

Your Consumer Rights

You have the right to get full and equal access to health care services covered by your health plan. This is also true if you have a disability, according to the following laws:

- The Americans with Disabilities Act of 1990.
- Section 504 of the Rehabilitation Act of 1973.

Help in Your Language

You can ask for someone to help you talk with your doctor in your language. This is an interpreter. To ask for an interpreter at no cost to you, please call Member Services. (Los Angeles County [1-800-977-7307](tel:1-800-977-7307), Sacramento County [1-877-550-3868](tel:1-877-550-3868), TTY [711](tel:711)) Please have your member ID number when you call. You must call at least three days before your doctor visit to have an interpreter there with you on the day of your doctor visit. For sign language services, please call five days before your doctor visit.