



NEWS

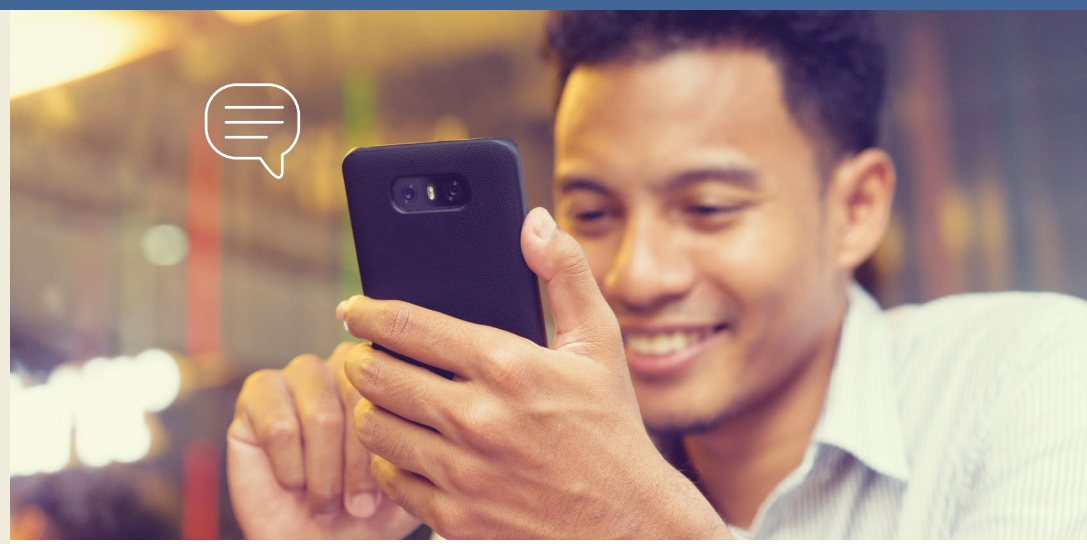


YOUR PARTNER IN HEALTH

WINTER 2026

In This Issue:

- **Getting the Most Out of Your Benefits** Page 3
- **Preventing Shingles** Page 6
- **Intimate Partner Violence** Page 8
- **What is a Doula?** Page 11
- **Resources for You and Your Family** Pages 12-13



Look Out for Text Messages from Partnership!

Partnership HealthPlan of California is excited to connect with you in a new way. Our new Texting Program helps you learn about your health and benefits through your phone, making it easier to stay informed and healthy.

We will send you helpful messages like:

- Reminders for well-child visits
- Tips for keeping your teeth healthy
- Information about our Advice Nurse Line

These are just a few examples of what is coming your way!

All texts will come from **(888) 251-9762**. If you see a message from that number, it is safe to read and click the links.

Your privacy matters to us. We use a secure system that follows HIPAA rules to protect your personal details. We will never share or sell your details. You can trust that the texts are coming from Partnership.

If you have questions, please call us at **(800) 863-4155**, Monday – Friday, 8 a.m. to 5 p.m. TTY users can call **(800) 735-2929** or 711.

Keep an eye on your phone. Helpful texts from Partnership are coming soon! ♦

Update on Partnership Behavioral Health Services

As of September 29, 2025, members can get help with mental health and substance use disorder services through Partnership directly, instead of through Carelon Behavioral Health.

The phone number to get support will not change. For help with mental health and substance use disorder services, please continue to call **(855) 765-9703**, available 24 hours a day, 7 days a week. TTY users can call the California Relay Service at **(800) 735-2929** or call 711. ♦



Notice About Estate Recovery

The Medi-Cal program must seek repayment from probated estates of certain deceased members for Medi-Cal benefits received on or after their 55th birthday. Repayment includes Fee-for-Service and managed care premiums or capitation payments for nursing facility services, home and community-based services, and related hospital and prescription drug services received when the member was an inpatient in a nursing facility or was receiving home and community-based services. Repayment cannot exceed the value of a member's probated estate.

To learn more, go to the DHCS Estate Recovery program website at <https://dhcs.ca.gov/er> or call **(916) 650-0590**. ♦



Medi-Cal Managed Care Ombudsman

You can call the Department of Health Care Services Managed Care Ombudsman's office at **(888) 452-8609**, Monday – Friday, 8 a.m. to 5 p.m., if you have any questions or a complaint about your health care. ♦

Lab Services

Partnership and some of our doctors contract with specific labs for services. When your doctor refers you for lab tests, make sure to ask them which lab you should use. If your doctor does not know, you can always call us at **(800) 863-4155**. ♦

Annual Disclosure Statement

Choices made by Partnership are based on the care and coverage that members need. Partnership does not pay or reward providers or their staff to refuse members' health care needs. ♦



Getting the Most Out of Your Benefits

By Lulu Zhang

Your health care has many benefits, like mental health, dental, and vision. Partnership helps connect members to all types of care.

Mental Health Care

Getting support for mental health is simple. Members can get mental health care by calling **(855) 765-9703**. Support is available 24 hours a day, 7 days a week. Specialty mental health benefits are handled by the county where a member lives, not by Partnership. To get access to specialty services, call your local county office.

Dental Care

Partnership works with Smile California, also known as the Medi-Cal Dental Program, to provide dental benefits. The [Smile California website](#) can help you find a Medi-Cal Dental provider in your area. For more information, call **(800) 322-6384**, 8 a.m. – 5 p.m., Monday – Friday.

Vision Care

For routine vision exams, Partnership works with Vision Services Plan (VSP). To learn more, you can call VSP at **(800) 877-7195**, Monday – Saturday, 6 a.m. – 5 p.m.

Pharmacy Benefits

Medi-Cal Rx helps members get the pharmacy benefits and services they need. Partnership covers medicines from a provider's office or a hospital, and Medi-Cal Rx covers medicines from a pharmacy. Medi-Cal Rx also covers some over-the-counter medicines if a provider prescribes them, so members do not have to pay. Call Medi-Cal Rx at **(800) 977-2273** to learn more. Help is available 24 hours a day, 7 days a week. ♦

Lulu Zhang is a Partnership member and a UC Davis history graduate. She serves on Partnership's Community Advisory Committee.



Keep Your Child Healthy – Schedule a Well-Child Visit

Did you know that your child can see their primary care provider (PCP) every year for a well-child visit? These visits are important to your child's growth and are at no cost to you.

At the well-child visit, the PCP will check your child's emotional and physical development, oral health, vision, hearing, and nutrition needs. Your child can also get recommended vaccines to protect them from getting sick, and blood lead screenings at 12 and 24 months of age. If your child is under 6 years old, they may need to catch up on certain screenings.

Call your child's PCP today to schedule a well-child visit. If you have questions, call us at **(800) 863-4155**, Monday – Friday from 8 a.m. to 5 p.m. TTY users can call the California Relay Service at **(800) 735-2929** or **711**. ♦

Yearly Well-Child Visits Are Still Important After Age 3

As kids get older, many parents stop bringing them in for yearly checkups. It is easy to think, "If they are not sick, why do they need to go?"

These yearly visits are still important for kids aged 3 and up. Providers help make sure your child is growing and developing like they should. The provider will check things like height, weight, vision, and hearing. They will also ask about your child's behavior, sleep habits, learning, and mental health to make sure everything is on track.

Catching problems early means they are easier to treat. Health issues can often go unnoticed without regular checkups. We want to help all kids stay healthy and strong, and yearly visits are a big part of that.

If your child plays a sport, you can make sure your child gets their visit each year by turning a sports physical into a full well-child visit. When you call to schedule the sports physical, ask the clinic for a well-child visit that includes the sports form. That way, your child gets a full checkup and is ready to play! ♦

Have You Had a Baby Recently?

Our Healthy Babies Growing Together Program (GTP) can help you and your baby get a healthy start. The Healthy Babies GTP gives you:

- Up to \$100 in gift cards for going to:
 - 2 well-baby visits before 3 months of age
 - 2 well-baby visits between 3 and 9 months of age
 - 2 well-baby visits between 9 and 15 months of age
 - 2 well-baby visits between 15 and 30 months of age
- A \$100 gift card for members who get all the required vaccines and 2 flu shots at their visits by 24 months of age. You will need to send us a vaccine record.
- Live phone support
- Help finding resources near you
- Referrals to case management

To learn more about Healthy Babies GTP, call our Population Health Department at **(855) 798-8764**, Monday-Friday, 8 a.m. – 5 p.m. TTY users can call the California Relay Service at **(800) 735-2929** or call **711**. ♦



What is an Initial Health Appointment?

Every new member should see their doctor within 120 days of joining Partnership. We call this first visit the Initial Health Appointment.

An Initial Health Appointment includes:

- A full body exam and mental health checkup
- Learning about health risks and how to stay healthy
- Health screenings or shots you may need
- Making your care plan

This is a great time to talk to your doctor about your health and any concerns you may have. Your doctor will listen to your needs, look over your health history, and decide what care you need.

Going to these visits is good for your health. They help you and your doctor understand each other and talk about how to reach your health goals.

Take charge of your health. Be sure to schedule your Initial Health Appointment. ♦



Getting Your Flu Shot at the Pharmacy

With flu season coming, getting your flu shot is one of the best ways to protect yourself and the people around you. The flu can make you really sick, especially if you have health problems like diabetes or high blood pressure. Flu season usually starts in October. It is best to get your flu shot early so you can build up protection in case flu season starts early.

You can get your flu shot at any pharmacy that works with Medi-Cal, and it is covered at no cost. The pharmacist will ask a few questions and choose the vaccine that is right for you. After you get your flu shot, the pharmacy will also tell your provider you received it.

Getting your flu shot is an important way to protect yourself during the flu season. The pharmacy is an easy location for you to get your flu shot. Ask your provider and pharmacist about what else you can do to stay healthy and keep your loved ones safe this flu season.

Use the Medi-Cal Rx Pharmacy Locator at <http://www.medi-calrx.dhcs.ca.gov/home/find-a-pharmacy/> to find pharmacies in your area.

Visit PartnershipHP.org and click on 'Find a Provider' to find a pharmacy near you. You can call Medi-Cal Rx customer service anytime at **(800) 977-2273** if you have any questions. If you cannot reach the Medi-Cal Rx customer service center or need more help, please call Partnership at **(800) 863-4155**, Monday – Friday, 8 a.m. to 5 p.m. TTY users can call the California Relay Service at **(800) 735-2929** or call **711**. ♦



Preventing Shingles

Did you know that about 1 in 3 Americans will get shingles in their lifetime?

Shingles (herpes zoster) is more than just a rash. It can cause intense pain and sometimes lead to lasting nerve damage, vision problems, and sometimes a hospital stay. If you had chickenpox as a child, the virus could come back later in life as shingles.

What to watch for?

- Pain, tingling, or itching on one side of your face or body
- A red, blistering rash
- Pain that does not go away even after the rash fades

Who is most at risk:

- Anyone who has had chickenpox (nearly all born before 1980)
- Adults age 50+
- Adults age 19+ with weakened immune systems

The CDC suggests 2 doses of the Shingrix vaccine for adults 50 and older and for adults 19 and older with a weakened immune system. This vaccine greatly lowers your risk of getting shingles.

Is shingles contagious?

You cannot catch shingles from someone else, but if you never had chickenpox or the chickenpox vaccine, being around someone with shingles could give you chickenpox, leading to shingles later.

Take action now:

Talk to your provider about the Shingrix vaccine. Getting the vaccine can help you stay safe from Shingles.

Learn more:

- [NIH: What Is Shingles?](#) ♦



Vegan Lasagna Ingredients:

- 1 cup dried red lentils
- (2) 25-ounce jars marinara sauce
- 1 cup raw cashews
- 14.5 ounces firm tofu, patted dry
- 1/2 cup nutritional yeast
- 3 tablespoons fresh lemon juice
- 1 teaspoon salt
- 1 teaspoon dried basil
- 1 teaspoon oregano
- 1/2 teaspoon garlic powder
- 3 cups baby spinach
- 1 box lasagna sheets (about 12 sheets)
- 2 or 3 cups shredded vegan mozzarella



Steps:

1. Cook the red lentils.

- a. Add 1 cup of dried red lentils and 3 cups of water to a medium pot.
- b. Bring the water to a boil, then turn down the heat and let it simmer for about 20 minutes.
- c. Drain the lentils using a fine strainer.
- d. Put the lentils back into the pot.
- e. Stir in your favorite marinara sauce.
- f. Set the pot aside until you're ready to use it in the lasagna.

2. Preheat the oven to 350 degrees.

3. Make the Cashew-Tofu Ricotta:

- a. Add the cashews to a food processor (or high-powered blender) and mix until fine and crumbly. If using a blender, soaking the cashews in hot water for 10–15 minutes first can help with blending.
- b. Add the tofu (broken into chunks), nutritional yeast, lemon juice, salt, basil, oregano, and garlic powder.
- c. Blend or pulse until the mixture is smooth and well mixed. If it is too thick to blend, add a few tablespoons of water.
- d. Put to the side.

4. Layering the lasagna:

- a. Add about 1 cup of lentil marinara to the bottom of a large 9×13-inch casserole dish. Spread it around evenly.
- b. Add 4-5 lasagna sheets (uncooked) on top.
- c. Spread half of the ricotta mixture on top of the sheets.
- d. Top with half of the spinach.
- e. Add about 1 cup of the marinara sauce over the spinach, then place 4-5 lasagna sheets on top.
- f. Spread the rest of the ricotta over the sheets, then the rest of the spinach.
- g. Place 4-5 more sheets on top of the spinach and then pour the rest of the sauce over the top, evenly.

5. Cover tightly with foil and bake for 40 minutes.

6. After 40 minutes:

- a. Remove the foil and sprinkle on the mozzarella.
- b. Place the lasagna back in the oven and bake for 20 more minutes, uncovered.
- c. Remove from oven and cool for at least 15 minutes before serving.



Intimate Partner Violence

Intimate partner violence is abuse that happens in a romantic relationship. It can affect people of any age, race, religion, sexual orientation, or gender. The abuse can be emotional, verbal, physical, or sexual. It can be in the form of threats, bullying, or physical harm.

Intimate partner violence can look like many things. Here are some questions to ask yourself:

- Does my partner make me feel afraid?
- Does my partner act jealous when I am around other people?
- Has my partner ever threatened to harm me?
- Has my partner ever pushed me, hit me, choked me, thrown things at me, or forced me to have sex?
- Does my partner control the household money or refuse to give me money?
- Does my partner threaten to have me deported?
- Does my partner keep me from seeing my loved ones or following my interests?

You are not alone

Intimate partner violence is common. If your partner abuses you, you may feel:

- Afraid
- Angry
- Ashamed
- Upset
- Hurt
- Confused
- Hopeless

Your partner can make these feelings worse by blaming you. No one deserves to be treated that way. You can get help for yourself.

What can you do?

- Call **911** if you are in danger.
- Talk with a trusted friend, family member, doctor, or someone in your community.
- Have an emergency kit ready. The kit should have things you need if you have to leave quickly. Include your ID, birth certificate, medicines, and some money. Add things that are important to you like pictures or jewelry. Keep your cellphone and car keys with you at all times.

For help finding shelters and programs in your area, call the National Domestic Violence Hotline at **(800) 799-SAFE (799-7233)**. TTY users can call **(800) 787-3224**. You can also find help near you in the Community Resources section of the Partnership website.

Remember, you know what is right for you. There is no excuse for abuse. ♦

Partnership Respects Your Preferences

Partnership aims to use our members' preferred pronouns and language. We collect information to get to know our members better. This includes race, ethnicity, language, sexual orientation, and gender identity of our members. If you give us this information, this does not change your Medi-Cal benefits or your access to health care. To learn more about how we review gender identity in our decision-making process, please go to our website at PartnershipHP.org to view section 5 of the Provider Manual and see our policy on gender-affirming care.

Your right to privacy and the confidentiality of your information is our priority. Partnership protects and uses race, ethnicity, language, sexual orientation,

and gender identity data the same way as protected health information (PHI). By law, we can collect and share PHI for treatment, payment, and health care operations.

To learn more about our notice of privacy practices, please visit our website at www.partnershiphp.org/Members/Medi-Cal/Pages/Notice-of-Privacy-Practices---HIPPA.aspx.



If you would like to share your preferred pronouns and language, please call us at **(800) 863-4155**, Monday – Friday, 8 a.m. – 5 p.m. TTY users can call the California Relay Service at **(800) 735-2929** or call **711**. ♦

The Results Are In!

Each year Partnership sends member satisfaction surveys to some of our members. These surveys help us learn what we are doing well and how we can do better.

In 2025, we mailed 3,375 surveys to adult members and 5,000 to parents and caregivers of our child members.



We are happy to share that this year many members said they are pleased with the quality of their health care. They felt their providers and health plan worked well together to take care of them. Many also said they were happy with the care they got from specialists.

Thank you to everyone who filled out the survey. Your feedback helps us improve our services and serve you better.

The next survey will be mailed in February 2026. If you get one, please take a few minutes to fill it out. Your voice matters! ♦

Fluoride: A Simple Step Toward a Healthier You

When your mouth, gums, and teeth are healthy, they help protect your overall health. One easy way to keep your teeth healthy is with fluoride.

Fluoride is a natural mineral that makes teeth stronger. It helps stop damage from sugar and germs. Anyone can get cavities, but people who do not have fluoride in their water source, or who have had cavities before, are at greater risk.



Fluoride treatments should be done at least twice a year at your dentist's or provider's office. Some people may need them more often, like those who eat or drink a lot of sugary or acidic things or had cavities in the past.

The fluoride is painted on your teeth with a small brush. It is quick, easy, and does not hurt. Ask your dentist or provider about this treatment to help stop cavities before they start.

Taking care of your teeth helps take care of your whole body! ♦



WIC Services

The California Women, Infants, and Children (WIC) program gives families free healthy food and teaches them how to eat well and stay healthy.

Who can get help?

You can get help if you:

- Are pregnant or breastfeeding
- Had a baby or lost a pregnancy in the past 6 months
- Have or care for a child under 5 years old; this includes grandparents and foster parents

You must:

- Live in California and,
- Have low-to-medium income and get one of the following: Medi-Cal, CalWORKs (TANF), or CalFresh (SNAP) benefits; this includes working families and families of farm workers

How does WIC help you?

WIC offers many things that can differ by county.

Such as:

- Tips on healthy eating and parenting
 - Get parenting resources at www.myfamily.wic.ca.gov/NutritionHealth

- Breastfeeding support, breast pumps for loan, Breastfeeding Peer Counseling with 1-on-1 lactation support
 - You can get a Breastfeeding Booklet at PartnershipHP.org. Go to the “Members” tab, then click on “Health Education.” Look for the “Pregnancy/Breastfeeding” page. You will find the Breastfeeding Booklet under “Other Resources.”
- Referrals to health care and helpful local services
- Farmers Market Nutrition Program for fresh fruits and veggies in the summer

Find local WIC services

For resources in your county and to find local WIC offices, visit the Partnership website. Click on the “Community” tab to find the Community Resources page. Choose your county, then look for the “Perinatal” section.

To apply, visit your local WIC office or call **(800) 852-5770**, Monday-Friday, 8 a.m. to 5 p.m. TTY users can call the California Relay Service at **(800) 735-2929** or call **711**.

To learn more about WIC and how to apply, visit www.myfamily.wic.ca.gov. ♦

Perinatal and Nutrition Services with TeleMed2U

TeleMed2U offers online nutrition and pregnancy care to help you stay healthy. Our nutritionists work with your provider to help you make healthy food choices during pregnancy.

Appointments can be made within weeks after a referral!

Why choose TeleMed2U?

- Easy online access
- Care that understands and respects your cultural needs
- No electronic referral authorization form needed

Services TeleMed2U offers:

- Prenatal / postpartum nutrition counseling
- Gestational diabetes management
- Nutrition for nursing mothers
- Fertility nutrition support

For more information, call TeleMed2U at **(855) 446-8628** Monday – Friday, 8 a.m. – 5 p.m., email info@telemed2u.com or visit their website at www.telemed2u.com. If you have questions, please call us at **(800) 863-4155**, Monday – Friday, 8 a.m. to 5 p.m. TTY users can call **(800) 735-2929** or 711. ♦



What is a Doula?

Doulas are birth workers who help during pregnancy, birth, and after the baby is born. They can also help during a miscarriage or abortion.

Doulas:

- Support your health
- Help you make a birth plan
- Stay with you during childbirth
- Help with breastfeeding
- Connect you to helpful services

They have been helping families for a long time and are now seen as important members of the care team.

Why are Doulas helpful?

Having a doula can lead to better health outcomes. Studies show that people with doulas may:

- Have shorter labors
- Need less pain medicine
- Have fewer problems during delivery

Doulas also help parents feel better and more positive about their birth experience, bond more with their baby, and increase their chances of breastfeeding.

Doula services for Partnership members

Members can get up to 11 covered visits with a doula. These visits can be during pregnancy, labor and delivery, and up to one year after the baby is born. More visits may be approved with a treatment authorization request from your provider.

Partnership is growing its doula network in the communities we serve, and many areas now offer training programs to support local doulas.

How to get Doula services

You do not need a referral from your provider to use doula services. You can contact a doula yourself. To find a doula near you, visit our [Provider Directory](#) or call us at **(800) 863-4155**. ♦

Resources for You and Your Family





Looking for local resources and not sure where to start? Our website can help. We have resources for each of the 24 counties we serve. This is just one way we help our members be safe and healthy.






To see the Community Resources page, visit our website at PartnershipHP.org or scan the QR code below with your smartphone camera.

Select your county to see all the resources near you. Resources may be different by county and are usually at no cost to our members. ♦



Here are some of the resources you can find:

	<p>Emergency Response</p> <p>This page has resources for counties impacted by emergencies like wildfires or earthquakes.</p> <p>Here you will find:</p> <ul style="list-style-type: none"> • Where you can get help during an emergency • Where animals can go during an emergency • How to replace lost documents
	<p>Children and Families</p> <p>Here you will find:</p> <ul style="list-style-type: none"> • Childcare resources • Family resource centers • Foster and kinship support services • Home visiting programs • Child development services
	<p>Clothing and Personal Care</p> <p>Here you will find:</p> <ul style="list-style-type: none"> • Places that offer clothes, blankets, and sleeping bags • Mobile showers and laundry services
	<p>Crisis</p> <p>Here you will find:</p> <ul style="list-style-type: none"> • Mental health services • Domestic violence and abuse services • Crisis hotline phone numbers

	<p>Food</p> <p>Here you will find:</p> <ul style="list-style-type: none"> • CalFresh Program • WIC (Women, Infants and Children) resources • Senior meals • Farmers markets • Food banks and pantries
	<p>Housing</p> <p>Here you will find:</p> <ul style="list-style-type: none"> • Shelter(s) • Temporary housing
	<p>LGBTQ+</p> <p>Here you will find:</p> <ul style="list-style-type: none"> • Hotline phone numbers • Legal resources • Senior resources • Teen resources • Transgender resources
	<p>Perinatal</p> <p>Here you will find:</p> <ul style="list-style-type: none"> • Pregnancy support services • Home visiting programs • Maternal mental health resources • Postpartum services • Breastfeeding support services
	<p>Transportation</p> <p>Here you will find:</p> <ul style="list-style-type: none"> • Partnership’s Transportation Benefit <ul style="list-style-type: none"> - Non-Medical Transportation (NMT) - Non-Emergency Medical Transportation (NEMT)
<p>Additional Resources</p> <ul style="list-style-type: none"> • Disability services <ul style="list-style-type: none"> • Support groups • Substance use services • Tribal health and wellness <ul style="list-style-type: none"> • Utility assistance 	

Do You Have Other Health Coverage?

If you have another health insurance (like Medicare), or coverage through your work or a family member (with a company like Blue Cross of California, Blue Shield of California, or Health Net), you must get your care covered by your “primary” insurance first.

This is called Coordination of Benefits. Medi-Cal is the “payer of last resort” by state and federal law. This means that Medi-Cal cannot pay for your health care services if another insurance plan could pay for it first. Partnership will not pay for health care unless your primary insurance has paid their part, or if the primary insurance has denied the health care as not a covered benefit.

We have services to help you manage your health care at no cost to you. If you have questions or concerns about how your Medi-Cal works with other insurance, please call Partnership at **(800) 863-4155**. TTY users can call **(800) 735-2929** or **711**.

To report changes to your primary insurance, please call Partnership and do one of the things below:

- Call your local county Medi-Cal office
- Call the Department of Health Care Services (DHCS) at **(800) 541-5555**
- Use the website below to report your change to DHCS: www.dhcs.ca.gov/services/Pages/TPLRD_OCU_cont.aspx ◆



Partnership’s Member Services: (800) 863-4155

If you have questions about your medical care, please call us. We are ready to help Monday – Friday, 8 a.m. – 5 p.m.

We can help you with:

- General information about your Medi-Cal benefits
- Choosing or changing your doctor or medical clinic
- Getting a new Partnership ID card
- Medical bill issues
- Problems or complaints about your medical care
- Getting appointments
- Interpreter services
- Information about your referral or prior authorization
- Help with transportation to appointments
- Questions about claims or cost of services ◆

Partnership Offers Interpreter and Translation Services

Partnership has interpreter services for our members at no cost to you or your doctor. You do not need your children, friends, or family members to interpret for you.

When you call our Member Services Department, ask for an interpreter and tell us the language you need. If you are hearing impaired, you can also get an interpreter or services when you need to speak to Member Services, Claims, Utilization Management, Population Health Management, Care Coordination, Grievance and Appeals, or Transportation Services staff.

You can have an interpreter at your health care visits, including a qualified sign language interpreter. You can get interpreter services over the phone, video, or in-person. To get an in-person interpreter, please call us at least 3 business days before your visit.

Partnership translates all our member materials into Spanish, Russian, Tagalog and Punjabi. Please call us if you need materials in another language. You can also ask for materials in large print, braille, or audio.

Let us know if your language needs have not been met. You have the right to file a complaint or an appeal. You can find out how to do this on Partnership's website at PartnershipHP.org/Members/Medical/Pages/GrievanceAndAppeals.aspx.



To find out more about these services or to file a complaint or appeal, please call us at **(800) 863-4155**. TTY users can call **(800) 735-2929** or **711**. ♦



Substance Use Treatment Services for Partnership Members

Wellness and Recovery is Partnership's program for substance use treatment services. This program is in Humboldt, Lassen, Mendocino, Modoc, Shasta, Siskiyou, and Solano counties. Partnership has helped over 11,000 members get services like:

- Withdrawal management (detox)
- Counseling in outpatient and intensive outpatient settings
- Medication assisted treatment (MAT)
- Residential care

Substance use counselors and clinical staff provide the services.

If you live in Humboldt, Lassen, Mendocino, Modoc, Shasta, Siskiyou, or Solano County, call our Behavioral Health team at **(855) 765-9703**.

In other counties, these services are offered to Partnership members through the county health department, not the Wellness and Recovery Program.

No matter what county you live in, Partnership can help you get substance use treatment services.

You can visit our website at PartnershipHP.org to see the Wellness and Recovery Member Handbook, the Provider Directory, county phone numbers, and learn more about the benefit. ♦

Programs & Services

Mental Health:

For outpatient services:

Members with Medicare Part B only, please call 1-800-MEDICARE (1-800-633-4227).

All other members, please call our Behavioral Health team at (855) 765-9703.

For inpatient services:

Each county's mental health department provides inpatient mental health services. For the phone number to your county's mental health department, please call us at (800) 863-4155, Monday – Friday, 8 a.m. – 5 p.m. TTY users can call (800) 735-2929 or 711.

24-Hour Advice Nurse:

Call (866) 778-8873; available 24 hours a day, 7 days a week

The Advice Nurse line is a service offered to Partnership members at no cost.

You can call the Advice Nurse line:

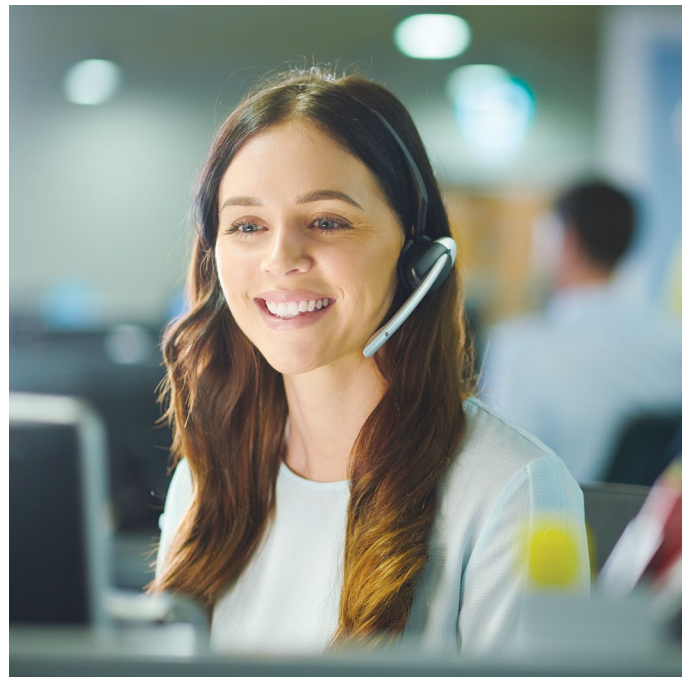
- When you have medical questions and cannot reach your provider
- If you are having a medical problem and are not sure if you should go to the emergency room

Population Health:

Call (855) 798-8764; available Monday – Friday, 8 a.m. – 5 p.m.

Population Health offers:

- The Perinatal Growing Together Program with incentives for prenatal and postpartum care
- The Healthy Babies Growing Together Program, which connects your baby with a provider and offers incentives for going to well-child visits
- Helping you understand the importance of well care visits and testing
- Healthy Living Tools in Partnership's Member Portal
- Health education
- Community resources



Care Coordination:

Call (800) 809-1350; available Monday – Friday, 8 a.m. – 5 p.m.

Care Coordination can help you with:

- Finding care and services near you
- Case management
 - Coordinating care
 - Complex health problems
 - Coping with new health problems
- Health education
- Community resources
- California Children Services (CCS)
- Behavioral health services
- Mental health access
- Palliative care
- Chronic pain care
- Getting to medical appointments ♦





NONDISCRIMINATION NOTICE

Discrimination is against the law. Partnership HealthPlan of California follows state and federal civil rights laws. Partnership 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.

Partnership 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 Partnership between 8 a.m. – 5 p.m. by calling **(800) 863-4155** or California Relay **711**. If you cannot hear or speak well, please call **(800) 735-2929**. 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:

Partnership HealthPlan of California
4665 Business Center Drive, Fairfield, CA 94534
(800) 863-4155
(800) 735-2929 or California Relay 711

HOW TO FILE A GRIEVANCE

If you believe that Partnership 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 a Partnership Civil Rights Coordinator.

You can file a grievance by phone, in writing, in person, or electronically:

- By phone: Contact Partnership's Member Services between 8 a.m. – 5 p.m. by calling **(800) 863-4155**. Or, if you cannot hear or speak well, please call **(800) 735-2929** or California Relay **711**.

- In writing: Fill out a complaint form or write a letter and send it to:

Partnership HealthPlan of California
Attn: Grievance: Partnership Civil Rights Coordinator
4665 Business Center Drive
Fairfield, CA 94534

- In person: Visit your doctor's office or Partnership and say you want to file a grievance.
- Electronically: Visit Partnership's website at PartnershipHP.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.

- Electronically: Send an email to 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 for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.js>

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

English

ATTENTION: If you need help in your language call 1-800-863-4155 (TTY: 1-800-735-2929). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call 1-800-863-4155 (TTY: 1-800-735-2929). These services are free of charge.

العربية (Arabic)

يرجى الانتباه: إذا احتجت إلى المساعدة بلغتك، فاتصل بـ 1-800-863-4155 (TTY: 1-800-735-2929). تتوفر أيضًا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة بريل والخط الكبيرة. اتصل بـ 1-800-863-4155 (TTY: 1-800-735-2929). هذه الخدمات مجانية.

Հայերեն (Armenian)

ՈՒՇԱԴՐՈՒԹՅՈՒՆ: Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, զանգահարեք 1-800-863-4155 (TTY: 1-800-735-2929): Կան նաև օժանդակ միջոցներ ու ծառայություններ հաշմանդամություն ունեցող անձանց համար, օրինակ՝ Բրայլի գրատիպով ու խոշորատառ տպագրված նյութեր: Զանգահարեք 1-800-863-4155 (TTY: 1-800-735-2929): Այդ ծառայություններն անվճար են:

ខ្មែរ (Cambodian)

ចំណាំ: បើអ្នក ត្រូវ ការជំនួយ ជាភាសា រស្មមទូរស័ព្ទទៅលេខ 1-800-863-4155 (TTY: 1-800-735-2929)។ ជំនួយនិងសេវាកម្មសម្រាប់ជនពិការ ដូចជាឯកសារសរុបសរនេះអាចរកបាន។ ទូរស័ព្ទមកប៉ុន្មានតាមលេខ 1-800-863-4155 (TTY: 1-800-735-2929) ។ សេវាកម្មទាំងនេះមិនគិតថ្លៃទេ។

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 1-800-863-4155 (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 1-800-863-4155 (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 1-800-863-4155 (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 1-800-863-4155 (TTY: 1-800-735-2929) تماس بگیرید. این خدمات رایگان ارائه میشوند

हिंदी (Hindi)

ध्यान दें: अगर आपको अपनी भाषा में सहायता की आवश्यकता है तो 1-800-863-4155 (TTY: 1-800-735-2929) पर कॉल करें। अशक्तता वाले लोगों के लिए सहायता और सेवाएँ, जैसे ब्रेल और बड़े लरेंट में भी दस्तावेज़ उपलब्ध हैं। 1-800-863-4155 (TTY: 1-800-863-4155) पर कॉल करें। ये सेवाएँ लन: शुल्क हैं।

Hmoob (Hmong)

CEEb TOOM: Yog koj xav tau kev pab txhais koj hom lus hu rau 1-800-863-4155 (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 ntwav su thiab luam tawm ua tus ntwav loj. Hu rau 1-800-863-4155 (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 1-800-863-4155 (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。1-800-863-4155 (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 1-800-863-4155 (TTY: 1-800-735-2929). 번으로 문의하십시오. 점자나 큰 활자로 된 문서와 같이 장애가 있는 분들을 위한 도움과 서비스도 이용 가능합니다. 1-800-863-4155 (TTY: 1-800-735-2929). 번으로 문의하십시오. 이러한 서비스는 무료로 제공됩니다.

ພາສາລາວ (Laotian)

ປະກາດ: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອ ອື່ນໃນພາສາຂອງທ່ານໃຫ້ໂທຫາເບີ 1-800-863-4155 (TTY: 1-800-735-2929). ອ້ງມີຄວາມຊ່ວຍເຫຼືອ ອື່ນແລະການບໍລິການສໍາລັບຄົນພິການ ຄຸ້ນເອກະສານທີ່ເປັນອັກສອນນູນແລະມີໂຕເລິມໃຫຍ່ ໃຫ້ໂທຫາເບີ 1-800-863-4155 (TTY: 1-800-735-2929). ການບໍລິການເຫຼືອ ານີ້ບໍ່ຕ້ອງສະຍຄ່າໃຊ້ຈ່າຍໃດໆ.

Mien

LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiemx longc mienh tengx faan benx meih nyei waac nor douc waac daaih lorr taux 1-800-863-4155 (TTY: 1-800-735-2929). Liouh lorrx jauv-louc tengx aengx caux nzie gong bun taux ninh

mbuo wuaaic fangx mienh, beiv taux longc benx nzangc-pokc bun hluc mbiutc aengx caux aamz mborqv benx domh sou se mbenc nzoih bun longc. Douc waac daaih lorx 1-800-863-4155 (TTY: 1-800-735-2929). Naaiv deix nzie weih gong-bou jauv-louc se benx wang-henh tengx mv zuqc cuotv nyaanh oc.

ਪੰਜਾਬੀ (Punjabi)

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਾਲ ਕਰੋ 1-800-863-4155 (TTY: 1-800-735-2929). ਅਪਾਹਜ ਲੋਕਾਂ ਲਈ ਏਡਜ਼ ਅਤੇ ਸੇਵਾਵਾਂ, ਬ੍ਰੇਲ ਅਤੇ ਵੱਡੇ ਪ੍ਰਿੰਟ ਵਿੱਚ ਦਸਤਾਵੇਜ਼ਾਂ ਦੀ ਤਰ੍ਹਾਂ ਵੀ ਉਪਲਬਧ ਹਨ। ਕਾਲ ਕਰੋ 1-800-863-4155 (TTY: 1-800-735-2929). ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ।

Русский (Russian)

ВНИМАНИЕ! Если вам нужна помощь на вашем родном языке, звоните по номеру 1-800-863-4155 (линия ТTY: 1-800-735-2929). Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру 1-800-863-4155 (линия ТTY: 1-800-735-2929). Такие услуги предоставляются бесплатно.

Español (Spanish)

ATENCIÓN: si necesita ayuda en su idioma, llame al 1-800-863-4155 (TTY: 1-800-735-2929). También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al 1-800-863-4155 (TTY: 1-800-735-2929). Estos servicios son gratuitos.

Tagalog (Filipino)

ATENSIYON: Kung kailangan mo ng tulong sa iyong wika, tumawag sa 1-800-863-4155 (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 1-800-863-4155 (TTY: 1-800-735-2929). Libre ang mga serbisyong ito.

ภาษาไทย (Thai)

โปรดทราบ: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ กรุณาโทรศัพท์ไปที่หมายเลข 1-800-863-4155 (TTY: 1-800-735-2929). นอกจากนี้ ยังพร้อมให้ความช่วยเหลือและบริการต่าง ๆ สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ ที่เป็นอักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพท์ไปที่หมายเลข 1-800-863-4155 (TTY: 1-800-735-2929). ไม่มีค่าใช้จ่ายสำหรับบริการเหล่านี้

Українська (Ukrainian)

УВАГА! Якщо вам потрібна допомога вашою рідною мовою, телефонуйте на номер 1-800-863-4155 (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 1-800-863-4155 (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 1-800-863-4155 (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 khỏ lớn (chữ hoa). Vui lòng gọi số 1-800-863-4155 (TTY: 1-800-735-2929). Các dịch vụ này đều miễn phí.



P.O. Box 85
Suisun City, CA 94585
(800) 863-4155 (800) 735-2929 (TTY)
PartnershipHP.org

PRSR STD
U.S. POSTAGE
PAID
Clarity

WINTER 2026 NEWSLETTER



**Partnership HealthPlan
of California**
— Your Partner in Health