

## Contact 聯絡

### CCHP Member Services Dept 華人保健計劃會員服務部

835 Jackson Street  
San Francisco, CA 94133  
Tel:415-834-2118  
Fax:415-397-2129  
mktginfo@cchphmo.com

### CCHP Marketing & Sales Department 華人保健計劃市場推廣部

455 Grant Ave., 7th Floor  
San Francisco, CA 94108  
Tel:415-955-8800  
Fax:415-955-8819  
mktginfo@cchphmo.com

www.cchphmo.com



# 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，請與當值的醫護人員，主任，經理或會員服務部聯絡。

會員有權提出不滿申訴。申訴是以書面或口頭形式，對計劃或醫療機構的服務質量提出不滿，要求復核或上訴。

若想提出申訴，會員可於180日內，通過郵寄，傳真或親臨我們的會員服務部辦理申訴手續。

電話：1-888-775-7888  
聽力殘障人士電話：1-877-681-8898  
傳真：415-397-2129  
地址：CCHP會員服務部  
835 Jackson Street  
San Francisco, CA 94133  
郵寄：CCHP會員服務部  
445 Grant Avenue, Suite 700  
San Francisco, CA 94108  
網址：www.cchphmo.com

有關申訴及投訴的詳情，請參閱華人保健計劃保障說明書。若情況緊急，或您不滿意華人保健計劃的復核結果，或您的投訴未能在30日內得到處理，會員可致電1-888-HMO-2219 (1-888-466-2219) 與 Department of Managed Health Care 聯絡。聽力殘障人士電話TDD: 1-877-688-9891，或瀏覽網址：<http://www.hmohelp.ca.gov>。



## Get the Shot not the Flu

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. CCHP members can get a flu shot at your physician's office. If you have questions, talk to your healthcare provider.

## 注射疫苗防流感

流感季節快將來臨，最好的預防措施是接受疫苗注射。華人保健計劃的會員可在您的醫生診所接受流感疫苗注射。詳情請與您的醫生聯絡。

# How to File Grievances and Appeals

All persons associated with CCHP share responsibility for assuring your satisfaction with our service. If you have a question or concern about medical care you are encouraged to ask for assistance at the time and place the problem occurs. Your Physician, a supervisor or manager in the medical facility, or our Member Services Department are available to resolve your concerns.

You also have the right to file a grievance for any issue. A grievance is a written or oral expression of dissatisfaction regarding the plan and or provider, including quality of care concerns, and shall include a complaint, dispute, request for reconsideration, or appeal made by a member or the member's representative.

You may submit your grievance orally or in writing within 180 days of the date of the incident that caused your dissatisfaction as follows:

By Telephone: 1-888-775-7888  
(TTY) 1-877-681-8898  
By Fax: 415-397-2129  
In Person: Member Services  
Chinese Hospital  
835 Jackson Street  
San Francisco, CA 94133  
By Mail: Member Services  
Chinese Community Health Plan  
445 Grant Avenue, Suite 700  
San Francisco, CA 94108  
By Web: Through obtaining the grievance form  
on our website [www.cchphmo.com](http://www.cchphmo.com)

Please refer to the "Grievance and Appeals" section of your CCHP Evidence of Coverage document for further details regarding the grievance process. You may also contact the Department of Managed Health Care to resolve a grievance that involves an emergency, has not been satisfactorily resolved by CCHP, or has remained unresolved for more than 30 days. You may contact the Department of Managed Health Care at: 1-888-HMO-2219 (1-888-466-2219) Hearing impaired please call TDD 1-877-688-9891 <http://www.hmohelp.ca.gov>

Please contact our Member Services Department at 415-834-2118 to help you with this process.

# Notice of Privacy

Chinese Community Health Plan, (CCHP) and its affiliated health care providers appreciate the opportunity to provide health care benefits to you and your family. CCHP understands the importance of privacy and are committed to maintaining the confidentiality of your medical information. In the course of providing the health benefit programs we administer or offer, CCHP must collect, use and disclose protected health information. We consider this information confidential and private and consequently, we have policies and procedures in place to protect the information against unlawful use and disclosure. You can view our Notice of Privacy Practices on our website at [www.cchphmo.com](http://www.cchphmo.com). You may also call Member Services at 415-834-2118 to receive a paper copy of the notice.

## 資料保密 規定通知

華人保健計劃 (CCHP) 及其所屬的醫療護理機構非常榮幸能為閣下及其家人提供醫療服務。華人保健計劃明白到私隱的重要性，故此對閣下的醫療資料定必保持機密。在提供及管理醫療服務過程中，我們必須收集，使用及透露有關閣下受保護的醫療資料。我們將這些資料視為保密及屬私人性質；所以，我們對有關的資料的保密有其規定及程序，以免有不合法的使用及泄露。如欲了解詳情，請瀏覽網址 [www.cchphmo.com](http://www.cchphmo.com)，或致電 415-834-2118 與會員服務部聯絡。

# Language Assistance Services for CCHP Members

CCHP provides free interpretation service when a member has difficulty communicate with their physician. To get an interpreter, please call Member Services at 415-834-2118 or TTY 877-681-8898 (for the hearing impaired).

The plan also offers bilingual materials to our members and to the public. To request a free translation, please contact Member Services at 415-834-2118 or TTY 877-681-8898 (for the hearing impaired).

Members can also contact the Department of Managed Health Care's Help Center 24 hours a day, seven days a week to answer questions at 1-888-HMO-2219 or TDD 1-877-688-9891. It 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.

## 華人保健計劃為會員提供語言協助服務

華人保健計劃 (CCHP) 為與醫務人員溝通有困難的會員提供免費翻譯服務。如欲需此項服務，請致電 415-834-2118 與會員服務部聯絡 (聽力障礙人士請電：TTY 877-681-8898)。

華人保健計劃亦為會員及公眾提供雙語資料。如欲索取免費資料，請致電 415-834-2118 與會員服務部聯絡 (聽力障礙人士電話：TTY 877-681-8898)。

會員亦可致電 1-888-HMO-2219 或 TDD: 877-688-9891 向 Department of Managed Health Care's Help Center 要求電話翻譯服務。該中心可提供超過 100 種語言的翻譯服務。該中心亦提供西班牙文及中文版的醫療復審資料及申訴表。該中心每天二十四小時為您解答問題。



## COBRA and Cal-COBRA

COBRA 是一項聯邦法例，適用於有20名或以上員工的公司。如果員工失去醫療保健，該法例會暫時延長會員原有的醫療保健。

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個月的保健權利。

請聯絡您的僱主有關該保險的詳細問題。如果您符合COBRA，僱主有責任向您提供一份說明您享有COBRA 延長保健的文件。如果您符合 Cal-COBRA，華人保健計劃會寄給您一份延長保健的文件。有關其它醫療保健的問題，請致電 415-834-2118 與會員服務部聯絡。



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 COBRA. 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.

# Health Education & Wellness Calendar

## 健康專題講座及活動時間表

Oct 十月 - Dec 十二月 2009

### Your health is important to you! It is important to us, too!

That's why we offer a broad range of education and classes to provide you and your family with information and resources to live a happy and healthy life! Most classes are free, as well as bilingual & culturally-sensitive – to help you feel comfortable and learn from people who understand you. Classes are offered in several convenient locations, listed and color-coded below. Registration is required. Please call the phone numbers provided to register or to ask questions about any classes.

### 我們同樣 關注您的健康！

我們為您提供多種專題講座及活動班，讓您及您家人得到更優質的健康資訊。大部份的專題講座及活動是免費的，並提供雙語及多元文化服務，方便明白。在多個地點授課，方便來訪，但必需事先在上課地點登記。詳情請按顏色，參閱下列上課地點資料。

## Location Information

### 上課地點資料

Classes are offered in several convenient locations, listed and color-coded below. Registration is required. Please call the phone numbers provided to register or to ask questions about any classes. 在多個地點授課，方便來訪，但必需事先在上課地點登記。詳情請按顏色，參閱下列上課地點資料。

CCHRC

**Chinese Community Health Resource Center (CCHRC)** 華人社區健康資源中心  
Address: 835 Jackson Street, 5th Floor, San Francisco, CA 94133  
Website: [www.cchrhealth.org](http://www.cchrhealth.org) Tel: 415-677-2473

EHS

**Excelsior Health Services (EHS)** (外米慎區華康醫務中心)  
Address: 888 Paris Street (at Geneva), San Francisco, California 94112 Tel: 415-677-2488

DCHS

**Daly City Health Services (DCHS)** (帝利市華康醫務中心)  
Address: 93 Skyline Plaza, Daly City, California 94015 Tel: 650-991-8883

# Health Education Classes

## 健康講座時間表



Date 日期	Time 時間	Language 語言	Location* 地點	Class 講座
10/2 (Fri 五)	10am - 11:30am 1pm - 2:30pm	粵語 English	CCHRC	正確服用藥物 Medication Management
10/8 (Thurs 四)	10am - 11:30am 1pm - 2:30pm	粵語 English	CCHRC	糖尿病護理 Diabetes Management
10/16 (Fri 五)	10am - 11:30am 1pm - 2:30pm	粵語 English	CCHRC	骨質疏鬆症 Osteoporosis
10/17 (Sat 六)	12noon - 1pm	粵語 & English	DCHS	Children Nutrition and Common Disease 兒童營養與常見病
10/20 (Tue 二)	10am - 11:30am 1pm - 2:30pm	粵語 English	CCHRC	預防感染及個人衛生 Infection Control and Personal Hygiene
10/22 (Thurs 四)	1pm - 2pm	粵語 & English	EHS	Diabetes Management 糖尿病講座
10/28 (Wed 三)	10am - 11:30am 1pm - 2:30pm	粵語 English	CCHRC	處理疼痛 Pain Management
11/3 (Tue 二)	10am - 11:30am 1pm - 2:30pm	粵語 English	CCHRC	膽固醇與您的心臟 Cholesterol & Your Heart
11/10 (Tue 二)	10am - 11:30am 1pm - 2:30pm	粵語 English	CCHRC	失眠症 Insomnia
11/14 (Sat 六)	12noon - 1pm	粵語 & English	EHS	Children Nutrition & Obesity 兒童營養與肥胖症
11/16 (Mon 一)	10am - 11:30am 1pm - 2:30pm	粵語 English	CCHRC	血壓教育 Blood Pressure
11/18 (Wed 三)	1pm - 2pm	粵語 & English	DCHS	Diabetes Management 糖尿病講座
11/24 (Tue 二)	10am - 11:30am 1pm - 2:30pm	粵語 English	CCHRC	認識心臟衰竭 Heart Failure
12/5 (Sat 六)	10am - 11:30am 1pm - 2:30pm	粵語 English	CCHRC	更年期 Menopause
12/11 (Fri 五)	10am - 11:30am 1pm - 2:30pm	粵語 English	CCHRC	前列腺健康 Prostate Health
12/12 (Sat 六)	12noon - 1pm	粵語 & English	DCHS	Children Nutrition & Obesity 兒童營養與肥胖症
12/15 (Tue 二)	10am - 11:30am 1pm - 2:30pm	粵語 English	CCHRC	預防中風 Stroke Prevention
12/15 (Tue 二)	1pm - 2pm	粵語 & English	EHS	Diabetes Management 糖尿病講座

# Chronic Disease Education & Management Classes

Location上課地點

CCHRC



慢性疾病講座時間表

慢性疾病護理 (只供粵語 Cantonese only) :: 10am - 11:30am

Chronic Disease Education Management (CDEM) Series 5

10/9, 10/23, 11/6, 11/20, 12/4, 12/18

# Perinatal Classes

婦產及嬰兒講座時間表

Location上課地點

CCHRC

	第四期	Series 4
產前護理 Prenatal Care	十月三日 (六) 上午十時至十二時	10/2 (Fri) 3pm-5pm
嬰兒人工呼吸急救法及安全常識 Infant CPR and Safety	十月十日 (六) 上午十時至十二時	10/9 (Fri) 3pm-5pm
嬰兒護理 Infant Care	十月十七日 (六) 上午十時至十二時	10/16 (Fri) 3pm-5pm
母乳喂哺及嬰兒營養 Breastfeeding and Infant Nutrition	十月廿四日 (六) 上午十時至十二時	10/23 (Fri) 3pm-5pm
嬰兒按摩 Infant Massage	十月三十一日 (六) 上午十時至十二時	10/30 (Fri) 3pm-5pm
生產過程 Delivery Process	十一月七日 (六) 上午十時至十二時	11/7 (Sat) 1pm-3pm
分娩指導(1) Birth Instructions (1)	十一月十四日 (六) 上午十時至十二時	11/14 (Sat) 1pm-3pm
分娩指導(2)及產後護理 Birth Instructions (2) and Postnatal Care	十一月廿一日 (六) 上午十時至十二時	11/21 (Sat) 1pm-3pm

本中心之婦產及嬰兒講座專為粵語之將任父母及嬰兒護理人仕而設。華人保健計劃的會員，以及選擇華美醫師協會為其保健機構者均可免費參加。持其他醫療保險之人仕，每堂收費二十元（夫婦）或全套課程一百三十元。

All prenatal infant health classes are free to Chinese Community Health Plan members and those who choose CCHCA as their medical group. For other non-members, the fee is \$20 per couple per class or \$130 per couple per series.



# Health Fairs 健康展覽會

**FREE**  
免費

Date 日期 / Time 時間	Location 地點	Event 活動
10/17 (Sat 六) 10am - 4:30pm	Hope Lutheran Church & School 路德會恩望堂	Harvest Carnival Health Day 2009 (中半島家庭健康日) Address 地址: 55 San Fernando Way, Daly City To Register 報名請電: 415-677-2473
10/24 (Sat 六) 9am - 12:30pm	<b>EHS</b>	Women's Health Day 女仕健康日 Address 地址: 888 Paris Street, San Francisco To Register 報名請電: 415-677-2488
11/14 (Sat 六) 9am - 12:30pm	<b>DCHS</b>	Women's Health Day 女仕健康日 Address 地址: 93 Skyline Plaza, Daly City To Register 報名請電: 650-991-8883

# Fitness and Wellness Classes 健康運動時間表

**FREE**  
免費

Location 上課地點 **EHS**

Tai Chi 太極 (English/粵語/國語)  
1st and 3rd Saturdays 第一及第三個星期六 (10/3, 10/17, 11/7, 11/21, 12/5) ::: 10am-11am

Golden Age Fitness 金色年華健身運動班 (English/粵語)  
2nd and 4th Saturdays 第二及第四個星期六 (11/10, 11/14, 11/28, 12/12) ::: 10am-11am

Yoga 瑜珈 (English/粵語)  
Twice a month, Select Fridays 每月兩次 · 在下列的日期  
(10/9, 10/30, 11/13, 11/20, 12/4, 12/18) ::: 12pm-1pm

Introduction to Therapeutic Partner Massage (English/國語)  
基礎按摩治療班 (請與您的伴侶 · 兒女或朋友一同參加)  
Saturday 星期六 (10/31) ::: 10am-12pm