

Member Services

Advisory Group (MSAG)

Meeting Agenda

Thursday, November 5, 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 Tuesday, November 3, 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: [+1 872-242-9041.660031149#](tel:+1872-242-9041.660031149#)



HEALTHY PEOPLE. HEALTHY COMMUNITIES.

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- ii. Phone Conference ID: 660 031 149#
- 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/25982977536976?p=uS7Kj9egmqDubJHp3J> Meeting ID: 259 829 775 369 76
 - 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 February 12, 2026.

6. Approve Member Services Advisory Group minutes of August 13, 2026.

7. 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.

8. Access Your Health Information

10:15– 11:30 a.m.

Inform and Feedback: Angelica Salcido Flowers, Member Services Training and Project Specialist, will provide an overview and solicit feedback on instructions for members accessing their health information.

9. Medi-Cal Capacity Grant Program (MCGP) Investment Plan

10:30 – 11:05 a.m.

Inform and Feedback: Jessica Finney, Community Grants Director, will provide an overview and solicit feedback on the Medi-Cal Capacity Grant Program (MCGP) investment plan.

10. Adjourn



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Member Services

Advisory Group (MSAG)

Meeting Agenda

Thursday, November 5, 2026

10 – 11:30 a.m.

Alliance Offices



The next meeting of the Member Services Advisory Group, after this November 5, 2026 meeting:

- Member Services Advisory Group
Thursday, February 11, 2027
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

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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.



HEALTHY PEOPLE. HEALTHY COMMUNITIES.



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:

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1600 Green Hills Road, Suite 101, Scotts Valley, CA, 95066

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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

HEALTHY PEOPLE. HEALTHY COMMUNITIES.

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 Zolinski	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.



DRAFT: PENDING APPROVAL

Meeting Minutes

Thursday, August 13, 2026

10 – 11:30 a.m.

In San Benito County:

Community Services & Workforce Development
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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:

Aluriel Ceballos
Carolina Meraz
Frances Wong
Guadalupe Barajas-Iniguez
Janna Espinoza
John Beleutz
Michael Molesky
Moncerat Politron
Rebekah Capron
Stephanie Auld

Community Advocate
Consumer
Consumer
Consumer Advocate
Consumer
Community Advocate
Consumer, Commissioner
Community Advocate
Community Advocate
Consumer

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Members Absent:

Adriana Zoghiami	Community Advocate
Candi Walker	Consumer
Doris Drost	Consumer
Jamie Berry	Consumer
Mimi Park	Consumer

Staff Present:

Adourin Malco	Community Engagement Specialist
Clarisa Gutierrez	Community Engagement Coordinator
Desirre Herrera	Quality and Health Programs Manager
Gabriela Chavez	Community Engagement Manager
Kayla Zoloniak	Administrative Specialist
Ronita Margain	Community Engagement Director
Ulises Cisneros-Abrego	Community Engagement Specialist
Perla Bautista	Medicare Sales Agent
Scott Crawford	Medicare Program Executive Director
Elvira Contreras	Call Center Quality Analyst

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 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 recommended a process for Dignity Health – Dominican Hospital classes to be approved as medical necessity to streamline transportation assistance.

Advisory Group member shared Natividad Interpreter Services would like to collaborate with the Alliance to enhance the relationship and services.

Advisory Group member expressed concerns about the level of services provided by Enhanced Care Management (ECM) providers.

4. Comments and Announcements by Plan Staff.

R. Margain, Community Engagement Director, announced the Alliance is working with local community partners to support member outreach and retention. The Alliance website was updated with information and resources for application and renewal assistance. Advisory Group members expressed appreciation for Alliance efforts to support members in the renewal process, especially the renewal reminder text campaign.

Consent Agenda Items (5. – 7.)

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

Action: Consent agenda items were approved.

Regular Agenda Items:

8. 2027 Schedule

Kayla Zolinski, Administrative Specialist, presented the 2027 Member Services Advisory Group (MSAG) schedule. Advisory Group members did not have questions or comments.

9. Community Health Improvement Plan

Kate Nester, Community Health Integration Manager, provided an overview of Community Health Assessments (CHAs) and Community Health Improvement Plans (CHIPs).

Each county independently develops their CHIPs which can lead to differences in processes and language used to describe the same concept.

The Alliance website has more information about CHAs and CHIPs.

Advisory Group member asked about the Alliance's role in mental health as a priority across the service region with behavioral health services being coordinated by the Alliance. The Alliance is engaging with local committees and is looking at aligning assessments, data sources, and data sharing.

Advisory Group member asked about the role of the Alliance in community-level advocacy.

Advisory Group member expressed concern about housing and homelessness, especially for individuals who have mobility accessibility needs.

Advisory Group members recommended access to care, chronic disease prevention, and child and adolescent health/family support as areas of focus.

The Alliance is strengthening and developing data review processes.

The Alliance supports housing developments, including accessible housing, through funding and participation on committees.

10. TotalCare Overview

Scott Crawford, Medicare Executive Director, provided an overview of TotalCare, the Alliance Medicare Plan.

Advisory Group member asked if Whole Child Model (WCM) program children receiving Social Security are eligible for TotalCare. Medicare is available to members over 65 years and those with qualifying conditions. Advisory Group member recommended sharing information about TotalCare with WCM families.

Advisory Group member shared their clients decide whether to enroll in TotalCare based on if their current doctor accepts TotalCare.

Advisory Group member asked about the TotalCare provider network. There is a high level of overlap between the Medi-Cal and Medicare provider networks. The Alliance is working to expand the Medicare provider network. Members should call the Alliance's Member

Services to see if their providers are in the TotalCare network. If a provider is not in network, the inquiry signals to look at the provider more closely for contracting.

Advisory Group member expressed concern about Medi-Cal removing prescriptions used by dermatologists. Medicare is the first payer and may cover more than Medi-Cal which is the payer of last resort.

Advisory Group member asked if TotalCare requires a burdensome amount of paperwork like Medi-Cal that may prohibit provider interest in contracting with TotalCare. The Alliance coordinates with providers behind the scenes and Care Managers help coordinate member logistics.

Advisory Group member asked about the difference between Enhanced Care Management (ECM) and TotalCare. Enhanced Care Management is a care management program available to eligible Medi-Cal members. TotalCare offers similar services through the California Integrated Care Management (CICM) program. Care Managers will help members receive supports they are eligible to receive.

Advisory Group member recommended conversations with ECM providers center around patient empowerment and patients being in control of their own care. The Alliance creates a care plan that is developed by the patient, providers, and caregivers. The Alliance has an interdisciplinary care team that provides health education for patients and caregivers.

Advisory Group members asked about presentations at community groups and organizations. The Alliance will discuss opportunities with interested organizations.

Adjourn:

The meeting adjourned at 11:07 a.m.

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

Next Meeting: Thursday, November 5, 2026.

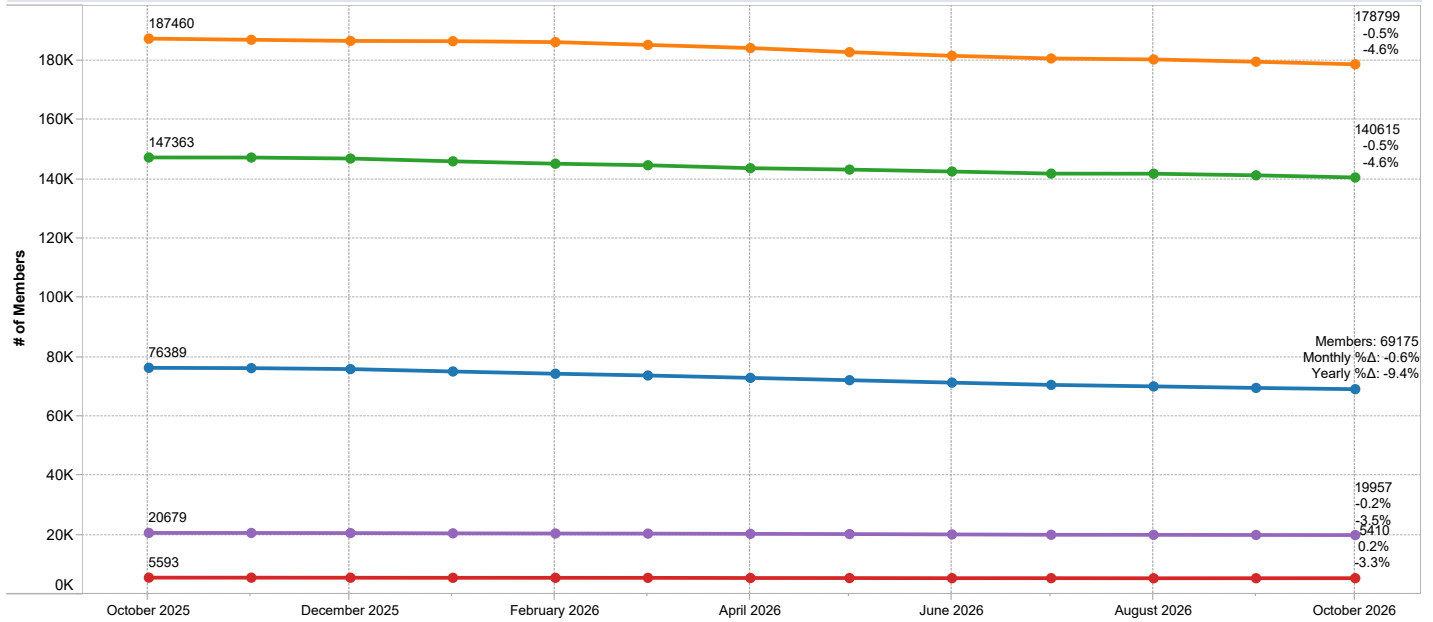


Enrollment Report

County: **None** Program: **None** Aid Cat Roll Up: **None** Data Refresh Date: **10/13/2026 6:32:03 AM**

Enrollment Month
10/1/2025 12:00:00 AM to 10/31/2026 11:59:59 PM

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



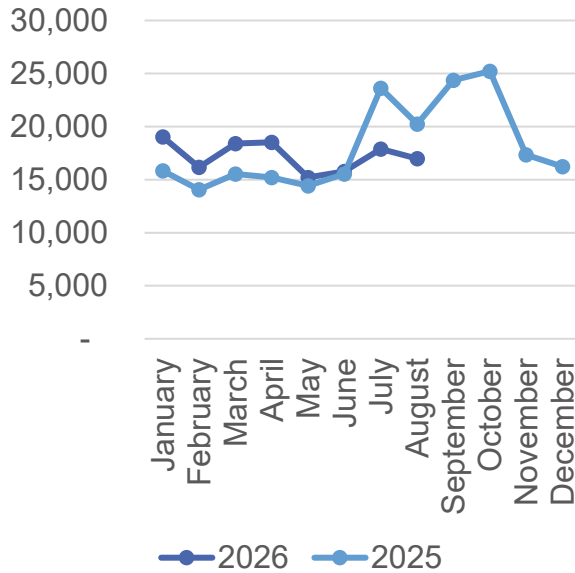
LOB	County	Oct 2025	Nov 2025	Dec 2025	Jan 2026	Feb 2026	Mar 2026	Apr 2026	May 2026	Jun 2026	Jul 2026	Aug 2026	Sep 2026	Oct 2026
Medi-Cal	SANTA CRUZ	76,389	76,281	75,961	74,961	74,195	73,547	72,718	71,922	71,076	70,281	69,765	69,219	68,766
	MONTEREY	186,729	186,338	185,959	185,711	185,376	184,420	183,215	181,736	180,474	179,523	179,136	178,321	177,415
	MERCED	147,363	147,343	147,003	145,984	145,174	144,630	143,629	143,148	142,481	141,763	141,713	141,159	140,420
	MARIPOSA	5,593	5,584	5,560	5,521	5,514	5,504	5,450	5,433	5,395	5,396	5,358	5,371	5,384
	SAN BENITO	20,679	20,666	20,625	20,523	20,466	20,431	20,348	20,274	20,149	20,029	20,006	19,960	19,927
	Total	436,753	436,212	435,108	432,700	430,725	428,532	425,360	422,513	419,575	416,992	415,978	414,030	411,912
IHSS	MONTEREY	731	738	731	735	725	721	819	833	824	824	816	812	815
	Total	731	738	731	735	725	721	819	833	824	824	816	812	815
DSNP Total Care	SANTA CRUZ				192	199	254	277	294	316	343	364	387	409
	MONTEREY				158	182	205	251	323	365	423	489	527	569
	MERCED				77	86	100	119	126	144	151	168	181	195
	MARIPOSA				15	17	18	19	18	17	21	24	27	26
	SAN BENITO				17	18	19	21	22	25	25	27	28	30
	Total				459	502	596	687	783	867	963	1,072	1,150	1,229
Total Members		437,484	436,950	435,839	433,894	431,952	429,849	426,866	424,129	421,266	418,779	417,866	415,992	413,956

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

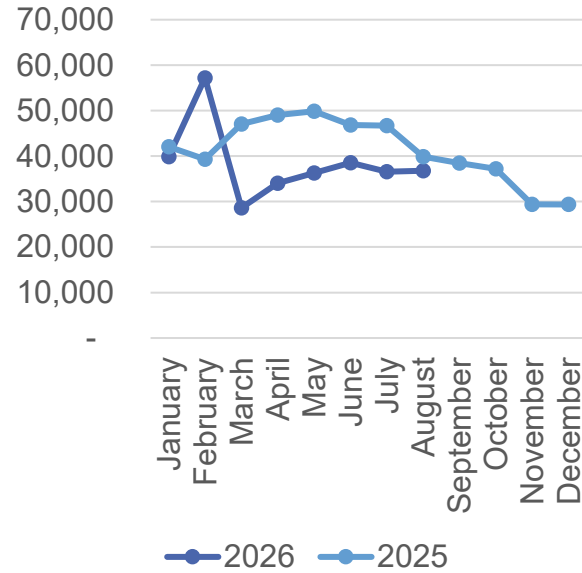


Member Services Call Report

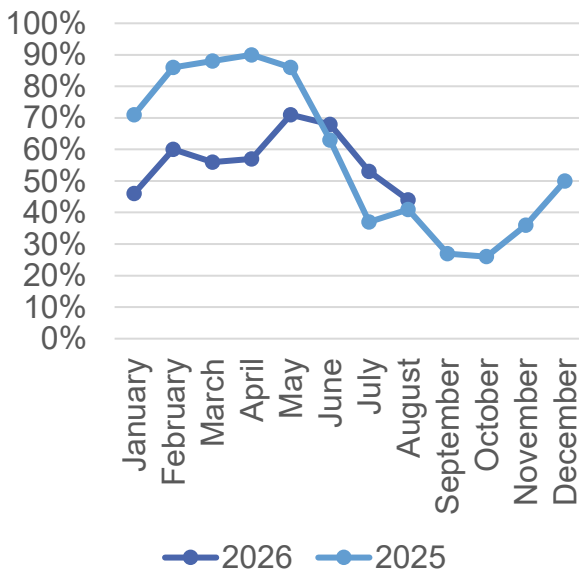
Total Member Services Calls



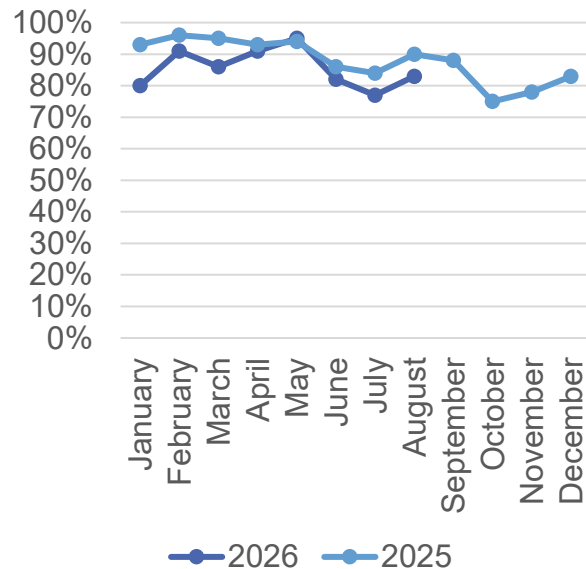
Total Transportation Calls



Percent of Member Services Calls Answered Within 30 Seconds



Percent of Transportation Calls Answered Within 30 Seconds



Appeals and Grievances

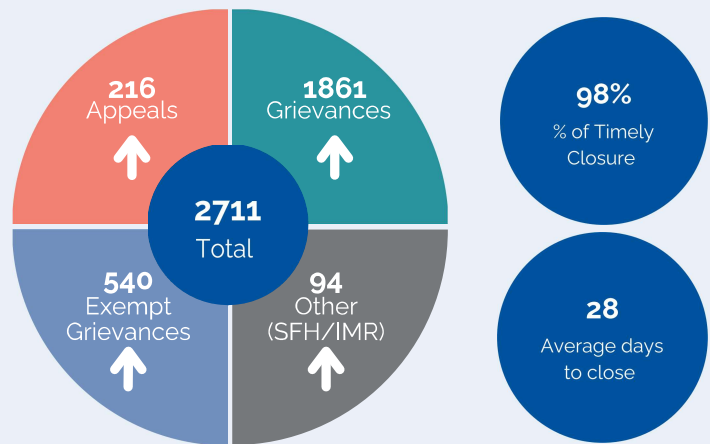
April - June
2026 Quarter 2



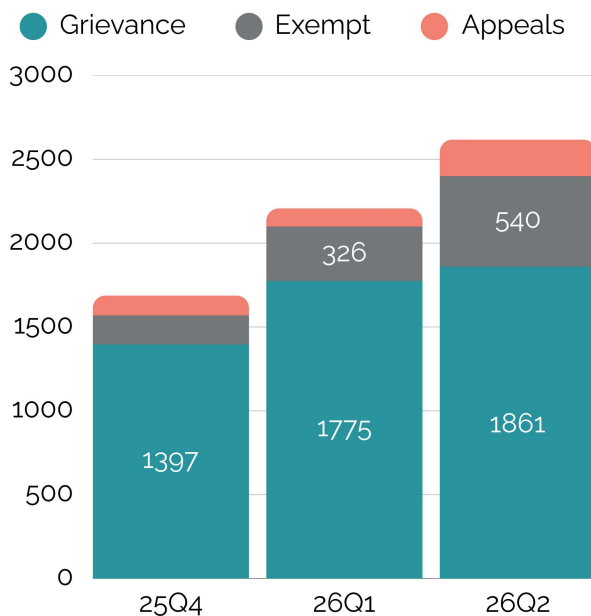
Highlights from Quarter 2:

- TotalCare (D-SNP) enrollment, linkage and supplemental benefit education opportunities.
- Continued increases with volume
- Trends within customer service, provider availability, and scheduling
- Transportation issues involve driver punctuality and administrative controls
- Appeal trends with Community Support Services (medically tailored meals and housing benefits)

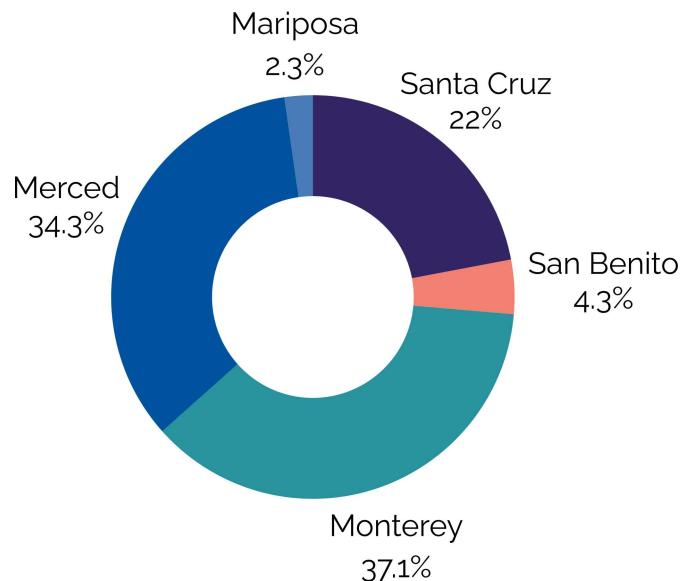
Total AG data



Case Rate: Review



Grievances by County



Appeals and Grievance



AG Trends and Summary

- NMT: Increase of driver punctuality issues resulting in missed rides and scheduling complaints about new process for rides.
- CCAH: Complaints about closed providers and clinics to new members.
- Provider Availability: Complaints about scheduling access and dissatisfaction for long wait times for annual visits.
- Redirections for Medi-Cal eligibility, Denti-Cal and Medi-Cal Rx concerns.

Provider Attitude



Call the Car NMT



Provider Linkage





Community Engagement Report

September 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 September, we reached more than 3,464 members and hosted or participated in more than 75 events and collaborative meetings. One highlight of September was participating in the California Health Collaborative Circle of Care event, which brought together families with young children and expecting parents for activities, resources, and opportunities to connect with the community.

You can find the Alliance at these upcoming events:

- Nov. 7th | Merced | The Healing Generation Center Harvesting Health Fair
- Multiple Dates | Monterey | Alisal Farmers Market
- Multiple Dates | Santa Cruz, Monterey, and Merced | Alinea Mobile Mammography



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

More events are shared on our website:

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

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

Member News:

The Alliance shares member news to keep you up to date on your health plan. Browse the member newsletter and the Hello, Health! page to learn more about Alliance benefits and services.

<https://thealliance.health/medi-cal-health-care/member-services/member-news/>

Serving Mariposa, Merced, Monterey, San Benito and Santa Cruz counties

www.thealliance.health • 800-700-3874



Access Your Health Information

Angelica Salcido Flowers

Member Services Training and Project Specialist

November 5, 2026

1

1

AGENDA:

- Question for MSAG
- Introduction
- “Access Your Health Information” Webpage
- How to Access Your Information Section
- Question for MSAG

Access Your Health
Information



2

2

QUESTIONS FOR MSAG

- Are the instructions for how members can access their health information easy to understand?

3



3

INTRODUCTION

- Alliance Medi-Cal and TotalCare members can view their health information such as:
 - Medications and medication allergies
 - Laboratory tests and results
 - Office visits and procedures
 - Care team members
 - Immunizations
- The information can be viewed by computer, smartphone, and tablet.

4



4

"ACCESS YOUR HEALTH INFORMATION" **WEBPAGE**

- The Alliance website includes an "Access Your Health Information" webpage.
- The webpage includes instructions for how members can access their health information.
- Sample of Medi-Cal and TotalCare webpage colors:

Medi-Cal

Frequently Asked Questions

▼ What kind of health information will I have access to?

▲ What do I do if I forget my username or password?

If you forget your username or password, you can **recover your login information** on our **Member Online Account page**. Click the **Recover Account** tab, fill in the required information and click **Submit**.

You can also change your password on that page. Click the **Change Password** tab, fill in your username and password and then click **Log In**. On the lower part of the page, type your new password in the two fields and then click **Change Password**.

TotalCare

Frequently Asked Questions

▼ What kind of health information will I have access to?

▲ What do I do if I forget my username or password?

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5



5

HOW TO ACCESS YOUR INFORMATION SECTION

How to Access Your Information:

1. Create an Alliance user (member) account
2. Choose a health information app
3. Log in to your selected health information app

Full content of the How to Access Your Health Information section is included in the agenda packet.

6



6

QUESTIONS FOR MSAG

- Are the instructions for how members can access their health information easy to understand?

Please:

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

7



7

SUPPLEMENTAL MATERIAL

8



8

BEHIND-THE-SCENES: DATA SHARING METHOD

- APIs (Application Programming Interfaces) are used to share information.
- The Alliance has multiple APIs:
 - **Patient** Access API for members to access their own health information.
 - **Provider** Access API for providers to have more complete information when caring for members.
 - **Payer-to-Payer** API for transferring important information when a member changes health plans.

9



9

QUESTIONS ABOUT ACCESSING YOUR HEALTH INFORMATION?

- If you have questions about accessing your health information, please contact Member Services.
- If you have a question about the health information app you are using, contact the makers of that app directly.

Medi-Cal Members: 800-700-3874

TotalCare Members: 833-530-9015

Deaf and Hard of Hearing Assistance

TTY: 800-735-2929 (Dial 711)

10



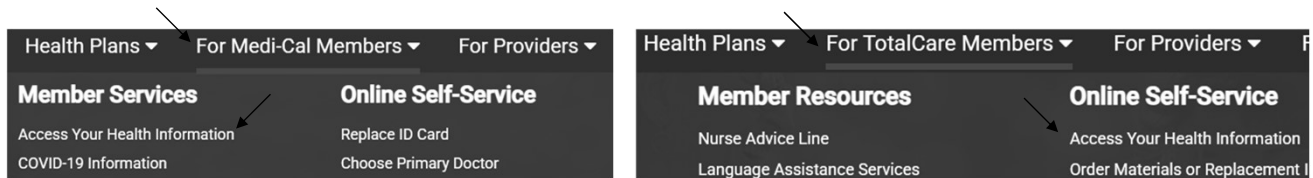
10

WEBPAGE LINKS

Access Your Health Information Webpage

Medi-Cal: <https://thealliance.health/medi-cal-health-care/member-services/access-your-health-information/>

TotalCare: <https://thealliance.health/totalcare/online-self-service/access-your-health-information/>





"Access Your Health Information" Webpage Content from How to Access Your Information section

As of September 28, 2026

Medi-Cal

[Home](#) > [Alliance Medi-Cal Health Care](#) > [Member Services](#) > [Access Your Health Information](#)

Access Your Health Information

As an Alliance member, you can view your health information through a health information application. (Note: Health information applications are generally available only in English.) You can review information about your past visits to Alliance providers. You can also review other health history information dating back to January 1, 2016. You can get information about your medications, lab results, immunization records and more. This allows you to track your health and discuss your information with your doctors.

Note: Using a health information application to access your health information is different than using our [My Health Member Portal](#).

How to Access Your Information

You will need to do a few things to view your health information online.

Create an Alliance user (member) account

To create an account, you will need to perform the following steps.

1. On the [Create Member Online Account page](#):

- a. Provide basic information about yourself, including your email address and your Alliance Member ID number. You can find your Alliance Member ID number on your [Alliance Member ID card](#).
 - b. Create a username and password that you will use to log in to your account. Make sure to keep your password in a safe place.
 - c. Click **SUBMIT** on the form and **be sure to keep the page open**.
2. Alliance Member Services will send you an email with a verification code. Enter the code on the page you left open above, and click **VERIFY**. A message on the page shows that your account has been successfully created.

Choose a health information app

Choose a health information app to view your health information online. You can choose an app from the list of certified apps below. These apps have been certified with the Alliance because they follow basic security standards.

Before you choose a health information app, you may want to do two things:

- Check if the [app has agreed to follow the CARIN Code of Conduct](#). The [CARIN Code of Conduct](#) holds high standards for your privacy and security. Apps that do not follow the CARIN Code of Conduct may do less to protect your privacy and security.
- Read the app's privacy policy to understand how your information will be stored, used, shared and protected.

The Alliance currently supports the health information applications listed below.

*Note: As noted below, some apps are web-based and some are for Android and/or iOS (Apple) devices. **Web** applications can be accessed using most internet browsers on your computer, smartphone or tablet. **Android** and **iOS** applications can be downloaded and installed on your smartphone or tablet.*

- Edifecs Member Portal (<https://ccah.memberportal.edifecsfedcloud.com>) – Web
- MyFlexpa (<https://my.flexpa.com>) – Web
- b.well Connected Health (<https://portal.icanbwell.com>) – Web, Android, iOS

The health information apps listed above adhere to the conditions of health information disclosure cited in our [Notice of Privacy Practices](#).

Log in to your selected health information app

When you log in to the selected health information app, you are asked to agree to the Alliance's [Terms of Service](#) and [Privacy Policy](#).

The procedure for logging in to health information apps is outlined below. Depending on the app, the details may vary.

1. Access the health information app you chose above.
2. Select the name of your health plan: "Central California Alliance for Health."
(Note: For the Edifecs Member Portal, you will skip this step because the application was developed specifically for the Alliance.)
3. Log in to your Alliance user account.
 - If you already have an account, enter your username and password.
 - If you have not created an account, you can create one by following the directions in the "Create an Alliance user (member) account" section above.
 - If you have forgotten your username or password, you can recover that information on our [Recover Member Online Account page](#).
4. Grant permission to access your health information.
 - If you are okay with what the privacy policy says, choose the option to continue.
 - If you do not want to accept the privacy policy, you should not use the app. You can choose a different app, as available, with a privacy policy you agree with.

If you have questions, you can find more details in our Frequently Asked Questions section below.

TotalCare

[Home](#) > [Alliance TotalCare \(HMO D-SNP\)](#) > [TotalCare \(HMO D-SNP\) Online Self-Service](#) > [TotalCare \(HMO D-SNP\) Access Your Health Information](#)

About TotalCare (HMO D-SNP) Access Your Health Information

As a TotalCare member, you can view your health information through a health information application. (Note: Health information applications are generally available only in English.) You can review information about your past visits to Medi-Cal and TotalCare network providers. You can also review other health history information dating back to January 1, 2016. You can get information about your medications, lab results, immunization records and more. This allows you to track your health and discuss your information with your providers.

Note: Using a health information application to access your health information is different than using our TotalCare [My Health Member Portal](#).

How to Access Your Information

You will need to do a few things to view your health information online.

Create a user account

To create an account, you will need to perform the following steps:

1. On the [Create My Health Member Online Account page](#):
 - a. Provide basic information about yourself, including your email address and your TotalCare Member ID number. You can find your ID number on your [TotalCare Member ID card](#).
 - b. Create a username and password that you will use to log in to your account. Make sure to keep your password in a safe place.
 - c. Click **SUBMIT** on the form and **be sure to keep the page open**.
2. Alliance Member Services will send you an email with a verification code. Enter the code on the page you left open above, and click **VERIFY**. A message on the page shows that your account has been successfully created.

Choose a health information app

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Before you choose a health information app, you may want to do two things:

- Check if the [app has agreed to follow the CARIN Code of Conduct\(opens in new tab\)](#). The [CARIN Code of Conduct\(opens in new tab\)](#) holds high standards for your privacy and security. Apps that do not follow the CARIN Code of Conduct may do less to protect your privacy and security.
- Read the app's privacy policy to understand how your information will be stored, used, shared, and protected.

The Alliance currently supports the health information applications listed below.

*Note: As noted below, some apps are web-based and some are for **Android** and/or **iOS** (Apple) devices. **Web** applications can be accessed using most internet browsers on your computer, smartphone or tablet. Android and iOS applications can be downloaded and installed on your smartphone or tablet.*

- Edifecs Member Portal ([https://ccah.memberportal.edifecsfedcloud.com\(opens in new tab\)](https://ccah.memberportal.edifecsfedcloud.com(opens in new tab))) – Web
- MyFlexpa ([https://my.flexpa.com\(opens in new tab\)](https://my.flexpa.com(opens in new tab))) – Web
- b.well Connected Health ([https://portal.icanbwell.com\(opens in new tab\)](https://portal.icanbwell.com(opens in new tab))) – Web, Android, iOS

The health information apps listed above adhere to the conditions of health information disclosure cited in our [Notice of Privacy Practices](#).

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(Note: For the Edifecs Member Portal, you will skip this step because the application was developed specifically for the Alliance.)
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 - If you already have an account, enter your username and password.
 - If you have not created an account, you can create one by following the directions in the "Create a user account" section above.
 - If you have forgotten your username or password, you can recover that information on our [Recover Member Online Account page](#).
4. Grant permission to access your health information.

If you have questions, you can find more details in our Frequently Asked Questions section below.









Medi-Cal Capacity Grant Program Investment Plan

Jessica Finney
Community Grants Director
Member Services Advisory Group
November 5, 2026

1

TOPICS

1. Emerging priorities for MCGP investments in 2027
 - Background on annual investment plan
 - Review of investment plan inputs and emerging priorities
 - Questions for MSAG

2



QUESTION FOR MSAG

- Looking at these emerging priorities, where do you see the greatest opportunity for the Alliance to make a meaningful difference?

3



3

MCGP **ANNUAL INVESTMENT PLAN** OVERVIEW

- Annual Investment Plan serves as a roadmap for MCGP funding priorities and decisions.
 - Establishes grantmaking priorities for the year that are responsive to identified community needs.
 - Allocates funding across Board-directed strategies.
 - Incorporates learnings from previous year's investments to optimize impact.
- 2027 Investment Plan will be presented for Board approval in January 2027.

4



4

2027 INVESTMENT PLAN **INPUTS**

- Environment Scan
 - County Community Health Assessments (CHAs) and Community Health Improvement Plans (CHIPs)
 - DHCS Priorities
 - Community Reinvestment Requirement
- Stakeholder Input
 - 2027-2030 Strategic Plan Stakeholder Interviews
 - Member and Physician Advisory Groups
 - Internal Grants Review Committee
 - Board

5



5

CHA & CHIP PRIORITIES ACROSS SERVICE AREA

Top Health Issues (CHA)

1. Access to health care
2. Mental health and substance use disorder (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 (CHIP)

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

6



6

AUG. 2026 MSAG INPUT: **COMMUNITY HEALTH NEEDS**

- Access to Care (transportation, specialty care, dental, master plan on aging)
- Chronic Disease Prevention
- SUD/BH support
- Child/adolescent health
- Trauma
- Housing

7



7

DHCS PRIORITIES

- **Coverage & Retention**
 - Eligibility, work/community engagement and renewal changes.
- **Safety Net Access**
 - Address access and continuity needs arising from coverage and delivery-system transitions.
- **CalAIM Sustainability**
 - Policy changes; Continuity of ECM and Community Supports
- **Workforce & Integrated Care**
 - Behavioral health delivery-system changes and integrated care access. Provider capacity, workforce, and community-based care.
- **Community Reinvestments**
 - Coordinate funding streams, align with community needs, address county-specific gaps and define measurable capacity-building outcomes.

8



8

DHCS COMMUNITY REINVESTMENT **REQUIREMENT**

- DHCS requires Medi-Cal managed care plans to reinvest part of their net income in their local communities.
- Eligible prior grants count as voluntary investments for this first year (calendar year 2024).
- Remaining obligations will be met through the 2027 MCGP Investment Plan and spent down 2027-2029.
 - Fully satisfied: Monterey County
 - Partially satisfied: Merced County and Santa Cruz County
 - Not included as recent additions to service area: Mariposa County and San Benito County

9



9

2027-2029 **STRATEGIC PLANNING PROCESS**



10



10



11

BOARD INPUTS

- Directed Specialist Recruitment grant allocation in June 2026.
- Provided Strategic Plan input and reviewed proposed plan in Sept. 2026. Approval planned for Dec. 2026.
- Will review and discuss emerging priorities for grantmaking in Oct. 2026 to inform the 2027 MCGP Investment Plan for approval in Jan. 2027.

12



12

EMERGING GRANTMAKING PRIORITIES FOR 2027

Proposed Areas for Discussion:

- **Targeted Healthcare Workforce**
 - Recruit and retain providers in documented local gaps, including primary care, behavioral health, specialty care and other hard-to-fill roles.
- **Safety Net Capacity & Access**
 - Stabilize essential services and make targeted investments in provider infrastructure, technology and care delivery where access is at risk.
- **Medi-Cal Coverage & Member Support**
 - Build on Medi-Cal Member Outreach and Retention (MOR) implementation: support trusted local partners to provide outreach, renewal assistance and connections to care.
- **Sustainable Community-Based Care**
 - Strengthen local community-based organization (CBO) capacity and partnerships to expand community health worker (CHW) services and effective participation in the Medi-Cal delivery system.

13



13

QUESTION FOR MSAG

- Looking at these emerging priorities, where do you see the greatest opportunity for the Alliance to make a meaningful difference?

Please:

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

14



14

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:

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.
-

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 ເຊັ່ນເອກະສານທີ່ບັນທຶກສອນນູນແລະມີໂຕຜິມໃຫຍ່ 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.

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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 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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