



Community  
Health Plan  
OF IMPERIAL VALLEY

MEDI-CAL

# WHOLE you

2026 Bulletin



Now  
Online!

You can now find *Whole You* online. It's part of our effort to reduce waste and make things easy for you. You can view it here, under Member Resources at [www.chpiv.org](http://www.chpiv.org).



New to Community Health Plan of Imperial Valley? Find out about your health plan in your member handbook and online. Visit [www.chpiv.org](http://www.chpiv.org).

[www.chpiv.org](http://www.chpiv.org)

## Welcome to *Whole You*

THIS IS YOUR YEARLY BENEFITS AND SERVICES NEWSLETTER  
FROM COMMUNITY HEALTH PLAN OF IMPERIAL VALLEY

Welcome to the 2026 issue of *Whole You*

### *Here's what you'll find:*

- We Protect Your Privacy When You Choose Community Health Plan of Imperial Valley.
- Know Doctor Wait Times Upfront with Our Guide.
- Talk to Us – We Speak Your Language.
- Find Support Quick and Easy with findhelp.
- Give Your Baby the Best Possible Start with Our Pregnancy Program.
- Get the Pregnancy Support and Care You Need with Health Net Doula Services.
- Help Your Child Have a Beautiful Smile.
- Get Your Voice Heard When You Take Our Survey.
- Catch Problems Early with the Proper Health Screenings.
- Find Complete Health Care Help through Case Management.
- Control Blood Pressure and Blood Sugar Levels by Knowing Your Numbers
- A Healthier Lifestyle Starts with Small Changes.
- Protect Yourself and Those You Love with the Flu Vaccine.
- Quit Nicotine with a Guided Program.
- Improve Your Health and Lifestyle with CHPIV's Diabetes Prevention Program
- Mental Health Matters: Refresh Your Mind, Body and Spirit.
- Feel Less Stressed and in Better Control with Non-Specialty Mental Health Services (NSMHS).
- You're Covered and Supported with Community Health Plan of Imperial Valley.
- Get Your Health Plan Information Anytime.
- You Stay Healthier When You Speak Up.
- Your Doctors Can Talk to Each Other through Your Primary Care Physician.
- Keep Your Medi-Cal When You Keep Your Records Up to Date.
- Get Care You Need and Services You Want Through Enhanced Care Management.
- Reach Your Health Goals and Live Healthier with Community Supports.
- Get the Most out of Your Healthcare With a Community Health Worker
- Watch Your Child Grow and Thrive with the Milestone Tracker App.
- Delivering Quality Care in Imperial County.
- Looking Ahead to 2026.

# We Protect Your Privacy When You Choose Community Health Plan of Imperial Valley

At Community Health Plan of Imperial Valley, your privacy is a focus for us. We have strict rules about how we collect, use or release your personal health information (PHI). PHI is information about you. Community Health Plan of Imperial Valley will not use your race, ethnicity, language, social needs, sexual orientation, or gender identity information for underwriting purposes or to make the decision if you can get coverage or benefits. PHI includes your:

- Name
- Address
- Phone number
- Health and demographic information.

You also have some rights about the information we keep about you.

## PHI includes information about:

- Your past or present physical or mental health – or condition.
- The health care you've received.
- The payment for that care.
- Your social needs.
- Race, ethnicity and language.
- Sexual orientation and gender identity.

**Note:** Federal and state laws require Community Health Plan of Imperial Valley to alert you about your rights. We also must alert you of our legal duties and privacy practices about your PHI. Community Health Plan of Imperial Valley's Notice of Privacy Practices describes:

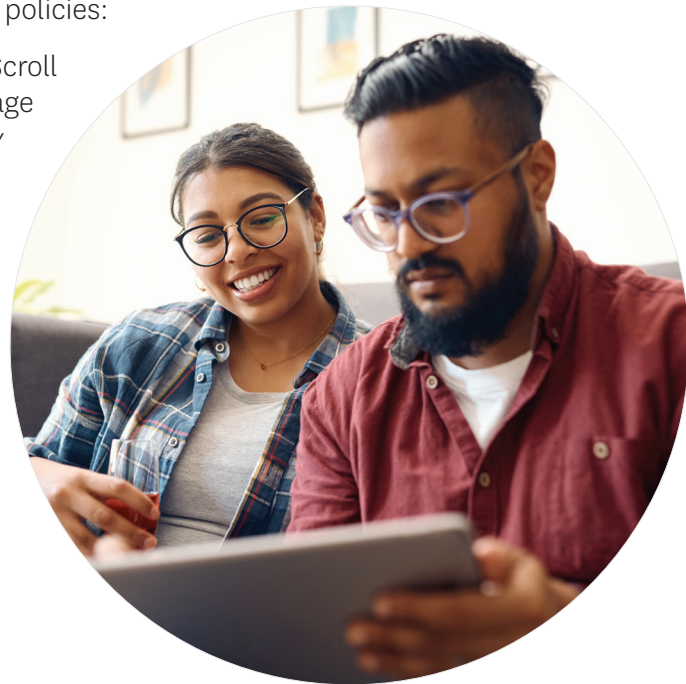
- How we protect your data.
- How we might use or share your PHI.
- Your rights as a member to access PHI.
- How you can ask for changes, limits or where and to whom your PHI gets shared.
- The steps for filing a complaint.

For a copy of Community Health Plan of Imperial Valley's privacy policies:

- 1 Visit **[www.chpiv.org](http://www.chpiv.org)**. Scroll to the bottom of the page and click *Privacy Policy* to reach the Notice of Privacy Practices.
- or
- 2 Call the toll-free Member Services number on your member ID card.



For questions about the Notice of Privacy Practices, please call Member Services at **1-833-236-4141**.



# Know Doctor Wait Times Upfront with Our Guide

*How long you will wait to see a doctor depends on your health issue. It also depends on the type of care you need.*

The table below shows how soon you should be able to see a doctor. It may be OK to wait longer if it does not harm your health. It's a good idea to make a routine care appointment to see your doctor if:

- You are a new patient.
- You have just obtained health coverage.



**If you need help making an appointment, call Member Services at 1-833-236-4141 (TTY: 711), 24 hours a day, 7 days a week.** You can get an interpreter (a person who translates speech orally) at no cost to help you at your appointment. Interpreters must be available during the appointment. Call Community Health Plan of Imperial Valley to ask for an interpreter **5 days before** the appointment.

| Appointment type                                                                                                                                  | Wait Time from Request          |
|---------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|
| <b>Urgent care appointments</b>                                                                                                                   |                                 |
| Urgent care appointment with primary care physician (PCP).                                                                                        | <b>Within 48 hours.</b>         |
| Urgent care appointment with specialist (no prior approval needed)                                                                                | <b>Within 48 hours.</b>         |
| Urgent care appointment with specialist (if prior approval needed)                                                                                | <b>Within 96 hours.</b>         |
| <b>Non-urgent appointments</b>                                                                                                                    |                                 |
| Non-urgent care appointment with PCP.                                                                                                             | <b>Within 10 business days.</b> |
| Non-urgent care appointment with specialist.                                                                                                      | <b>Within 15 business days.</b> |
| Appointment for ancillary services (lab work, diagnostic testing, such as mammogram or MRI, and treatment such as physical therapy are examples). | <b>Within 15 business days.</b> |
| <b>Behavioral health appointments (also known as mental health visits)</b>                                                                        |                                 |
| Urgent care visits with non-medical doctor behavioral health provider or a medical doctor (psychiatrist) that does not need prior approval.       | <b>Within 48 hours.</b>         |
| Urgent care visit with non-medical doctor behavioral health provider or a medical doctor (psychiatrist) that needs prior approval.                | <b>Within 96 hours.</b>         |
| Non-urgent care visit with non-medical doctor behavioral health provider <sup>1</sup> .                                                           | <b>Within 10 business days.</b> |
| Non-urgent visit with behavioral health doctor (psychiatrist).                                                                                    | <b>Within 15 business days.</b> |
| Non-urgent care follow-up visit with non-medical doctor behavioral health provider <sup>1</sup> .                                                 | <b>Within 10 business days.</b> |

<sup>1</sup>Examples of non-medical doctor behavioral health providers are counseling professionals, substance abuse professionals and qualified autism providers.

**Note:** A business day is Monday through Friday. It does not include weekends or holidays.

# Talk to Us – We Speak Your Language

**Is it better for you to read and speak in a language other than English?** Community Health Plan of Imperial Valley (CHPIV) has a no cost Language Assistance Program (LAP) to help us talk to each other.

Interpreters help you talk with your doctor, other health care providers and CHPIV staff.

## Interpreters are available for you

- You can get an interpreter at no cost for all your medical appointments.
- You cannot be required to bring your own interpreter to a medical appointment.
- You do not need to use family or friends as interpreters.
- You cannot use a child as an interpreter, unless there is an emergency, and no other interpreter is available.
- You have a right to file a grievance if your language needs are not met.
- Sign language services are available upon request.

You can ask for an oral translation or alternate format for any document you get from CHPIV.

## You can ask for a written translation for any of these letters

**Written translations are available for some documents in Spanish.**

- Summary of benefit information
- Form letters or letters letting you know about a:
  - Reduction of service
  - Denial of service
  - Change or end of service
- Notices with important health information
- Right to appeal
- Notice of language assistance
- Medical care reminders

## Call the Member Services number on your ID card when you need:

- An interpreter for a medical visit
- A document translated or read to you in your language
- A document in an alternate format
- To tell us your preferred written and spoken language



Please call the number on your ID card at least five days before your appointment if you would like to request an in person or video interpreter. Please allow 10 days for sign language interpreters.

We will do our best to find you an in-person interpreter. Sometimes a telephone interpreter may be the only option available. No-cost telephone interpreter services are available in over 150 languages, 24 hours a day, 7 days a week.

(continued)



## Your preferred language, race, ethnicity, and gender identity

Please call us at the number on your ID card to let us know your preferred spoken and written language. We may also ask your:

- Race
- Ethnicity
- Gender identity
- Sexual Orientation

We use this information to improve the quality of services that you receive. You have the option to not answer.

## CHPIV will protect your information

Your language, race, ethnic background, gender identity and sexual orientation information may only be shared with health care providers for quality improvement purposes. This information is not used to make decisions about whether you are able to receive coverage or services.

## Easy Info

Health care and health insurance can be hard to understand at times. Below are some simple tips to help you know what is happening with your health care.

Ask your doctor three important questions about your health:

1. What is my main problem?
2. What do I need to do?
3. Why is it important for me to do this?



## Take a notebook to your doctor appointments.

### *Here are some simple ways to use your notebook:*

Write down the plan that you and your doctor make together.

Be sure to note:

- Questions you have for the doctor
- Instructions you need to follow
- Your test results
- Any medication prescribed
- Ask your doctor to write any important information you need to know in your notebook.



# Find Support Quickly and Easily with findhelp

***Community Health Plan of Imperial Valley Community Connect**, powered by FindHelp is a no cost, online search service that helps you find low or no-cost programs and social services in your area.*

Search and connect to services such as medical care, food, housing, financial assistance, and more in one place.

CHPIV will use the social needs assessment results to help connect members to social services when needed. Members can self-refer to these programs, keep track of the referrals, and update them. Members can update the status of a referral to got help, couldn't get help, no longer interested, and more.

## Connect in three easy steps

- 1 Go to **findhelpchpiv.com**
- 2 Complete a Social Needs Self-Assessment
- 3 Enter a zip code and click *search*

Once you click *search*, you can choose from one of ten categories or select a subcategory, which will contain a list of services that vary based on the ZIP code entered. You can view results in more than 100 languages.

Your social needs information is protected. The searches you make on Community Connect are private. No one will contact you and we will not share your information without your consent.





# Give Your Baby the Best Possible Start with our Pregnancy Program

*Community Health Plan of Imperial Valley Pregnancy Program is Here for You and Your Baby. Every Step of the Way.*

A healthy pregnancy, birth and parent should be the goal of all expecting parents and families. That includes:

- Information.
- Resources.
- A true partnership to help ensure you and your baby get everything you need to make a smart start on this journey.

We want to help you take care of yourself and your baby through the whole process.

## Let us know about your pregnancy

If you're pregnant, please fill out your Member Notification of Pregnancy form so we can tailor your care and support.

Call **1-833-236-4141 (TTY: 711)**.

Let us know the call is to complete your pregnancy form.

For more information, please visit **[www.chpiv.org](http://www.chpiv.org)**. Or call Member Services at **1-833-236-4141**.



## Meet our case managers

Our case managers are nurses and social workers who can help you throughout your pregnancy. They can help you find resources and answer questions about your pregnancy and medical care. Your care manager can:

1. Help schedule appointments.
2. Provide transportation help.
3. Find resources that will help you get well and stay well.
4. Help with other behavioral and social services.



For more information,  
please visit **[www.chpiv.org](http://www.chpiv.org)**.  
Or call Member Services at  
**1-833-236-4141 (TTY: 711)**.



# Get the Pregnancy Support and Care You Need with Health Net Doula Services

**Community Health Plan of Imperial Valley strives** to help you and your family stay healthy.

Doulas can support you during pregnancy, birth, and postpartum (the time after birth). This includes a pregnancy that ends in a stillbirth, miscarriage, or abortion. Doula services are available in-person or virtual to meet your needs. For example, services can be provided:

- During a provider office visit.
- In the hospital.
- At a birth center.
- In your home.
- Over the phone or video call.

Doulas can help you:

- Define and write a birth plan.
- Learn about pregnancy and postpartum.
- Manage your care through the healthcare system.
- Connect with community resources.

- Offer support during labor, birth, and postpartum.
- Adjust to breastfeeding and provide support.

## Doula benefit includes:

- One visit with a Doula to get to know each other.
- Up to eight more visits that can happen during the pregnancy and postpartum.
- Support during labor and birth.
- Up to two, three-hour postpartum visits after the end of a pregnancy.



**Need help to find a Doula?**

Call Member Services at  
**1-833-236-4141 (TTY: 711),**  
 24 hours a day, 7 days a week.



## Help Your Child Have a Beautiful Smile

**Healthy gums and teeth are important to your child's overall health.**

Fluoride varnish is a safe and easy way to help prevent tooth decay in children. This service can be done 2 to 3 times a year to help your child's teeth stay healthy. Talk to your child's doctor or dentist about getting fluoride varnish today.



## Get Your Voice Heard When You Take Our Survey

*This spring, some Community Health Plan of Imperial Valley members will be selected to take the **CAHPS member experience survey**. If you are one of the lucky few, keep an eye on your mailbox!*

The survey asks about your experience with your providers and health plan. Your feedback helps us understand what's working and what needs improvement.

Why it matters:

- Your responses are anonymous.

- Your input represents thousands of members.
- Your feedback helps us improve care and service for everyone.

Happy with your care? Let us know!

Have ideas for improvement? We want to hear those too.



**If you receive the survey, please take a few minutes to complete it. Your voice makes a difference!**

# Catch Problems Early with the Proper Health Screenings

**Screenings can help save lives.** Health screenings can help doctors find health problems early. That's when treatment for diseases may work best.

## What's right for you?

The screenings you need depend on your age, risk, gender and other factors. Ask your doctor about the screenings listed below to help you stay healthy.



| Screenings                                              | When                                                                                                                                                                                                                                                                                                                                      |
|---------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Breast cancer</b>                                    | Get a mammogram every year starting at age 40 or as your doctor suggests.                                                                                                                                                                                                                                                                 |
| <b>Cervical cancer</b>                                  | Starting at age 21, get a cervical cancer screening (Pap test) every 3 years. At age 30, you can have a Pap test every 3 to 5 years or as your doctor suggests.                                                                                                                                                                           |
| <b>Chlamydia<br/>(a sexually transmitted infection)</b> | Every year through age 24 for sexually active, non-pregnant people; every year starting at age 24 if at high risk.<br><br>There are in-home screening options available for chlamydia screening, so please contact your Doctor to discuss if and how you can complete your screening from the comfort of your home.                       |
| <b>Colorectal cancer</b>                                | At age 45, talk to your doctor about which test is right for you. If you are high risk, your doctor may start testing at age 40.<br><br>There are in-home screening options available for colorectal cancer screening, so please contact your Doctor to discuss if and how you can complete your screening from the comfort of your home. |
| <b>High cholesterol</b>                                 | Most healthy adults should have their cholesterol checked every 4 to 6 years. Some people who have heart disease, diabetes, or a family history of high cholesterol, need to get their cholesterol checked more often.                                                                                                                    |
| <b>Hypertension<br/>(high blood pressure)</b>           | Every year in adults 40 years or older and in adults at high risk.                                                                                                                                                                                                                                                                        |
| <b>Prostate cancer</b>                                  | At age 40, talk to your doctor about testing.                                                                                                                                                                                                                                                                                             |
| <b>Dental Checkup</b>                                   | Every 6 months or as your dentist suggests.                                                                                                                                                                                                                                                                                               |
| <b>Depression and/or Anxiety Screenings.</b>            | Yearly, or as your doctor suggests.                                                                                                                                                                                                                                                                                                       |

Sources: American Cancer Society; Department of Health and Human Services; U.S. Preventive Services, Center of Disease Control. Visit [www.chpiv.org](http://www.chpiv.org), under Member Resources, for access to preventative screening guidelines.

# Find Complete Health Care Help through Case Management

The health care system can be a challenge. Community Health Plan of Imperial Valley has a team of nurses, social workers and other health care staff who can help. They'll work with you and your doctors to create a health care plan to help you manage your illness and regain your health.

## A case manager can:

- Help you find community resources to support your care.
- Help all your providers share information with each other about your care.
- Guide you to make the most of your health care benefits.
- Help you fully understand:
  - Your illness.
  - Your treatment options.
  - Actions you can take to improve your health.

It is your choice whether to take part in Case Management or not. It will not affect your health care benefits.

## Case Management can also help if you or a loved one with Community Health Plan of Imperial Valley Medi-Cal has:

- A complex condition. This includes diabetes, coronary artery disease, asthma, congestive heart failure, transplant, end-stage renal disease or cancer.
- A high-risk pregnancy.
- Mental health needs or substance-use needs.
- Stayed at the hospital many times.
- Advanced home-care needs.
- Had a serious injury.
- A terminal illness.



**Call 1-833-236-4141 (TTY: 711)**  
to learn more about how your caregiver or doctor can refer you to the Case Management program. You can also ask for an assessment to find out if Case Management can help you.



# Control Blood Pressure and Blood Sugar Levels by Knowing Your Numbers.

## Check your blood pressure

A blood pressure test includes two pressure numbers. Systolic is the pressure of blood against artery walls. Diastolic measures the pressure when the heart is at rest between beats. High blood pressure, or hypertension, puts you at a greater risk of getting heart disease. Make sure you talk to your doctor about what numbers are best for you.



| Blood Pressure Category                                                               | Systolic (mmHg) (top/upper number) | and/or | Diastolic (mm Hg) (bottom/lower number) |
|---------------------------------------------------------------------------------------|------------------------------------|--------|-----------------------------------------|
| Normal                                                                                | Less than 120                      | and    | Less than 80                            |
| Elevated                                                                              | 120-129                            | and    | Less than 80                            |
| Stage 1 Hypertension (High Blood Pressure)                                            | 130-139                            | or     | 80-89                                   |
| Stage 2 Hypertension (High Blood Pressure)                                            | 140 or higher                      | or     | 90 or higher                            |
| Severe Hypertension (If you don't have symptoms*, call your healthcare professional.) | Higher than 180                    | and/or | Higher than 120                         |
| Hypertensive Emergency (If you have any of these symptoms*, call 911.)                | Higher than 180                    | and/or | Higher than 120                         |

\*Symptoms: chest pain, shortness of breath, back pain, numbness, weakness, change in vision or difficulty speaking

Source: American Heart Association

## Don't forget to:

1. Get your prescription filled.
2. Follow the instructions. If they are not clear, ask your pharmacist to explain.
3. Take it at the right times.
4. Finish all the medicine. Do this even if you feel better before it is all gone.

Please talk to your doctor right away if you feel like the medicine is not working or there is a side effect you do not like.

## Get your A1C – blood sugar test

An A1C test measures your blood sugar level over the past three months. It is the best way to know if your blood sugar is under control. High blood sugar raises your risk of diabetes and other serious problems, such as heart disease or stroke.

| A1C percent  |              |
|--------------|--------------|
| Below 5.7    | Normal       |
| 5.7–6.4      | Pre-diabetes |
| 6.5 or above | Diabetes     |

## A Healthier Lifestyle Starts with Small Changes

### Change doesn't happen overnight.

You can have a healthier lifestyle when you take some small steps to manage your weight.

Members have access to various Krames weight management materials online at [chpiv.preview.kramesonline.com](http://chpiv.preview.kramesonline.com). You can also call the Member Services phone number on the back of your Community Health Plan of Imperial Valley ID card about the resources we have for you.

# Protect Yourself and Those You Love with the Flu Vaccine

**Flu season starts as early as October.** Get your influenza vaccination as soon as you can!

Getting a flu vaccine is one of the easiest and most effective ways to protect yourself and those around you during flu season. Children ages 6 months through 8 years **may need two doses** if they've never received a flu vaccine before or have only had one dose in the past. For everyone else, it's important to get vaccinated every year to stay protected. Flu vaccines are safe, quick, and help protect your whole community.

Talk to your doctor if you have questions about the flu vaccine.

## Checkups and vaccines are key

Well-child checkups can help ensure that your child is healthy. It is a time for the doctor to check your child's health and development.

This is also the time when your child will also get any needed vaccines. Your child should get vaccines in the first few years. This tapers off as kids get older. But teens still need booster shots. **Remember, everyone over 6 months old should get a flu vaccine every year.** Is your child due for a checkup? Call the doctor's office and make an appointment today!



|  |                                                |                                                                  |
|--|------------------------------------------------|------------------------------------------------------------------|
|  | <b>Well-child checkups needed around ages:</b> | 2 to 5 days;<br>1, 2, 4, 6, 9, 12, 15, 18, 24, 30, and 36 months |
|  | <b>Well-child checkups needed once a year:</b> | After age 3 and until age 21.                                    |

Sources: American Academy of Pediatrics; National Institutes of Health. Centers for Disease Control and Prevention.

## Quit nicotine with a guided program

### Do you smoke or vape?

Contact Kick It California, a no-cost program, to get help and quit. You can speak with a Quit Coach, join a text program or download a mobile app. Learn about nicotine patches and more!



Quit nicotine with a guided program

Visit [www.kickitca.org](http://www.kickitca.org) today.

You won't regret it!

English: 1-800-300-8086

Spanish: 1-800-600-8191

# Improve Your Health and Lifestyle with CHPIV's Diabetes Prevention Program

**Diabetes Prevention Program (DPP)** is focused on helping members lower their risk for diabetes through healthy lifestyle choices and weight loss.

Community Health Plan of Imperial Valley is partnering with Diabetes Care Partners (DCP) to offer the DPP.

## This year-long program includes:

- Access to a health coach.
- Online classes available.
- Weekly meetings for the first four months.
- Monthly meetings for the next eight months.

## Benefits of DPP Program:

- Eat right.
- Lower your stress and sleep better.
- Lose weight.

## You qualify if you:

- Have pre-diabetes.
- Score high on pre-diabetes risk test.
- Are 18 or older and overweight.

If you are a member who qualifies, the Diabetes Prevention Program is available in English and Spanish at no cost to you. You can choose to cancel at any time.



Please call the member services number on the back of your ID card to learn more.



# Mental Health Matters: Refresh Your Mind, Body and Spirit

*Our Teladoc Mental Health (Digital Program) offers tools to help you feel better and live well.*

Available 24/7 online and via the mobile app, this self-help program offers proven ways to support you in making positive changes. It is safe, secure, and personalized just for you! Start your journey today!

## With the Teladoc Mental Health (Digital Program), you will find help to:

- Relieve stress
- Improve sleep
- Manage depression
- Reduce fear and worry
- Help with chronic pain
- Move beyond trauma
- And more!

This program provides features such as easy learning modules, action plans, and tips to help bring hope and healing. You can sign up for this program at **[www.teladochealth.com](http://www.teladochealth.com)**.

**Questions?** Call the Member Services phone number on your Community Health Plan of Imperial Valley member ID card to get help.



# Feel Less Stressed and in Better Control with Non-Specialty Mental Health Services (NSMHS)

***Mental health struggles and substance use disorders affect people from all backgrounds and all ages. The good news is that they can be treated. Your mental health is important at every stage of life. Just like when you go to the doctor for a yearly check-up, your mental health needs a check-up too.***

As a member, you have many options and benefits to support you with your mental health. You have access to a wide array of behavioral health providers that includes:

- Therapist sessions for individuals and families.
- Medication management.
- Applied Behavioral Analysis for children and youth.
- In-office, telehealth, or other types of care, if needed.
- A full mental health review, treatment and more.

There are additional benefits like Dyadic Care, which is a form of treatment that targets children, family, and caregivers to support the child's healthy progress and mental health.



## You're Covered and Supported with Community Health Plan of Imperial Valley

***Community Health Plan of Imperial Valley strives to help you and your family stay healthy.***

We make all choices about your care based on your medical needs and coverage. We do not reward doctors who deny medical care or treatment. We will review any report of a doctor who does not give medically needed care to our members. Any doctor found to have acted wrongly may have their contract terminated.



If you have questions about approval of care, you can talk with us in your preferred language. Call us toll-free at **1-833-236-4141** or TTY number on your Community Health Plan of Imperial Valley member ID card. 24 hours a day, 7 days a week.

# Get Your Health Plan Information Anytime

Visit **www.chpiv.org** to learn more about how your health plan works. Call the Member Services phone number on the back of your ID card to help you learn how to:

- Get info about covered or non covered benefits, including benefit limits on services received out-of-area and your share of costs.
- Get language assistance to help you learn more about your benefits and how to access care in your preferred language.
- Find providers in your network such as hospitals, primary care doctors, and specialists including behavioral health providers.
- Change your primary care doctor.
- Get help with a claim for covered services.
- Get a referral or authorization for care.
- Get care and health services, including out-of-area services, emergency, urgent or after-hours access.
- Make a complaint or appeal a decision.
- Learn more about how we assess new medical and behavioral health technology for coverage.
- Request free copies of the information used in making a decision about your appeal.

Information regarding your benefits, coverage, share of costs, and Member Rights and Responsibilities can be found in your member handbook. To get a copy, visit us online at **www.chpiv.org**. Go to the bottom of the page and click on *Member Resources*. You may also call us free of charge at **1-833-236-4141 (TTY: 711)** to request a copy.

## You Stay Healthier When You Speak Up

Doctors and other health care providers want to give the best care possible. There may be times, however, when you are not happy with the care you get.

Let us know if this happens so you can file a grievance. A grievance lets us know you are unhappy. We use this information to make our services better.

### There are three ways you can do this:

- Fill out the grievance through our website: **<https://chpiv.org/grievance-form/>**
- Download the grievance form on our website and mail it or fax it back to us.
- Call us toll-free at **1-833-236-4141 (TTY: 711)** to file.
- We are available 24 hours a day, 7 days a week, including holidays.



# Your Doctors Can Talk to Each Other through Your Primary Care Physician

**Experts say that each of us needs a home base for our health care.** That means having a regular doctor to meet your basic health care needs. This doctor is known as a primary care physician (PCP).

Your PCP can help you stay healthy – or get better when you’re ill. They can treat most minor problems. This means that unless you have a true emergency, you will most likely not need to go to a hospital for this type of care.

Your PCP will also help you manage your chronic health problems, such as diabetes or asthma. Your doctor may send you to a specialist and follow up with you.

They will also work with you and your specialists to keep any health problems under control.

## Your PCP can also:

- Give you checkups
  - preventive care, such as shots or health screenings.
- Help you reach a health goal
  - stop smoking or to lose weight.
- Be your partner in wellness.

## Get answers to general questions on our Nurse Advice Line

You can talk to a registered nurse any time of day, every day of the year. Call the **24/7 Nurse Line** at **1-833-236-4141 (TTY 711)**



The back of your Community Health of Imperial Valley member ID card has your PCP listed. Call Member Services at **1-833-236-4141 (TTY: 711)** if you need help to find a doctor who is right for you.



Sources: Agency for Healthcare Research and Quality; American Academy of Family Physicians

# Keep Your Medi-Cal When You Keep Your Records Up to Date

**Don't miss important info** about your Medi Cal benefits.

Make sure that your county office has your correct information. Let your local Medi-Cal office know within 10 days if your information changes.

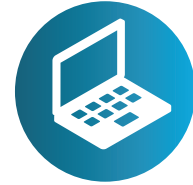
## Some changes may include:

- Moved to a new address.
- A pregnancy.
- Got a new job.
- Changed phone numbers.
- Had a baby.
- Got married.
- Changed email.

**If you have any changes, report them to your local county office.**

You can contact the county:

- Online
- Fax
- Email
- By phone
- In person



## Renew online

You can make updates and renew your Medi-Cal online. Go to **benefitscal.com** to create your online account. Click the “*Create an Account*” link in the upper right corner, below the “*Log In*” button.

## Get Care You Need and Services You Want Through Enhanced Care Management

Enhanced Care Management (ECM) offers services to Medi-Cal members at no cost who have complex health care needs and challenges that make it hard to improve their health. ECM offers services that can help you with your health and well-being. You will have a care team and your own ECM lead care manager.

### You can get help to:

- Receive extra support to get the care you need. Your care team will help you focus on your health and make sure you get the services you need.
- Create a plan. You and your care team will make a care plan that will include your physical and mental health needs, social services and more.
- Connect with your doctors. Your lead care manager will keep all your doctors up to date on your health. Your care manager can also arrange for the services you receive such as appointments, transportation and more.
- Learn the best way to support your health needs. You and other people who are involved in your care, like a family member, can learn the best ways for you to take care of your health.
- Move you safely from one care setting to another. Your care team will help you move safely and easily if you need to stay at or leave a hospital or nursing facility. The care team will also support you with any issues you may have.
- Work with others involved in your health care, like a family member. Your care team can make sure your family, caregivers and others who support you, know about your health issues.
- Connect you to community and social services. ECM can connect you to other non-health services such as:
  - Food
  - Job training
  - Childcare
  - Disability-related services and more

**Need help with ECM services or options to change your ECM lead care manager or ECM provider?**

**Call Member Services at 1-833-236-4141 (TTY:711).**

**Note:** ECM participation is voluntary and can be discontinued at any time. You must give consent prior to sharing ECM related data.

# Reach Your Health Goals and Live Healthier with Community Supports

**Community Supports (CS) services are available to Medi-Cal members to help you reach your health goals. If you qualify, there are 14 types of services that are offered:**

- **Asthma Remediation.** This service provides changes to a home to remove harmful asthma triggers.
- **Day Habilitation.** This program helps you learn skills needed in a home-like setting. The services can include training on how to use public transportation or how to prepare meals.
- **Environmental Accessibility Adaptation (Home Modifications).** A service that offers changes to a home for your health and safety. These may include ramps and grab bars.
- **Housing Transition Navigation Services.** These services can help you find housing and include:
  - Looking for a place to live.
  - How to apply for housing.
  - How to create a housing support plan.
- **Housing Tenancy and Sustaining Services.** A service to help you to keep your home once you've moved in.
- **Housing Deposit.** A financial service to help you secure housing funds such as:
  - Security deposit to get a lease.
  - First month's coverage of utilities.
- **Meals/Medically Tailored Meals/Medically Supportive Foods.** Meals that are delivered to your home that are prepared and cooked based on your nutrition-sensitive health condition and diet need.
- **Assisted Living Facility (ALF) Transitions.** Services help members live in a home-like community setting and/or prevent living in a nursing home.
- **Personal Care and Homemaker Services.** Daily living services offered to help you:
  - Bathe.
  - Dress.
  - Clean the house.
  - Grocery shop and more.
- **Recuperative Care (Medical Respite).** A service that provides short-term housing care if you no longer need to be in a hospital, but still need time to recover from injury or illness.
- **Respite Services.** This service provides short-term relief to caregivers of those who need care or support on a short-term basis.
- **Short-Term Post-Hospitalization Housing.** Short-term housing service for mental health or substance use recovery after leaving the hospital.
- **Sobering Center.** A place to get help with alcohol or drinking problems instead of going to an emergency center or jail.
- **Transitional Rent.** Helps with temporary rental assistance including rent/temporary housing.



**Need help with Community Support services?**

**Call Member Services at 1-833-236-4141 (TTY:711).**

# Get the Most out of Your Healthcare With a Community Health Worker

*When it comes to getting the most out of your healthcare, **community health workers (CHWs)** can be your best choice.*

There are many resources health plan members can access, but you may not always know where they are. CHWs are here to help, support, and point you in the right direction. These services are open to members of all ages.

You can call on CHWs when you need help with:

## Health education

- Learn about wellness programs and other resources.
- Get extra support during your pregnancy such as Doulas.
- Learn more about your health condition.

## Health navigation

- Get connected to the plan to help find a doctor, mental health provider, and same-day health services.
- Get referrals for Community Supports like housing, meals, and other services.
- Get transportation to medical services.

## Individual support and guidance

- Assess and establish healthcare goals.
- Navigate healthcare challenges.



If you need help to sign up for CHW services, call Member Services at **1-833-236-4141 (TTY:711)**.



# Watch Your Child Grow and Thrive with CDC's Milestone Tracker App!

*Track your child's development from ages 2 months to 5 years with the Centers for Disease Control's (CDC) Milestone Tracker App.*

Learn how your child plays, learns, speaks and acts. The app has fun activities, simple checklists, and tips for kids from 2 months to 5 years old. Photos and videos make tracking milestones easy and fun.



**Milestones matter!**

Download or scan the no cost app today in English or Spanish. Learn more about the app at [www.cdc.gov/MilestoneTracker](http://www.cdc.gov/MilestoneTracker)

## Delivering Quality Care in Imperial County

In 2024, Community Health Plan of Imperial Valley (CHPIV) launched as a new health plan dedicated to serving Imperial County. Our focus is on improving healthcare access, enhancing care quality, and ensuring members receive timely and effective services.

Through our Quality Improvement Program, CHPIV works closely with doctors and healthcare providers to support members' healthcare needs. This includes:

- Promoting a healthy lifestyle.
- Providing preventive care services.
- Supporting chronic disease management.
- Expanding access to mental health services.
- Enhancing patient health and safety.
- Ensure proper prescription medication treatments.
- Empowering members with health education.
- Improving overall healthcare accessibility.



**Looking Ahead to 2026**

*As a new health plan, HEDIS priority measure outcomes will be available in the next Medi-Cal newsletter. While we continue to track performance and improve member services, we are committed to delivering quality healthcare experiences for our community.*

If you would like more information about our Quality Improvement Program, please call Member Services at the toll-free number listed on the back of your CHPIV Health ID card.

# NONDISCRIMINATION NOTICE

Discrimination is against the law. Community Health Plan of Imperial Valley complies with applicable State and Federal civil rights laws and does not discriminate, exclude people or treat them differently because of race, color, national origin, age, mental disability, physical disability, sex (including pregnancy, sexual orientation, and gender identity), religion, ancestry, ethnic group identification, medical condition, genetic information, marital status, or gender.

Community Health Plan of Imperial Valley:

- 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, and 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 the Community Health Plan of Imperial Valley (CHPIV) at 1-833-236-4141 (TTY: 711), 24 hours a day, 7 days a week.

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:

Community Health Plan of Imperial Valley (CHPIV)

Health Equity Department

P.O. Box 9103

Van Nuys, CA 91410-9103

1-833-236-4141 (TTY: 711)

## HOW TO FILE A GRIEVANCE

If you believe that Community Health Plan of Imperial Valley has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, or sex (including pregnancy, sexual orientation, and gender identity), mental disability, physical disability, religion, ancestry, ethnic group identification, medical condition, genetic information, marital status, or gender you can file a grievance with CHPIV 1557 Coordinator. You can file a grievance by phone, in writing, in person, or electronically:

- By phone: Contact CHPIV 1557 Coordinator between 8:00 am and 8:00 pm (EST), Monday through Friday by calling 1-855-577-8234 (TTY: 711).
- In writing: Fill out a complaint form or write a letter and send it to:
  - 1557 Coordinator, PO Box 31384, Tampa, FL 33631
- In person: Visit your doctor's office or CHPIV and say you want to file a grievance.
- Electronically: Visit CHPIV's website at <https://chpiv.org>.

## **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).

## **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 of Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

## **Notice of Availability of Language Assistance Services and Auxiliary Aids and Services**

### **English**

If you, or someone you are helping, need language services, call 1-833-236-4141 (TTY: 711). Aids and services for people with disabilities, like documents in braille and large print, are also available. These services are at no cost to you.

### **Arabic**

إذا كنت أنت أو أي شخص تقوم بمساعدته، بحاجة إلى الخدمات اللغوية، فاتصل بالرقم (1-833-236-4141 (TTY: 711) تتوفر أيضاً المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة برايل وبطباعة كبيرة. تتوفر هذه الخدمات بدون تكلفة بالنسبة لك.

### **Armenian**

Եթե դուք կամ որևէ մեկը, ում դուք օգնում եք, ունեն լեզվական օգնության կարիք, զանգահարեք 1-833-236-4141 (TTY: 711): Հաշմանդամություն ունեցող մարդկանց համար հասանելի են օգնություն և ծառայություններ, ինչպես օրինակ՝ փաստաթղթեր բրայլով կամ խոշոր տպագրությամբ: Այս ծառայությունները ձեզ համար անվճար են:

### **Cambodian**

ប្រសិនបើអ្នក ឬនរណាម្នាក់ដែលអ្នកកំពុងជួយ ត្រូវការសេវាផ្នែកភាសា សូមទូរសព្ទទៅលេខ 1-833-236-4141 (TTY: 711)។ ជំនួយ និងសេវាកម្មផ្សេងៗសម្រាប់អ្នកដែលពិការ ដូចជាឯកសារជាអក្សរធំ និងជាអក្សរខ្នាតធំក៏មានផ្តល់ជូនផងដែរ។ សេវាកម្មទាំងនេះត្រូវបានផ្តល់ជូនអ្នកដោយមិនគិតថ្លៃ។

### **Chinese (Simplified)**

如果您或者您正在帮助的人需要语言服务，请致电 1-833-236-4141 (TTY: 711)。还可提供面向残障人士的帮助和服务，例如盲文和大字版文档。这些服务免费为您提供。

### **Chinese (Traditional)**

如果您或您正在幫助的其他人需要語言服務，請致電 1-833-236-4141 (TTY: 711)。另外，還為殘疾人士提供輔助和服務，例如盲文和大字版文件。這些服務對您免費提供。

### **Farsi**

اگر شما یا هر فرد دیگری که به او کمک می‌کنید نیاز به خدمات زبانی دارد، با شماره 1-833-236-4141 (TTY: 711) تماس بگیرید. کمک‌ها و خدماتی مانند مدارک با خط بریل و چاپ درشت نیز برای معلولان قابل عرضه است. این خدمات هزینه‌ای برای شما نخواهد داشت.

### **Hindi**

यदि आपको, या जिसकी आप मदद कर रहे हैं उसे, भाषा सेवाएँ चाहिए, तो कॉल करें 1-833-236-4141 (TTY: 711)। विकलांग लोगों के लिए सहायता और सेवाएं, जैसे 'ब्रेल' लिपि और बड़े प्रिंट में दस्तावेज़, भी उपलब्ध हैं। ये सेवाएँ आपके लिए मुफ्त उपलब्ध हैं।

### **Hmong**

Yog hais tias koj, los sis ib tus neeg twg uas koj tab tom pab nws, xav tau cov kev pab cuam txhais lus, hu rau 1-833-236-4141 (TTY: 711). Tsis tas li ntawd, peb kuj tseem muaj cov khoom siv pab thiab cov kev pab cuam rau cov neeg xiam oob qhab tib si, xws li cov ntaub ntawv uas tuaj yeem nkag cuag tau yooj yim thiab cov ntaub ntawv luam tawm uas pom tus niam ntawv loj. Cov kev pab cuam no yog muaj pab yam tsis xam nqi dab tsi rau koj them li.

### **Japanese**

ご自身またはご自身がサポートしている方が言語サービスを必要とする場合は、1-833-236-4141 (TTY: 711)。までお問い合わせください。障がいをお持ちの方のために、点字や大活字の文書などの補助・サービスも提供しています。これらのサービスは無料で提供されています。

### **Korean**

귀하 또는 귀하가 도와주고 있는 분이 언어 서비스가 필요하시면 1-833-236-4141 (TTY: 711) 번으로 연락해 주십시오. 장애가 있는 분들에게 보조 자료 및 서비스(예: 점자 및 대형 활자 인쇄본)도 제공됩니다. 이 서비스는 무료로 이용하실 수 있습니다.

### **Laotian**

ຖ້າທ່ານ, ຫຼື ບຸກຄົນໃດໜຶ່ງທີ່ທ່ານກຳລັງຊ່ວຍເຫຼືອ, ຕ້ອງການບໍລິການແປພາສາ, ໂທ 1-833-236-4141 (TTY: 711) ນອກນັ້ນ, ພວກເຮົາຍັງມີອຸປະກອນຊ່ວຍເຫຼືອ ແລະ ການບໍລິການສຳລັບຄົນພິການອີກດ້ວຍ, ເຊັ່ນ ເອກະສານເປັນດົວອັກສອນນູນ ແລະ ພິມຂະໜາດໃຫຍ່. ການບໍລິການເຫຼົ່ານີ້ແມ່ນມີໄວ້ຊ່ວຍເຫຼືອທ່ານໃດໜຶ່ງບໍ່ໄດ້ເສຍຄ່າໃດໆ.

### **Mien**

Beiv hnavg meih ganh a'fai meih tengx ga'hlen mienh, se gorngv qiemx zuqc longc tengx porv waac bun muangx, mborqv finx lorz 1-833-236-4141 (TTY: 711). Mbenc duqv maaih jaa-dorngx aengx caux gong tengx waaic fangx mienh, beiv zoux sou benx nzangc-pokc bun hluo aengx caux domh nzangc. Naaiv deix gong-bou jauv-louc mv zuqc heuc meih ndortv nyaanh cingv.

### **Punjabi**

ਜੇ ਤੁਹਾਨੂੰ ਜਾਂ ਜਿਸ ਦੀ ਤੁਸੀਂ ਮਦਦ ਕਰ ਰਹੇ ਹੋ, ਨੂੰ ਭਾਸ਼ਾ ਸੇਵਾਵਾਂ ਦੀ ਜ਼ਰੂਰਤ ਹੈ, ਤਾਂ 1-833-236-4141 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ। ਅਪਾਹਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਵਿੱਚ ਦਸਤਾਵੇਜ਼ ਅਤੇ ਵੱਡੇ ਪ੍ਰਿੰਟ ਵੀ ਉਪਲਬਧ ਹਨ। ਇਹ ਸੇਵਾਵਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਹਨ।

### **Russian**

Если вам или человеку, которому вы помогаете, необходимы услуги перевода, звоните по телефону 1-833-236-4141 (TTY: 711). Кроме того, мы предоставляем материалы и услуги для людей с ограниченными возможностями, например документы, выполненные шрифтом Брайля или крупным шрифтом. Эти услуги предоставляются бесплатно.

### **Spanish**

Si usted o la persona a quien ayuda necesita servicios de idiomas, comuníquese al 1-833-236-4141 (TTY: 711). También hay herramientas y servicios disponibles para personas con discapacidad, como documentos en braille y en letra grande. Estos servicios no tienen ningún costo para usted.

### **Tagalog**

Kung ikaw o ang taong tinutulungan mo ay kailangan ng mga serbisyo sa wika, tumawag sa 1-833-236-4141 (TTY: 711). Makakakuha rin ng mga tulong at serbisyo para sa mga taong may mga kapansanan, tulad ng mga dokumentong nasa braille at mga malaking print. Wala kang babayaran para sa mga serbisyong ito.

### **Thai**

หากคุณหรือคนที่คุณช่วยเหลือ ต้องการบริการด้านภาษา โทร 1-833-236-4141 (TTY: 711) นอกจากนี้ยังมี ความช่วยเหลือและบริการสำหรับผู้พิการ เช่น เอกสารในรูปแบบอักษรเบรลล์และตัวพิมพ์ขนาดใหญ่ บริการเหล่านี้ ไม่มีค่าใช้จ่ายสำหรับคุณ

### **Ukrainian**

Якщо вам або людині, якій ви допомагаєте, потрібні послуги перекладу, телефонуйте на номер 1-833-236-4141 (TTY: 711). Ми також надаємо матеріали та послуги для людей з обмеженими можливостями, як-от документи шрифтом Брайля або надруковані великим шрифтом. Ці послуги для вас безкоштовні.

### **Vietnamese**

Nếu quý vị hoặc ai đó mà quý vị đang giúp đỡ cần dịch vụ ngôn ngữ, hãy gọi 1-833-236-4141 (TTY: 711). Chúng tôi cũng có sẵn các trợ giúp và dịch vụ dành cho người khuyết tật, như tài liệu bằng chữ nổi Braille và bản in khổ lớn. Quý vị được nhận các dịch vụ này miễn phí.



**Community  
Health Plan**  
OF IMPERIAL VALLEY

*MEDI-CAL*

Community Health Plan of Imperial Valley  
PO Box 9103  
Van Nuys, CA 91409-9103

The information provided is not intended as medical advice or as a substitute for professional medical care. Always seek and follow the advice of your physician or other health provider for any questions you have regarding your general medical condition.

Models may be used in photos and illustrations. If you have any concerns or questions about specific content that may affect your health, please contact your health care provider.

NWS0663030EO00 (11/25)