

Resource List

FOR MEDICARE AND MEDI-CAL BENEFICIARIES IN SANTA CLARA COUNTY

For help or more information about California's Coordinated Care Initiative

Organization	Contact information	What the organization can help with
CAL MEDICONECT		
Sourcewise <i>(previously Council on Aging Silicon Valley)</i>	1-800-434-0222 www.sccduals.com	Information through Health Insurance Counseling & Advocacy Program (HICAP) to make decisions regarding your or your loved ones' Medicare and Medi-Cal coverage
Health Care Options	1-844-580-7272 TTY: 1-800-430-7077 www.healthcareoptions.dhcs.ca.gov	<ul style="list-style-type: none"> • Enrolling in a managed care health plan • Changing your managed care health plan • Disenrolling from a managed care health plan • Getting enrollment materials in another language or another format
Cal MediConnect Ombudsman	1-855-501-3077 TTY: 1-855-847-7914	Extra help if you have problems with the Cal MediConnect plan you have enrolled in
MEDI-CAL		
Santa Clara County Social Services Agency	1-877-962-3633 1-408-758-3600 www.sccgov.org/debs www.benefitscalwin.org	<ul style="list-style-type: none"> • Medi-Cal eligibility • Medi-Cal enrollment
Health Care Options	1-800-430-4263 TTY: 1-800-430-7077	<ul style="list-style-type: none"> • Enrolling in a managed care health plan • Changing your managed care health plan • Disenrolling from a managed care health plan • Getting enrollment materials in another language or another format
Medi-Cal Office of the Ombudsman	1-888-452-8609 Email: MMCDOmbudsmanOffice@dhcs.ca.gov	Extra help if you have problems with the Medi-Cal managed care health plan you have enrolled in
MEDICARE		
Sourcewise <i>(previously Council on Aging Silicon Valley)</i>	1-800-434-0222 www.sccduals.com	Information through Health Insurance Counseling & Advocacy Program (HICAP) to make decisions regarding your or your loved ones' Medicare and Medi-Cal coverage
Centers for Medicare and Medicaid Services	1-800-MEDICARE 1-800-633-4227 TTY: 1-800-430-7077 www.medicare.gov	Information about Medicare coverage and services
ACCESSIBILITY		
California Relay Service	711	Assistance from specially trained staff to relay telephone conversations for individuals with limitations in seeing, hearing, speaking, remembering, or moving

Organization	Contact Information	What the organization can help with
COMMUNITY BASED ADULT SERVICES (CBAS)		
Anthem Blue Cross Santa Clara Family Health Plan	See bottom of this page for complete contact information	Information on Community-Based Adult Services centers
IN-HOME SUPPORTIVE SERVICES (IHSS)		
Santa Clara County Department of Aging and Adult Services	1-866-668-2412 1-408-792-1600	Information about the In-Home Supportive Services (IHSS) Program, including eligibility and how to apply
MENTAL HEALTH AND SUBSTANCE USE DISORDER		
Santa Clara County Department of Alcohol and Drug Services (DADS) - Gateway Program	1-800-488-9919 www.sccdads.org	Information about care for alcohol and substance use disorder
Santa Clara County Mental Health Department	1-800-704-0900 1-408-885-5673 www.sccmhd.org	Information about services for mental illness and serious emotional disturbance
MULTIPURPOSE SENIOR SERVICES PROGRAM (MSSP)		
Sourcewise <i>(previously Council on Aging Silicon Valley)</i>	1-408-350-3200 www.mysourcewise.com/ care-management	Information about MSSP, to assist people who are Medi-Cal eligible and age 65 or older with support services needed to maintain independence
SKILLED NURSING FACILITIES (SNF)		
Catholic Charities of Santa Clara County	1-408-325-5269 www.catholiccharitiesscc.org	Long Term Care Ombudsman Program – advocacy for people living in nursing and residential care homes
GENERAL COMMUNITY RESOURCES		
211 Santa Clara County	211 www.211scc.org	Non-emergency community, health and disaster information and referrals in Santa Clara County
HEALTH PLANS PARTICIPATING IN CALIFORNIA'S COORDINATED CARE INITIATIVE		
Anthem Blue Cross	1-888-350-3532 TTY: 711 www.anthem.com www.duals.anthem.com/ca	<ul style="list-style-type: none"> • Medi-Cal managed care health plan, including Long Term Services and Supports • Cal MediConnect (Medicare-Medicaid Plan)
On Lok Lifeways	1-888-886-6565 TTY: 1-415-292-8898 www.onlok.org	<ul style="list-style-type: none"> • Program of All-inclusive Care for the Elderly (PACE)
Santa Clara Family Health Plan	1-800-260-2055 TTY: 1-800-735-2929 www.scfhp.com	<ul style="list-style-type: none"> • Medi-Cal managed care health plan including Long Term Services and Supports • Cal MediConnect (Medicare-Medicaid Plan)

