



2027 MEMBER
RESOURCE GUIDE

YOUR WELLNESS JOURNEY

A simple guide to your care, benefits, and support.



Welcome to Champion Health Plan

You have a Champion on your side.

Dear Member,

Welcome to Champion Health Plan. We are glad you are here.

Taking care of your health is a journey. And you do not have to make that journey alone. Champion Health Plan is here to help you get the care, support, and benefits you need. Use this guide when you need to:

- ✓ Make a doctor appointment
- ✓ Find a specialist
- ✓ Get a ride to an appointment
- ✓ Fill or refill a prescription
- ✓ Use your extra benefits
- ✓ Earn wellness rewards
- ✓ Find help at home
- ✓ Get answers about your health plan

Our goal is simple: make health care easier for you.

We work with you, your caregiver, and your doctors to help keep your care connected. And when you are not sure what to do next, just call us. We will help you find the right place to start.

Keep this guide nearby. Your Champion Health Plan team is only a phone call away.

Need help? Call Champion Health Plan at 1-800-885-8000 | TTY 711

April 1–September 30:

Monday–Friday, 8 a.m.–8 p.m.

October 1–March 31:

Monday–Sunday, 8 a.m.–8 p.m.

Good to know: This guide is a summary. Benefits, coverage, copays, and eligibility may vary by plan. Your Evidence of Coverage (EOC) has complete details, including limits and exclusions.

Visit championhmo.com/plan-documents or call Member Services for a copy.

Care that **Champions You**

Your Wellness Journey At A Glance

Find what you need



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Your Champion Health Plan team is **ready to help.**

You should not have to figure out your health plan by yourself. Have a question? Need help finding care? Not sure what to do next?

Call Champion Health Plan. We are on your side.

Member Services

As a Champion Health Plan member, you can easily find your plan documents, forms, benefits, and doctors online at championhmo.com/members. If you can't find what you're looking for or need assistance, our Member Services Team is here to help.

We can help you with:

- Benefits and coverage
- Your member ID card
- Plan documents
- Finding a provider
- Language help
- Questions about where to get care

Your Championed Care Concierge Team

Your Championed Care Concierge Team is here when you need extra help with your care, benefits, or daily needs.

We can help you:

- Find a specialist and help schedule an appointment
- Work with you, your caregiver, and your doctors to help keep your care connected
- Understand what to do next and prepare for appointments
- Connect with community resources for food, housing, utilities, and other needs
- Find programs that may help with health care or daily living costs
- Apply for Medicare Extra Help with prescription drug costs
- Understand and complete Medicaid or Medi-Cal renewal requirements



One call can get you started.

1-800-885-8000 | TTY 711

If you have an emergency, call **911** or go to the nearest emergency room.

Care that **Champions You**



Step 1: Get Connected to Care



The right care starts with the right connection.

Getting care is easier when you know how your plan works and who to call.

Your Champion Health Plan coverage can help you see your doctors, get a ride to appointments, and find extra support when you need it.

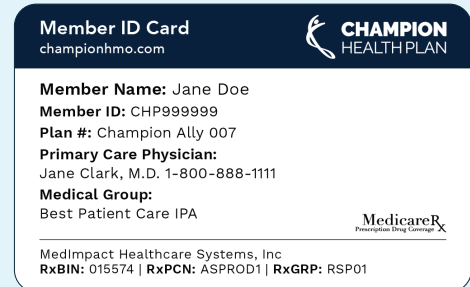
Coverage and benefits vary by plan.

Getting care starts with a few simple steps.

Knowing what to do before you need care can make things easier when you need it.

Bring Your Champion Health Plan ID Card

- ✓ Bring your Champion Health Plan ID card to every health care appointment.
- ✓ If you have Medicaid, called Medi-Cal in California, bring that card too.
- ✓ Lost your ID card or need a new one? Contact Member Services.



Know When You Can Go Directly to a Provider

All members may visit their Primary Care Provider (PCP) and urgent care centers without a referral.

Champion Advantage and Champion Connect members may see a nephrologist without a referral.

Champion Plus members may see a Champion Health Plan psychiatrist without a referral.

Services depend on your plan and whether the provider is in your Champion Health Plan network. Your PCP, nephrologist, or psychiatrist can also help coordinate your covered care and referrals when needed.

Check your Evidence of Coverage or call Member Services if you have questions about referrals or prior authorization.

Want Your Doctor to Join Champion Health Plan?

You can nominate your doctor to become a participating Champion Health Plan provider.

Call Member Services at
1-800-885-8000 | TTY 711 and give us:

- Your doctor's name
- Address
- Phone number
- Specialty

We will contact the doctor to see if they are interested in joining our network.

We cannot promise that your doctor will join Champion Health Plan, but we will contact the doctor and ask if they are interested in becoming a participating provider.



Need a ride?

Your plan may include transportation to approved health care appointments. Coverage and eligibility vary by plan.

For a non-urgent ride, call at least
48 hours before your appointment.

Have an urgent but non-emergency transportation need?

Contact Champion Health Plan as soon as possible.

Need a wheelchair or other mobility help?

Ask for it when you schedule your ride.

Ride missed or running late?

Call the Transportation Line at
1-800-299-7450 | TTY 711

If You Have Champion Advantage or Champion Connect

If you are enrolled in Champion Advantage or Champion Connect for members with Chronic Kidney Disease (CKD) or End-Stage Renal Disease (ESRD), your plan gives you more choice in where you receive care.

You may use both in-network and some out-of-network providers. Some out-of-network services need prior authorization before you receive care.

For full details about your benefits, rules, and costs, check your **Evidence of Coverage (EOC)**. You can get a copy at **championhmo.com** or by calling Champion Health Plan.

How Out-of-Network Care Works

Some out-of-network providers do not require prior authorization.

- | | |
|--|---|
| <p>✓ You do not need prior authorization for:</p> <ul style="list-style-type: none">• Primary care providers• Nephrologists• Dialysis centers• Urgent care centers | <p>⚠ You do need prior authorization for:</p> <ul style="list-style-type: none">• Other physicians• Diagnostic services• Non-physician providers |
|--|---|

Important to Know

Out-of-network POS coverage does not apply to the following services, except in an emergency:

- Hospital services
- Skilled Nursing Facilities (SNFs)
- Behavioral health services

How to Get Approval for Out-of-Network Care

If you want to see an out-of-network provider who requires prior authorization, call Member Services and ask for a self-referral.



Champion Health Plan Member Services

1-800-885-8000 | TTY 711

Hours of Operation:

April 1–September 30:

Monday–Friday, 8 a.m.–8 p.m.

October 1–March 31:

Monday–Sunday, 8 a.m.–8 p.m.

Your Championed Care Team

Health is about more than doctor visits. Your Championed Care Concierge Team is here to help you get care, understand your benefits, and connect with support that can make everyday life easier.



How We Can Help

- ✓ **Find a Specialist**
We can help you find a specialist who works with Champion Health Plan.
- ✓ **Make an Appointment**
We can call the doctor's office and help set up your visit.
- ✓ **Help You Get Seen**
Having trouble getting a timely appointment? Call us. We can work with you and the provider's office to help you get the care you need.
- ✓ **Help With Your Care**
We can work with you, your caregiver, and your doctors to help keep your care connected.
- ✓ **Help With the Next Steps**
We can help you understand where to go, when to go, what to bring, and what may happen next.
- ✓ **Connect You With Community Resources**
Need help with food, housing, utilities, or other daily needs? We can help connect you with local programs and community resources that may be available to you.
- ✓ **Help You Find Financial Support**
We can help you look for programs that may help with health care costs and other daily living expenses.
- ✓ **Help With Extra Help for Prescription Costs**
If you may qualify for Medicare Extra Help, we can explain the program and help you complete the application.
- ✓ **Help With Your Medicaid or Medi-Cal Renewal**
When it is time to renew your Medicaid or Medi-Cal coverage, we can help you understand what information is needed and help you through the renewal, or redetermination, process.



You Have a Champion On Your Side!

Call 1-800-885-8000 | TTY 711



Step 2:

Stay Ahead of Your Health

Small steps today can make a big difference tomorrow.

Staying healthy is about more than getting care when you are sick.

Your Champion Health Plan coverage may include preventive care and extra benefits that can help you stay well, stay active, and catch health concerns early.

Benefits and amounts vary by plan.

Earn ChampionWellness Rewards

Healthy choices can be rewarding.

Eligible members may earn ChampionWellness Rewards for completing certain healthy actions.

After an eligible service is completed, reported to Champion Health Plan, and confirmed, your reward is added to your ChampionWellness VISA debit card.

Eligible Reward Activities

Preventive Service	Reward Amounts
Annual Wellness Visit	\$50
Health Risk Assessment	\$10
Flu Vaccine	\$10
Breast or Colorectal Cancer Screening	\$25
Diabetes Management, such as an A1c test or eye exam	\$25
Bone Density Screening	\$15
Smartphone App Registration	\$5

Rewards are subject to eligibility and program rules. Amounts, qualifying services, and merchant eligibility may change. Participation does not affect your plan benefits.

Take Care of Your Smile

A healthy smile is part of a healthy you.

Dental benefits are available through the Delta Dental PPO network on an in-network-only basis.

Your **annual dental benefit maximum is \$3,000.**

\$0
deductible

\$0
copay for preventive
services

20%
of the cost for
basic services

40%
of the cost for
major services

Check your EOC for your exact coverage.



Need a Dentist?

Visit **championhmo.com**
or call Delta Dental at **1-800-508-4883** | **TTY 711**

Protect Your Eyesight

Your vision helps keep you connected to the world around you.

Using your vision benefit is easy:

1. Choose an EyeMed participating provider.
2. Make your appointment.
3. Tell the provider you have EyeMed coverage through Champion Health Plan.

Vision benefits include:

- ✓ A yearly eye exam at no cost
- ✓ A retinal screening at no cost
- ✓ An allowance for frames, lenses, or cosmetic contact lenses

Benefits vary by plan. Check your plan for details.



EyeMed: 1-888-767-3885 | **TTY 711**

Stay Connected Through Better Hearing

Good hearing can help you enjoy conversations, family, friends, and the moments that matter.

Champion Health Plan offers a hearing benefit through TruHearing for eligible members.

All hearing exams and hearing aid purchases must be made through TruHearing.

Your benefit may include:

- ✓ \$0 copay for a routine hearing exam
- ✓ A hearing exam and one year of follow-up visits for fitting and adjustments
- ✓ A 60-day hearing aid trial
- ✓ A 3-year warranty on hearing aids
- ✓ Help from a TruHearing Hearing Consultant

TruHearing

TruHearing: 1-888-991-9956 | TTY 711

Move More, Your Way

Moving your body can help you feel stronger and stay independent.

Eligible members may have access to **Silver&Fit**.

The program may include:

- ✓ Standard fitness centers
- ✓ A home fitness kit
- ✓ Digital workouts
- ✓ Online wellness tools
- ✓ Virtual classes

Premium fitness facilities may cost extra.

Silver&Fit
Exercise & Healthy Aging Program

Silver&Fit: 1-877-427-4788 | TTY 711

Explore Complementary Care

Some members may have access to additional ways to support their health.

Members may have access to chiropractic and acupuncture services beyond Original Medicare through **American Specialty Health**.

Coverage, eligibility, and provider access vary by plan.

American Specialty Health

American Specialty Health: 1-800-678-9133 | TTY 711



Step 3: Make Medicines Easier

A little help can make prescriptions easier to manage.

Keeping track of medicines, refills, and costs can be a lot. Champion Health Plan has resources that may make it easier.

Get Medicines Delivered to Your Home

The MedImpact Direct Mail® program uses Birdi™ for home delivery of maintenance medicines.

Eligible covered prescriptions may be available in up to a **100-day supply for 2 copayments**.

Other helpful features may include:

1. Refill reminders
2. Manufacturer coupons that may help with copays
3. Most orders processed and shipped within 5 business days after the prescription is received



Birdi / MedImpact Direct: 1-855-873-8739 | TTY 711



Register at **medimpact.com**

To download the MedImpact Direct order form, go to **championhmo.com/forms/**



Generic vs. Brand Name

Generic medications have the same ingredients as the brand-name drugs, but you aren't paying for the "name." Always ask the pharmacy for a generic instead of the brand name.

**Save your money
for something special.**

Get Help Managing Your Medicines

Medication Therapy Management Program

Some members may qualify for a Medication Therapy Management Program at no cost.

This voluntary program may help if you have:

- ✓ More than one health condition
- ✓ Several prescriptions
- ✓ High prescription drug costs
- ✓ Certain drug-management needs

If you qualify, you may receive:

- ✓ A phone review of your medicines
- ✓ A Personal Medication List
- ✓ A Medication Action Plan
- ✓ Follow-up reviews during the year

Have questions?

Call Member Services at 1-800-885-8000 | TTY 711

Spread Part D Drug Costs Across the Year

Medicare Prescription Payment Plan

The **Medicare Prescription Payment Plan** is a voluntary payment option that lets you spread your out-of-pocket Medicare Part D drug costs across the calendar year.

It **does not lower your drug costs or save you money**. It changes how you pay those costs during the year.

When you use this option, you do not pay the pharmacy for covered Part D out-of-pocket costs. Champion Health Plan sends you a monthly bill instead.

Your monthly payment may change as you fill prescriptions and your remaining balance changes.

For 2027, the annual Medicare Part D out-of-pocket threshold is **\$2,400**.

This option may be helpful if you expect higher prescription costs earlier in the year. It may be less helpful if your costs are low and steady or if you join late in the year.

Not sure if it is right for you? Let us help you understand your options.

Call **1-800-885-8000 | TTY 711** or visit [medicare.gov/prescription-payment-plan](https://www.medicare.gov/prescription-payment-plan).

Having Trouble Paying for Prescriptions?

You may qualify for programs that can lower your costs, including:

- Extra Help
- Medicare Savings Programs
- State Pharmaceutical Assistance Programs
- Manufacturer assistance programs

Call Champion Health Plan. We can help you understand where to start.



Step 4: Get Support for Daily Life

Your health is about more than doctor visits.

Healthy living happens every day — at home, at the store, and in your community.

Your Champion Health Plan coverage may include extra benefits to help with everyday health needs.

Benefits and amounts vary by plan.



Start With Your OTC Benefit

Most Champion Health Plan plans include an **Over-the-Counter (OTC) benefit**.

You can use your OTC allowance to buy approved health and wellness items listed in the OTC catalog. Your allowance depends on your plan.

Approved items may include:

- ✓ **Personal Care**
Lotion, soap, shampoo, toothpaste, toothbrushes, and denture care
- ✓ **Cold, Allergy, and Pain Relief**
Cold and flu medicine, allergy products, pain relievers, and heating pads
- ✓ **Diabetes and Digestive Health**
Diabetes supplies, nutrition drinks, heartburn medicine, and probiotics
- ✓ **First Aid and Foot Care**
Bandages, wound care, foot care, and antifungal treatments
- ✓ **Supports and Mobility**
Braces, canes, walkers, compression socks, and bathroom safety items
- ✓ **Home Health and Safety**
Blood pressure monitors, thermometers, COVID tests, and pill organizers
- ✓ **Incontinence and Skin Care**
Briefs, pads, bed protectors, skin creams, and wipes

Only approved items can be purchased with your OTC benefit. Check the OTC catalog and your available balance before you shop.

Questions About Your OTC Benefit?



Call Member Services at 1-800-885-8000 | TTY 711

We can help you understand approved items, check your benefits, and answer questions about Healthy Foods or Utility Assistance.

Healthy Foods and Utility Assistance

A little extra support can make everyday life easier.

Some members may qualify for Special Supplemental Benefits for the Chronically Ill (SSBCI).

These benefits may help pay for approved:

- ✓ Healthy foods
- ✓ Household utilities

To qualify, you must have a qualifying long-term health condition and meet your plan's eligibility rules. A medical doctor must confirm that you have a qualifying condition.

Having a chronic condition does not automatically mean you qualify.

What SSBCI means

SSBCI is extra help for members with certain ongoing health conditions. SSBCI stands for Special Supplemental Benefits for the Chronically Ill.

This means extra benefits for members who have certain long-term health conditions. These benefits are meant to help you stay well, live safely at home, and manage daily needs.

SSBCI benefits may include food, utilities, transportation, or other support. Not every member will qualify. Your health needs and your plan rules decide if you can use these benefits.

Think You May Qualify?

Call Member Services at 1-800-885-8000 | TTY 711

We can:

- ✓ Review your plan
- ✓ Explain the rules
- ✓ Tell you what to do next
- ✓ Help get confirmation from a medical doctor when needed

Healthy Food and Utility Assistance benefits, covered items, and amounts vary by plan.

How to pay with your card

- Use your benefit card with vendors that accept OTC Network.
- Choose "Credit" when asked how you want to pay.

Make sure your balance covers the full cost before you pay.

Where you can use your card

You may be able to use your card in stores and online. Store options can change, so check before you shop. A store may accept the card, but OTC and food items still must be listed in the OTC catalog.

In-store retailers



Online stores

Walmart.com, Medline.com, Amazon.com, MomsMeals.com

Feel Safer at Home and On-the-Go

Champion Health Plan partners with Aloe Care Health to offer a Personal Emergency Response System (PERS) to eligible members.

The Mobile Companion may include:

- ✓ Location detection
- ✓ Caregiver speed dial
- ✓ Fall detection
- ✓ 24/7 emergency response
- ✓ Water resistance
- ✓ Smartphone app access

Ready to Get Started?



Call Member Services at 1-800-885-8000 | TTY 711
or Aloe Care Health at 1-866-696-6676 | TTY 711



Give Your Caregiver Time to Recharge

Caring for someone can be rewarding, but caregivers need time to rest too.

Respite Care is available through The Helper Bees® for members in most plans, except Champion Ally and Champion Plus.

Eligible members can receive up to 30 hours each year, provided in 2-hour or 4-hour visits.

Respite Care may help with:

- ✓ Laundry
- ✓ Eating, drinking, and feeding
- ✓ Preparing meals
- ✓ Light housework
- ✓ Checking the member's home environment
- ✓ Transferring
- ✓ Walking and mobility
- ✓ Bathing and showering
- ✓ Toileting
- ✓ Dressing and grooming
- ✓ Errands and grocery shopping or pickup

Learn whether you qualify and how to get started.



Call Member Services at 1-800-885-8000 | TTY 711



Step 5:

When You Need Extra Help

Ask us. We are here for you.

Health care can sometimes feel complicated.

You do not need to know every rule, every benefit, or every phone number.

Start with Champion. We will help you find the answer.

Free Language Help

Champion Health Plan provides free interpreter services if you prefer a language other than English.

We also provide free aids and services for people with disabilities, including information in accessible formats.

Call **1-800-885-8000** | TTY 711.

Need Your Plan Documents?

You can ask for copies of your:

- ✓ Evidence of Coverage
- ✓ Pharmacy Directory
- ✓ Formulary
- ✓ Provider Directory

Call Member Services, email memberservices@championpayer.com, or visit championhmo.com.

Refer a Friend or Family Member

Share Champion Health Plan with someone you care about.

Know someone who may be looking for a Medicare health plan?

You may receive a **\$15 credit to your Champion Rewards VISA Card** for each qualified referral, up to **5 referrals per year and \$75 per year**.

The reward is for making an eligible referral. The person you refer does not have to enroll in Champion Health Plan for you to receive the referral reward.

The **Champion Rewards VISA Card** can only be used for approved health-related items and services under your plan. It cannot be redeemed for cash.

How It Works

1. Refer Someone

Ask the person you want to refer to complete and sign a Champion Health Plan Member Referral Form. Be sure to complete the information on the bottom of the form with your name and phone number to ensure you receive credit for the referral.

2. They Give Permission to Be Contacted

By signing the form, the person you refer gives Champion Health Plan permission to contact them and provide information about the plan.

The person is under no obligation to enroll in Champion Health Plan.

3. Receive Your Referral Reward

You may receive a \$15 credit to your Champion Rewards VISA Card for each qualified referral, up to 5 referrals per year.

4. No Enrollment Is Required

The person you refer does not have to enroll in Champion Health Plan.

Your referral reward is not based on whether the person enrolls.

Who Can You Refer?

The person you refer must:

- Live in Champion Health Plan's service area
- Have Medicare Part A and Part B
- Be eligible for a Champion Health Plan Medicare plan
- Not already be enrolled in Champion Health Plan

Good to Know: The referral program is a way to help eligible Medicare beneficiaries learn more about Champion Health Plan.

The person you refer is **not required to enroll**.

If the person chooses to enroll in Champion Health Plan, the sales agent who helps them may receive compensation.

Ready to Make a Referral?

Ask Member Services for a Member Referral Form by calling:

1-800-885-8000 | TTY 711

Thank you for helping others learn about Champion Health Plan. Together, we can champion better health.

Think Something Is Wrong?

Let us know. We are here to help.

Member Services can help with:

- Questions
- Complaints
- Grievances
- Appeals



Call Member Services at 1-800-885-8000 | TTY 711



Quick Reference Guide

Remember

You have a Champion on your side.

Call us. We will help you every step of the way.

Keep These Numbers Handy

Transportation Line
1-800-299-7450 | TTY 711

Delta Dental
1-800-508-4883 | TTY 711

EyeMed
1-888-767-3885 | TTY 711

TruHearing
1-888-991-9956 | TTY 711

Silver&Fit
1-877-427-4788 | TTY 711

American Specialty
Health
1-800-678-9133 | TTY 711

Birdi / MedImpact Direct
1-855-873-8739 | TTY 711

Aloe Care Health
1-866-696-6676 | TTY 711

Medicare
1-800-MEDICARE
(1-800-633-4227)

Champion Health
Plan Member Services
/ Championed Care
Concierge Team
1-800-885-8000 | TTY 711

Champion Health Plan Member Services

Hours

April 1–September 30
Monday–Friday, 8 a.m.–8 p.m.

October 1–March 31
Monday–Sunday, 8 a.m.–8 p.m.

Mailing Address

Champion Health Plan
Attn: Member Services Department
5000 Airport Plaza Drive, Suite 100
Long Beach, CA 90815-9995

2027 - Important Plan Documents Notice

The 2027 documents below are available upon request starting October 15, 2026.

- Evidence of Coverage (EOC)
- Pharmacy Directory
- Formulary
- Provider Directory

You can obtain a copy of these documents by:

Web: Print a copy directly from our website at championhmo.com

Mail: To request a copy be mailed to you, contact Member Services at **1-800-885-8000 | TTY 711**

Email: Request a copy at memberservices@championpayer.com

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al **1-800-885-8000 (TTY: 711)** o hable con su proveedor.

Appendix:

Prescription Payment Plan

Medicare Prescription Payment Plan — What to Know

The Medicare Prescription Payment Plan is a voluntary option that lets you spread your out-of-pocket Medicare Part D drug costs across the calendar year.

It may make monthly expenses easier to manage, **but it does not reduce the total amount you owe for your drugs.**

You can ask to join by calling Champion Health Plan at **1-800-885-8000 | TTY 711** or by using the participation request form available from Champion Health Plan.

After you are approved, you will receive a confirmation letter.

For covered Part D drugs, Champion will let the pharmacy know that you are using the payment option.

Instead of paying the pharmacy for covered Part D out-of-pocket costs, you will receive a bill from Champion Health Plan.

If you miss a payment, you may be removed from the payment option. **You will still remain enrolled in Champion Health Plan.**

You can leave the payment option at any time. You will still need to pay any balance you already owe.

If you change health or drug plans, your participation in this payment option ends.

Programs That May Help Lower Drug Costs

You may also qualify for:

- ✓ Extra Help from Medicare
- ✓ Medicare Savings Programs
- ✓ State Pharmaceutical Assistance Programs
- ✓ Manufacturer Patient Assistance Programs

Need help?



Call Your Champion Team at 1-800-885-8000 | TTY 711

We can help you understand your options.

Multi-language Interpreter Services

English: We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at 1-800-885-8000. Someone who speaks English can help you. This is a free service.

Spanish: Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al 1-800-885-8000. Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

Chinese Mandarin: 我們提供免費的翻譯服務，幫助解答關於健康或藥物保險的任何疑問。如果您需要此翻譯服務，請致電 1-800-885-8000。我們的中文工作人員很樂意提供幫助。這是一項免費服務。

Chinese Cantonese: 您對我們的健康或藥物保險可能存有疑問，為此我們提供免費的翻譯服務。如需翻譯服務，請致電 1-800-885-8000。我們講中文的人員將樂意提供幫助。這是一項免費服務。

Tagalog: Mayroon kaming libreng serbisyo sa pagsasaling-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggagamot. Upang makakuha ng tagasaling-wika, tawagan lamang kami sa 1-800-885-8000. Maaari kayong tulungan ng isang nakakapagsalita ng Tagalog. Ito ay libreng serbisyo.

French: Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au 1-800-885-8000. Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

Vietnamese: Chúng tôi có dịch vụ thông dịch miễn phí để trả lời các câu hỏi về chương sức khỏe và chương trình thuốc men. Nếu quý vị cần thông dịch viên xin gọi 1-800-885-8000 sẽ có nhân viên nói tiếng Việt giúp đỡ quý vị. Đây là dịch vụ miễn phí.

German: Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits-und Arzneimittelpfen. Unsere Dolmetscher erreichen Sie unter 1-800-885-8000. Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

Korean: 당사는 의료 보험 또는 약품 보험에 관한 질문에 대해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 1-800-885-8000 번으로 문의해 주십시오. 한국어를 하는 담당자가 도와 드릴 것입니다. 이 서비스는 무료로 운영됩니다.

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Russian: Если у вас возникнут вопросы относительно страхового или медикаментного плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону 1-800-885-8000. Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

Arabic: اني ديل في ودال لودج وأة حصلا ب قل عتت قل ئس أ ي أ ن ع قبا جال ل في ن ا ج م ل ا ي روف ل ا م ج ر ت م ل ا ت ا م د خ م د ق ن ا ن ن ا .
في ب ر ع ل ا ش د ح ت ي ا م ص خ ش م و ق ي س . 1-800-885-8000 ي ل ع ا ن ب ل ا ص ت ا ل ا ي و س ك ي ل ع س ي ل ، ي ر و ف م ج ر ت م ي ل ع ل و ص ح ل ل
في ن ا ج م ق م د خ ه ذ ه . ك ت د ع ا س م ب .

Hindi: हमारे स्वास्थ्य या दवा की योजना के बारे में आपके किसी भी प्रश्न के जवाब देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएँ उपलब्ध हैं। एक दुभाषिया प्राप्त करने के लिए, बस हमें 1-800-885-8000 पर फोन करें। कोई व्यक्ति जो हिन्दी बोलता है आपकी मदद कर सकता है। यह एक मुफ्त सेवा है।

Italian: È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero 1-800-885-8000. Un nostro incaricato che parla Italianovi fornirà l'assistenza necessaria. È un servizio gratuito.

Português: Dispomos de serviços de interpretação gratuitos para responder a qualquer questão que tenha acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número 1-800-885-8000. Irá encontrar alguém que fale o idioma Português para o ajudar. Este serviço é gratuito.

French Creole: Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal oswa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan 1-800-885-8000. Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

Polish: Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer 1-800-885-8000. Ta usługa jest bezpłatna.

Japanese: 社の健康 健康保と「品」方「プランに「するご質問にお答えするために、無料の通「サ「サービスがあります。通「をご用命になるには、
1-800-885-8000 にお電話ください。日本語を話す人 者 が支援いたします。これは無料のサ「サービスです。

Nondiscrimination Notice

Champion Health Plans-USA (Champion) and its subsidiaries, including Champion Health Plan of California, Inc.; Renal Payer Solutions Inc.; Champion Payer Solutions, LLC, all comply with applicable federal civil rights laws. Champion Health Plan does not exclude individuals, deny benefits, or treat them differently on the basis of, or because of, race, color, national origin, age, disability, gender identity, sexual orientation, or religion.

Champion Health Plan provides free aids and services to individuals with disabilities to assist them in communicating effectively with the health plan. Such services may include but are not limited to qualified sign language interpreters, and written information in various formats such as: large print, audio, accessible electronic formats, and others.

Champion Health Plan provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

If you need these services or believe that Champion Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or gender identity, contact **Champion Health Plan Member Services at:**

By Telephone: **Dial 1-800-885-8000**
By TTY: Dial "711"
By US Mail: **Champion Health Plan Grievance Department**
PO Box 15337
Long Beach, CA 90815-9995

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, or an appeal, Champion Health Plan Member Services is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

By Telephone: 1-800-368-1019 (TTY: 1-800-537-7697)
By Mail: U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

Notes

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. At the top and bottom edges, there are decorative wavy borders in light blue and green colors. The overall appearance is that of a clean, unused piece of stationery or notebook paper.

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Long Beach, CA 90815



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