

GUIDING YOU TO **BETTER** HEALTH CARE



The State of California
Office of the Patient Advocate (OPA)



ASK **QUESTIONS** ABOUT YOUR HEALTH CARE

- What will my visit cost?
- How do I get specialist care?
- What services does my plan cover?
- What are my patient rights?
- How can I compare health plans?



GET **HELP** WITH PROBLEMS

- I have to wait too long for a referral, test, or appointment.
- I can't get the treatment or equipment I need.
- I can't get services in my language.

For no-cost help in your language:

If you have an HMO or Blue Cross/Blue Shield PPO,
call the Help Center

1-888-466-2219
healthhelp.ca.gov

If you have another kind of health insurance,
call the Department of Insurance

1-800-927-4357
insurance.ca.gov

THE OFFICE OF THE **PATIENT ADVOCATE** (OPA)

Patient Rights: We educate people about their patient rights.

Public Reporting: We report annual quality ratings of health plans and medical groups.

Partnerships: We partner with consumer groups and health care providers to guide Californians to better health.



HOW **HEALTH CARE REFORM** CAN HELP YOU

- Get preventive care, like vaccines and diabetes screening, at no cost.
- Find health insurance for children with pre-existing conditions.
- If you own a small business, get tax credits for your employee health care premiums.

Learn more at:
healthcare.gov
opa.ca.gov

ARE THERE DIFFERENCES IN HEALTH CARE **QUALITY**?

Yes. And higher quality care can help you stay healthy and recover faster.

Look at OPA's annual Report Card online. This one-stop shop has ratings of health plans, medical groups, Medi-Cal, hospitals and more.

Learn about the quality of the care that your health plan provides for diabetes, asthma, heart disease and other conditions.

OPA.**CA**.GOV



TIPS FOR BETTER HEALTH CARE

- Know your patient rights.
- Speak up when you have questions.
- Find out what your health plan covers.
- If you don't understand your bill, ask for an explanation.
- Learn about quality health care.



NO-COST **EDUCATIONAL** MATERIALS

- *How to Use Your Health Plan*
- *HMO Guide for Seniors*
- Brochures, posters, and videos



Order no-cost materials:

opa.ca.gov
1-888-466-2219