

Brochure, Factsheets, and Training:

How to help people with disabilities of all ages and their families to better understand how to access needed healthcare services

Does your organization work with people who need help understanding how to get the health care services they need? Are they over 65, have a disability or have a family member with a disability? Have they asked for help in obtaining health care services?

Are you an organization with a mission to serve seniors and individuals with disabilities? Have they come to you with questions about transportation, physical access, communication access, assistance with an appointment, or a language or sign language interpreter as a result of their disability?

The Department of Managed Health Care (DMHC), the Harris Family Center for Disability and Health Policy (HFCDHP), and Disability Rights Education & Defense Fund (DREDF) have designed a brochure and 6 factsheets to help you support seniors, people with disabilities, and their families or caregivers in understanding and utilizing the Department of Managed Health Care and its Help Center to resolve specific issues related to aging(why is this not mentioned in any other section of this document) and disability.

Department of Managed Health Care's Brochure and Factsheets:

Brochure: Need Help with Your Health Plan.

- **Physical Access to your Doctor's Office and Medical Equipment:** For people with physical disabilities.
- **Communication Assistance for Your Health Care:** If you have vision disability
- **Communication Assistance for Your Health Care:** If you are hard-of-hearing or Deaf
- **Keeping Your Doctor:** Continuity of care
- **Getting Health Care Benefits and Services**

The Department of Managed Healthcare's brochure is one of the attachments. The second attachment is an invitation to you and any of your staff and volunteers to attend training on targeted issues which impact seniors, people with disabilities and their families or caregivers.

You can access the Department of Managed Health Care's Factsheets in either Spanish or English by going to

<http://www.dmhc.ca.gov/HealthCareLawsRights/HealthCareRights/DisabilityAccess.aspx>

. Audio in Spanish and English. Large print (18 point) versions of the documents may also be obtained from this site. To access these documents in Braille, please contact us at 909-469-5441 or Guadalupe Soltero at gsoltero@westernu.edu