



# Member Guide

All your health care needs,  
all together

OneCare Connect Cal MediConnect Plan  
(Medicare-Medicaid Plan)

# More Services

OneCare Connect is a new health plan that combines all your Medicare and Medi-Cal benefits. At no extra cost, you get vision care and taxi rides to medical appointments as well. OneCare Connect also makes getting your dental care easier and more complete, with a network of dentists and other dental benefits. Plus, the plan helps you get the services you need to live safely at home. With all your benefits together in one health plan, you're covered!

## Covered By OneCare Connect

Doctor and specialist visits	✓
Hospital care and surgeries	✓
Medical tests and screenings	✓
Emergency and urgent care	✓
Prescription medications (co-pays of \$1.20 to \$6.60 apply for certain drugs)	✓
Basic dental services from Denti-Cal, plus supplemental benefits at no cost from LIBERTY Dental Plan	✓
Physical and occupational therapy	✓
Vision care (\$100 frames/lenses or \$100 contacts, every two years)	✓
Basic mental health services and help getting specialty mental health services, including substance use disorder services	✓
Medical equipment and supplies	✓
Certain home and community services (Community-Based Adult Services, In-Home Supportive Services and Multipurpose Senior Services Program)	✓
30 taxi rides to medical appointments	✓
Long-term care in nursing homes	✓





# More Support

On your own, it can be tough to figure out how to get the right health care. With OneCare Connect, you don't have to do it alone anymore.

You will have a Personal Care Coordinator to help you get the services you need when you need them. And you can always ask your Personal Care Coordinator questions about your health care. Answers are one phone call away.

OneCare Connect also makes your good health a team effort. Your doctors, home and community services providers, and Personal Care Coordinator work with you to create a care plan that's right for your health care needs. Having support means you get better quality, more complete health care.

## Included in OneCare Connect

Personal Care Coordinator — someone to answer your questions and arrange your health care ✓

Health Assessment — a report about your current health and what you may need to reach your health goals ✓

Care Team — the people who know your health care best, working together to plan your care ✓

Care Plan — a complete plan to make sure you get the care you need when you need it ✓



# Frequently Asked Questions

## How will OneCare Connect help me?

In original Medicare, you have to figure out how to get health care on your own. With OneCare Connect, you have support from a Personal Care Coordinator. This person can answer your questions and guide you to the right service at the right time in the right place. OneCare Connect also wants to help you live safely at home, so it offers better access to certain home and community services.

## Am I eligible for OneCare Connect?

If you received this Member Guide, you are eligible for the plan. Most people age 21 and over, who live in Orange County and have full Medicare and Medi-Cal benefits, are eligible. There are some exceptions. If you have questions about eligibility, call CalOptima.

## How do I join OneCare Connect?

You do not have to do anything to join. OneCare Connect enrolls you automatically after sending you three notices in advance. This Member Guide is part of the second notice. Your enrollment will start in about 60 days. If you do not want to be part of OneCare Connect, call CalOptima or fill out the Non-Enrollment Form with this booklet and return it in the postage-paid envelope.

## Can I still see my regular doctor?

Yes you can, when your doctor is part of the CalOptima network. Our network has more than 2,000 doctors, and we

are adding even more. If your doctor is not in the network, you can keep seeing that doctor for a period of time if he or she agrees to work with OneCare Connect.

## **What kind of support can I get from OneCare Connect?**

Your Personal Care Coordinator provides support and answers questions about your health care. You also get support by having a care team. Your doctors, home and community services providers, and Personal Care Coordinator work with you to create a care plan that's right for your health care needs and goals.

## **Does OneCare Connect let me make choices in my health care?**

Yes. OneCare Connect wants you to take an active role in your health care. You can choose your doctor and decide how much you want to work with your care team. You can also choose to change doctors every 30 days.

## **How much does OneCare Connect cost?**

If you do not pay anything now for having Medicare and Medi-Cal, there is no cost for OneCare Connect. OneCare Connect has small co-payments for your prescription medications.

## **Who can I talk to about OneCare Connect?**

You can call our Customer Service department toll-free at 1-855-705-8823. TDD/TTY users call toll-free at 1-800-735-2929. Help is available in your language.





# Have More Questions?

We're here to answer them.

**Call for more information:**

Customer Service toll-free: **1-855-705-8823**

24 hours a day, 7 days a week

TDD/TTY toll-free: **1-800-735-2929**

**Visit our office:**

Monday through Friday, 8 a.m. to 5 p.m.

505 City Parkway West

Orange, CA 92868

**Check out our website:**

[www.caloptima.org/onecareconnect](http://www.caloptima.org/onecareconnect)

At CalOptima, our motto is  
Better. Together. That fits  
OneCare Connect, too!

Our newest plan, OneCare Connect  
joins all your health care needs  
together to make getting quality care  
easier.



A Public Agency

# OneCare Connect CalOptima

Better. Together.

## **About OneCare Connect**

OneCare Connect is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees.

## **Benefit Details**

This is not a complete list. The benefit information is a brief summary, not a complete description of benefits. For more information, contact the plan or read the Member Handbook. Limitations, co-pays and restrictions may apply. For more information, call OneCare Connect Customer Service or read the OneCare Connect Member Handbook. Benefits, List of Covered Drugs, pharmacy and provider networks, and/or co-payments may change from time to time throughout the year and on January 1 of each year. You can get this information for free in other languages. Call 1-855-705-8823. The call is free.

*The people in the photographs that appear in this document are models and used for illustrative purposes only.*