



---

## 3. How to get care

---

### Sensitive care

#### Minor consent services

If you are under age 18, you do not need parent or guardian permission to get some health care services and you can receive them confidentially, which means your parent or guardian will not be notified or contacted if you get these services without your written permission. These services are called minor consent services.

You can get the following services under the **age of 12**:

- Sexual assault services
- Pregnancy and pregnancy-related services
- Family planning services, such as contraception services (e.g., birth control)

In addition to the services listed above, you can also get the following services at **age 12 or older**:

- Outpatient mental health treatment or counseling. This will depend on your maturity and ability to take part in your health care, as determined by a professional person
- Infections, contagious, or communicable disease diagnosis and treatment, including for HIV/AIDS
- Sexually transmitted infection (STI) prevention, testing, diagnosis, and treatment for STIs like syphilis, gonorrhea, chlamydia, and herpes simplex
- Intimate partner violence services
- Substance use disorder (SUD) treatment for drug and alcohol abuse including screening, assessment, intervention, and referral services

You can get minor consent services from any Medi-Cal provider or clinic. Providers do not have to be in the CalViva Health network. You do not need a referral from your PCP or pre-approval (prior authorization).



Call member services at 1-888-893-1569 (TTY 711).

CalViva Health is here 24 hours a day, 7 days a week. The call is free. Or call the California Relay Line at 711. Visit online at [www.CalVivaHealth.org](http://www.CalVivaHealth.org).

If you use an out-of-network provider for services **not** related to minor consent services, then they may not be covered.

To find a Medi-Cal provider outside the CalViva Health Medi-Cal network for minor consent services, or to ask for transportation help to get to a provider, call CalViva Health Member Services at 1-888-893-1569 (TTY 711).

For more on contraceptive services, read “Preventive and wellness services and chronic disease management” in Chapter 4 of this handbook.

CalViva Health does not cover minor consent services that are Specialty Mental Health Services (SMHS) or most SUD services. The county where you live covers these services. To learn more, including how to access these services, read the “Specialty Mental Health Services (SMHS)” and “Substance Use Disorder (SUD) Treatment Services” in Chapter 4 of this handbook. To learn more, call 1-888-893-1569.

For a list of all counties’ toll-free telephone numbers, for SMHS go to:

<http://www.dhcs.ca.gov/individuals/Pages/MHPContactList.aspx>

For a list of all counties’ toll-free telephone numbers for SUD treatment services, go to:

[https://www.dhcs.ca.gov/individuals/Pages/SUD\\_County\\_Access\\_Lines.aspx](https://www.dhcs.ca.gov/individuals/Pages/SUD_County_Access_Lines.aspx).

Minors can talk to a representative in private about their health concerns by calling the 24/7 Nurse Advice Line at 1-888-893-1569 (TTY 711) and choose the 24-hour Nurse Advice Line option in the menu.

You can ask to get private information about your medical services in a certain form or format, if available. You can have it sent to you at another location. To learn more about how to ask for confidential communications related to sensitive services, read “Notice of privacy practices” in Chapter 7 of this handbook.



Call member services at 1-888-893-1569 (TTY 711).

CalViva Health is here 24 hours a day, 7 days a week. The call is free. Or call the California Relay Line at 711. Visit online at [www.CalVivaHealth.org](http://www.CalVivaHealth.org).