

February 2011

Dear Health Plan of San Joaquin Member:

Here are updates about your coverage with Health Plan of San Joaquin (HPSJ).

What is a Combined Evidence of Coverage and Disclosure Form (EOC)?

- This booklet tells you about the benefits you have with HPSJ and how to get the care you need. It also tells you what is not covered. Replace any other HPSJ EOC with this new one.

Did you know?

- Health Plan of San Joaquin can help you in your language. If you do not speak or read English, HPSJ has interpreters to help you at no cost. If you need an interpreter at your doctor's visit, call (209) 932-6300 at least five (5) days before your visit.
- In case of an emergency, call 9-1-1, or go to the hospital. If you can't reach your doctor call the FREE **Advice Nurse at 1-800-655-8294**. The advice nurse will know if your concern can be taken care of at home, if you should see your doctor or go to the ER. The **Advice Nurse** also has free interpreter help after-hours and on weekends.
- You can get FREE health advice 24-hours a day, seven days a week! Call the Audio Health Library at **1-800-655-8294**. Go to www.hpsj.com for a list of topics. The **HealthReach** phone number is also on the back of your HPSJ ID card.

If you have questions about this letter or the EOC, call our Customer Service Department from 8 am to 5 pm, Monday through Friday.

Stockton area: (209) 942-6320

Outside of Stockton: 1-888-936-PLAN (7526)

Sincerely,

Customer Service Department

Note: ប្រសិនបើអ្នកចេះអានអក្សរខ្មែរ (ភាសាបស់កម្ពុជា) អ្នកអាចស្នើសុំសំបុត្រនេះ រួមនឹង **EOC** ជាភាសាខ្មែរ តាមរយៈការទូរសព្ទទៅកាន់លេខ (209) 942-6323 ។

Medi-Cal Evidence of Coverage Booklet

1-888-936-PLAN
hpsj.com