



Community Supports

SERVICES TO HELP YOU LEAD A
BETTER QUALITY OF LIFE





Introduction

Your health is important to us at CalViva Health. We can help you get care where and when you need it most. Let us help you find services that can help you live a healthy life.

Community Supports are new services provided by local organizations to help every person reach their full health potential. CalViva Health members have access to these optional Community Supports services. If you qualify, there are 14 types of services that can help you with your health and well-being. See what you may need and qualify for.

Community Supports is a California Advancing and Innovating Medi-Cal (CalAIM) program put in place by the Department of Health Care Services (DHCS). It is one of many programs to help improve the health of Medi-Cal members across the state.

To learn more or to sign-up for a Community Supports services:

- 1** Call CalViva Health at **888-893-1569 (TTY:711)** toll free 24 hours a day, 7 days a week.
- 2** Call the State's Medi-Cal Health Care Options at **800-430-4263 (TTY 800-430-7077)**.
- 3** You may also ask your doctor or clinic about the services.

Services to Address Homelessness and Housing

Community Supports service	What you can get
Housing Transition Navigation Services 	Help with getting housing. This may include help with: • Looking for a place to live or housing. • How to apply for housing. • Making a housing support plan. YOU MAY BE ABLE TO GET SERVICES IF YOU: • Are listed for housing help through the local homeless Coordinated Entry System, or similar system. • Are experiencing homelessness. • Are at-risk of becoming homeless.
Housing Tenancy and Sustaining Services 	Help with keeping your housing once you've moved in. This may include support with budgeting, timely rent payments, and understanding lease agreement rights and responsibilities. YOU MAY BE ABLE TO GET SERVICES IF YOU: • Receive Housing Transition/Navigation services • Are listed for housing help through the local homeless Coordinated Entry System, or a system like it. • Are experiencing homelessness. • Are at-risk of being homeless.
Housing Deposits 	Help with getting housing. This includes: • Security deposits to get a lease. • First month's coverage of utilities. • First and last month's rent if required before move-in. YOU MAY BE ABLE TO GET SERVICES IF YOU: • Receive Housing Transition/Navigation services. • Are listed for housing help through the local homeless Coordinated Entry System, or a system like it. • Are experiencing homelessness.

Recuperative Services

Community Supports service	What you can get
Recuperative Care (Medical Respite) 	Short-term housing care for those who no longer need to be in a hospital but still need to heal from injury or illness. YOU MAY BE ABLE TO GET SERVICES IF YOU: • Are at-risk of needing to be in the hospital, or are just out of the hospital. • Live alone with no formal support. • Face the prospect of having no housing. Or, you have housing that could harm your health without upgrades.
Respite Services 	Short-term relief given to caregivers of those who need care or support on a short-term basis. YOU MAY BE ABLE TO GET SERVICES IF YOU: • Live in a place that limits your daily activity. • Are needing a caregiver to provide most of your support. • Need caregiver relief to avoid being placed in a nursing home or someplace like it.
Short-Term Post-Hospitalization Housing 	A place where you can keep getting care for mental, or substance use disorder needs as soon as you leave a hospital. YOU MAY BE ABLE TO GET SERVICES IF YOU: • Are leaving healing care. • Are leaving an inpatient hospital. • Meet the HUD meaning of homeless.
Sobering Centers 	A place where you can get help with alcohol or problems with drinking rather than being taken to an emergency department or jail instead. YOU MAY BE ABLE TO GET SERVICES IF YOU ARE: • Aged 18 and older and are drunk. • Taken to an emergency department or a jail. • Sent to an emergency department and are a good fit for a Sobering Center.

Services for Long-Term Well-Being in Home-Like Settings

Community Supports service	What you can get
Asthma Remediation 	Changes to a home to get rid of harmful asthma triggers. YOU MAY BE ABLE TO GET SERVICES IF YOU: • Have had poorly controlled asthma in the past 12 months as defined by: – An emergency department visit. – Being admitted into a hospital. – Two sick or urgent care visits. • Have a score of 19 or lower on the asthma control test.
Day Habilitation Programs 	Programs given to help you learn the skills needed to live in home-like settings. They can include training on use of public transportation or how to prepare meals. YOU MAY BE ABLE TO GET SERVICES IF YOU: • Are experiencing homelessness. • Are no longer homeless and have entered housing in the last 24 months. • Are at-risk of being homeless. Or, home-like setting could be improved.
Environmental Accessibility Adaptation (Home Modifications) 	Changes to a home for your health and safety. Also, changes that allow you to function freely in the home. These may include ramps and grab bars. YOU MAY BE ABLE TO GET SERVICES IF YOU: • Are at-risk for being placed into a nursing home.
Meals/Medically Tailored Meals/Medically Supportive Foods 	Meals that are delivered to your home that are prepared and cooked based on your health and diet needs. This includes meals needed after you are released from the hospital. YOU MAY BE ABLE TO GET SERVICES IF YOU: • Have chronic conditions. • Are released from the hospital or skilled nursing home. • Are high risk of being admitted to a hospital or nursing home placement. • Have major care management needs. • Are assessed by a registered Dietitian or licensed Nutrition Professional.

Services for Long-Term Well-Being in Home-Like Settings (cont.)

Community Supports service	What you can get
Nursing Facility Transition/ Diversion to Assisted Living Facilities 	Services given to help you move out of a nursing home to community settings, like an assisted living facility. This can also be services to keep you from being placed in a nursing home. YOU MAY BE ABLE TO GET SERVICES IF YOU: • Nursing Home Transition – Have lived 60+ days in a nursing home. – Are willing to live in an assisted living facility (a place to help you with your daily medical needs) as an option to a nursing home. – Can live safely in an assisted living facility with support. • Nursing Home Diversion – Want to stay in the community. – Are willing and able to live safely in an assisted living facility with support. – Are now getting nursing home services or meet the lowest standard to get nursing home services.
Community Transition Services/ Nursing Facility Transition to a Home 	Services given to help you if you're moving from a nursing home to a home setting where you have to pay for living costs. YOU MAY BE ABLE TO GET SERVICES IF YOU: • Are now getting a medically needed nursing home level of care. • Have lived 60+ days in a nursing home and/or Medical Respite setting. • Want to move back to the community. • Can live safely in the community with support services.
Personal Care and Homemaker Services 	Services provided to help you with your daily living needs, such as: • Bathing • Dressing • Housecleaning • Grocery shopping YOU MAY BE ABLE TO GET SERVICES IF YOU ARE: • At-risk for being admitted to a hospital or placed in a nursing home. • A person that needs day-to-day help and have no other support system. • Approved for In-Home Supportive Services.

CalViva Health complies with applicable State and Federal civil rights laws and does not discriminate, exclude people or treat them differently because of race, color, national origin, age, mental disability, physical disability, sex (including pregnancy, sex characteristics, sexual orientation, and gender identity), religion, ancestry, ethnic group identification, medical condition, genetic information, marital status, or gender.

CalViva Health:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides 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 the CalViva Health at 1-888-893-1569 (TTY: 711), 24 hours a day, 7 days a week, 365 days a year.

Upon request, this document can be made available to you in braille, 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 (TTY/TDD 711) to use the California Relay Service

If you believe that CalViva Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sex characteristics, sexual orientation, and gender identity), you can file a grievance with CalViva Health Member Services. You can file a grievance by phone, 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. 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.

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 1-916-440-7370. If you cannot speak or hear well, please call 711.
- 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

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

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

1-800-368-1019, 1-800-537-7697 (TDD)

Complaint forms are available at <https://www.hhs.gov/ocr/complaints/index.html>.

This notice is available at CalViva Health website:
<https://www.calvivahealth.org/nondiscrimination-notice/>

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 أيضاً. 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 និងឯកសារត្រីសអក្សរធំៗ ក៏ត្រូវបានផ្តល់ជូនផងដែរ។ សេវាកម្មទាំងនេះមិនមានគិតថ្លៃសម្រាប់អ្នកទេ។

Chinese: 如果您或者您正在帮助的人需要语言服务，请免费致电 1-888-893-1569 (TTY: 711)。还可提供面向残障人士的帮助和服务，例如盲文、无障碍 PDF 和大字版文档。这些服务免费为您提供。

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 सेवाएं, 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, peb 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, ໂທຫາເບີໂທຟັກ 1-888-893-1569 (TTY: 711). ນອກນັ້ນ, ພວກເຮົາຍັງມີອຸປະກອນຊ່ວຍເຫຼືອ ແລະ ການບໍລິການສຳລັບຄົນພິການອີກດ້ວຍ, ເຊັ່ນ ເອກະສານແບບບຣາຍແລ (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 Yangh 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। ਅਪਾਰਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਪਹੁੰਚਯੋਗ PDF ਅਤੇ ਵੱਡੇ ਫੰਟ, 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 serbisyong 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.

To learn more or to sign-up for a Community Supports services

- Call CalViva Health at 888-893-1569 (TTY:711) toll free 24 hours a day, 7 days a week.
- Call the State's Medi-Cal Health Care Options at 800-430-4263 (TTY 800-430-7077).