

Supporting Orange County's Foster and Kinship Families

CalOptima Medi-Cal is your public health insurance program for Orange County residents. Quality health care is our goal, and we are ranked among the best Medi-Cal plans in California. Our mission is to provide members with access to quality health care services delivered in a cost-effective and compassionate manner.

Foster and Kinship

CalOptima also has a dedicated team member to help foster and kinship families. Please contact CalOptima's foster care social worker in our Case Management department at **1-714-796-6132**. We can help you navigate health care benefits and answer questions related to Medi-Cal.

A brief summary of Medi-Cal covered benefits:

Health Services

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

Behavioral Health Services

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

Medical Supplies

- Wheelchairs, walkers and other equipment

Transportation

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

Vision Care

- Routine eye exams and eyeglasses once every 24 months

Dental Care

- Preventive and restorative dental services are provided through Denti-Cal. For questions about dental benefits or to find a dentist, call Denti-Cal at 1-800-322-6384 or visit <https://smilecalifornia.org/>.



For a full list, please refer to the Member Handbook or visit us at www.caloptima.org, click on Members, then on Member Documents under Medi-Cal.

CalOptima partners with a broad network of providers, so you can choose from thousands of doctors, pharmacies, community health centers, hospitals and long-term care facilities across Orange County.

We have 13 health networks for you to choose from:

- AltaMed
- AMVI Medical Group
- Arta Western Medical Group
- CalOptima Community Network
- CHOC Health Alliance
- Family Choice Medical Group
- Kaiser Permanente
- Monarch Health Care
- Noble-Mid Orange County
- Prospect Medical
- HPN — Regal Medical Group
- Talbert Medical Group
- United Care Medical Group

Telehealth Visits

A telehealth visit is when you meet with your doctor or health care team to talk about medical concerns by phone, audio and video app, text or email. Your doctor can use apps such as Apple FaceTime, Facebook Messenger video chat, Google Hangouts video or Skype.

Cultural and Linguistic Services

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

Health Education

CalOptima believes in helping members live a healthy lifestyle. Members can get help for asthma, diabetes, nutrition, weight control and other topics.

Member Portal

CalOptima's member portal is a secure online website where you have 24-hour access to CalOptima from anywhere with an internet connection. By having a secure username and password, you can view information, request a member ID card, print a temporary ID card, change your primary care provider, change your health network, etc.

CalOptima is here to support you and your health care needs at these numbers:

- **CalOptima Customer Service**
Local: **1-714-246-8500**; Toll-free: **1-888-587-8088**; TTY: **711**



- **Transportation**

Please call at least 2 business days before your doctor's visit to schedule transportation for your health services.

Toll-free: **1-833-648-7528**; TTY: **711**

Monday through Sunday, from 8 a.m. to 8 p.m.

- **Behavioral Health Line**

Toll-free: **1-855-877-3885**; TTY: **711**

24 hours a day, 7 days a week

- **Nurse Advice Phone Line**

Toll-free: **1-855-705-8823**; TTY: **1-844-514-3774**

24 hours a day, 7 days a week

For more community resources to support Orange County foster and kinship families, please contact 2-1-1 Orange County by dialing 2-1-1 or visit www.211oc.org. Kinship Navigator is a statewide portal at www.kinshipcareca.org.

For more information, please call CalOptima Customer Service at **1-714-246-8500**, or toll-free at **1-888-587-8088** (TTY **711**), Monday through Friday, from 8 a.m. to 5:30 p.m. We have staff who speak your language. Visit us at www.caloptima.org.