

# Member Services

## Advisory Group (MSAG)

### Meeting Agenda

Thursday May 14, 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 – 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

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 Wednesday, May 13, 2026 to [MSAG@thealliance.health](mailto: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 during the meeting when that item is announced.
    - i. State your name and organization prior to providing comment.
    - ii. Comments are limited to three minutes.



HEALTHY PEOPLE. HEALTHY COMMUNITIES.

# Member Services Advisory Group (MSAG)

## Meeting Agenda

Thursday May 14, 2026

10 – 11:30 a.m.

Alliance Offices



- 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.
  
  - 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 November 6, 2025.**
  - 6. Approve Member Services Advisory Group minutes of February 12, 2026.**
  - 7. Accept Plan Staff Reports:**
    - A. Current Enrollment
    - B. Member Services Call Statistics
    - C. Member Appeals and Grievance Report
    - D. Community Engagement Report
    - E. MSAG Feedback Impact Report
    - F. Alliance Code of Conduct



HEALTHY PEOPLE. HEALTHY COMMUNITIES.

# Member Services Advisory Group (MSAG)

## Meeting Agenda

Thursday May 14, 2026

10 – 11:30 a.m.

Alliance Offices



### Regular Agenda Items:

**10:15 a.m.**

**8. Annual Election of Officers**

**10:15 – 10:20 a.m.**

**9. Behavioral Health Services**

**10:20 – 10:40 a.m.**

*Inform and Feedback:* Rebecca McMullen, LPCC, MBA, will provide an overview and solicit feedback on behavioral health services.

**10. Website Navigation Menu Update**

**10:40 – 11 a.m.**

*Inform and Feedback:* Sky Collins, Digital Experience Manager, will provide an overview and solicit feedback on the website navigation menu update.

**11. Adjourn**



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# Member Services Advisory Group (MSAG)

## Meeting Agenda

Thursday May 14, 2026

10 – 11:30 a.m.

### Alliance Offices



### The next meeting of the Member Services Advisory Group, after this May 14, 2026 meeting:

- Member Services Advisory Group  
Thursday, August 13, 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 – 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

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.

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*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](mailto: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, November 6, 2025**

**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

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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 Present:**

Aluriel Ceballos	Community Advocate
Candi Walker	Consumer
Doris Drost	Consumer
Frances Wong	Consumer
Guadalupe Barajas-Iniguez	Consumer Advocate
Janna Espinoza	Consumer
John Beleutz	Community Advocate
Mimi Park	Consumer
Moncerat Politron	Community Advocate
Stephanie Auld	Consumer

**Members Absent:**

Adriana Zoghiami	Community Advocate
Carolina Meraz	Consumer
Humberto Carrillo	Consumer
Jamie Berry	Consumer
John Alexander	Community Advocate
Michael Molesky	Consumer, Commissioner
Rebekah Capron	Community Advocate

**Staff Present:**

Adourin Malco	Community Engagement Specialist
Alissa Gil	Provider Network Development Manager
Clarisa Gutierrez	Community Engagement Coordinator
Elvia Contreras	Call Center Quality Analyst
Gabriela Chavez	Community Engagement Manager
Jessica Finney	Community Grants Director
Jim Lyons	Provider Relations Manager
Kayla Zoliniak	Administrative Specialist
Kevin Lopez	Program Advisor – Quality and Health Programs
Maria Elena Villalobos	Administrative Specialist
Ronita Margain	Community Engagement Director
Sylvia Gutierrez	Provider Network Development Specialist
Ulises Cisneros-Abrego	Community Engagement Specialist

**1. Call to Order by Chairperson Beleutz.**

Chairperson Beleutz called the meeting to order at 10:01 a.m.

Roll call was taken and a quorum was 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 inquired about the Appeals and Grievance Report.

Advisory Group member inquired about medical necessity policy.

Advisory Group member commented about emergency preparedness.

Advisory Group member commented about the Medi-Cal change in eligibility.

**4. Comments and Announcements by Plan Staff.**

R. Margain, Community Engagement Director, announced Dr. Mike Wang as the Alliance's new Chief Medical Officer.

R. Margain, Community Engagement Director announced the launch of the Alliance's TotalCare (HMO D-SNP) Medicare Advantage Dual Special Needs Plan.

### **Consent Agenda Items:**

#### **5. – 6. Consent Agenda Items**

Chairperson Beleutz opened the floor for approval of the consent agenda.

**Action:** Consent agenda items were approved.

### **Regular Agenda Items:**

#### **7. Community Health Assessment and Community Health Improvement Plan**

J. Finney, Community Grants Director, provided an overview of Community Health Assessment and Community Health Improvement Plan and solicited feedback.

Advisory Group members recommended data sharing between healthcare providers and facilities, mental health access, and member navigation as priorities.

Advisory Group member stated there are individuals who don't know how or are afraid to call or seek help.

#### **8. Community Reinvestments**

J. Finney, Community Grants Director, provided an overview of Community Reinvestment and solicited feedback. J. Finney verbally updated the grantmaking priorities for 2026 slide to pull out Community Engagement through Community Health Workers (CHWs) as a top-level priority and CHWs will be utilized to help address behavioral health and parent education.

Advisory Group member inquired about support or funding for IHSS (in-home support services) recipient training. Community-based organizations, but not individuals, can apply for grant funding.

Advisory Group member inquired about cultural and linguistic competent care as a priority in 2026. J. Finney confirmed that culturally and linguistically appropriate care will continue as a priority.

Advisory Group member stated caregiver training classes are available online through Del Mar Resource Center and other resource centers throughout the state.

Advisory Group member recommended presenting about the Alliance to local college and nursing programs.

Advisory Group member recommended considering cultural barriers to accessing care and to promote accessing preventative care.

Advisory Group member recommended reviewing emerging issues such as youth mental health related to technology and bullying.

Advisory Group member inquired about the Alliance's participation in local politics. J. Finney stated that the Alliance is not involved in local politics.

#### **9. Provider Services**

J. Lyons, Provider Relations Manager, provided an overview of Provider Services and solicited feedback.

Advisory Group member recommended self-advocacy support. The Alliance's Member Services supports members.

Advisory Group member shared their provider did not receive notice of no longer being eligible for payment for services. Advisory Group member recommended sharing the need for provider outreach and training, especially for behavioral health providers, with the Alliance's Board.

Advisory Group member recommended alternative medicine for preventative care.

Advisory Group member inquired about grants or coverage, potentially as preventative care, for legal resources such as during disputes.

#### **10. Medi-Cal Enrollment and Eligibility Changes**

R. Margain, Community Engagement Director, provided an overview of upcoming Medi-Cal enrollment and eligibility changes and solicited feedback.

Advisory Group member expressed difficulty with the text messages that include links due to not having a smart phone.

Advisory Group member recommended banners and local news in Spanish and English and banners.

Advisory Group member recommended links to add redetermination dates as an appointment on calendar.

Advisory Group member expressed difficulty with renewal due to address being split between two counties and cautioned other members may be experiencing the same delay.

Advisory Group members expressed appreciation for the proactive approach and the outreach team.

#### **Adjourn:**

The meeting adjourned at 1:27 a.m.

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

*Next Meeting: Thursday, February 12, 2026.*



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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 Zoglami	Community Advocate
Doris Drost	Consumer
Frances Wong	Consumer
Guadalupe Barajas-Iniguez	Consumer Advocate
Janna Espinoza	Consumer
John Beleutz	Community Advocate
Moncerat Politron	Community Advocate
Stephanie Auld	Consumer

**Members Absent:**

Aluriel Ceballos	Community Advocate
Candi Walker	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.*

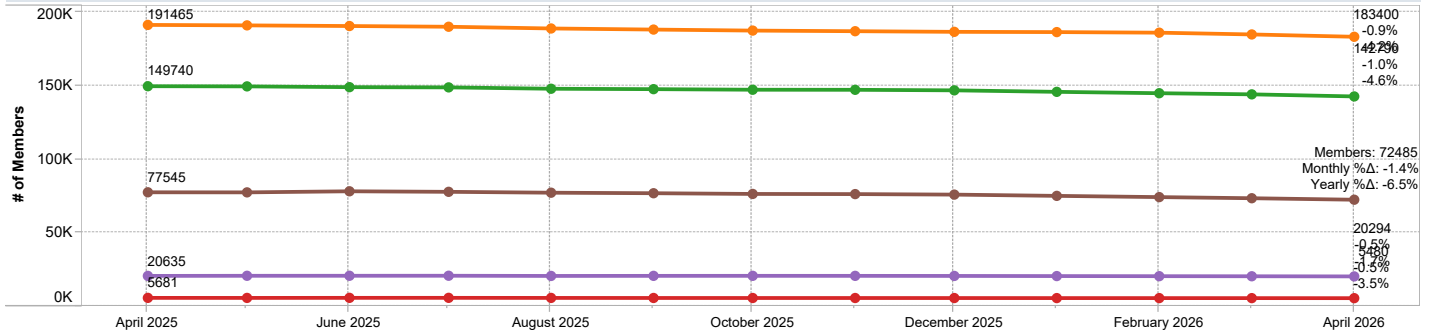


# Enrollment Report

County: *None* Program: *None* Aid Cat Roll Up: *None* Data Refresh Date: 4/6/2026 6:34:14 AM

Enrollment Month  
4/1/2025 to 4/30/2026

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

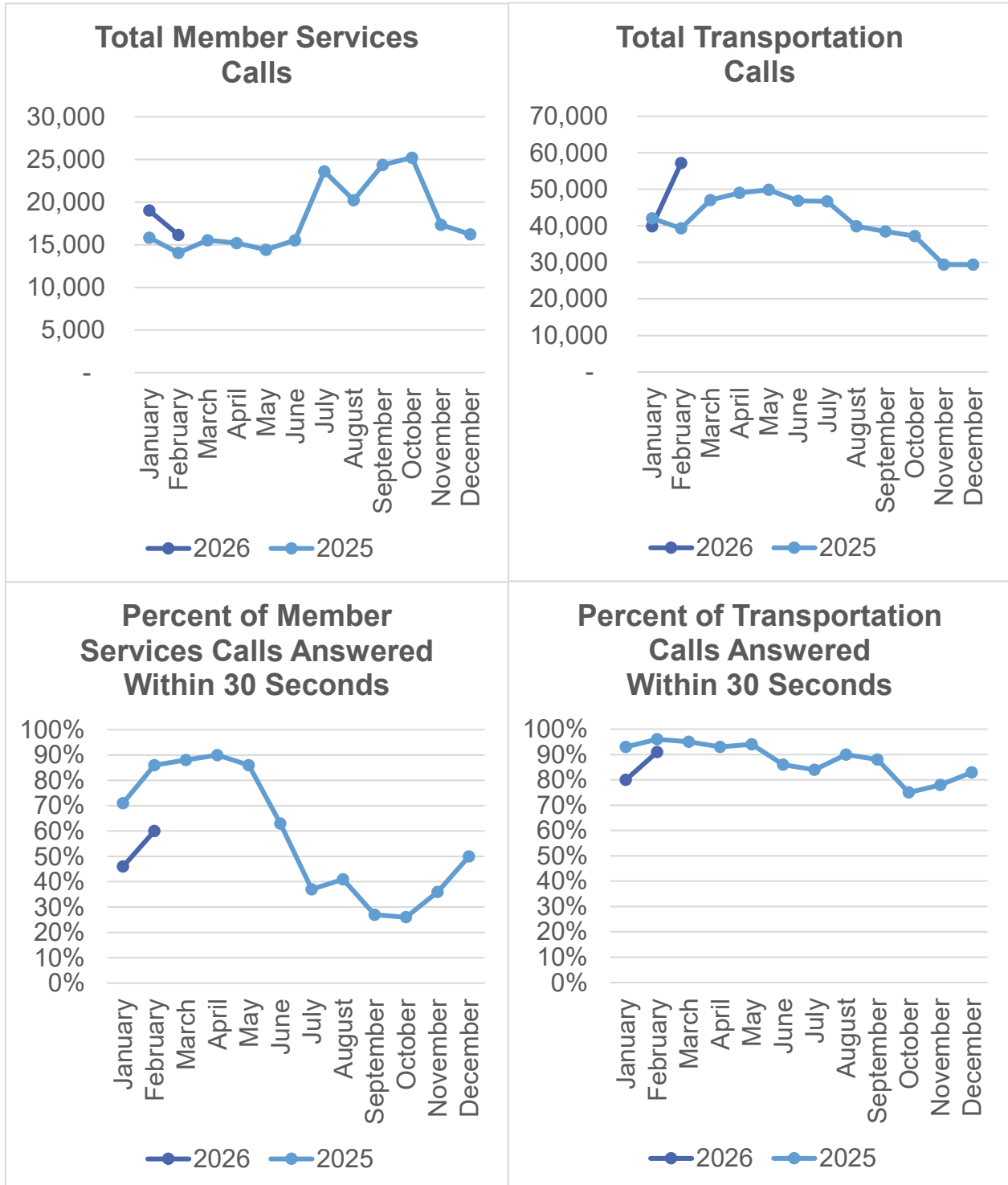


LOB	County	Apr 2025	May 2025	Jun 2025	Jul 2025	Aug 2025	Sep 2025	Oct 2025	Nov 2025	Dec 2025	Jan 2026	Feb 2026	Mar 2026	Apr 2026
Medi-Cal	SANTA CRUZ	77,545	77,489	78,226	77,861	77,265	76,908	76,422	76,316	75,967	74,916	74,067	73,248	72,209
	MONTEREY	190,802	190,501	190,062	189,572	188,368	187,576	186,874	186,446	186,025	185,687	185,280	184,056	182,334
	MARIPOSA	5,681	5,653	5,698	5,703	5,651	5,611	5,595	5,586	5,563	5,522	5,508	5,490	5,461
	SAN BENITO	20,635	20,711	20,726	20,744	20,611	20,665	20,683	20,668	20,615	20,503	20,428	20,371	20,273
	<b>Total</b>	<b>444,403</b>	<b>443,986</b>	<b>443,811</b>	<b>442,829</b>	<b>439,916</b>	<b>438,501</b>	<b>436,926</b>	<b>436,317</b>	<b>435,100</b>	<b>432,466</b>	<b>430,176</b>	<b>427,274</b>	<b>422,948</b>
IHSS	MONTEREY	663	654	650	648	680	727	731	738	731	735	725	721	819
	<b>Total</b>	<b>663</b>	<b>654</b>	<b>650</b>	<b>648</b>	<b>680</b>	<b>727</b>	<b>731</b>	<b>738</b>	<b>731</b>	<b>735</b>	<b>725</b>	<b>721</b>	<b>819</b>
DSNP Total Care	SANTA CRUZ										192	200	255	276
	MONTEREY										158	182	205	247
	MERCED										77	86	100	119
	MARIPOSA										15	17	18	19
	SAN BENITO										17	18	19	21
	<b>Total</b>											<b>459</b>	<b>503</b>	<b>597</b>
<b>Total Members</b>		<b>445,066</b>	<b>444,640</b>	<b>444,461</b>	<b>443,477</b>	<b>440,596</b>	<b>439,228</b>	<b>437,657</b>	<b>437,055</b>	<b>435,831</b>	<b>433,660</b>	<b>431,404</b>	<b>428,592</b>	<b>424,449</b>

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



## Member Services Call Report

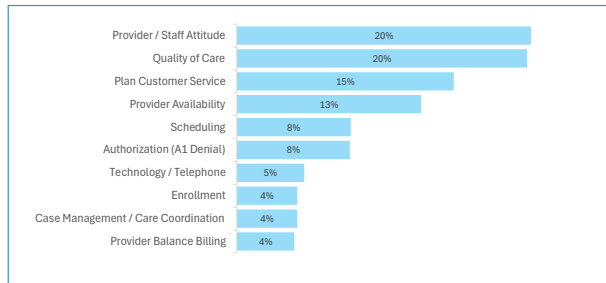




## Member Appeals and Grievance Report 2025 Q4

### 2025 Q4 Appeals and Grievances: 1772 ▲

**Appeals: 7%** ▼ 79% in favor of Plan; 21% in favor of Member  
**Exempt: 12%** ▲  
**Grievances: 79%** ▲  
**Other: 2%** ▼ [SFH, Etc.]



#### Analysis and Trends

- \* Provider/Staff Attitude, QOC & Plan Customer Service remain trending categories.
- \* WCM: 41 for Q4 remains stable to past quarters.

#### Highest Grievances Filed by County

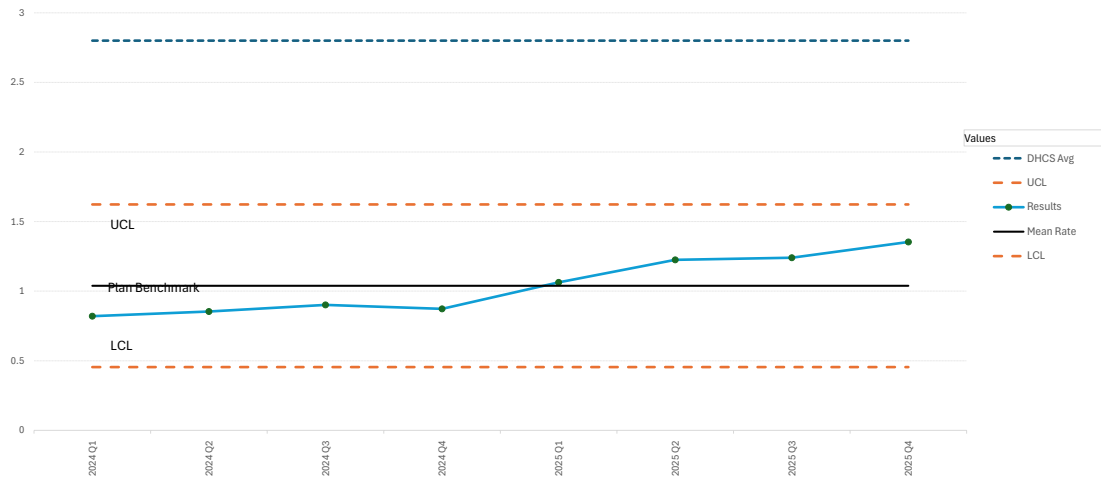
1. **Monterey:** 38%
2. **Merced:** 34%
3. **Santa Cruz:** 21%
4. **San Benito:** 4%
5. **Mariposa:** 2%

#### IHSS Summary: 11

- \* **Member Grievances:** 11
- \* **Exempt Complaints:** 0

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.



		January	February	March	April	May	June	July	August	September	October	November	December
2024	MemberMonths	458,093	456,832	456,657	455,038	452,106	450,231	448,719	447,326	446,009	444,030	443,064	444,567
	Case Count	394	386	345	399	427	333	416	409	384	421	385	356
	Case Count Per 1000 MM	0.86	0.84	0.76	0.88	0.94	0.74	0.93	0.91	0.86	0.95	0.87	0.80
2025	MemberMonths	444,430	445,841	446,201	445,076	444,635	444,467	443,481	440,590	439,190	437,547	436,747	435,163
	Case Count	404	438	579	626	501	508	472	540	629	657	521	594
	Case Count Per 1000 MM	0.91	0.98	1.30	1.41	1.13	1.14	1.06	1.23	1.43	1.50	1.19	1.37

\*Grievances Per 1,000 Member Month



# Community Engagement Report

## March 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 March, we reached more than 1,300 members and hosted or participated in more than 30 collaborative meetings.

One highlight of March was a member stopping Alliance staff to share her happiness with receiving housing support and being placed in supportive housing.

You can find the Alliance at these upcoming events:

- Multiple Dates | Santa Cruz, Merced, and Monterey | Alinea Mobile Mammography
- May 16th | Merced | Merced Lao New Year Celebration 2026
- June 12th | Monterey | One Stop Community Center Open House and Resource Fair
- June 26th | Monterey | 2026 Wellness Fair

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](mailto:listoutreachgatekeeper@thealliance.health) or the MSAG Coordinator.



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



## Member Services Advisory Group Feedback Impact Report

Dear Member Services Advisory Group Members,

Thank you for your time and feedback. Here are a few ways you have impacted the Alliance in 2025:

### Behavioral Health

- The Alliance is working with county offices of education across all five counties to launch the Department of Health Care Services (DHCS) Children and Youth Behavioral Health Initiative for school-based behavioral health services.
- The Alliance presented to Merced County Public Health on various youth behavioral health topics, including bullying.
- The integration of behavioral health services coming “in-house” in July was promoted on social media platforms.

### Provider Services

- Provided teaching facilities feedback about frequent provider assignment changes and the impact on continuity of care and ability to receive social security.

### Marketing and Communication

- The Alliance is launching a member portal.
- Media campaigns will be expanding beyond Merced County in 2026.

### Quality and Health Programs

- The Healthier Living Program, Live Better with Diabetes Program, and the Healthy Weight for Life program participants receive a recipe book.
- Being more active was incorporated into workshop programs.

### Care Management

- Staff received refresher training on the standardized turn-around time for responding to member needs.

# Alliance Code of Conduct



The Alliance's values are standards that guide our conduct. These values are represented in the Alliance's Code of Conduct.

**Collaboration:** Working together toward solutions and results.

**Equity:** Eliminating disparity through inclusion and justice.

**Improvement:** Continuous pursuit of quality through learning and growth.

**Integrity:** Telling the truth and doing what we say we will do.

The Code of Conduct provides guidelines to Board members, employees, and contractors, including subcontractors, downstream subcontractors, and network providers, on appropriate ethical and legal standards. The Code of Conduct is an important component of the Compliance Program and reflects the Alliance's commitment to comply with all applicable Federal and State laws, regulations, and contractual obligations. Compliance is everyone's responsibility, thus it is the Alliance's expectation that all Board members, employees, and contractors be familiar and comply with all requirements of the Code of Conduct, avoid actions and relationships that may violate these standards, and seek guidance from appropriate staff when necessary.

The information contained in the Alliance Code of Conduct is not all inclusive or encompassing. The Alliance reserves the right to evaluate any and all situations pertaining to an actual or perceived ethical or legal conflict or misconduct, and then make a determination as to appropriate disciplinary action, policy and procedures, etc., given the facts and circumstances.

This Code of Conduct must be approved by the Alliance Board annually and is made available to Alliance staff and Board members, and is publicly posted on the Alliance's website.

## COMPLIANCE WITH LAW

**The Alliance is committed to conducting all activities and operations in compliance with applicable laws.**



# Alliance Code of Conduct



## **Fraud Waste & Abuse**

With oversight from the Compliance Committee, the Alliance's Program Integrity function prevents, detects, evaluates, investigates, reports and resolves all potential/actual fraud, waste and abuse issues. Board members, employees, and contractors shall obey laws that prohibit direct or indirect payments in exchange for the referral of patients or services, which are paid by Federal and/or State health care programs.

## **Political Activities**

The Alliance's political participation is limited by the Political Reform Act. Alliance funds, property, and resources are not to be used to contribute to political campaigns, political parties, or organizations. Board members, employees, and contractors may participate in the political process on their own time and at their own expense but are not to give the impression that they are speaking on behalf of or representing the Alliance during these activities.

## **Anti-Trust**

All Board members, employees, and contractors must comply with applicable antitrust, unfair competition, and similar laws which regulate competition. The types of activities that involve antitrust laws include agreements to fix prices, bid rigging, and related activities; boycotts, exclusive dealings, and price discrimination agreements; unfair trade practices; sales or purchases conditioned on reciprocal purchases or sales; and discussion of factors that determine prices at trade association meetings.

## **MEMBER RIGHTS**

**The Alliance is committed to meeting the health care needs of its members by providing access to quality health care services.**

### **Access**

Alliance policies and procedures have been developed to be consistent with applicable laws governing member choice and access to health care services. Employees and contractors shall comply with all requirements for coordination of medical and support services for Alliance members. Employees and contractors shall provide culturally,



# Alliance Code of Conduct



linguistically, and culturally appropriate services to plan members to ensure effective communication regarding diagnosis, medical history and treatment, and health education.

## **Complaint Process**

Alliance employees and contractors shall inform members of their grievance and appeal rights through member handbooks and other communications in accordance with Alliance procedures and applicable laws. Alliance member grievances and appeals shall be investigated in a prompt and nondiscriminatory manner in accordance with Alliance policies and applicable laws.

## **BUSINESS ETHICS**

**The Alliance is committed to the highest standards of business ethics. Employees and contractors shall accurately and honestly represent the Alliance and not engage in any activity or scheme intended to defraud anyone of money, property, or honest services.**

### **Candor and Honesty**

Board members, employees, and contractors shall be candid and honest in the performance of their responsibilities and in all communications.

### **Financial Reporting**

All financial reports, accounting records, research reports, expense accounts, timesheets and other documents are to accurately and clearly represent the relevant facts or the true nature of a transaction. The Alliance maintains a system of internal controls to ensure that all transactions are executed in accordance with management's authorization and recorded in a proper manner to maintain accountability of the agency's assets.

### **Regulatory Agencies and Accrediting Bodies**

Alliance employees and contractors shall deal with all regulatory agencies and accrediting bodies in a direct, open, and honest manner.



# Alliance Code of Conduct



## PUBLIC INTEGRITY

**The Alliance and its Board members and employees shall comply with laws and regulations governing public agencies.**

### Public Records

The Alliance shall provide access to records to any person, corporation, partnership, firm or association requesting to inspect and copy them in accordance with the California Public Records Act, California Government Code Sections 6250 et seq., the Health Insurance Portability and Accountability Act (HIPAA), and Alliance policies.

### Public Funds

The Alliance, its Board members, and employees shall not make gifts of public funds or assets or lend credit to private persons without adequate consideration that they serve a purpose within the authority of the Alliance.

### Public Meetings

The Alliance, and its Board members and employees, shall comply with requirements relating to the notice and operation of public meetings in accordance with the Ralph M. Brown Act.

## CONFIDENTIALITY

**Board members, employees, and contractors shall maintain the confidentiality of all confidential information in accordance with applicable laws and shall not disclose confidential information except as specifically authorized by Alliance policies, procedures, and applicable law.**

### No Personal Benefit

Board members, employees, and contractors shall not use confidential or proprietary Alliance information for their own personal benefit or for the benefit of any other person or entity, while employed at or engaged by the Alliance, or at any time thereafter.



# Alliance Code of Conduct



## **Duty to Safeguard Member and Medical Confidential Information**

Board members, employees, and contractors shall safeguard Alliance member protected health information, identity, eligibility, and medical information, peer review, and other confidential information in accordance with HIPAA regulations, California law, and the Alliance's policies and procedures.

## **Personnel Files**

Personal information contained in employee personnel files shall be maintained in a manner designed to ensure confidentiality in accordance with applicable law.

## **Proprietary Information**

Alliance Board members, employees, and contractors shall safeguard confidential proprietary information including, without limitation, contractor information and proprietary computer software, in accordance with, and to the extent required by, contract or law. The Alliance shall safeguard provider identification numbers including: medical licenses, Medicare numbers, social security numbers, and other identifying numbers.

## **CONFLICTS OF INTEREST**

**Board members and employees have a duty to be loyal to the Alliance.**

### **Conflict of Interest Code**

Designated employees as identified in the Conflict of Interest Code, including Board members, shall comply with the requirements of Alliance Conflict of Interest policies to avoid impropriety or the perception of impropriety, which might arise from their influence on business decisions or disclosure of Alliance business operations.

### **Outside Services and Interests**

Employees shall not perform work or render services for any contractor, association of Contractors, or other organizations with which the Alliance does business or which seek to do business with the Alliance without prior Chief Executive Officer approval (See Outside Employment section in Employee Handbook). Employees shall not permit their names to be used in any fashion that would indicate a business connection with any contractor or association of contractors, including vendors. All employees shall report all Board-level



# Alliance Code of Conduct



volunteer activities to the Alliance's Human Resources Department upon consideration and on an annual basis thereafter.

## **BUSINESS RELATIONSHIPS**

**Business transactions with vendors, contractors, and other third parties shall be conducted at arm's length in fact and in appearance, transacted free from improper inducements, and in accordance with applicable law and ethical standards.**

### **Business Inducements**

Board members, employees, contractors, and providers shall not use their positions to personally profit or assist others in profiting in any way at the expense of Federal and/or State health care programs, the Alliance, or Alliance members.

### **Gifts to the Alliance**

Board members and employees shall not solicit or accept personal gratuities, gifts, favors, services, entertainment or any other things of value from any person or entity that furnishes items or services to the Alliance unless specifically permitted under Alliance Policies. Please see Alliance Policy 105-0015 – Conflict of Interest for specific guidance on acceptance of gifts by Alliance staff members.

### **Provision of Gifts by the Alliance**

Employees may provide gifts, entertainment or meals of nominal value to the Alliance's current and prospective business partners and other persons when these activities have a legitimate business purpose, are reasonable, and are consistent with applicable law and Alliance policy. In addition to complying with statutory and regulatory requirements, it is important to avoid the appearance of impropriety when giving gifts to persons and entities that do business or are seeking to do business with the Alliance.

### **Third-Party Sponsored Events**

The Alliance will not participate in any joint contractor, vendor, or third party sponsored event where the intent of the other participant is to improperly influence, or gain unfair advantage from, the Alliance or its operations. Employees' attendance at contractor, vendor or other third- party sponsored events, educational programs and workshops is generally permitted where there is a legitimate business purpose subject to prior approval by the



# Alliance Code of Conduct



Department Manager or Director. To align with California Fair Political Practices Commission requirements, third party sponsorship of events or travel is not permitted, unless the meeting attendee is a speaker or honoree at the event. Additionally, employees will not participate in raffles at third party sponsored events.

## **Provision of Gifts to Government Agencies**

Board members, employees, and contractors shall not offer or provide money, gifts or other things of value to any government entity or its representatives, except campaign contributions to elected officials in accordance with applicable campaign contribution laws.

## **PROTECTION OF ALLIANCE ASSETS**

**Board members, employees, and contractors shall strive to preserve and protect Alliance assets by making prudent and effective use of Alliance resources and properly and accurately reporting its financial condition.**

### **Personal Use of Alliance Assets**

The assets of the Alliance are not for personal use. Board members, employees, and contractors are prohibited from the unauthorized use or taking of Alliance equipment, supplies, materials or services.

### **Communications**

All communication systems, electronic mail, internet access, or voicemail are the property of the Alliance. Employees should assume that the communications are not private. Board members, employees, and contractors shall adhere to the highest standards of professional conduct and personal courtesy in the type, tone, and content of all written, verbal and electronic communications and messages.

### **Electronic Mail and Social Media**

Employees may not use internal communication channels or access to the internet at work to post, store, transmit, download, or distribute any information or material which is threatening, knowingly, recklessly, or maliciously false, obscene, or which constitutes or encourages criminal offenses, gives rise to civil liability or otherwise violates any laws or Alliance policies. The internal communication channels or access to the internet may not be used to send spam mail, or copyrighted documents that are not authorized for



# Alliance Code of Conduct



reproduction. Board members, employees, and contractors must adhere to the Alliance's Code-of-Conduct and policy 640-0005 – Social Media Policy when using social media in reference to the Alliance.

## DISCRIMINATION

**The Alliance acknowledges that fair and equitable treatment of employees, members, providers, and other persons is fundamental to fulfilling its mission and goals.**

### No Discrimination

Board members, employees, and contractors shall not unlawfully discriminate on the basis of race, color, national origin, creed, ancestry, religion, language, age or perceived age, marital status, sex, sexual orientation, gender identity, health status, physical or mental disability, family care leave status, veteran status, marital status, genetic information, pregnancy, political affiliation, or any other legally protected status. The Alliance is committed to providing a work environment free from discrimination and harassment based on any classification noted above.

## PARTICIPATION STATUS

**The Alliance requires that network providers have valid and current licenses, certificates, and/or registration, as applicable, and that employees, contractors, and members of the Alliance Board of Commissioners are able to participate in Federal and State-funded programs.**

### Participation Status

The Alliance has policies that ensure network providers, employees, contractors, and members of the Alliance Board of Commissioners are not currently suspended, terminated, debarred, or otherwise ineligible to participate in any Federal or State health care program.

### Disclosure of Participation Status

Contractors shall disclose to the Alliance whether they are currently suspended, terminated, debarred, or otherwise ineligible to participate in any Federal and/or State health care program; if they have ever been excluded from participation in Federal and/or



# Alliance Code of Conduct



State health care programs based on a Mandatory Exclusion; and/or have met the Alliance's Felony Conviction status requirements as set forth in Alliance policy, as applicable.

## **Delegated Third Party Administrator Review**

The Alliance requires that its contractors review participating providers and suppliers for licensure and participation status as part of the delegated credentialing and recredentialing processes.

## **Licensure**

The Alliance requires that all employees and contractors who are required to be licensed, credentialed, certified or registered in order to furnish items or services to the Alliance and its Members have valid and current licensure, credentials, certification or registration as applicable.

## **GOVERNMENT INQUIRIES**

**Employees shall notify the Alliance upon receipt of government inquiries and shall not destroy or alter documents in response to a government request for documents or information.**

### **Notification of Government Inquiry**

Employees are to notify the Government Relations Director immediately upon the receipt of a formal government inquiry for information regarding Alliance business practices.

### **No Destruction of Documents**

Employees shall not conceal, destroy or alter Alliance information or documents in anticipation of, or in response to, a request for documents by any governmental agency or court.



# Alliance Code of Conduct



## COMPLIANCE PROGRAM REPORTING

**Board members, employees, and contractors have a duty to comply with the Alliance Compliance Program. Compliance is a condition of appointment, employment, and/or engagement.**

### Seeking Guidance

Board members, employees, and contractors may seek additional guidance and clarity on any requirements outlined in this Code of Conduct by contacting the Alliance's Chief Compliance Officer, Compliance Director, or any Compliance Department staff.

### Reporting Requirements

All Board members, employees, and contractors must report suspected violations of any statute, regulation, or guideline applicable to Federal and/or State health care programs or Alliance policies. Staff can be assured that they may report suspected and actual compliance or fraud issues or concerns without retaliation or retribution. Such reports may be made to a supervisor or manager, the Chief Compliance Officer, the Chief Administrative Officer, Human Resources Director, Compliance staff, or anonymously to the Confidential Disclosure Hotline.

Employees can call the Alliance's toll-free Confidential Disclosure Hotline at **1-844-910-4228**, or use the Alliance Confidential Disclosure website: <https://ccah.ethicspoint.com>. Additional reporting information is located on the Compliance Intranet page.

Contractors may report compliance concerns by contacting their designated Alliance contact person, contacting Compliance Department staff directly, or through the Compliance Concern Report form on the Alliance's website.

### Revision History:

Reviewed Date	Revised Date	Changes Made By	Approved By
	3/20/2018	Jenifer Mandella, Compliance Officer	Alliance Board
	12/18/2019		Alliance Board



# Alliance Code of Conduct



	1/13/2021	Jenifer Mandella, Compliance Officer	Alliance Board
	3/23/2022	Jenifer Mandella, Compliance Officer	Alliance Board
	9/20/2023	Jenifer Mandella, Compliance Officer	Alliance Board
	8/31/2023, with changes effective 1/1/2024	Jenifer Mandella, Chief Compliance Officer	





# Behavioral Health Services

Rebecca McMullen, LPCC, MBA

May 14, 2026

## AGENDA:

We want to:

- Tell you about Behavioral Health and the benefits available to members.
- Tell you how to get access to Behavioral Health care.
- Get feedback from you.



## Questions to think about during the presentation today

- How can we make sure members know about BH services?
- How can we keep providers updated about BH services ?
- How can we make it easier for members to get and use BH services?

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## First...What do we mean when we say **Behavioral Health**?

Behavioral health includes mental health and behavioral issues as well as issues with substance use. Taking care of your behavioral health is an important part of your overall health and wellness. Some examples of behavioral health concerns are:

- Anger
- Anxiety, phobias and obsessive-compulsive disorder (OCD)
- Autism
- Attention-deficit/hyperactivity disorder (ADHD) and attention-deficit disorder (ADD)
- Depression
- Difficulty coping with life changes, frustration and stress
- Drug or alcohol use
- Eating disorders
- Grief and loss
- Stress
- Childhood traumas and other traumas
- Post-traumatic stress disorder (PTSD)

4



4

## Accessing **Behavioral Health Services**

There are two types of behavioral health services for Medi-Cal members:

- Non-Specialty Mental Health Services (NSMHS)
- Specialty Mental Health Services (SMHS) and Substance Use Disorder Services (SUDS)

### **Good News:**

- Most behavioral health services don't need a referral from a doctor—you can call the Alliance for help getting a provider or contact providers in the network on your own if you wish.
- With the "No Wrong Door" approach, you can ask for help through the Alliance or County Behavioral Health, and they will work together to help you get the care that you need!

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## How Members can get **BH Care**

### Member in need of BH Services

- You can call the Alliance to refer yourself.
- You can call an in-network BH provider on your own.
- You can call/walk into your local county BH for a screening and referral.
- If you want a referral, your primary health provider can fill out referral forms online (*referral not required to get care*).

### Next, the Alliance or county BH completes a Screening Tool

- If you contact the Alliance or the County Behavioral Health department, a staff member will ask you a set list of screening questions. These questions help them find the right type of care for your behavioral health needs and refer you to the right provider type more quickly.

### Member Connected to Care

- You can get help setting up an appointment. A staff member can call the provider with you, or you can choose to call by yourself. You should be given an appointment within a timely manner.

**Members can call the Alliance at 800-700-3874**

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## NEXT STEPS

- The Alliance Behavioral Health team works closely with county providers to coordinate care.
- We have teams across the organization to support these services.
- The Alliance is working with current and new providers to grow our network and offer more care options.
- The Alliance Behavioral Health team shares BH information in provider and member facing materials, newsletters and community platforms.

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## QUESTIONS FOR MSAG

Now that we have reviewed what BH benefits we have and how to access them, we want your feedback and ideas:

- How can we make sure members know about BH services?
- How can we keep providers updated about BH services?
- How can we make it easier for members to use BH services?



## Supplemental Material: Frequently Asked Questions

### What should I do if I'm having a mental health emergency?

- If you're having a mental health emergency and need help right away:
  - Call 911 or go to the nearest emergency room.
- If you or someone you know is thinking about hurting themselves or suicide,
  - Call the Suicide & Crisis Lifeline at 988. It's available 24/7 and offers help in English and Spanish.

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## Supplemental Material: Frequently Asked Questions

### How can I get Behavioral Health services?

- If you have Medi-Cal, getting help is easier with the *No Wrong Door for Mental Health Services Policy*. Here's how you can get help:
  - Call the Alliance number on the back of your member card.
  - Visit the Alliance website: <https://thealliance.health> and under the *For Members* drop down menu, go under *Get Care* and choose *Behavioral Health*.
  - Call your County Behavioral Health Services.
  - Talk to your Primary Care Provider/Doctor. Your doctor can help connect you to behavioral health services.

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## Supplemental Material: Frequently Asked Questions

### **What should I expect when I call and ask about Behavioral Health Services:**

- If you call the Alliance or your County Behavioral Health, a staff member will complete a screening with you. If you are calling as a parent/caregiver for a child in your care, you will be asked screening questions for the child.
- Based on your answers, you'll be referred to a provider in the network or your county behavioral health office.
- If you reach out to an Alliance provider directly, they will meet with you to help assess your needs.

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## Supplemental Material: Frequently Asked Questions

### **What if I Need Services in another Language?**

- The Alliance offers language help and interpreters. For written information or interpreter services, call the Alliance Health Education Line at 800-700-3874, ext. 5580

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## Supplemental Material: Frequently Asked Questions

### **What are some examples of Non-Specialty Mental Health Services (NSMHS) provided by the Alliance?**

- Mental Health Assessment and Treatment: You can get help through individual, group, or family therapy. Dyadic services (therapy for a parent and child) are also available.
- Psychiatric Consultation: Talk with a psychiatrist for expert advice.
- Behavioral Health Treatment (BHT) and Applied Behavioral Analysis (ABA): Specialized care for needs such as autism and other developmental issues.
- Early and Periodic Screening, Diagnostic, and Treatment (EPSDT): Health checks and early treatment, especially for children.

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## Supplemental Material: Frequently Asked Questions

### **What are some examples of Non-Specialty Mental Health Services (NSMHS) provided by the Alliance?**

- These services help with drug and alcohol issues:
  - Screenings, Assessments, Brief Interventions & Referral to Treatment (SABIRT): Quick checks and referrals for treatment.
  - Medications for Addiction Treatment (MAT): Medicine to help with addiction recovery.
  - Acute Medical Detoxification: Safe removal of drugs from your system.

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## Supplemental Material: Frequently Asked Questions

- **If you need further assistance, contact us | Toll free: 800-700-3874**
- **For Deaf and Hard of Hearing Assistance TTY: 800-735-2929 (Dial 711)**

15



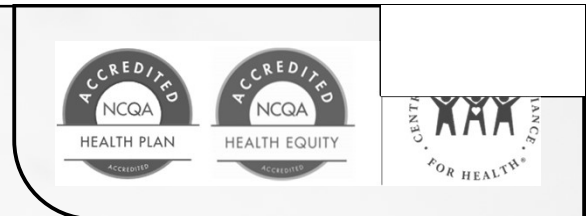
15

## Website Navigation Menu Update

Sky Collins, Digital Experience Manager

May 14, 2026

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Website Navigation  
Menu Update

## AGENDA:

- Questions for MSAG
- Overview
- Current Menu and Mockup Menu
- Next Steps
- Questions for MSAG

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## QUESTIONS FOR MSAG

- What makes it **easy** to find information?
- What makes it **hard** to find information?
- Looking at the current menu and the mockup menu, what recommendations do you have for the updated menu?

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## OVERVIEW

- The Alliance's website has grown and has more information and layers.
- The navigation menu is critical to how people find the information they need.
- The navigation menu is being updated to improve access to information.

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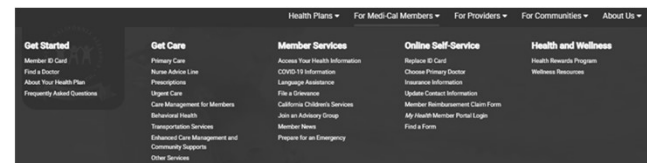
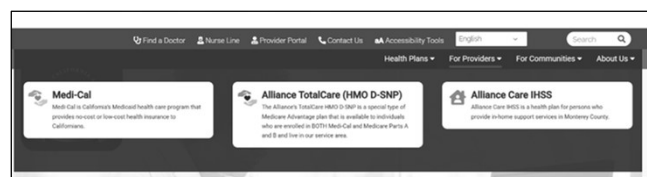
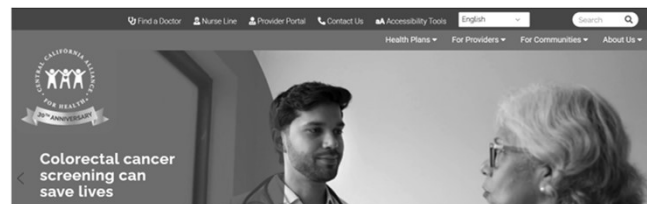


19

## CURRENT MENU

4 Steps:

1. Navigate to Health Plans
2. Select Health Plan
3. Navigate to the plan menu
4. Select Page



20

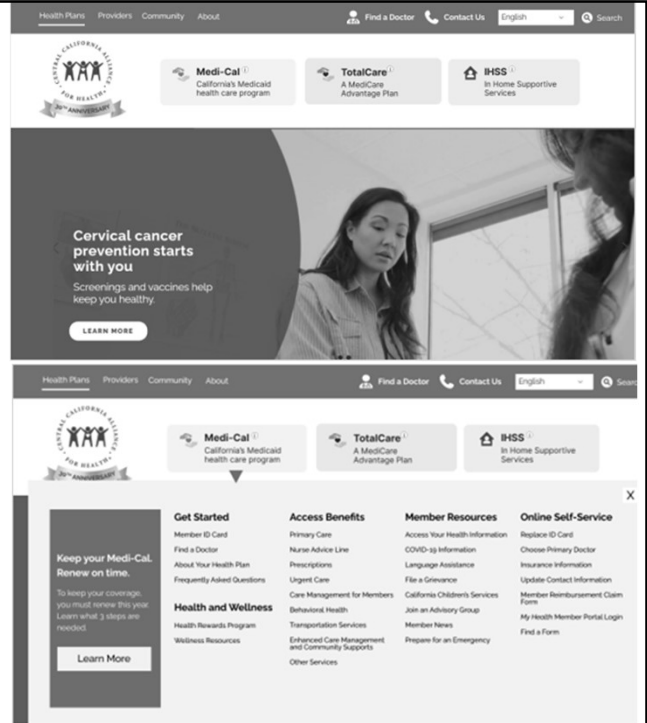


20

# MOCKUP MENU

- 2 Steps (from start page):
1. Click Desired Health Plan
  2. Click Menu Item

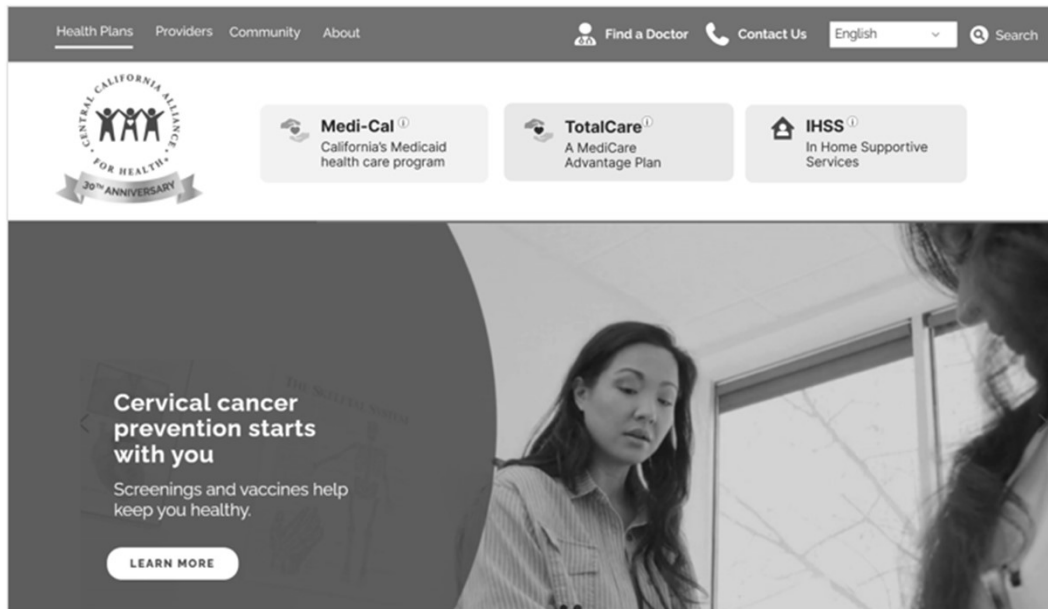
*Images are a design mockup.*



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# MOCKUP MENU



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# MOCKUP MENU

Health Plans   Providers   Community   About   Find a Doctor   Contact Us   English   Search

**Medi-Cal**  
California's Medicaid health care program

**TotalCare**  
A Medicare Advantage Plan

**IHSS**  
In Home Supportive Services

**Get Started**  
Member ID Card  
Find a Doctor  
About Your Health Plan  
Frequently Asked Questions

**Access Benefits**  
Primary Care  
Nurse Advice Line  
Prescriptions  
Urgent Care  
Care Management for Members  
Behavioral Health  
Transportation Services  
Enhanced Care Management and Community Supports  
Other Services

**Member Resources**  
Access Your Health Information  
COVID-19 Information  
Language Assistance  
File a Grievance  
California Children's Services  
Join an Advisory Group  
Member News  
Prepare for an Emergency

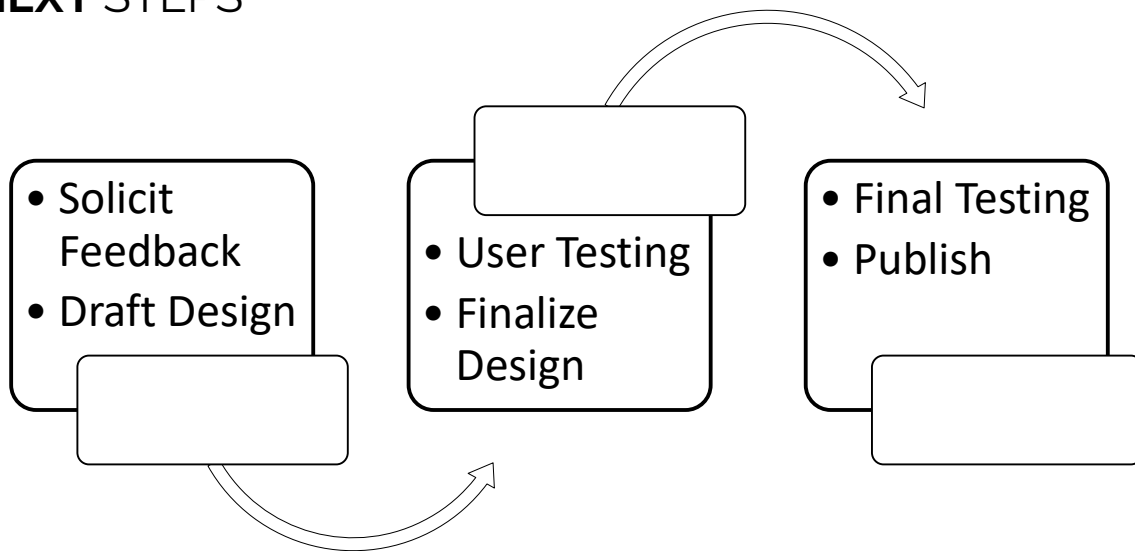
**Online Self-Service**  
Replace ID Card  
Choose Primary Doctor  
Insurance Information  
Update Contact Information  
Member Reimbursement Claim Form  
My Health Member Portal Login  
Find a Form

**Keep your Medi-Cal. Renew on time.**  
To keep your coverage, you must renew this year. Learn what 3 steps are needed.  
[Learn More](#)

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# NEXT STEPS



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24

## QUESTIONS FOR MSAG

- What makes it easy to find information?
- What makes it hard to find information?
- Looking at the current menu and the mockup menu, what recommendations do you have for the updated menu?

25



# 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)

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## **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:

HEALTHY PEOPLE. HEALTHY COMMUNITIES.

# 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](http://www.thealliance.health).

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## **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](http://www.dhcs.ca.gov/Pages/Language_Access.aspx).

- **Electronically:** Send an email to [CivilRights@dhcs.ca.gov](mailto: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 الكـبـر ي 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: Չանգահարեք 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 ដូចជាឯកសារអក្សរស្នាប 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: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໃຫ້ໄ້ທາງເບີ 1-800-700-3874 (TTY: 1-800-735-2929). ຍັງມີຄວາມຊ່ວຍເຫຼືອເຖິງ ອາດຈະການບໍລິການສໍາລັບຄົນພິການ ເຊັ່ນເອກະສານທີ່ບັນທຶກສອນນູນແລະມີໂຕຜິມໃຫຍ່ ໃຫ້ໄ້ທາງເບີ 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.

# 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 ਸੇਵਾ, ਜਿਵੇਂ ਬ੍ਰੇਲ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵਿੱਚ ਵੀ ਦਸਤਾਵੇਜ਼ ਉਪਲਬਧ ਹਨ। ਕਾਲ ਕਰੋ 1-800-700-3874 (TTY: 1-800-735-2929). ਇਹ ਸੇਵਾ ਮੁਫਤ ਹਨ।

## **Русский (Russian)**

ВНИМАНИЕ! Если вам нужна помощь на вашем родном языке, звоните по номеру 1-800-700-3874 (линия ТТУ: 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 ТТУ: 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 serbisyonang 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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