

Member Services

Advisory Group (MSAG)

Meeting Agenda

Thursday August 13, 2026

10 – 11:30 a.m.

Alliance Offices



Location: In San Benito County:

Community Services & Workforce Development – Conference Room
1161 San Felipe Road, Building B, Hollister, CA. 95023

In Santa Cruz County:

Central California Alliance for Health – Board Room
1600 Green Hills Road, Suite 101, Scotts Valley, CA, 95066

In Mariposa County:

Mariposa County Health and Human Services – Mariposa Room
5362 Lemee Lane, Mariposa, CA 95338

In Merced County:

Central California Alliance for Health – Board Room
530 West 16th Street, Suite B, Merced, CA 95340

In Monterey County:

Central California Alliance for Health – Board Room
950 East Blanco Road, Suite 101, Salinas, CA 93901

1. Members of the public wishing to provide public comment on items not listed on the agenda that are within jurisdiction of the Advisory Group or to address an item that is listed on the agenda may do so in one of the following ways.
 - a. Email comments by 5:00 p.m. on Tuesday, August 11, 2026 to MSAG@thealliance.health.
 - i. Indicate in the subject line "Public Comment". Include your name, organization, agenda item number, and title of the item in the body of the e-mail along with your comments.
 - ii. Comments will be read during the meeting and are limited to three minutes.
 - b. In person, from an Alliance County office, during the Oral Communications section of the meeting for items not listed on the agenda or during the meeting when that item is announced.
 - i. State your name and organization prior to providing comments.
 - ii. Comments are limited to three minutes.
 - c. Via telephone by dialing:
 - i. United States: [+1 872-242-9041.732465275#](tel:+1872-242-9041.732465275#)



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- ii. Phone Conference ID: 732 465 275#
- iii. Press *5 to raise your hand.
- iv. The Coordinator will call on you by using the last four digits of your phone number.
- v. Press *6 to unmute your line.
- vi. Comments are limited to three minutes.
- vii. Press *5 again to lower your hand when you are done speaking.
- d. Via Microsoft Teams:
<https://teams.microsoft.com/meet/25431748886473?p=APfoCsKyCEBj27F8zN> Meeting ID: 254 317 488 864 73
 - i. Enter your name if prompted. Please identify yourself however you wish to be addressed as this appears online and is how we notify you when it is your turn to speak.
 - ii. When the Advisory Group Chair calls for the item on which you wish to speak, select the "raise hand" icon in the meeting controls.
 - iii. The Coordinator will activate and unmute speakers in turn. Speakers will be notified shortly before they are called to speak.
 - iv. Comments are limited to three minutes.
 - v. Select the "raise hand" icon again to lower your hand when you are done speaking.

1. Call to Order by Chairperson Beleutz.

10:00 a.m.

- A. Roll call
- B. Establish quorum
- C. Supplements and deletions to the agenda
- D. Review Member Services Advisory Group purpose statement
The MSAG ensures community and member participation in establishing the Alliance's public policy in quality, health equity, disparities, population health, children services, and other ongoing plan functions.

2. Oral Communications by Members of the Public.

10:05 a.m.

- A. Members of the public may address the Advisory Group on items not listed on today's agenda that are within the jurisdiction of the Advisory Group.
 - A. Speakers are limited to three minutes per item.
 - B. Any individual may speak only once during Oral Communications.



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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.

A. Speakers are limited to three 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 May 14, 2026.

6. Accept Plan Staff Reports:

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

Regular Agenda Items: **10:15 a.m.**

7. 2027 Schedule

10:15 – 10:20

Inform: Kayla Zoloniak, Administrative Specialist, will provide an overview of the 2027 Member Services Advisory Group schedule.

8. Community Health Improvement Plans

10:20 – 10:40

Inform and Feedback: Kate Nester, Community Health Integration Manager, will provide an overview and solicit feedback on community health improvement plans.

9. TotalCare Overview

10:40 – 11 a.m.

Inform and Feedback: Scott Crawford, Medicare Executive Director, will provide an overview and solicit feedback on TotalCare.

10. Adjourn



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Thursday August 13, 2026

10 – 11:30 a.m.

Alliance Offices



The next meeting of the Member Services Advisory Group, after this August 13, 2026 meeting:

- Member Services Advisory Group
Thursday, November 5, 2026
10 – 11:30 a.m.

Locations for the meeting (linked via videoconference from each location):

In San Benito County:

Community Services & Workforce Development – Conference Room
1161 San Felipe Road, Building B, Hollister, CA. 95023

In Santa Cruz County:

Central California Alliance for Health – Board Room
1600 Green Hills Road, Suite 101, Scotts Valley, CA, 95066

In Mariposa County:

Mariposa County Health and Human Services – Coulterville Room
5362 Lemee Lane, Mariposa, CA 95338

In Merced County:

Central California Alliance for Health – Board Room
530 West 16th Street, Suite B, Merced, CA 95340

In Monterey County:

Central California Alliance for Health – Board Room
950 East Blanco Road, Suite 101, Salinas, CA 93901

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/about-the-alliance/public-meetings/>. The meeting and the Member Services Advisory Group is held in accordance with the requirements of the [Ralph M. Brown Act](#). The Advisory Group 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@thealliance.health or 800-700-3874. As a courtesy to persons affected, please attend the meeting smoke and scent free.



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DRAFT: PENDING APPROVAL

Meeting Minutes

Thursday, February 12, 2026

10 – 11:30 a.m.

In San Benito County:

Community Services & Workforce Development
1161 San Felipe Road, Building B, Hollister, CA. 95023

In Santa Cruz County:

Central California Alliance for Health
1600 Green Hills Road, Suite 101, Scotts Valley, CA, 95066

In Mariposa County:

Mariposa County Health and Human Services
5362 Lemee Lane, Mariposa, CA 95338

In Merced County:

Central California Alliance for Health
530 West 16th Street, Suite B, Merced, CA 95340

In Monterey County:

Central California Alliance for Health
950 East Blanco Road, Suite 101, Salinas, CA 93901

Members Present:

Adriana Zoghlami
Doris Drost
Frances Wong
Guadalupe Barajas-Iniguez
Janna Espinoza
John Beleutz
Moncerat Politron
Stephanie Auld

Community Advocate
Consumer
Consumer
Consumer Advocate
Consumer
Community Advocate
Community Advocate
Consumer

Members Absent:

Aluriel Ceballos
Candi Walker

Community Advocate
Consumer

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Carolina Meraz	Consumer
Jamie Berry	Consumer
John Alexander	Community Advocate
Michael Molesky	Consumer, Commissioner
Mimi Park	Consumer
Rebekah Capron	Community Advocate

Staff Present:

Adourin Malco	Community Engagement Specialist
Clarisa Gutierrez	Community Engagement Coordinator
Desirre Herrera	Quality and Health Programs Manager
Elvia Contreras	Call Center Quality Analyst
Elvia Contreras	Call Center Quality Analyst
Gabriela Chavez	Community Engagement Manager
Kayla Zoliniak	Administrative Specialist
Ronita Margain	Community Engagement Director
Sarina King	Quality and Performance Improvement Manager
Sonia Menjivar	Call Center Quality Analyst
Ulises Cisneros-Abrego	Community Engagement Specialist

1. Call to Order by Chairperson Beleutz.

Chairperson Beleutz called the meeting to order at 10:00 a.m.

Roll call was taken and a quorum was not present.

There were no supplements or deletions to the agenda.

2. Oral Communications.

Chairperson Beleutz opened the floor for any members of the public to address the Advisory Group on items not listed on the agenda. There was no public comment.

3. Comments and announcements by Member Services Advisory Group members.

Advisory Group member shared on behalf of another family who expressed difficulty accessing ABA therapy for children over the age of ten years old.

Advisory Group member shared about limited eyewear vendors and options.

4. Comments and Announcements by Plan Staff.

R. Margain, Community Engagement Director, announced the Alliance is celebrating thirty years of serving our local communities and thanked Advisory Group members for their partnership and sharing in the vision of healthy people, healthy communities.

R. Margain, Community Engagement Director, announced the Alliance participated in over 150 outreach events in 2025.

R. Margain, Community Engagement Director, announced the Alliance recently launched a new Dual Eligible Special Needs Plan (D-SNP) program called TotalCare. The Alliance will be welcoming no more than four TotalCare enrollees to the Member Services Advisory Group.

Consent Agenda Items (5. – 6.)

Quorum was not met and no action was taken.

Regular Agenda Items:**7. Member Survey Results**

S. King, Quality and Performance Improvement Manager, provided an overview and solicited feedback on member survey results from the Consumer Assessment of Healthcare Providers and Systems (CAHPS).

Advisory Group members recommended provider training on interacting with patients with a support person present at the appointment.

Advisory Group member recommended provider training on receiving patient feedback and grievances about provider support staff without bias.

Advisory Group member recommended provider training on communicating with patients in an appropriate manner.

Advisory Group member recommended providers review patient interactions and encounters, or lack thereof, for potential concerns.

Advisory Group member recommended provider training on interacting with Medi-Cal members in an appropriate manner.

Advisory Group member recommended provider training on patient communication and rapport, specifically including setting a clear and accurate expectation of how long the patient has to communicate with the doctor.

Advisory Group member commented on the provider shortage and shared in Santa Cruz County, the wait time for an appointment is at least one month but up to three months.

Advisory Group member commented on the importance of transportation for rural, disabled, and low-income populations and shared in Santa Cruz County, many doctors are in San Jose. For wheelchair transportation from Santa Cruz to San Jose is \$14 and two hours each way.

Advisory Group member recommended patients receiving substance use treatment are informed of mental and physical health support, especially as symptoms may arise through the treatment process.

Advisory Group member recommended provider training on services and benefits available to support sharing with patients.

Advisory Group member recommended member training, such as an article in the member newsletter, on preparing for a doctor's visit including writing a list to provide to the doctor or office support staff. Advisory Group member commented doctors only allowed topics provided at check-in to be discussed during the appointment.

Advisory Group member recommended provider training on holistic views of patients and treating patients with respect. Advisory Group member commented doctor made assumptions based on prescriptions without considering context.

8. Alliance Health Education Programs

D. Herrera, Quality and Health Programs Manager, provided an overview and solicited feedback on health education programs.

Advisory Group members asked clarifying questions about the program benefits and Alliance staff provided answers. Members should contact Member Services or the Health Education Line for more information.

Advisory Group member recommended Enhanced Care Management (ECM) provider training on the health education programs.

Advisory Group member recommended health education programs focus on the patient and patient empowerment.

Advisory Group member praised the expansion of the health education program.

Advisory Group member asked about outbound calls and support outside of the health education programs, especially for new parents with a child in the NICU as children in the NICU likely do not qualify for California Children's Services Whole Child Model program yet. Alliance staff shared about the new mom text campaign that includes links to the Healthy Moms, Healthy Babies program and the well check schedule.

Advisory Group member praised the use of QR codes.

Health Education staff can provide physical or digital copies of flyers if requested.

Advisory Group member recommended community workshops to provide information about TotalCare including requirements, enrollment, and benefits. The Advisory Group member shared their organization received many individuals who were confused about TotalCare.

Advisory Group member recommended accounting for literacy and technology proficiency when creating communication materials. Advisory Group member recommended alternative methods to engage members such as staff and providers talking about the programs.

Advisory Group member recommended asking previous participants to share about the program by word of mouth and flyers.

Advisory Group member recommended the consideration of using AI to create an audio format of the member newsletter to increase accessibility.

Advisory Group member recommended the doctor office announcement loop channel.

Adjourn:

Advisory Group members recommended TotalCare, addiction and housing, and Call the Car and transportation as future agenda items.

The meeting adjourned at 11:22 a.m.

The meeting minutes are respectfully submitted by Kayla Zoloniak, Community Engagement Administrative Specialist.

Next Meeting: Thursday, May 14, 2026.

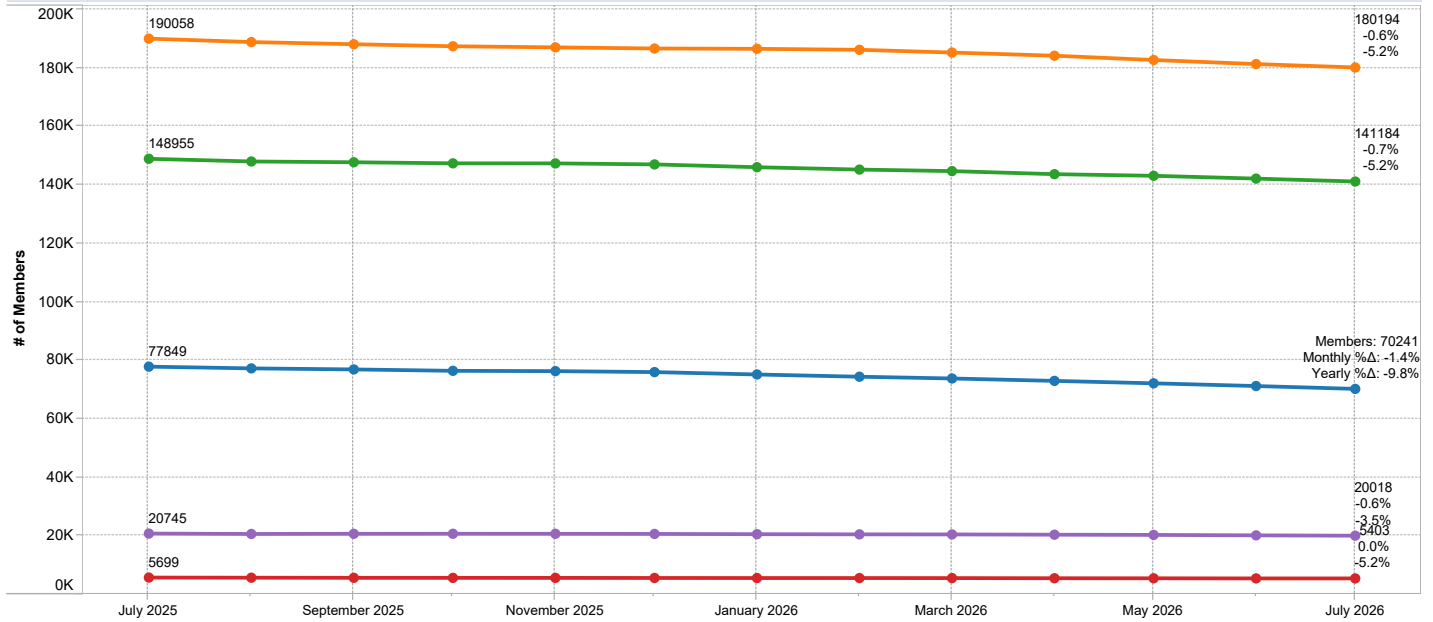


Enrollment Report

County: **None** Program: **None** Aid Cat Roll Up: **None** Data Refresh Date: **7/22/2026 6:31:26 AM**

Enrollment Month
7/1/2025 12:00:00 AM to 7/31/2026 11:59:59 PM

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

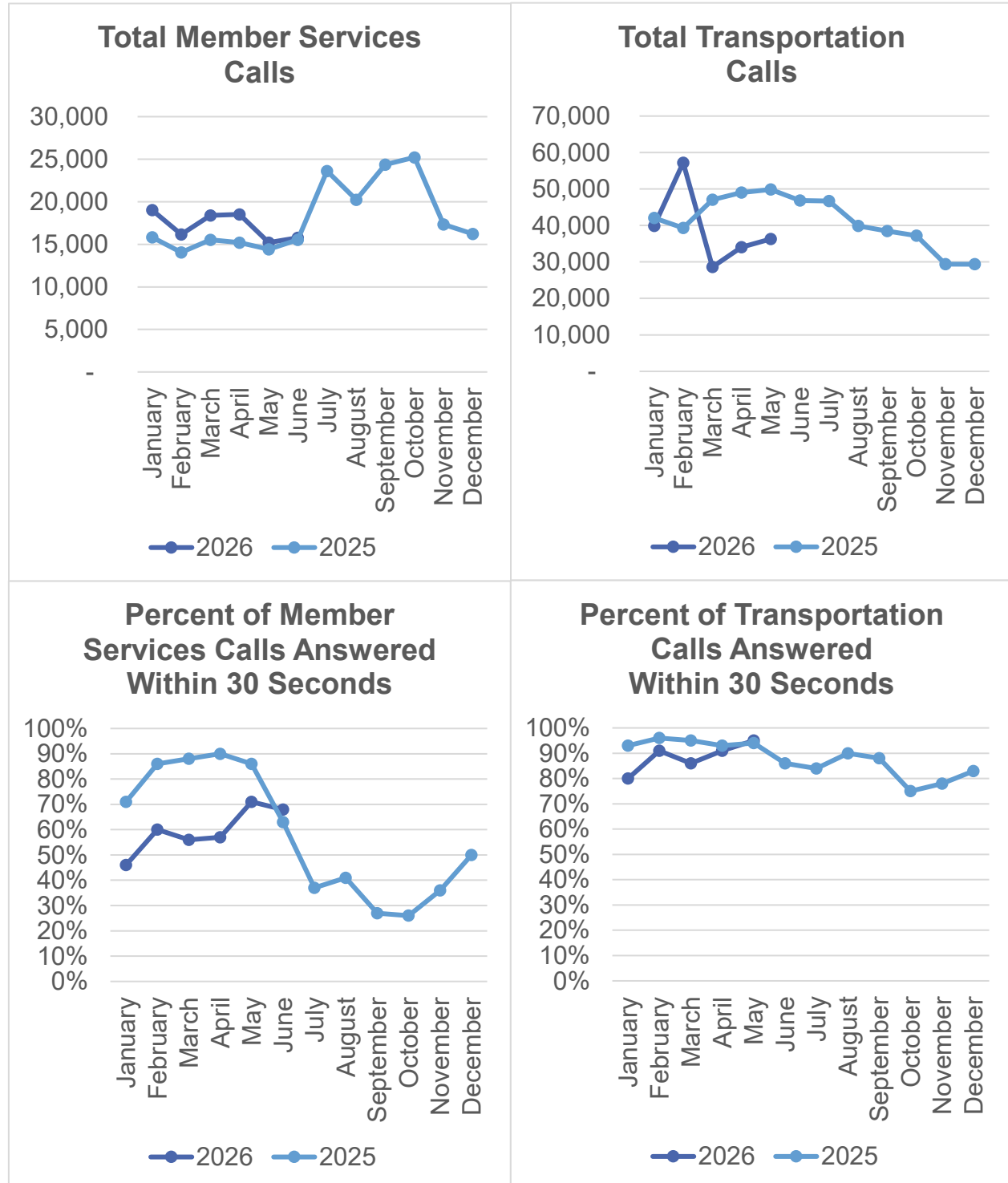


LOB	County	Jul 2025	Aug 2025	Sep 2025	Oct 2025	Nov 2025	Dec 2025	Jan 2026	Feb 2026	Mar 2026	Apr 2026	May 2026	Jun 2026	Jul 2026
Medi-Cal	SANTA CRUZ	77,849	77,253	76,901	76,418	76,312	75,983	74,972	74,204	73,546	72,701	71,851	70,902	69,899
	MONTEREY	189,410	188,206	187,415	186,721	186,333	185,951	185,682	185,334	184,373	183,146	181,593	180,171	178,947
	MERCED	148,955	148,037	147,765	147,404	147,381	147,033	145,996	145,180	144,643	143,574	143,010	142,032	141,033
	MARIPOSA	5,699	5,649	5,608	5,593	5,584	5,560	5,520	5,514	5,499	5,448	5,429	5,388	5,382
	SAN BENITO	20,745	20,611	20,664	20,681	20,668	20,624	20,517	20,462	20,431	20,343	20,265	20,112	19,993
	Total	442,658	439,756	438,353	436,817	436,278	435,151	432,687	430,694	428,492	425,212	422,148	418,605	415,254
IHSS	MONTEREY	648	680	727	731	738	731	735	725	721	819	833	824	824
	Total	648	680	727	731	738	731	735	725	721	819	833	824	824
DSNP Total Care	SANTA CRUZ							192	199	254	277	294	316	342
	MONTEREY							158	182	205	251	323	365	423
	MERCED							77	86	100	119	126	145	151
	MARIPOSA							15	17	18	19	18	17	21
	SAN BENITO							17	18	19	21	22	25	25
	Total							459	502	596	687	783	868	962
Total Members		443,306	440,436	439,080	437,548	437,016	435,882	433,881	431,921	429,809	426,718	423,764	420,297	417,040

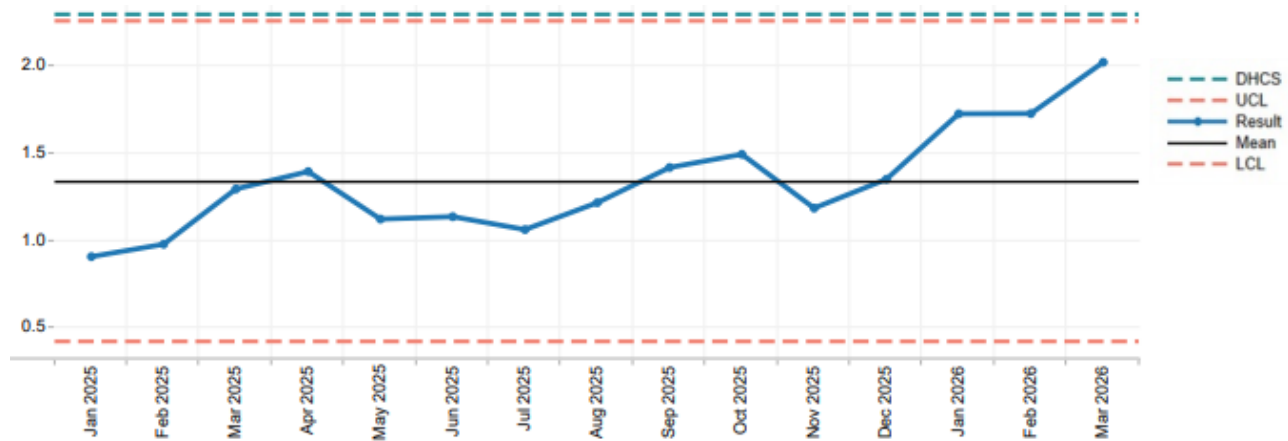
- MONTEREY
- MERCED
- SANTA CRUZ
- SAN BENITO
- MARIPOSA



Member Services Call Report



Appeals and Grievance



		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2025	MemberMonths	444,429	445,844	446,200	445,073	444,607	444,433	443,447	440,569	439,203	437,646	437,062	435,867
	Case Count	404	437	579	622	500	506	472	537	624	655	519	590
	Case Count Per 1000 MM ..	0.91	0.98	1.30	1.40	1.12	1.14	1.06	1.22	1.42	1.50	1.19	1.35
2026	MemberMonths	433,772	431,651	429,093									
	Case Count	750	747	869									
	Case Count Per 1000 MM ..	1.73	1.73	2.03									

AG Trends and Summary

- **NMT:** Increase of driver punctuality resulting in missed rides and complaints about new process for ride validations (Rx, OOA)
- **CAAH:** Internal complaints about Plan customer service, misinformation and redirects for dental services.
- **Appeals:** Consistent appeal filings related to medically tailored meals and housing community support benefits.

D-SNP enrollment 

Call the Car NMT 

CAAH 



Community Engagement Report

June 2026

The Community Engagement Department builds and fosters relationships with members and community partners in the communities we serve. We share information about Alliance services and resources based on member needs and accessibility.

In June, we reached more than 2,062 members and hosted or participated in more than 70 events and collaborative meetings.

One highlight of June was engaging with youth in a soccer ball kicking challenge while families learned more about the Alliance.

You can find the Alliance at these upcoming events:

- August 26th | Monterey | Hartnell College Annual Basic Needs Resource Fair
- October 6th | Merced | Alinea Mobile Mammography at MMMCM Family Care Clinic

More events are shared on our website:

- Homepage: <https://thealliance.health/>
- Community Events Page: <https://thealliance.health/for-communities/healthy-communities/community-events/>

If you would like more information about an event or would like to share an event with us, please email listoutreachgatekeeper@thealliance.health or the MSAG Coordinator.



Stop by and say hi when you see the Alliance at events!



2027 Schedule

Kayla Zoliniak, Administrative Specialist
August 13, 2026

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2027 Schedule

- Thursdays 10 - 11:30 a.m.
 - February 11
 - May 13
 - August 5
 - November 4

MSAG Selection Committee will be held 9:30 – 9:45
a.m. the same days as MSAG.



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TOPICS

1. Community Health Assessment (CHA)
 - Background and Alliance participation
 - Review of top health issues and priorities across the service area
2. Community Health Improvement Plan (CHIP)
 - Review of top health priorities across the service area

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FEEDBACK QUESTION

- Of the four top priorities in the CHIPs across our service area, which 1 – 2 priorities would you recommend for the Alliance to focus on?

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COMMUNITY
HEALTH
ASSESSMENTS

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BACKGROUND ON COMMUNITY HEALTH ASSESSMENTS

- Under the Population Health Management (PHM) program, the Alliance participates in the community planning process with county agencies.
- The county agencies develop a **Community Health Needs Assessment (CHA)** and a **Community Health Improvement Plan (CHIP)**.
 - The CHA reviews data health status indicators to identify key problems and assets in a community.
 - The CHIP is the action plan for how a community will use the data from the CHA to improve health outcomes.

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ALLIANCE PARTICIPATION IN CHA/CHIPs

Current Activities:

- CHA/CHIP collaborative participation
- Funding contributions (\$150k per local health jurisdiction)
- Planning for data sharing

	Mariposa	Merced	Monterey	San Benito	Santa Cruz
Collaborative Efforts	• CHIP collaborative (2025 publication) • CHIP "Access to Health" work group • CHIP "Housing" work group	• CHIP collaborative (2024-2029 CHIP) • CHIP "Access to Health Care" Subgroup • CHIP "Preventative Chronic Diseases" Subgroup • CHIP "SUD/BH" Subgroup	• CHIP collaborative (2024 publication)	• CHIP collaborative (2024 publication) • Participated in development of Family Resource Guide (2025 publication)	• CHIP collaborative (pending publication)

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TOP 5 HEALTH ISSUES **BY COUNTY**

Mariposa (2024 CHA)	Merced (2023 CHA)	Monterey (2025 CHA)	San Benito (2024 CHA)	Santa Cruz (2024 CHA)
• Access to Healthcare • Mental Health and Substance Use • Housing • Physical Activity/Access to Recreational Opportunities • Local Employment	• Heart Disease and Stroke • Chronic Lung Disease • Diabetes • Drug and Alcohol Misuse • Sexually Transmitted Disease	• Diabetes • Nutrition, Physical Activity & Weight • Access to Health Care Services • Mental Health • Heart Disease & Stroke	• Mental Health Support • Substance Abuse/Addiction • Housing • Local Employment • Access to Health Care	• Access to Healthcare • Children/Adolescent Health • Housing Insecurity/Housing Burden • Mental Health & Mental Disorders • Substance Misuse/Drug Overdose

Full list in supplemental material in agenda packet.



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COMMUNITY HEALTH IMPROVEMENT PLANS



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HEALTH PRIORITIES BY COUNTY

Mariposa (2025 CHIP)	Merced (2024 CHIP)	Monterey (2025 CHIP)	San Benito (2024 CHIP)	Santa Cruz (2026 CHIP*)
1. Access to Care and Transportation 2. Housing 3. Child and Adolescent Health	1. Access to Health Care 2. Preventable Chronic Diseases: Heart Disease, Stroke, and Diabetes 3. Substance Use and Mental Health	1. Diabetes 2. Behavioral Health 3. Access to Health Care 4. Nutrition, Physical Activity and Healthy Weight 5. Health Equity Policies	1. Behavioral Health (Mental Health & Substance Use) 2. Support for Families with Young Children	1. Suicide Prevention 2. Overdose Prevention <u>Access to Care</u> 3. Census Tract Geo Focus 4. Gender Affirming Care 5. Perinatal & Early Childhood 6. Oral Health

*SC CHIP is pending publication



CHA & CHIP PRIORITIES ACROSS SERVICE AREA

Top Health Issues (CHAs)

1. Access to health care
2. Mental health and SUD
3. Housing security/burden
4. Employment, education, and income
5. Nutrition, physical activity & weight
6. Chronic disease
7. Infection disease/STDs/immunizations
8. Safety, injury, and violence

Top Priorities (CHIPs)

1. Access to health care
2. Mental health & SUD
3. Child and adolescent health/family support
4. Chronic disease prevention



FEEDBACK QUESTION

- Of the four top priorities in the CHIPs across our service area, which 1 – 2 priorities would you recommend for the Alliance to focus on?
 - Access to health care
 - Mental health and substance use disorder
 - Child and adolescent health/family support
 - Chronic disease prevention

Please:

- Raise hand to be called on
- Keep comments to less than two minutes

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SUPPLEMENTAL MATERIAL



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TOP HEALTH ISSUES BY COUNTY

Mariposa (2024 CHA)	Merced (2023 CHA)	Monterey (2025 CHA)	San Benito (2024 CHA)	Santa Cruz (2024 CHA)
• Access to Healthcare • Mental Health and Substance Use • Housing • Physical Activity/Access to Recreational Opportunities • Local Employment • Education • Connection to Needed Services	• Heart Disease and Stroke • Chronic Lung Disease • Diabetes • Drug and Alcohol Misuse • Sexually Transmitted Disease • Access to Care • Income, Education, and Employment • Healthy Foods and Physical Activity • Injury and Violence • Housing and Unhoused	• Diabetes • Nutrition, Physical Activity & Weight • Access to Health Care Services • Mental Health • Heart Disease & Stroke • Cancer	• Mental Health Support • Substance Abuse/Addiction • Housing • Local Employment • Access to Health Care • Education/Literacy • Nutrition • Safety	• Access to Healthcare • Children/Adolescent Health • Housing Insecurity/Housing Burden • Mental Health & Mental Disorders • Substance Misuse/Drug Overdose • Alcohol Use • Immunizations & Infectious Diseases • Employment



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TotalCare Overview

Scott Crawford, Medicare Executive Director



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What is TotalCare (The Alliance Medicare Plan)



One Plan

- Combines your Medicare and Medi-Cal benefits
- One health plan for your care



One Team

- One care team to help you
- Help finding doctors and specialists
- Help scheduling appointments
- Help getting the care you need



Extra Benefits

- Vision care
- Fitness benefits
- Money each quarter to buy health items
- Many prescription drugs at no cost



Low or No Cost

- No monthly plan premium
- No deductible
- No cost for most Medicare-covered care



Your Health Comes First

- Regular checkups
- Hospital and emergency care when you need it
- Behavioral health care
- Nurse advice available 24 hours a day

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TotalCare at a Glance



LAUNCH

January 1, 2026
454 members newly enrolled as part of our launch
New D-SNP product



ENROLLMENT

More than 1,000 members
Steady growth since launch



POPULATION

Dual-eligible
(Medicare + Medi-Cal)
Multi-county service area



OPERATIONAL STATUS

Core functions fully operational:

✓ Enrollment & member services

✓ Care management

✓ Compliance & governance

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Tell Us What you Think?

1

What kind of help would make your life easier?

Examples

- Making appointments
- Finding a doctor
- Getting a ride
- Understanding your health coverage

2

If one health plan could take care of all your health coverage, what would you want it to do for you?

3

What is one thing we could do to better help you or your family?

Please:

- Raise hand to be called on
- Keep comments to less than two minutes

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Nondiscrimination Notice



Discrimination is against the law. Central California Alliance for Health (the Alliance) follows State and Federal civil rights laws. The Alliance 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.

The Alliance provides:

- Free aids and services in a timely manner to people with disabilities to help them communicate better, such as:
 - ✓ Qualified sign language interpreters
 - ✓ Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services in a timely manner to people whose primary language is not English, such as:
 - ✓ Qualified interpreters
 - ✓ Information written in other languages

If you need these services, contact The Alliance between 8 AM – 5:30 PM, Monday through Friday, by calling **800-700-3874**. If you cannot hear or speak well, please call **800-735-2929** (TTY: Dial 711). 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:

Central California Alliance for Health
1600 Green Hills Rd, Suite 101
Scotts Valley, CA 95066
800-700-3874
800-735-2929 (TTY: Dial 711)

HOW TO FILE A GRIEVANCE

If you believe that the Alliance 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 the Alliance's Civil Rights Coordinator, also known as the Senior Grievance Specialist. You can file a grievance by phone, in writing, in person, or electronically:

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Nondiscrimination Notice



- By phone: Contact the Alliance's Senior Grievance Specialist between 8 AM and 5:30 PM, Monday through Friday, by calling **800-700-3874**. Or, if you cannot hear or speak well, please call **800-735-2929** (TTY: Dial 711).
 - In writing: Fill out a complaint form or write a letter and send it to:

Central California Alliance for Health
Attn: Senior Grievance Specialist
1600 Green Hills Rd, Suite 101
Scotts Valley, CA 95066
 - In person: Visit your doctor's office or the Alliance and say you want to file a grievance.
 - Electronically: Visit the Alliance's website at www.thealliance.health.
-

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 Service)**.
- In writing: Fill out a complaint form or send a letter 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.
-

Nondiscrimination Notice



OFFICE OF CIVIL RIGHTS – U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

If you believe you have been discriminated against on the basis 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**.
- **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, D.C. 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>.

Notice of Availability of Language Assistance and Auxiliary Aids and Services



English

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.

العربية (Arabic)

يرج 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 بريـل والخط الكـبـري اتصل بـ 1-800-700-3874 (TTY: 1-800-735-2929). هذه الخدمات مجانية.

Հայերեն (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 նյութեր: Զանգահարեք 1-800-700-3874 (TTY: 1-800-735-2929): Այդ ծառայություններն անվճար են:

ខ្មែរ (Cambodian)

ចំណាំ: ប្រសិនបើអ្នកត្រូវការជំនួយជាភាសារបស់អ្នក សូមហៅទូរសព្ទទៅលេខ 1-800-700-3874 (TTY: 1-800-735-2929)។ សម្រាប់ជំនួយ និងសេវាកម្មផ្សេងៗ សម្រាប់ជនពិការ ដូចជាឯកសារអក្សរស្នាម និងអក្សរពុម្ពធំៗ ក៏មានដែរ។ សូមហៅទូរសព្ទទៅលេខ 1-800-700-3874 (TTY: 1-800-735-2929)។ សេវាកម្មទាំងនេះមិនគិតថ្លៃនោះទេ។

繁體中文 (Chinese)

请注意：如果您需要以您的母语提供帮助，请致电 1-800-700-3874 (TTY: 1-800-735-2929)。另外还提供针对残疾人士的帮助和服务，例如盲文和需要较大字体阅读，也是方便取用的。请致电 1-800-700-3874 (TTY: 1-800-735-2929)。这些服务都是免费的。

فارسی (Farsi)

توجه: اگر می‌خواهید به زبان خود کمک دریافت کنید، با 1-800-700-3874 (TTY: 1-800-735-2929) تماس بگیرید. کمکها و خدمات مخصوص افراد دارای معلولیت، مانند نسخه‌های خط بریل و چاپ با حروف بزرگ، نیز موجود است. با 1-800-700-3874 (TTY: 1-800-735-2929) تماس بگیرید. این خدمات رایگان ارائه میشوند.

Notice of Availability of Language Assistance and Auxiliary Aids and Services



हिंदी (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 फॉन्ट में भी दस्तावेज उपलब्ध हैं। 1-800-700-3874 (TTY: 1-800-735-2929) पर कॉल करें। ये सेवाएं निःशुल्क हैं।

Hmoob (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 (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 (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.

ພາສາລາວ (Laotian)

ປະກາດ: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໃຫ້ໄດ້ທັນທີ 1-800-700-3874 (TTY: 1-800-735-2929). ຍັງມີຄວາມຊ່ວຍເຫຼືອ ອາດຈະການບໍລິການສໍາລັບຄົນພິການ ເຊັ່ນເອກະສານທີ່ເປັນອັກສອນນູນແລະມີໂຕຜິມໃຫຍ່ ໃຫ້ໄດ້ທັນທີ 1-800-700-3874 (TTY: 1-800-735-2929). ການບໍລິການເຫຼົ່ານີ້ບໍ່ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ.

Mien

LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiemx 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.

HEALTHY PEOPLE. HEALTHY COMMUNITIES.

Notice of Availability of Language Assistance and Auxiliary Aids and Services



ਪੰਜਾਬੀ (Punjabi)

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

Русский (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.

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 (Filipino)

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.

ภาษาไทย (Thai)

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

Українська (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.

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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