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DIRECTOR

State of California—Health and Human Services Agency  
**Department of Health Care Services**



EDMUND G. BROWN JR.  
GOVERNOR

April 26, 2018

## **Important Information about your Medi-Cal Waiver Services**

### **Dear Waiver Participant:**

You are getting this letter because you are enrolled in the Home and Community-Based Alternatives (HCBA) Waiver. The HCBA Waiver is the new name for the Nursing Facility/Acute Hospital (NF/AH) Waiver.

The way you get your waiver services is changing. You will soon have a local Waiver Agency managing your Waiver services.

### **What is a Waiver Agency?**

A Waiver Agency is an organization in your area that will work with you the same way your assigned, state nurse does today. Your Waiver Agency knows how to provide home and community-based services and will make sure the Waiver services you receive continue to meet your needs.

### **How does a Waiver Agency help me?**

Benefits of a Waiver Agency include:

- Better access to services
- Faster service authorizations
- A local Care Management Team made up of a nurse and social worker that will work with you to create a Plan of Treatment that meets your needs

### **Is my doctor/personal caregiver going to change?**

No. Your current doctors and caregivers will work with the Waiver Agency to provide you with your Waiver services.

### **What if I don't want a Waiver Agency?**

Waiver Agencies have a contract to do the care management tasks that used to be done by the Department of Health Care Services. Because you live in an area that is covered by a Waiver Agency, there is not an option to decline the Waiver Agency, unless you disenroll from the HCBA Waiver.

This change is happening so your waiver service providers work better together and work better for you. Through the waiver agency you will have access to a local care management team that will support your needs.

### **What should I do now?**

There is nothing you need to do at this time. The Waiver Agency in your area will begin contacting you in July 2018 to schedule a visit with you. At that visit, they will introduce themselves and find out more about your healthcare needs.

This is the first letter telling you about this change. In about 60 days, you will get a second letter with more information about the Waiver Agency that is assigned to you.

### **For help or more information**

If you have questions about your options, please feel free to call 916-552-9105, Monday through Friday between 8:00AM and 5:00PM, excluding state holidays.

**Please note: This change does not affect your Medi-Cal eligibility. You do not need to call your eligibility worker about these changes.**

If you do not understand the information in this letter, please call 916-552-9105, (TTY 1-800-430-7077) for language assistance at no cost to you.

## **Non-Discrimination Policy and Language Access**

Department of Health Care Services (DHCS) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. DHCS does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

DHCS:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Michele Villados, Deputy Director of the Office of Civil Rights, at (916) 440-7370, 711 (California State Relay), Email: [CivilRights@dhcs.ca.gov](mailto:CivilRights@dhcs.ca.gov).

If you believe that DHCS has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Michele Villados, Deputy Director of the Office of Civil Rights Department of Health Care Services,  
Office of Civil Rights PO Box 997413, MS 0009  
Sacramento, CA 95899-7413

(916) 440-7370, 711 (California State Relay) Email: [CivilRights@dhcs.ca.gov](mailto:CivilRights@dhcs.ca.gov).

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Michele Villados, Deputy Director of the Office of Civil Rights, is available to help you.

You can also [file a civil rights complaint](#) with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through [the Office for Civil Rights Complaint Portal](#) or by mail or phone at: U.S. Department of Health and Human Services 200 Independence Avenue SW. Room 509F, HHH Building Washington, DC 20201 1-800-868-1019, 800-537-7697 (TDD).

[Complaint forms are available.](#)

### **Language Access**

If you would like assistance with translation, call 916-552-9105. (TTY 1-800-430-7077.)

If you do not understand the information in this letter, please call 916-552-9105, (TTY 1-800-430-7077) for language assistance at no cost to you.

إذا كنت ترغب في المساعدة في الترجمة، اتصل برقم 916-552-9105

Եթե թարգմանակարգան հարցում օգնություն կարիք ունեք, զանգահարեք 916-552-9105

ប្រសិនបើអ្នកចង់ស្នើសុំមួយ រឺ បកប្រែ ទូរស័ព្ទ ទេ ទេលេខ 916-552-9105

如果您想要獲得外語翻譯協助，請撥打 916-552-9105

اگر در ارتباط با ترجمه نیاز به کمک دارید، با شماره 916-552-9105 تماس بگیرید

यदि आप अनुवाद संबंधी सहायता चाहते ह, तो 916-552-9105 पर कॉल कर

Yog tias koj xav tau kev pab txhais lus, hu rau 916-552-9105

通訳をご希望の場合は、916-552-9105 までお掛けください

통번역 도움이 필요하실 경우 916-552-9105 (으)로 연락하십시오

ਜੇ ਤੁਹਾਨੂੰ ੂ ਅਨੁਵਾਦ ਬਾਰੇ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ 916-552-9105 ' ਤੇ ਕਾਲ ਕਰੋ

Если Вы хотели бы получить помощь с переводом, звоните по телефону 916-552-9105 Si desea obtener ayuda con la traducción, llame al 916-552-9105

Kung inyong kailangan ng pagtulong sa pag-translate, tawagan ang 916-552-9105

หากคุณต้องการความช่วยเหลือ ในการแปลภาษาจากภาษา  
อ กรณ าทิรต ตอหมายเลข  
916-552-9105 ด

Nếu quý vị muốn trợ giúp thông dịch, gọi số 916-552-9105

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