Caux gong Bun Yanggh mienh Caux mv fungc, Oix dimc in braille, dongh eix PDF Caux Bunh Fiev, Haih yaac kungx nyei. Deix gong Haih buatc Yietc liuz maiv jaax-zinh Bieqc Meih.

Punjabi: ਜੇ ਤੁਹਾਨੂੰ, ਜਾਂ ਜਿਸ ਦੀ ਤੁਸੀਂ ਮਦਦ ਕਰ ਰਹੇ ਹੋ, ਨੂੰ ਭਾਸ਼ਾ ਸੇਵਾਵਾਂ ਦੀ ਜ਼ਰੂਰਤ ਹੈ, ਤਾਂ 1-888-893-1569 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ। ਅਪਾਹਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਪਹੁੰਚਯੋਗ PDF ਅਤੇ ਵੱਡੇ ਪ੍ਰਿੰਟ, ਵੀ ਉਪਲਬਧ ਹਨ। ਇਹ ਸੇਵਾਵਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਹਨ।

Russian: Если вам или человеку, которому вы помогаете, необходимы услуги перевода, звоните на бесплатную линию 1-888-893-1569 (TTY: 711). Кроме того, мы предоставляем материалы и услуги для людей с ограниченными возможностями, например документы в специальном формате PDF, напечатанные крупным шрифтом или шрифтом Брайля. Эти услуги предоставляются бесплатно.

Spanish: Si usted o la persona a quien ayuda necesita servicios de idiomas, comuníquese al número gratuito 1-888-893-1569 (TTY: 711). También hay herramientas y servicios disponibles para personas con discapacidad, como documentos en braille, en letra grande y en archivos PDF accesibles. Estos servicios no tienen ningún costo para usted.

Tagalog: Kung ikaw o ang taong tinutulongan mo ay kailangan ng tulong sa mga serbisyo sa wika, tumawag nang Walang Bayad sa 1-888-893-1569 (TTY: 711). Makakakuha rin ng mga tulong at serbisyo para sa mga taong may mga kapansanan, tulad ng mga dokumentong nasa braille, naa-access na PDF at malaking print. Wala kang babayaran para sa mga serbisyang ito.

Thai: หากคุณหรือคนที่คุณช่วยเหลือ ต้องการบริการด้านภาษา โทรแบบไม่เสียค่าธรรมเนียม บริการ 1-888-893-1569 (TTY: 711) นอกจากนี้ยังมีความช่วยเหลือและบริการสำหรับผู้พิการ เช่น เอกสารอักษรเบรลล์, PDF ที่เข้าถึงได้, และเอกสารที่พิมพ์ขนาดใหญ่ บริการเหล่านี้ไม่มีค่าใช้จ่ายสำหรับคุณ

Ukrainian: Якщо вам або людині, якій ви допомагаєте, потрібні послуги перекладу, телефонуйте на безкоштовну лінію 1-888-893-1569 (TTY: 711). Ми також надаємо матеріали та послуги для людей з обмеженими можливостями, як-от документи в спеціальному форматі PDF, надруковані великим шрифтом чи шрифтом Брайля. Ці послуги для вас безкоштовні.

Vietnamese: Nếu quý vị hoặc ai đó mà quý vị đang giúp đỡ cần dịch vụ ngôn ngữ, hãy gọi Số miễn phí 1-888-893-1569 (TTY: 711). Chúng tôi cũng có sẵn các trợ giúp và dịch vụ dành cho người khuyết tật, như tài liệu dạng chữ nổi braille, bản in khổ lớn và PDF có thể tiếp cận được. Quý vị được nhận các dịch vụ này miễn phí.



CalViva Health
PO Box 9103
Van Nuys, CA 91409-9103

Information in CalViva Health Whole You Newsletter comes from a wide range of medical experts. Models may be used in photos and illustrations. If you have any concerns or questions about specific content that may affect your health, please contact your health care provider.

NWS057830E000 (6/22)