

FREE

Flu Shot
for
CCHP
Members



Contact 聯絡

CCHP Member Services Dept 華人保健計劃會員服務部

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CCHP Marketing & Sales Department

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華人保健計劃會員 免費注射流感預防針

The Flu Season is just around the corner, and the best protection against the flu is by getting a flu shot before the season starts. The annual flu clinic sponsored by Chinese Hospital, Chinese Community Health Plan and the Chinese Community Health Care Association will begin in October and is FREE to all members.

You can get a flu shot at your physician's office or from one of the following locations starting September 22, 2008:

流感季節快將來臨，最好的預防措施是接受疫苗注射。東華醫院，華人保健計劃及華美醫師協會贊助的年度流感疫苗注射將於十月份開始為會員提供免費疫苗注射服務。

從九月二十二日起，會員可在其家庭醫生診所或在以下的地點接受疫苗注射。

華康醫務中心 - 外米慎區
Excelsior Health Services
888 Paris Street, #202
San Francisco, CA 94112
415-677-2488

東華醫院專科門診
Chinese Hospital Specialty Clinic
835 Jackson Street
San Francisco, CA 94133
415-677-2370

華康醫務中心 - 日落區
Sunset Health Services
1800 31st Avenue
San Francisco, CA 94122
415-677-2388

If you have questions, talk to your healthcare provider. For more information please visit www.cchrchealth.org

如有任何問題，請與你的醫療服務計劃聯絡。
查詢詳情請瀏覽網址 www.cchrchealth.org。

CCHP Senior Program and Senior Select Members Are You Still Working?

The Center for Medicare and Medicaid Services (CMS) requires CCHP to obtain information regarding Senior Program and Senior Select members' employment status. If you are currently employed and covered by other health insurance through your employer, please contact our Member Services at 415-834-2118 or TDD 877-681-8888 (for the hearing impaired), Monday - Friday, 8:30am to 5pm. Or visit the office at 835 Jackson Street, San Francisco, to provide us with the information.

The information provided would allow us to determine how we should coordinate benefits with any other health plan coverage you may have. It will not affect your Medicare entitlement or your eligibility with CCHP Senior Program and Senior Select in any way.

東華耆英及東華智選計劃會員請注意

— 您是否仍然在職？

「聯邦醫療保險及醫療補助服務中心」(CMS) 要求東華耆英及東華智選保健計劃取得各會員有關受雇工作的情况。如果您目前仍受雇並接受由僱主提供的醫療保健服務的話，請於辦公時間星期一至五，上午八時三十分至下午五時致電415-834-2118 或親臨三藩市835積臣街與會員服務部聯絡。（聽力障礙人士電話：TDD 877-681-8888）。

您所提供的受雇資料，可使我們更好地與您其他的保健計劃協調您的各項保障服務。決不會影響您聯邦保健，東華耆英保健計劃或東華智選保健計劃會員的資格。

How to File Grievances and Appeals

Chinese Community Health Plan (CCHP) wants you to be satisfied with the services you receive. We want to hear from you when you have any problems or issues with the health plan. When you have a problem or a complaint, call Member Services at 415-834-2118. They can explain your health plan benefits, or if your problem is about another matter, they will work on solving it right away.

Member Services can also help you file a grievance. CCHP will not discriminate against you because you file an appeal or grievance. For Complaints, use the CCHP complaint form available from Member Services, in all CCHP physician offices, or on our website at www.cchphmo.com. Or you may send us a letter or fax, or come to our office. Your doctor can also file a grievance for you.

如何提出申訴或上訴

華人保健計劃 (CCHP) 希望您對所接受的服務感到滿意。我們同時亦希望聆聽您對您保健計劃的問題及困難。當您有任何問題或不滿時，請致電 415-834-2118 與會員服務部聯絡。不論是解釋計劃的保障內容或其他事項，會員服務部亦會即時為您解答。

會員服務部還可以幫助您提出不滿申訴。華人保健計劃 (CCHP) 不會因您提出訴求或不滿申訴而歧視您。若想提出申訴，可在會員服務部，醫生診所或網址 www.cchphmo.com 獲得華人保健計劃(CCHP) 的申訴表格。此外，您也可以通過郵寄，傳真或親臨我們的會員服務部辦理申訴手續。您的醫生也可以為您提出不滿申訴。

Individual / Family Plan Billing Cycle Enhancement

In consideration of the increasing premium amount that we currently bill you every other month and also to be consistent with our billing practice for our other line of business, we are pleased to inform you that commencing with your January 2009 billing, you will be billed on a monthly basis as opposed to bi-monthly. However, you have the flexibility to prepay your premiums for as many

months in advance as you desire. For further information, please call our Member Services Department at 415-834-2118, Monday - Friday, 8:30am - 5:00pm.

CCHP個人/家庭計劃月結單更改通知

CCHP個人/家庭計劃每兩個月一次的月結單將從2009年1月份起改為每月一次，而會員可選擇預付多月的健保月費。如有疑問，請於辦公時間星期一至星期五，上午八時三十分至下午五時，致電415-834-2118與會員服務部聯絡。

Important Information on Language Assistance Services

CCHP members have the right to request for language assistance and material translation. Upon your request an interpreter will be provided to assist you when having difficulty communicating with your physician in arranging for healthcare services. We will also provide translation of written information that impacts your health care coverage at no cost to you.

To get an interpreter or request a free translation, please call Member Services Department at 1-415-834-2118 or TTY 1-877-681-8888, Monday – Friday, 8:30 am – 5:00 pm.

If unable to reach us, please contact the Department of Managed Health Care's Help Center at 1-888-HMO-2219 or TDD Line – 1-877-688-9891. It

華人保健計劃 (CCHP) 為會員提供語言協助

華人保健計劃的會員有權要求語言協助及醫療資料翻譯。當您與醫務人員在醫療服務溝通上有困難時，您可要求一位口譯員的協助。華人保健計劃亦免費為您提供醫療保障的雙語資料。

如欲要求免費口譯服務或雙語資料，請於辦公時間星期一至星期五，上午八時三十分至下午五時，致電 415-834-2118 或 TTY: 877-681-8888與會員服務部聯絡。

您亦可致電 888-HMO-2219 或 TDD: 877-688-9891向Department of Managed Health Care's Help Center要求協助。該中心提供超過100種語言的翻譯服務，同時亦提供西班牙文和中文的有關醫療復審及申請表。該中心每周七天，每天二十四小時為您解答問題。

provides telephone translation services in over 100 languages. The Help Center also provides a written translation of the Independent Medical Review and Complaint Forms in Spanish and Chinese. The DMHC Help Center is available 24 hours a day, seven days a week to answer questions.



August 1, 2008 CCHP Expands Commercial Pharmacy Network

Beginning August 1, 2008, all CCHP commercial members will have access to ESI national network pharmacies, which include all retail pharmacies such as Walgreens and Safeway. Commercial members will also be able to obtain 90-day supply for two co-payments at the Chinese Hospital pharmacy. For further information, please contact CCHP Member Services Department Monday through Friday, from 8:30 am to 5:00 pm, at 415.834.2118

從八月一日起， 華人保健計劃 (CCHP) 擴展聯網藥房

從八月一日起，所有華人保健計劃 (CCHP) 會員可到ESI 聯網藥房配購藥物，包括 Walgreens 及 Safeway 藥房等。會員亦可於東華醫院藥房以兩個自付費配購90 天藥量。詳情請於辦公時間星期一至五，上午八時三十分至下午五時，致電415-834-2118與華人保健計劃 (CCHP) 會員服務部。



445 Grant Ave., Ste. 700, San Francisco, CA 94108

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COBRA and Cal-COBRA

COBRA is a federal law that applies to companies with 20 or more employees. This law offers members a temporary extension of their current health insurance should they lose medical coverage.

Cal-COBRA is a state law, which applies to companies with two to 19 employees and offers the same continuation rights as COBRA. Depending upon the individual qualifying event, COBRA/Cal-COBRA allows continuation of coverage for individuals for up to 36 months.

Please contact your employer with specific questions about your rights for continuation of such coverage. Your employer is responsible for providing you with a notice of your right to receive continuing coverage under COBAR. If you are eligible for Cal-COBRA, CCHP will send you a notice of your coverage rights. You may also call our Member Services Department at 415-834-2118 regarding your rights to other coverage.

COBRA 是一項聯想法例，適用於有20名或以上僱員的公司。如果僱員失去醫療保險，該法例會暫時延長會員原有的醫療保險。

Cal-COBRA 是一項加州法例，適用於有兩名到19名員工的公司，該法例提供與**COBRA**一樣的權利。根據個人的不同資格，**COBRA** 及 **Cal-COBRA** 能保障長達36個月的保險權利。

請聯絡您的僱主有關該保險的詳細問題。僱主有責任向您提供一份說明書，說明您有權利繼續享有**COBRA** 延長保險的權利。如果您符合資格享有**Cal-COBRA**，華人保健計劃會寄給您一份權利說明。有關其他醫療保險的問題，請致電 415-834-2118 與會員服務部聯絡。