

MEMBER SERVICES ADVISORY GROUP

Meeting Agenda

Thursday, May 11, 2023

10:00 – 11:30 a.m.



Santa Cruz County:

Central California Alliance for Health – Big Basin Conference Room
1600 Green Hills Road, Suite 101, Scotts Valley, CA

Monterey County:

Central California Alliance for Health – Board Room
950 East Blanco Road, Suite 101, Salinas, CA

Merced County:

Central California Alliance for Health – Board Room
530 West 16th Street, Suite B, Merced, CA

- 1. Call to Order by Chairperson Beleutz. 10:00 a.m.**
 - A. Roll call
 - B. Establish quorum
 - C. Supplements and deletions to the agenda

- 2. Oral Communications. 10:05 a.m.**
 - A. Members of the public may address the Advisory Group on items not listed on today's agenda, up to a maximum of 5 minutes per person, with oral communications time not to exceed 20 minutes in total.
 - B. If any member of the public wishes to address the Advisory Group on any item that is listed on today's agenda, they may do so when that item is called. Speakers are limited to five minutes per item.

- 3. Comments and Announcements by Advisory Group members.**
 - A. Advisory Group members may provide comments and announcements.

- 4. Comments and Announcements by Plan Staff.**
 - A. Plan staff may provide comments and announcements.

Consent Agenda Items: 10:10 a.m.

- 5. Approve Member Services Advisory Group minutes of August 12, 2021.**
- 6. Approve Member Services Advisory Group minutes of November 4, 2021.**
- 7. Approve Member Services Advisory Group minutes of May 11, 2022.**



HEALTHY PEOPLE. HEALTHY COMMUNITIES.

MEMBER SERVICES ADVISORY GROUP

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10:00 – 11:30 a.m.



8. Approve Member Services Advisory Group minutes of August 11, 2022.

9. Approve Member Services Advisory Group minutes of November 10, 2022.

10. Approve Member Services Advisory Group minutes of February 9, 2023.

11. Accept Plan Staff Reports:

- A. Current Enrollment
- B. Current Call Statistics Report
- C. Member Appeals and Grievance Report
- D. Community Engagement Report

Regular Agenda Items:

10:15 a.m.

12. Annual Election of Officers of the Advisory Group **10:15 – 10:20 a.m.**

Action: Board will nominate and elect Chairperson and Vice Chairperson.

13. Healthy Start

10:20 – 10:40 a.m.

Inform and Feedback: Veronica Lozano, Quality Improvement Program Advisor II, will provide an overview and solicit feedback on new incentives and media campaign efforts.

14. Redetermination Updates

10:40 – 11 a.m.

Inform and Feedback: Veronica Olivarria, Member Services Supervisor, will provide redetermination updates and solicit feedback and ideas.

15. Doula Services and Community Health Worker (CHW) Services Benefit

11: – 11:20 a.m.

Inform: Jessie Dybdahl, Provider Services Director, will provide an overview of Doula Services and Community Health Worker (CHW) Services Benefits.

16. Urgent Care Options Discussion

11:20 – 11:30 a.m.

Inform and Feedback: Jessie Dybdahl, Provider Services Director, will facilitate a discussion surrounding urgent care options for members.

17. Adjourn



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MEMBER SERVICES ADVISORY GROUP

Meeting Agenda

Thursday, May 11, 2023

10:00 – 11:30 a.m.



The next meeting of the Member Services Advisory Group, after this May 11, 2023 meeting:

- Santa Cruz – Monterey – Merced
Thursday, August 10, 2023 10 – 11:30 a.m.
Locations: Videoconference from Alliance Offices in Scotts Valley, Salinas, and Merced

Members of the public interested in attending should call the Alliance at 800-700-3874 to verify meeting dates and locations prior to the meetings.

The complete agenda packet is available for review at Alliance offices, and on the Alliance website at <https://thealliance.health/tag/msag/>. The Committee complies with the Americans with Disabilities Act (ADA). Individuals who need special assistance or a disability-related accommodation to participate in this meeting should contact the Alliance at least 72 hours prior to the meeting at MSAG@ccah-alliance.org or 800-700-3874. Committee meeting locations in Salinas and Merced are directly accessible by bus.



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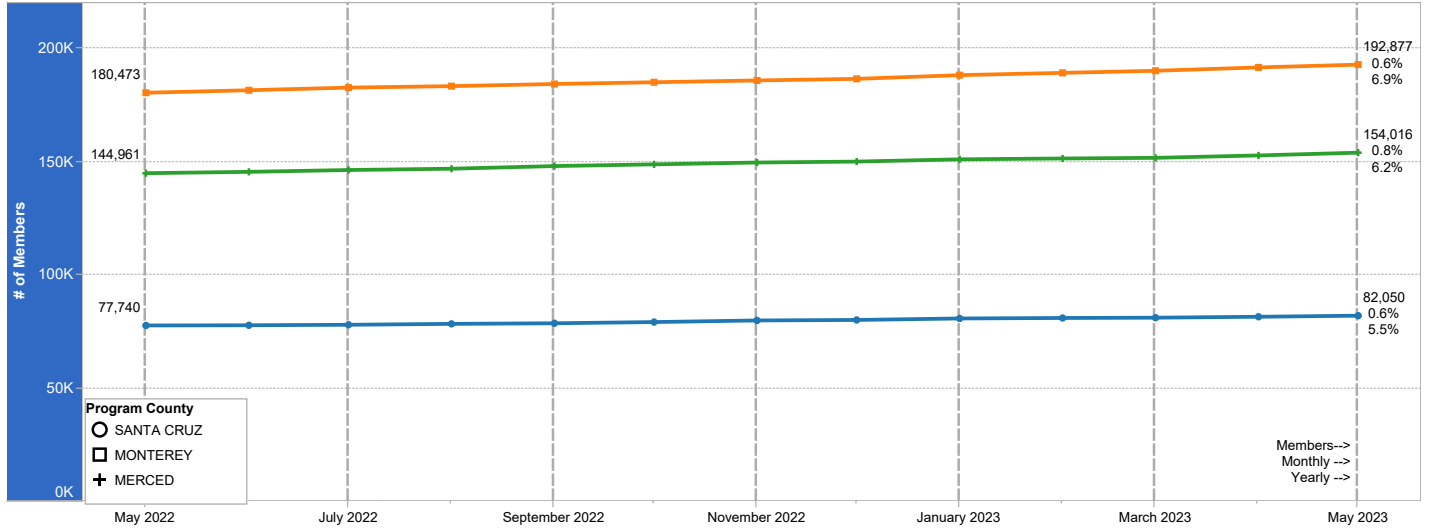
Enrollment Report

Year: 2022 & 2023 County: All Program: AIM, IHSS, Medi-Cal
 Aid Cat Roll Up: All Data Refresh Date: 5/1/2023



StaticDate
 5/1/2022 12:00:00 AM to 5/31/2023 11:59:59 PM

Membership Totals by County and Program, % Change Month-over-Month and % Change Year-over-Year



Program..	ProgramCo..	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023
Medi-Cal	SANTA CRUZ	77,740	77,822	78,040	78,443	78,703	79,237	79,945	80,171	80,822	81,039	81,170	81,579	82,050
	MONTEREY	179,823	180,924	182,085	182,726	183,672	184,453	185,243	185,941	187,589	188,596	189,519	191,002	192,222
	MERCED	144,961	145,549	146,360	146,929	148,104	148,855	149,666	150,085	151,081	151,449	151,732	152,797	154,016
IHSS	MONTEREY	650	657	654	660	658	654	656	654	652	651	646	648	655
Total Members		403,174	404,952	407,139	408,758	411,137	413,199	415,510	416,851	420,144	421,735	423,067	426,026	428,943



Q4 2022 Appeals and Grievances: 1,108* including Beacon

Appeals: 3% [73% in favor of Plan; 27% in favor of Member]
Exempt: 45%
Grievances: 45%
Other: 7% (Inquiries, SFH)

Category Figures
 Driver Punctuality: 35%
 Quality of Care: 14%
 Access: 12%
 Billing: 8%
 Provider/Staff Attitude: 8%
 Transportation Scheduling: 2%
 Vehicle: 2%
 Other: 19%

Analysis and Trends

- ❖ A high percentage of grievances involved transportation issues for late, missed rides and quality of service issues.
- ❖ Access issues regarding provider availability in MRY

Highest Grievances Filed by County

1. Merced: 46%
2. Monterey: 33%
3. Santa Cruz: 21%

Behavioral Health Beacon Grievances:

- ❖ Member Grievances: 26
- ❖ Monterey: 11
- ❖ Santa Cruz: 10
- ❖ Merced: 5

IHSS Summary:

- ❖ Member Grievances: 4

In Control
 Not in Control

A lower rate demonstrates a good or positive result when compared to Upper Control Limits (UCL) and Lower Control Limits (LCL). Control limits represent three (3) standard deviations from mean or average performance.

Appeal and Grievance Rate PKPM

	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec
2021 Enrollment	367,138	369,438	371,533	373,656	376,321	377,793	379,441	380,961	383,084	384,861	386,526	387,632
A&G Issues	145	170	269	222	195	206	173	197	167	184	172	173
Rate PKPM*	0.39	0.46	0.72	0.59	0.52	0.55	0.46	0.52	0.44	0.48	0.45	0.44
2022 Enrollment	390,305	391,467	393,347	395,740	403,178	404,957	407,146	408,753	411,122	413,178	415,498	416,798
A&G Issues	150	132	174	301	302	286	318	824	549	441	359	282
Rate PKPM*	0.38	0.34	0.44	0.76	0.75	0.71	0.78	2.02	1.34	1.07	0.86	0.68

*Grievances Per 1,000 Member Month



Your Health Matters

Your Health Matters (YHM) is the outreach program of Central California Alliance for Health (the Alliance). This volunteer program is made up of Alliance employees who are interested in making a difference in the lives of our members and the communities we serve.

This program informs and educates our members, communities and the public about Alliance services. We also share resources based on member needs and accessibility.

Some of the things we do include:

- Providing resources and handouts at community events.
- Sharing health guidelines and information from the state, county and local agencies directly to members. This includes COVID-19-related information.
- Making calls to members during emergencies and natural disasters to ensure their safety and awareness of available resources.

Members and potential members: Contact us for a list of places that we are scheduled to attend.

Community Partners: If there is a community event where you think our outreach program's presence would be helpful, contact us!

How to contact us:

Email ListOutreachGatekeeper@ccah-alliance.org and a YHM staff member will respond to you within two business days.

1600 Green Hills Road, Ste. 101
Scotts Valley, CA 95066-4981
831-430-5500

950 East Blanco Road, Ste. 101
Salinas, CA 93901-4487
831-755-6000

530 West 16th Street, Ste. B
Merced, CA 95340-4710
209-381-5300

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Recent Community Events

Attended as of April 30, 2023

	February 2023 – April 2023
Merced County	8 events
Monterey County	9 events
Santa Cruz County	3 events
Total	20 events

Here are a few of the events we attended:

Merced County

- Week of the Young Child, Merced
- Week of the Young Child, Los Banos
- Given Elementary School-based Vaccine Clinic

Monterey County

- Earth Day Festival
- Salinas City Elementary School District Community Resource Fair

Santa Cruz County

- Kids Day
- El Mercado Farmers Market

1600 Green Hills Road, Ste. 101
Scotts Valley, CA 95066-4981
831-430-5500

950 East Blanco Road, Ste. 101
Salinas, CA 93901-4487
831-755-6000

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209-381-5300

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Upcoming Community Events

Planned as of April 30, 2023

	May 2023
Merced County	5 events
Monterey County	4 event
Santa Cruz County	2 events
Total	12 events

Here are a few of the events we will be attending:

Merced County

Family Day in Santa Nella

- When: Saturday, May 13, 2023 from 10 a.m. to 2 p.m.
- Where: Santa Nella Food Center 13193 CA-33 Santa Nella, CA 95322
- Fun day of celebrating Mental Health Awareness Month in Santa Nella with free games for kids to play, free kids books, arts and crafts, veteran support information, and many booths with free information.

Family Health and Wellness Resource Day – Merced County Office of Education

- When: Monday, May 22, 2023 from 8 a.m. to 4 p.m.
- Where: 1715 Canal Street in the Mondo Room (1st Floor) Merced, CA, 95340
- MCOE Head Start is an early care and education program that provides services to low-income children ages 0-5 years and their families.

Monterey County

Alisal Family Walking Group Festival

- When: Saturday, May 20, 2023 from 1 p.m. to 3 p.m.
- Where: Closter Park
- A family walking group is a place for community organizations to share their resources available to Salinas – East Alisal families, while giving families the space to walk together and celebrate their community. It will be festive, with music, games, prizes, and so much more!

7th Annual CET Job & Resource Fair

- When: Tuesday, May 23, 2023 from 11 a.m. to 1:30 p.m.
- Where: 24 E. Alvin Dr. Salinas, CA

1600 Green Hills Road, Ste. 101
Scotts Valley, CA 95066-4981
831-430-5500

950 East Blanco Road, Ste. 101
Salinas, CA 93901-4487
831-755-6000

530 West 16th Street, Ste. B
Merced, CA 95340-4710
209-381-5300

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CCAH New Health Rewards for 2023 – Healthy Start

Veronica Lozano, MBA, CHES
Quality Improvement Program Advisor II

May 11, 2023

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AGENDA:

1. New Health Rewards Overview
2. Eligibility
3. Healthy Start Media Campaign
4. Feedback
5. Resources
6. Questions

CCAH New Health
Rewards for 2023 –
Healthy Start

2

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Health Rewards - Effective April 1, 2023



Infant Vaccines Birth - 2 years

- Complete recommended vaccines by 2nd birthday.
- Member will qualify for a **\$100** Target gift card.

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Health Rewards - Effective April 1, 2023

Adolescent Vaccines 9 – 13 years

- Complete recommended teen vaccines by 13th birthday.
- Complete **1** well care visit in the previous 12 months.
- Member will qualify for a **\$50** Target gift card.



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Health Rewards - Effective April 1, 2023



Well-Child Visits

Birth – 15 months

- Complete **6** or more well-child visits by 15 months.
 - 2-5 days, 1 month, 2 months, 4 months, 6 months, 9 months, 12 months, and 15 months
- Member will qualify for a **\$50** Target gift card.

Well-Child Visits

15 – 30 months

- Complete **2** well-child visits by 30 months of age.
 - 18 months, 24 months, and 30 months
- Member will qualify for a **\$25** Target gift card.

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Health Rewards - Effective April 1, 2023



Well Care Visits

Ages 18-21 years old

- Complete **1** well care visit April 1st – December 31st 2023.
- Member will qualify for a **\$25** Target gift card.

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Health Rewards- Eligibility

- Meet each health reward requirements.
- Must be an Alliance member at the time of service and when becoming eligible for the reward.
- Members with other health insurance, besides Medi-Cal, are not eligible for these rewards.
- Gift cards are mailed to address of record.

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Healthy Start Media Campaign

Media Types:

- Flyers (all languages)
- Website (all languages)
- Member Bulletin (all languages)
- Paid media:
 - English & Spanish (launches 5/8 for 8 weeks):
 - Mobile ads
 - Bus ads – interior and exterior
 - Facebook ads

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Health Rewards – Healthy Start Flyer



Healthy Start

Get rewards for your family's health care.

Members ages 0-21 can get a healthy start on life and get rewards! Earn rewards for the things you are doing that can help keep your family healthy!

Get gift cards totaling up to **\$250** by making sure your child is up to date with vaccines and checkups from ages 0-21.


Healthy Start rewards are for members who have the Alliance as their only health care coverage. Those with other health coverage are not eligible.

Questions? Call the Alliance Health Education Line at 800-700-3874, ext. 5580





For more information, visit www.thealliancehealth.org/healthystart or use your smart phone to scan the QR code below:



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HEALTHY START PROGRAM REWARDS

Who is the reward for?	What is the reward?	What do I have to do to get the reward?
 Ages under 15 months	\$50 gift card	Your child must have 6 checkups with their doctor on or before turning 15 months.
 Ages 15-30 months	\$25 gift card	Your child must have 2 checkups with their doctor on or before turning 30 months.
 2-year-olds	\$100 gift card	Your child must have gotten all needed vaccines from their doctor by their 2nd birthday.
 13-year-olds	\$50 gift card	Members must complete 1 checkup with their doctor within 12 months and have gotten all needed vaccines from their doctor by their 13th birthday.
 Ages 18-21 years	\$25 gift card	Members must have 1 checkup with their doctor between April 1 and December 31, 2023.

How it works

- The member needs to complete all required actions for the reward.
- You will get a gift card in the mail 4-8 weeks after completing the required actions.
- Make sure the Alliance has your current mailing address so we can send you your gift card!

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Health Rewards Brochure - Preview



Health Rewards

Questions? Call the Alliance Health Education Line at 800-700-3874, ext. 5580. If you need language assistance, we have a special telephone line to get an interpreter who speaks your language available to you at no cost. For the Hearing or Speech Assistance Line, call 800-735-2929 (TTY: Dial 711).

Important information about all Alliance rewards:

- You must be an Alliance member at the time of service to be eligible for the reward. Rewards are for members who have the Alliance as their only health care coverage. Those with other health coverage are not eligible.
- The member needs to complete all required actions for the reward.
- Your Target gift card will be mailed within 3 months from the approved date. Please make sure the Alliance has your current address and phone number.
- Gift cards cannot be used to buy firearms, alcohol or tobacco.
- Lost or stolen cards cannot be replaced.

Health Rewards Program

The Alliance's Health Rewards Program rewards you and your family for taking actions that support your health!

We have rewards for getting routine care, managing chronic conditions, adopting healthy habits and more.

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Here are the ways that you can earn a reward for you and your family:

Who is the reward for?	What is the reward?	What do I have to do to get the reward?
 Ages under 15 months	\$50 Target gift card	Your child must have 6 checkups with their doctor on or before turning 15 months.
 Ages 15-30 months	\$25 Target gift card	Your child must have 2 checkups with their doctor on or before turning 30 months.
 2-year-olds	\$100 Target gift card	Your child must have gotten all needed vaccines from their doctor by their 2nd birthday.
 13-year-olds	\$50 Target gift card	Members must complete 1 checkup with their doctor within 12 months and have gotten all needed vaccines from their doctor by their 13th birthday.
 Ages 18-21 years	\$25 Target gift card	Members must have 1 checkup with their doctor between April 1 and December 31, 2023.
 Pregnant people	\$50 Target gift card	See your doctor within the first 13 weeks of being pregnant or 6 weeks of joining the Alliance.
 People who just had a baby	\$25 Target gift card	See your doctor 1 to 12 weeks after having a baby.
 Ages 2-18	Target gift card for up to \$100	Complete the 10-week Healthy Weight for Life Program.
 Adults	Target gift card for up to \$25	Complete the 6-week Healthier Living Program workshop.
 All members	\$50 Target gift card raffle	Call the Nurse Advice Line if you have health questions.

Healthy Start
Members ages 0-21 can get a healthy start on life and get reward!

Get Target gift cards totaling up to \$250 by making sure your child is up to date with vaccines and checkups from ages 0-21.

Healthy Moms and Healthy Babies Program
Are you pregnant or just had a baby? With the Healthy Moms and Healthy Babies program, you can learn how you and your baby can stay healthy. You can also get a reward for seeing your doctor.

If you see your doctor within the first 13 weeks of being pregnant or 6 weeks of joining the Alliance, you will be entered into a raffle for a chance to win a \$50 Target gift card.

When you see your doctor 1 to 12 weeks after having a baby, you will receive a \$25 Target gift card.

Healthy Weight for Life Program
If your child is between the ages of 2 to 18 and you want to help them reach a healthy weight, then the Healthy Weight for Life program can help. Attend a 10-week workshop to learn the tools you need to help your child be healthy. You can receive a

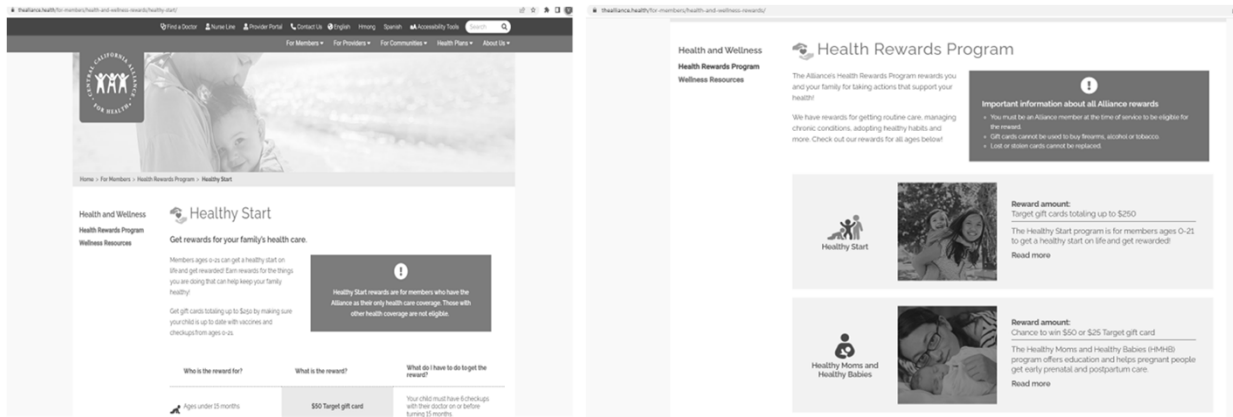
Target gift card for up to \$100 for attending. If you complete the workshop, your child will also be entered into a raffle for a chance to win a bike.

Healthier Living Program
If you want to learn how to manage your chronic condition, then the Healthier Living Program is for you. Attend the 6-week workshop to receive the tools to help you be healthy. You can receive a Target gift card for up to \$50 for attending.

Nurse Advice Line (NAL)
If you have health questions, the Alliance Nurse Advice Line is a good place to start. A registered nurse can answer your health questions and give you advice on care options. You can call the line 24 hours a day, 7 days a week! When you call, you will be entered into a raffle for a chance to win a \$50 Target gift card.
844-971-8907 (TTY: Dial 711)

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Health Rewards Webpages



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Healthy Start Media Campaign

Mobile Ads



Bus Ads

Exterior



Interior



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Health Rewards Promotion

Other Promotion Activities:

- Member monthly mailings
- New Member Packet
- Community Events – Your Health Matters outreach
- Presentations
 - Internal Departments
 - Community Based Organizations
 - Providers

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Health Rewards– Feedback

- What other forms of communication would be best to use to get information out to members?
- Currently our rewards are Target Gift Cards, are there any other types of rewards that could motivate members?

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Health Rewards– Resources

For more information:

- Members can call:
The Alliance Health Education Line:
800-700-3874, ext. 5580
- <https://thealliance.health/for-members/health-and-wellness-rewards/>
- <https://thealliance.health/for-members/health-and-wellness-rewards/healthy-start/>
- Healthy Start Flyers are available in English, Spanish, and Hmong
- Health Rewards Brochure is being updated (available in late May).

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Questions?

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Thank you!

Veronica Lozano, MBA, CHES

Quality Improvement Program Advisor II

Office Number: (209) 381-7336

Email: vlozano@ccah-alliance.org

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Medi-Cal Redeterminations & the Continuous Coverage Unwinding

Member Services Supervisor

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COVID-19 Public Health Emergency

- On December 29, 2022, the Consolidated Appropriations Act was enacted, which included provisions affecting the continuous coverage requirement.
- Continuous coverage would no longer be linked to the COVID-19 PHE as of April 1, 2023.

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Continuous Coverage Unwinding

- Starting in April, members with a June renewal date will start receiving redetermination paperwork in the mail.
- Counties have 14 months to complete their backlog of redeterminations.
- Members have ~90 days to submit paperwork.

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Member Awareness Activities

- 📄 Member Outreach Materials
 - DHCS Toolkit
- 🌐 Alliance Website Updates
- 📞 Call Center Phone Tree
 - Waiting message
- 🤝 County Partnership
 - Member contact information exchange
- 📱 Member Texting Campaign
 - Contract with a text messaging vendor

Update your Medi-Cal!

Check in with the Alliance. → Check in with your county. → Make sure you're covered!

Have you moved? Did you get Medi-Cal coverage during the pandemic?
You will need to update your county office with any changes to your information.

For more information, visit www.thealliance.health/renew or use your smartphone's camera to scan the QR code.



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8-2022

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Your Thoughts & Ideas

- Your thoughts on the Alliance's Member Awareness Activities
- Your ideas for additional activities for the Alliance to consider

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Questions?

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**Community Health Workers,
Douglas, and Urgent Care Services**

Jessie Dybdahl, Provider Services
Director

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**Community Health Workers
Med-Cal Benefit Effective 7/1/22**

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CHW Services Definition

- Preventive health services to prevent disease and disability.
- To prevent other health conditions or their progression.
- To prolong life.
- To promote physical and mental health.



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CHW Covered Services

- Health Education
- Health Navigation
- Screening & Assessments
- Individual Support or Advocacy
- Violence Prevention Services
- Asthma Preventative Services



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CHW Certificate Pathways

1. CHW Certificate
2. Violence Prevention Certificate
3. Work Experience



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CHW Provider Roles

Supervising Provider

- Enrolled Medi-Cal Provider –
Can be a Community Based
Organization

Written
Recommendation
Provider

- Physician or Licensed Provider

Plan of Care
Provider

- Licensed Provider - required
- CHW



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Current Network Challenges

- Billing Medi-Cal services is not familiar to Community Based Organizations.
- Obtaining Member Eligibility it not a current practice during CHW services.



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Current Network Challenges – MSAG Feedback

- What recommendations does MSAG have for getting CHW providers in the Alliance network?
- What is the best way from a member perspective to confirm member eligibility with the Alliance?



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Doula Services

Medi-Cal Benefit Effective 1/1/2023

Provider Relations Team

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Doula Definition

- Birth workers who provide health education, advocacy, and physical, emotional, and non-medical support for pregnant and postpartum persons before, during, and after childbirth
- Doulas also offer various types of support, including health navigation; lactation support; development of a birth plan; and linkages to community-based resources.



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Doula Covered Services

- One initial visit.
- Up to eight additional visits that may be provided in any combination of prenatal and postpartum visits.
- Support during labor and delivery (including labor and delivery resulting in a stillbirth), abortion or miscarriage.
- Up to 2 extended three-hour postpartum visits after the end of a pregnancy

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Eligibility Criteria

- Active CCAH Member
- Pregnant
- Pregnant in the last year and requesting Doula services or benefit from services

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Doula Qualifications

Training Pathway

Complete 16 hours in the following areas

- Lactation support
- Childbirth education
- Foundations on anatomy of pregnancy & childbirth
- Nonmedical comfort measures: prenatal support and labor support
- Developed community resources
- Provide support at 3 or more births

Experience Pathway

- Five years of active doula experience in paid or volunteer capacity
- Attestation to skills in prenatal, labor and postpartum.

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Current Network Challenges

- Billing Medi-Cal services is not familiar to Doulas.
- Enrolling in Medi-Cal is a requirement and is another unfamiliar area for doulas.



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Current Network Challenges – MSAG Feedback

- What recommendations does MSAG have for getting doula providers in the Alliance network?
- Have any of you had a doula? If so, how did you obtain the doula?

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Urgent Care Services

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Urgent Care Services – MSAG Feedback

- What's the best way for the Alliance to notify members of the Urgent Care Benefit?



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Questions?

18

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MEMBER SERVICES ADVISORY GROUP



Meeting Minutes

Thursday, August 12, 2021

Teleconference Meeting (Pursuant to Governor Newsom's Executive Order N-29-20)

Members Present:

Alene Smith	Consumer
Humberto Carrillo	Consumer
John Beleutz	Health Projects Center
Margaret O'Shea	Consumer
Michael Molesky	Commissioner

Members Absent:

Alexandra Heidelberg	Consumer
Ashley Lynne Gregory	Consumer
Candi Walker	Consumer
Celeste Armijo	Monterey Department Social Services
Debby Perez	Consumer
Doris Drost	Consumer
Elsa Quezada	Commissioner
Enid Donato	Natividad Medical Center
Ericka Peterson	Merced County Head Start
Leo Demushkane	Consumer
Linda Jenkins	Consumer
Lupe Chavez	Consumer
Martha Rubbo	Consumer
Myisha Reed	First 5 Merced County
Rebekah Capron	Merced HSA
Rex Resa	Consumer
Shebreh Kalantari-Johnson	Commissioner
Sylvia Wilson	Monterey County – CalHeers
Tamara McKee	HICAP – Alliance on Aging
Vivian Pittman	Consumer

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Staff Present:

Jennifer Mockus
Kayla Zolinski
Lee Xiong
Maureen Wolff
Ronita Margain
Sky Collins
Yomayra Gomez

Community Care Coordination Director
Administrative Specialist
Grievance Supervisor
Communications Content Specialist
Regional Operations Director
Web and Digital Media Developer
Member Services Project Specialist

1. Call to Order by Chairperson Beleutz.

Chair Beleutz called the meeting to order at 10:04 a.m.

No changes to the agenda were made.

Self-introductions were made.

2. Oral Communications.

Chair Beleutz opened the floor for any members of the public to address the Committee on items listed in the agenda.

M. O'Shea inquired about the CommonSpirit contract renewal. R. Margain stated an agreement was reached and Provider Services will follow-up for additional questions.

3. Comments and Announcements by Member Services Advisory Group Members.

Chair Beleutz opened the floor for Advisory Group members and Plan Staff to make comments.

M. Molesky proposed mandates for dual eligible members and the SWOT survey presented at the Board meeting as topics for the next Member Services Advisory Group meeting.

R. Margain announced Luis Somoza is the new Alliance Member Services Director.

Consent Agenda Items:**4. Chair Beleutz opened the floor for approval of the Consent Agenda.**

Action: All consent items approved.

Regular Agenda Items:**5. New Website User Feedback**

Sky Collins, Web and Digital Media Developer, shared the Alliance's new website address,

design, and features.

Advisory Group members expressed the new website address and design are more user friendly than before.

6. Enhanced Care Management and In Lieu of Services Overview

Jennifer Mockus, Community Care Coordination Director, provided an overview of Enhanced Care Management.

- Collaboration with local providers and organizations will begin soon and will expand to include more community-based organizations and hospitals by the end of the year.
- The state provided strict eligibility criteria and the Alliance will identify the members.

Jennifer Mockus provided an overview of In Lieu of Services.

- The initial ILOS services to be implemented will be based on services currently being provided through the Whole Person Care pilot: housing transition and navigation services, housing deposits, and housing tenancy and sustaining services. Sobering centers will be available in Monterey County.
- Medically tailored meals will continue to be available for members.
- The Alliance Board approved a recuperative care pilot which will be available to members, although not as an in lieu of services program.

An Advisory Group member inquired about dental coverage for Medi-Cal/Medi-Care members. J. Mockus stated the State of California recognizes this as an issue and is evaluating potential changes.

Adjourn:

Chair Beleutz adjourned the meeting of August 12, 2021 at 10:56 a.m. to November 4, 2021 at 10 a.m. via teleconference unless otherwise noticed.

Respectfully submitted,
Kayla Zoloniak
Administrative Specialist

MEMBER SERVICES ADVISORY GROUP



Meeting Minutes

Thursday, November 4, 2021

Teleconference Meeting (Pursuant to Governor Newsom's Executive Order N-29-20)

Members Present:

Humberto Carrillo	Consumer
John Beleutz	Health Projects Center
Margaret O'Shea	Consumer
Rebekah Capron	Merced HSA
Celeste Armijo	Monterey Department Social Services
Enid Donato	Natividad Medical Center
Tamara McKee	HICAP – Alliance on Aging

Members Absent:

Alene Smith	Consumer
Alexandra Heidebach	Consumer
Ashley Lynne Gregory	Consumer
Candi Walker	Consumer
Debby Perez	Consumer
Doris Drost	Consumer
Elsa Quezada	Commissioner
Ericka Peterson	Merced County Head Start
Leo Demushkane	Consumer
Linda Jenkins	Consumer
Lupe Chavez	Consumer
Martha Rubbo	Consumer
Michael Molesky	Commissioner
Myisha Reed	First 5 Merced County
Rex Resa	Consumer
Sylvia Wilson	Monterey County – CalHeers
Vivian Pittman	Consumer

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Staff Present:

Deborah Pineda
Kayla Zoliniak
Jessie Newton
Luis Somoza
Maureen Wolff
Oscar Sanchez
Ronita Margain
Yomayra Gomez

Quality and Health Programs Manager
Administrative Specialist
Care Coordination Manager
Member Services Director
Communications Content Specialist
Quality Improvement Project Specialist
Regional Operations Director
Member Services Project Specialist

1. Call to Order by Chairperson Beleutz.

Chair Beleutz called the meeting to order at 10:05 a.m.

No changes to the agenda were made.

Self-introductions were made.

2. Oral Communications.

Chair Beleutz opened the floor for any members of the public to address the Committee on items listed in the agenda.

Chari Beleutz announced Health Projects Center is relaunching California Community Transitions Program to assist individuals in Santa Cruz, Monterey, and San Benito counties transition from skilled nursing facilities to home.

3. Comments and Announcements by Member Services Advisory Group Members.

Chair Beleutz opened the floor for Advisory Group members and Plan Staff to make comments.

R. Margain announced Van Wong will be the new Alliance Chief Operating Officer.

Consent Agenda Items:**4. Chair Beleutz opened the floor for approval of the Consent Agenda.**

Action: Quorum was not met and no was action taken.

Advisory Group member inquired about a further breakdown of the "Other" category in the Member Appeals and Grievance Report. L. Somoza will look into a further breakdown of the category.

Advisory Group member inquired about Member Appeals and Grievance Report and Call Statistics Report trends and corrective actions taken by the Alliance. L. Somoza will look into this information.

Regular Agenda Items:**5. VIP COVID-19 Vaccine Member Incentive**

O. Sanchez, Quality Improvement Project Specialist, shared information about the Alliance's COVID-19 vaccine member incentive.

Advisory Group members recommended publishing list of participating providers, mailers to members, and partnering with community-based organizations to disseminate flyers.

6. Office Reopening

R. Margain, Regional Operations Director, shared the Alliance offices are scheduled to reopen February 1, 2022. The next Member Services Advisory Group meeting is scheduled to be held in person. Details will be announced when available.

7. Member Engagement Efforts Discussion

L. Somoza, Member Services Director and R. Margain, Regional Operations Director, shared the Alliance is returning to in-person member engagement and inquired what member engagement meant to Advisory Group members.

Advisory Group members recommended the Alliance continue attending in-person outreach events and to meet members where they are such as schools, faith-based organizations, and sport events

8. Proposed Dates for 2022

The proposed dates for 2022 will be submitted to the Santa Cruz-Monterey-Merced Managed Medical Care Commission for approval.

- Thursday, February 10, 2022
- Thursday, May 12, 2022
- Thursday, August 11, 2022
- Thursday, November 10, 2022

Adjourn:

Chair Beleutz adjourned the meeting of November 4, 2021 at 10:47 a.m. to February 10, 2022 at 10 a.m. via videoconference from Alliance Offices in Scotts Valley, Salinas, and Merced unless otherwise noticed.

Respectfully submitted,
Kayla Zolinski
Administrative Specialist

MEMBER SERVICES ADVISORY GROUP



Meeting Minutes

Thursday, May 12, 2022

Members Present:

John Beleutz

Health Projects Center

Members Absent:

Alene Smith

Consumer

Alexandra Heidelbach

Consumer

Ashley Lynne Gregory

Consumer

Candi Walker

Consumer

Debby Perez

Consumer

Doris Drost

Consumer

Ericka Peterson

Merced County Head Start

Humberto Carrillo

Consumer

Leo Demushkane

Consumer

Linda Jenkins

Consumer

Lupe Chavez

Consumer

Margaret O'Shea

Consumer

Martha Rubbo

Consumer

Michael Molesky

Commissioner

Rebekah Capron

Merced HSA

Sylvia Wilson

Monterey County – CalHeers

Tamara McKee

HICAP – Alliance on Aging

Vivian Pittman

Consumer

Staff Present:

Gisela Taboada

Member Services Call Center Manager

Hilary Gillette-Walch, RN

Quality and Population Health Manage

Jessie Newton, RN

Continuum of Health Manager - Adult (RN)

Kayla Zoliniak

Administrative Specialist

Luis Somoza

Member Services Director

Maureen Wolff

Communications Content Specialist

Sarah Sanders

Grievance and Quality Manager

Veronica Martinez

Member Services Operations Supervisor

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1. Call to Order by Chairperson Beleutz.

Chair Beleutz called the meeting to order at 10 a.m.

No changes to the agenda were made.

Self-introductions were made.

2. Oral Communications.

Chair Beleutz opened the floor for any members of the public to address the Committee on items listed in the agenda.

3. Comments and Announcements by Member Services Advisory Group Members.

Chair Beleutz opened the floor for Advisory Group members to make comments.

4. Comments and Announcements by Plan Staff.

Chair Beleutz opened the floor for Plan Staff to make comments.

H. Gillette-Walch announced the Alliance is preparing the 2022 Population Health Needs Assessment. Preliminary findings will be presented at the August 2022 MSAG meeting. The 2020 and 2021 reports are available on the Alliance website under community resources. The Alliance will be working with a wide range of stakeholders to develop the next report which will be published in 2025.

Consent Agenda Items:**5. Chair Beleutz opened the floor for approval of the Consent Agenda.**

Action: Quorum was not met and no was action taken.

Regular Agenda Items:**6. Annual Election of Officers of the Advisory Group**

Action: Quorum was not met and no was action taken.

7. Member Support Updates

Gisela Taboada, Member Services Call Center Manager, provided an overview of and solicited feedback on the types of support provided by Member Services.

Call center staff are sharing benefit information with members who call, regardless of the original purpose of calling the Alliance.

Members receive the call center phone number in their new member packet, on their Alliance ID card, and through materials provided at outreach events.

The Alliance is developing a post-call satisfaction survey. There will be a numerical response

question and a voice memo option. Advisory Group chairperson enquired about how the information will be analyzed and shared. Reports will be developed based on the numerical response question.

Commissioner Edgcomb enquired about the ability to send text messages to members. The Alliance has considered text messaging, however there are limitations including federal laws and detail of information received from the state.

8. Member Grievance Overview

Sarah Sanders, Grievance and Quality Manager, provided an overview of the member grievance system, trends, and issues.

An estimated 20% of appeals and 80% of grievances are overturned in favor of members.

Commissioner Edgcomb enquired about the actions the Alliance takes to address the high number of grievances overturned in favor of members. Many of the grievances are not substantiated. The Alliance provides education to members as needed, for example, a member may be dissatisfied with Call the Car arriving 15 minutes before the appointment time and the Alliance would educate the member that Call the Car may arrive up to 15 minutes early.

The Alliance provides an estimated 12,000 rides per month and fewer than 1% result in a grievance.

9. Redetermination Tactics

Luis Somoza, Member Services Director, provided an overview of and solicited feedback on redetermination tactics. The Alliance is exploring potential agreements with the county to implement a text messaging campaign that would be allowed under federal law to inform members of the redetermination process.

Adjourn:

Chair Beleutz adjourned the meeting of May 12, 2022 at 10:55 a.m. to August 11, 2022 at 10 a.m. via videoconference from all three Alliance offices.

Respectfully submitted,
Kayla Zolinski
Administrative Specialist

MEMBER SERVICES ADVISORY GROUP



Meeting Minutes

Thursday, August 11, 2022

Members Present:

Alene Smith	Consumer
Candi Walker	Consumer
Ericka Peterson	Merced County Head Start
Humberto Carrillo	Consumer
John Beleutz	Health Projects Center
Julie Edgcomb	Commissioner
Michael Molesky	Commissioner
Rebekah Capron	Merced HSA
Yaneth Venegas Virgen	Monterey County Department of Social Services

Members Absent:

Alexandra Heidebach	Consumer
Ashley Lynne Gregory	Consumer
Debby Perez	Consumer
Doris Drost	Consumer
Leo Demushkane	Consumer
Linda Jenkins	Consumer
Lupe Chavez	Consumer
Margaret O'Shea	Consumer
Martha Rubbo	Consumer
Sylvia Wilson	Monterey County – CalHeers
Tamara McKee	HICAP – Alliance on Aging
Vivian Pittman	Consumer

Staff Present:

Gisela Taboada	Member Services Call Center Manager
Hilary Gillette-Walch, RN	Quality and Population Health Manage
Jennifer Mockus, RN	Community Care Coordination Director
Jessica Finney	Grant Program Manager
Jessie Newton, RN	Continuum of Health Manager - Adult
Kathleen McCarthy	Strategic Development Director
Kayla Zoliniak	Administrative Specialist
Luis Somoza	Member Services Director

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Mao Moua
Maureen Wolff
Ronita Margain
Yomayra Gomez

Quality and Health Programs Supervisor
Communications Content Specialist
Community Engagement Director
Member Services Project Specialist

Public Representatives Present:

Enid Donato

Public Representative

1. Call to Order by Chairperson Beleutz.

Chair Beleutz called the meeting to order at 10:10 a.m.

Roll call was taken.

No supplements or deletions were made to the agenda.

Self-introductions were made.

2. Oral Communications.

Chair Beleutz opened the floor for any members of the public to address the Committee on items listed in the agenda.

Commissioner Edgcomb reported hearing about challenges accessing specialty and primary care in Santa Cruz County.

3. Comments and Announcements by Member Services Advisory Group Members.

Chair Beleutz opened the floor for Advisory Group members to make comments.

Commissioner Molesky announced PEP will be holding an event on August 23rd from 3 - 5 p.m. at 21340 East Cliff Drive, Santa Cruz, CA to provide power and manual wheelchair tune-ups and minor repairs, skin assessments, and a scale for people in a wheelchair to weigh themselves. Please call 831-457-7099 for more information.

4. Comments and Announcements by Plan Staff.

Chair Beleutz opened the floor for Plan Staff to make comments.

Consent Agenda Items:**5. Chair Beleutz opened the floor for approval of the Consent Agenda.**

Action: Quorum was not met and no was action taken.

Regular Agenda Items:**6. Annual Election of Officers of the Advisory Group**

Action: Quorum was not met and no was action taken.

7. Medi-Cal Capacity Grant Program

- 8.** Jessica Finney, Grant Program Manager, provided an overview of the Medi-Cal Capacity Grant Program's new funding goals and priorities. The new focus areas are access to care, healthy beginnings, and healthy communities.

MSAG member shared they heard of a shortage of psychiatrists and therapists in California and enquired if the program will assist. The Medi-Cal Capacity Grant Program will address

provider network, provider capacity, and access to care.

MSAG member enquired if the funding will be sustained, and if so, how long funding would be sustained for grants. The Medi-Cal Capacity Grant Program is looking to be sustained through Board allocation with one-time grants with consideration for long-term programs.

9. Population Needs Assessment Findings

Hilary Gillette-Walch, Quality and Population Health Manager, and Mao Moua, Quality and Health Programs Supervisor, provided an overview of the 2022 Population Needs Assessment (PNA) Findings.

The survey will be conducted every three years with the next survey being in 2025.

The Alliance population has shifted to be a higher percentage of adults than children.

The data is from 2020 and shows the increase of COVID-19 and the decrease in preventative care.

Departments across the Alliance are making efforts to improve the child and adolescent (3-21 years) well-care visit rates.

New Alliance members receive a call to share information about benefits and services. The new member call answer rate is 30%. Members also receive information in the mail and when they call member services.

MSAG member enquired about the trend data for births to adolescent mothers, 15-19 year old and expressed interest in learning more about the education around family planning, the services to prevent or delay pregnancy. The Alliance can connect with providers to ensure the providers have the tools to engage in family planning conversations with patients.

MSAG member enquired about access to abortion in California. At this time, there are no changes to Medi-Cal benefits.

Adjourn:

Chair Beleutz adjourned the meeting of August 11, 2022 at 11:23 a.m. to Thursday, November 10, 2022 at 10 a.m.

Respectfully submitted,
Kayla Zoloniak
Administrative Specialist

MEMBER SERVICES ADVISORY GROUP



Meeting Minutes

Thursday, November 10, 2022

Members Present:

John Beleutz	Health Projects Center
Margaret O'Shea	Consumer
Melissa Raya	Natividad Medical Center
Michael Molesky	Commissioner
Rebekah Capron	Merced HSA
Rob Smith	Commissioner
Yaneth Venegas Virgen	Monterey County Department of Social Services

Members Absent:

Alexandra Heidelbach	Consumer
Ashley Lynne Gregory	Consumer
Candi Walker	Consumer
Debby Perez	Consumer
Doris Drost	Consumer
Ericka Peterson	Merced County Head Start
Humberto Carrillo	Consumer
Leo Demushkane	Consumer
Linda Jenkins	Consumer
Lupe Chavez	Consumer
Martha Rubbo	Consumer
Sylvia Wilson	Monterey County – CalHeers
Tamara McKee	HICAP – Alliance on Aging
Vivian Pittman	Consumer

Staff Present:

Gisela Taboada	Member Services Call Center Manager
Jennifer Mockus, RN	Community Care Coordination Director
Jessie Newton, RN	Continuum of Health Manager - Adult
Kayla Zoliniak	Administrative Specialist
Lilia Chagolla	Community Engagement Director
Luis Somoza	Member Services Director
Stacie Simmons	Community Engagement Program Manager

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Call to Order by Chairperson Beleutz.

Chairperson Beleutz called the meeting to order at 10:05 a.m.

Roll call was taken.

No supplements or deletions were made to the agenda.

1. Oral Communications.

Chairperson Beleutz opened the floor for any members of the public to address the Committee on items listed in the agenda.

2. Comments and Announcements by Member Services Advisory Group Members.

Chairperson Beleutz opened the floor for Advisory Group members to make comments.

3. Comments and Announcements by Plan Staff.

Chairperson Beleutz opened the floor for Plan Staff to make comments.

Lilia Chagolla, Community Engagement Director, announced the Alliance is offering a no-cost clinic for people ages 2 and older to get vaccines for COVID-19 and the flu at the Salinas office on December 1, 2022.

Jennifer Mockus, Community Care Coordination Director, announced Enhanced Care Management (ECM) and Community Supports (CS) services will be expanding in January 2023. ECM eligibility will be expanded to members at risk for institutionalization and eligible for long term care and nursing facility residents transitioning to the community. CS services will be expanded to include Environmental Accessibility Adaptations (Home Modifications). The Alliance is building a provider network of community-based organizations with experience serving the populations of focus for ECM. Commissioner Molesky provided Family Resource Center in Santa Cruz as a potential partner for home modification.

Gisela Taboada, Member Services Call Center Manager, shared that the Alliance offices in Merced, Monterey and Santa Cruz counties are open to help members who want to speak to an Alliance representative in person. No appointment is necessary.

Consent Agenda Items:**4. Chairperson Beleutz opened the floor for approval of the Consent Agenda.**

Action: Quorum was not met and no was action taken.

Regular Agenda Items:**5. Annual Election of Officers of the Advisory Group**

Action: Quorum was not met and no action taken.

6. Member Support and Engagement Committee

Lilia Chagolla, Community Engagement Director, provided an overview of the Alliance's Member Support and Engagement Committee (MSEC).

MSEC aims to transform member engagement to increase member satisfaction, increase level of health literacy, improve access to care, and improve health outcomes.

The Alliance is committed to incorporating member voice to inform programs, practices, and policies.

MSAG member announced the IHSS Advisory Commission has an open seat and enquired about an Alliance staff member being available to participate in the commission.

MSAG member enquired about the Alliance contact for a potential partnership with Dignity's PEP Program in Santa Cruz. Gisela Taboada, Member Services Call Center Manager, will facilitate follow up with the MSAG member.

Adjourn:

Chairperson Beleutz adjourned the meeting of November 10, 2022 at 10:45 a.m. to Thursday, February 9, 2023 at 10 a.m.

Respectfully submitted,
Kayla Zolinski
Administrative Specialist

MEMBER SERVICES ADVISORY GROUP



Meeting Minutes

Thursday, February 9, 2023

Teleconference Meeting

(Pursuant to Governor Newsom's Executive Order N-29-20)

Members Present:

Ericka Peterson, DrPH	Merced County Head Start
John Beleutz	Health Projects Center
Margaret O'Shea	Consumer
Michael Molesky	Consumer, Commissioner
Rebekah Capron	Merced HSA
Yaneth Venegas Virgen	Monterey County Department of Social Services
Janna Espinoza	Commissioner

Members Absent:

Alexandra Heidelberg	Consumer
Ashley Lynne Gregory	Consumer
Candi Walker	Consumer
Debby Perez	Consumer
Doris Drost	Consumer
Humberto Carrillo	Consumer
Leo Demushkane	Consumer
Linda Jenkins	Consumer
Lupe Chavez	Consumer
Martha Rubbo	Consumer
Melissa Raya	Natividad Medical Center
Sylvia Wilson	Monterey County – CalHeers
Tamara McKee	HICAP – Alliance on Aging
Vivian Pittman	Consumer

Staff Present:

Gisela Taboada	Member Services Call Center Manager
Jennifer Mockus, RN	Community Care Coordination Director
Jessie Newton, RN	Continuum of Health Manager - Adult
Kayla Zoliniak	Administrative Specialist
Lilia Chagolla	Community Engagement Director
Maureen Wolff	Communications Content Specialist
Michelle Stott, RN, MSN	Quality Improvement and Population Health Director
Ronita Margain	Community Engagement Director
Yomayra Gomez	Member Services Project Specialist

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Call to Order by Chairperson Beleutz.

Chairperson Beleutz called the meeting to order at 10:03 a.m.

Roll call was taken.

No supplements or deletions were made to the agenda.

1. Oral Communications.

Chairperson Beleutz opened the floor for any members of the public to address the Committee on items listed in the agenda.

2. Comments and Announcements by Member Services Advisory Group Members.

Chairperson Beleutz opened the floor for Advisory Group members to make comments.

3. Comments and Announcements by Plan Staff.

Chairperson Beleutz opened the floor for Plan Staff to make comments.

Ronita Margain, Community Engagement Director, requested MSAG members submit the MSAG application/renewal form included with the agenda packet and encouraged participants to share MSAG with others who may be interested in participating in MSAG.

Consent Agenda Items:**4. Chairperson Beleutz opened the floor for approval of the Consent Agenda.**

Action: Quorum was not met and no was action taken.

Regular Agenda Items:**5. Annual Election of Officers of the Advisory Group**

Action: Quorum was not met and no was action taken.

6. 2023 Pediatric Equity Roadmap

Michelle Stott, RN, MSN, Quality Improvement and Population Health Director, provided an overview of the Alliance's 2023 Pediatric Equity Roadmap and solicited feedback.

The Pediatric Equity Roadmap is a multi-pronged strategy to address root causes and health disparities. The Alliance has identified providers, members, community, communication, and health plan as areas for engagement. Examples of engagement include school-based interventions in Merced, telephonic member outreach by care teams, and member incentives for well-visits and immunizations.

MSAG members enquired about partnerships with schools and school programs for education around general health, exercise, and nutrition. The Alliance is working with school districts in Merced County to share information through Peachjar, a platform that connects K-12 families to life-changing school and community resources. Michelle Stott, RN and Dr. Peterson will connect to discuss potential partnership opportunities between the Alliance and Merced County Head Start.

MSAG member enquired about vaccine barriers. Michelle Stott shared flu vaccine hesitancy is a primary barrier. The Alliance is working with providers on strategies to engage members.

MSAG members enquired about access, transportation to care, and mobile services. Michelle Stott shared some providers have mobile clinics and the Alliance partners with organizations to help reduce transportation barriers.

MSAG member enquired about the Doula Services benefit and how the benefit will be financially sustained. The Alliance will present Doula Services benefit and Community Health Worker (CHW) Services benefit at a subsequent MSAG meeting.

7. Member Services Call Center Satisfaction Survey

Gisela Taboada, Member Services Call Center Manager, provided an overview of the post-call satisfaction survey announced at the May 2022 MSAG meeting.

The Alliance received more than 1,300 complete surveys in January 2023.

MSAG member shared appreciation for the member services representatives and the helpful and prompt follow-up on next steps.

MSAG member enquired about impact on call volume of recent floods and power outages and how the Alliance helped members. Gisella Taboada stated the Alliance received an influx of calls about a week after the flooding with questions around next steps including how to order a new member ID card and how to receive mail. Member Services Representatives provided information around community resources. Jessie Newton, RN, Continuum of Health Manager, shared both adult and pediatric care coordination teams reached out to the most vulnerable members including members with durable medical equipment needs.

Adjourn:

Chairperson Beleutz adjourned the meeting of February 9, 2023 at 10:52 a.m. to Thursday, May 11, 2023 at 10 a.m.

Respectfully submitted,
Kayla Zolinski
Administrative Specialist



Non-Discrimination Statement and Taglines

Central California Alliance for Health (the Alliance) complies with all applicable state and federal civil rights laws and 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.

English Tagline

ATTENTION: If you need help in your language call 1-800-700-3874 (TTY: 1-800-735-2929). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call 1-800-700-3874 (TTY: 1-800-735-2929). These services are free of charge.

(Arabic) الشعار بالعربية

يُرجى الانتباه: إذا احتجت إلى المساعدة بلغتك، فاتصل بـ 1-800-700-3874 (TTY: 1-800-735-2929). تتوفر أيضًا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة بريل والخط الكبير. اتصل بـ 1-800-700-3874 (TTY: 1-800-735-2929). هذه الخدمات مجانية.

Հայերեն պիտակ (Armenian)

ՈՒՇԱԴՐՈՒԹՅՈՒՆ: Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, զանգահարեք 1-800-700-3874 (TTY: 1-800-735-2929): Կան նաև օժանդակ միջոցներ ու ծառայություններ հաշմանդամություն ունեցող անձանց համար, օրինակ՝ Բրայլի գրատիպով ու խոշորատառ տպագրված կրթեր: Չանգահարեք 1-800-700-3874 (TTY: 1-800-735-2929): Այդ ծառայություններն անվճար են:

ប្រាសាទខ្មែរជាភាសាខ្មែរ (Cambodian)

ចំណាំ: បើអ្នក ត្រូវ ការជំនួយ ជាភាសា របស់អ្នក សូម ទូរស័ព្ទទៅលេខ 1-800-700-3874 (TTY: 1-800-735-2929)។ ជំនួយ និង សេវាកម្ម សម្រាប់ ជនពិការ ដូចជាឯកសារសរសេរជាអក្សរធំ សម្រាប់ជនពិការភ្នែក ឬឯកសារសរសេរជាអក្សរពុម្ពធំ ក៏អាចរកបានផងដែរ។ ទូរស័ព្ទមកលេខ 1-800-700-3874 (TTY: 1-800-735-2929)។ សេវាកម្មទាំងនេះមិនគិតថ្លៃឡើយ។

简体中文标语 (Chinese)

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(Farsi) مطلب به زبان فارسی

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Non-Discrimination Statement and Taglines



हिंदी टैगलाइन (Hindi)

ध्यान दें: अगर आपको अपनी भाषा में सहायता की आवश्यकता है तो 1-800-700-3874 (TTY: 1-800-735-2929) पर कॉल करें। अशक्तता वाले लोगों के लिए सहायता और सेवाएं, जैसे ब्रेल और बड़े प्रिंट में भी दस्तावेज़ उपलब्ध हैं। 1-800-700-3874 (TTY: 1-800-735-2929) पर कॉल करें। ये सेवाएं निः शुल्क हैं।

Nqe Lus Hmoob Cob (Hmong)

CEEB TOOM: Yog koj xav tau kev pab txhais koj hom lus hu rau 1-800-700-3874 (TTY: 1-800-735-2929). Muaj cov kev pab txhawb thiab kev pab cuam rau cov neeg xiam oob qhab, xws li puav leej muaj ua cov ntawv su thiab luam tawm ua tus ntawv loj. Hu rau 1-800-700-3874 (TTY: 1-800-735-2929). Cov kev pab cuam no yog pab dawb xwb.

日本語表記 (Japanese)

注意日本語での対応が必要な場合は 1-800-700-3874 (TTY: 1-800-735-2929)へお電話ください。点字の資料や文字の拡大表示など、障がいをお持ちの方のためのサービスも用意しています。 1-800-700-3874 (TTY: 1-800-735-2929)へお電話ください。これらのサービスは無料で提供しています。

한국어 태그라인 (Korean)

유의사항: 귀하의 언어로 도움을 받고 싶으시면 1-800-700-3874 (TTY: 1-800-735-2929) 번으로 문의하십시오. 점자나 큰 활자로 된 문서와 같이 장애가 있는 분들을 위한 도움과 서비스도 이용 가능합니다. 1-800-700-3874 (TTY: 1-800-735-2929) 번으로 문의하십시오. 이러한 서비스는 무료로 제공됩니다.

ແທກໄລພາສາລາວ (Laotian)

ປະກາດ: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໃຫ້ໂທຫາເບີ 1-800-700-3874 (TTY: 1-800-735-2929). ຍັງມີຄວາມຊ່ວຍເຫຼືອແລະການບໍລິການສໍາລັບຄົນພິການ ເຊັ່ນເອກະສານທີ່ເປັນອັກສອນນູນແລະມິໂຕເຟິມໃຫຍ່ ໃຫ້ໂທຫາເບີ 1-800-700-3874 (TTY: 1-800-735-2929). ການບໍລິການເຫຼົ່ານີ້ບໍ່ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ.

Mien Tagline (Mien)

LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiex longc mienh tengx faan benx meih nyei waac nor douc waac daaih lorx taux 1-800-700-3874 (TTY: 1-800-735-2929). Liouh lorx jauv-louc tengx aengx caux nzie gong bun taux ninh mbuo wuaaic fangx mienh, beiv taux longc benx nzangc-pokc bun hlou mbiutc aengx caux aamz mborqv benx domh sou se mbenc nzoih bun longc. Douc waac daaih lorx 1-800-700-3874 (TTY: 1-800-735-2929). Naaiv deix nzie weih gong-bou jauv-louc se benx wang-henh tengx mv zuqc cuotv nyaanh oc.

Non-Discrimination Statement and Taglines



ਪੰਜਾਬੀ ਟੈਗਲਾਈਨ (Punjabi)

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਾਲ ਕਰੋ 1-800-700-3874 (TTY: 1-800-735-2929). ਅਪਾਹਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬੋਲ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ। ਕਾਲ ਕਰੋ 1-800-700-3874 (TTY: 1-800-735-2929). ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ।

Русский слоган (Russian)

ВНИМАНИЕ! Если вам нужна помощь на вашем родном языке, звоните по номеру 1-800-700-3874 (линия TTY: 1-800-735-2929). Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру 1-800-700-3874 (линия TTY: 1-800-735-2929). Такие услуги предоставляются бесплатно.

Mensaje en español (Spanish)

ATENCIÓN: si necesita ayuda en su idioma, llame al 1-800-700-3874 (TTY: 1-800-855-3000). También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al 1-800-700-3874 (TTY: 1-800-855-3000). Estos servicios son gratuitos.

Tagalog Tagline (Tagalog)

ATENSIYON: Kung kailangan mo ng tulong sa iyong wika, tumawag sa 1-800-700-3874 (TTY: 1-800-735-2929). Mayroon ding mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumento sa braille at malaking print. Tumawag sa 1-800-700-3874 (TTY: 1-800-735-2929). Libre ang mga serbisyon ng ito.

แท็กไลน์ภาษาไทย (Thai)

โปรดทราบ: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ กรุณาโทรศัพท์ไปที่หมายเลข 1-800-700-3874 (TTY: 1-800-735-2929) นอกจากนี้ ยังพร้อมให้ความช่วยเหลือและบริการต่าง ๆ สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ ที่เป็นอักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพท์ไปที่หมายเลข 1-800-700-3874 (TTY: 1-800-735-2929) ไม่มีค่าใช้จ่ายสำหรับบริการเหล่านี้

Примітка українською (Ukrainian)

УВАГА! Якщо вам потрібна допомога вашою рідною мовою, телефонуйте на номер 1-800-700-3874 (TTY: 1-800-735-2929). Люди з обмеженими можливостями також можуть скористатися допоміжними засобами та послугами, наприклад, отримати документи, надруковані шрифтом Брайля та великим шрифтом. Телефонуйте на номер 1-800-700-3874 (TTY: 1-800-735-2929). Ці послуги безкоштовні.

Khẩu hiệu tiếng Việt (Vietnamese)

CHÚ Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi số 1-800-700-3874 (TTY: 1-800-735-2929). Chúng tôi cũng hỗ trợ và cung cấp các dịch vụ dành cho người khuyết tật, như tài liệu bằng chữ nổi Braille và chữ khổ lớn (chữ hoa). Vui lòng gọi số 1-800-700-3874 (TTY: 1-800-735-2929). Các dịch vụ này đều miễn phí.

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