



CalOptima

Better. Together.





CalOptima is your public health insurance program with one mission: to provide members with access to quality health care services delivered in a cost-effective and compassionate manner.

For your health, CalOptima partners with a broad network of providers, so you can choose from thousands of doctors, pharmacies, community health centers, hospitals and long-term care facilities across Orange County. Quality care is our goal, and we are ranked among the best Medi-Cal plans in California.

About Medi-Cal

Medi-Cal is a public health insurance plan for low-income people. Families with children, adults, seniors, people with disabilities, pregnant women and others receive Medi-Cal through CalOptima.

The Orange County Social Services Agency determines if you are eligible for Medi-Cal. To enroll in Medi-Cal, call the Orange County Social Services Agency at **1-800-281-9799** or visit www.mybenefitscalwin.org.

You can also get no-cost enrollment help from the community health centers listed below:

- Coalition of Orange County Community Health Centers
www.coccc.org, **1-714-352-5590**
- Community Health Initiative of Orange County
www.chioc.org, **1-855-927-8333**
- Covered California
www.coveredca.org, **1-800-300-1506**

**The people in the photographs that appear in this document are models and used for illustrative purposes only.*

Medi-Cal Covered Benefits

Health Services

- Doctor office visit (exams and treatments)
- Prenatal care
- Newborn baby care
- Preventive care and annual wellness visits
- Specialty care services
- Immunizations
- Laboratory services (blood work, ultrasound, CT scans or X-rays)
- Medications

Behavioral Health Services

- Outpatient mental health services for mild to moderate conditions
- Behavioral health treatment

Medical Supplies

- Wheelchairs, walkers and other equipment

Transportation

- Emergency and non-emergency medical transportation
- Transportation to the doctor's office, the pharmacy and more

Long-Term Services and Supports

- Nursing facility care
- Hospice care

Dental Care

Preventive and restorative dental services are provided through Denti-Cal. For questions about dental benefits or to find a dentist, call Denti-Cal at **1-800-322-6384** or visit SmileCalifornia.org.

CalOptima's Support Services

Cultural and Linguistic Services

Interpreter services for more than 100 languages are available 24 hours a day, 7 days a week at no cost to Medi-Cal members. Interpreters are available for things such as doctor visits, urgent care services, pharmacy services, customer service phone calls, health education and new member orientation meetings. Translated materials are available in your language.

Health Education

CalOptima believes in helping members live a healthy lifestyle. Members can get help for tobacco cessation, weight control, nutrition, cholesterol management, diabetes, asthma, heart disease and high blood pressure.

Customer Service

Our Customer Service representatives can speak your language. Staff can help you:

- Learn about your benefits and how to get medical services and medications.
- Find, select and change your doctor and health networks.
- Request a CalOptima ID card.
- Work with your medical providers, case managers and community agencies to get the care you need.
- Learn about CalOptima's programs for members with Medi-Cal and Medicare coverage, OneCare Connect; Cal MediConnect Plan (Medicare-Medicaid Plan), OneCare (HMO SNP), and Program of All-Inclusive Care for the Elderly (PACE).

Contact Us

You can contact our Customer Service at **1-714-246-8500** or toll-free at **1-888-587-8088**, 24 hours a day, 7 days a week. TTY users can call toll-free at **1-800-735-2929**. Visit our offices Monday through Friday from 8 a.m. to 5 p.m.

For behavioral health services call toll-free at **1-855-877-3885** 24 hours a day, 7 days a week.

To schedule transportation services call toll-free **1-833-648-7528** from 8 a.m. to 8 p.m., 7 days a week.

For the nurse advice phone line call toll-free **1-855-705-8823**, 24 hours a day, 7 days a week.

CalOptima's Main Office
505 City Parkway West
Orange, CA 92868

CalOptima's Satellite Office
County Community Service Center
15496 Magnolia St., Ste. 111
Westminster, CA 92683
1-714-372-3617

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