



State of California-Health and Human Services Agency
Department of Health Care Services

P.O. Box 989009, West Sacramento, CA 95798-9850



Month 00, 2011

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Important Information For Persons with Disabilities and Seniors

Were you seeing a Medi-Cal doctor before enrolling in a health plan?

You may be able to still see that doctor for up to 12 months while you are in the health plan as long as the doctor agrees to work with the health plan. If you still want to see that doctor, follow these steps:

- Call your new health plan – see next page for your health plan’s phone numbers
- Tell your health plan you still want to see your Medi-Cal doctor
- Tell your health plan the name of your Medi-Cal doctor
- The health plan must contact that doctor on your behalf and tell you if you can still see that doctor
- If the health plan says no, ask them how to file a grievance

Your health plan can help you get:

- Assistance with finding transportation to and from your doctor’s office
- Written material in other formats, including Braille, audio, and large type
- Assistance to answer your questions in your language, including American Sign Language

You can choose a doctor that meets your accessibility needs.

Call your health plan for information about providers that meet your accessibility needs, including:

- Accessible parking spaces
- Curb ramps and other ramps
- Doors that open wide enough for a wheelchair or scooter
- Exam rooms that are accessible
- Exam tables and weight scales that are accessible

Your health plan’s provider directory may also have symbols to make it easier for you to choose a provider that offers the options in the list above. Check your health plan’s provider directory for a list of symbols and what each symbol means.



To call your plan, please use the following numbers:

Plan Name	Phone	TDD/TTY
Health Plan Name	(XXX) XXX-XXXX	(XXX) XXX-XXXX

If you still need additional assistance, please call the Medi-Cal Office of the Ombudsman at (888) 452-8609 from 8:00 a.m. to 5:00 p.m. Monday through Friday.

If your plan denies, reduces, or stops a service, you can file a grievance with your health plan. If you do not get resolution you have the right to a State Hearing. You can file a State Hearing by calling (800) 952-5253 or TDD/TTY (800) 952-8349 from 8:00 a.m. to 5:00 p.m. Monday through Friday.