

# What You Need to Know About The Coordinated Care Initiative

Coordinator Name

Outreach Coordinator

Harbage Consulting

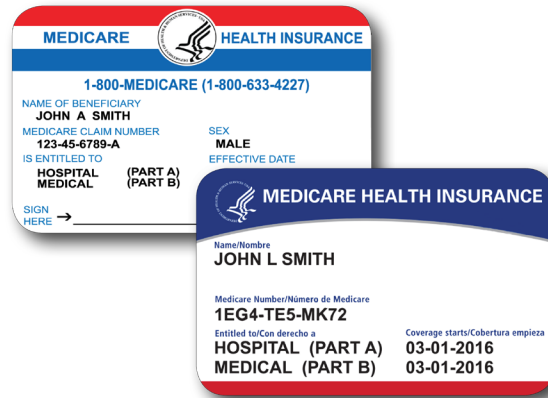
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# What You Will Learn

- Medicare and Medi-Cal Today
- Your Health Care Coverage Options
  - ***Cal MediConnect***
    - Who Can Join
    - Benefits
    - Care Coordination
    - Keeping Your Doctors
    - Improper (Balance) Billing
    - Available Plans
  - ***Medi-Cal Managed Care Plan***
    - Benefits
    - Available Plans
  - ***PACE***
    - Benefits
    - Available Plans
- Other Resources

# Medicare and Medi-Cal Today



## Medicare

For people 65+ years & people with disabilities

Medicare covers:

- Doctors
- Hospitals
- Prescription drugs



## Medi-Cal

For Californians who meet income requirements

Medi-Cal covers:

- Long-term services and supports
  - IHSS, CBAS, MSSP, nursing facilities, non-emergency medical transit
- Durable medical equipment
- Medicare cost sharing

## Solution: CCI Health Plan Options

If you have **both Medicare and Medi-Cal**, these health plans can make it simpler to get the services you need.

Your health plan choices include:

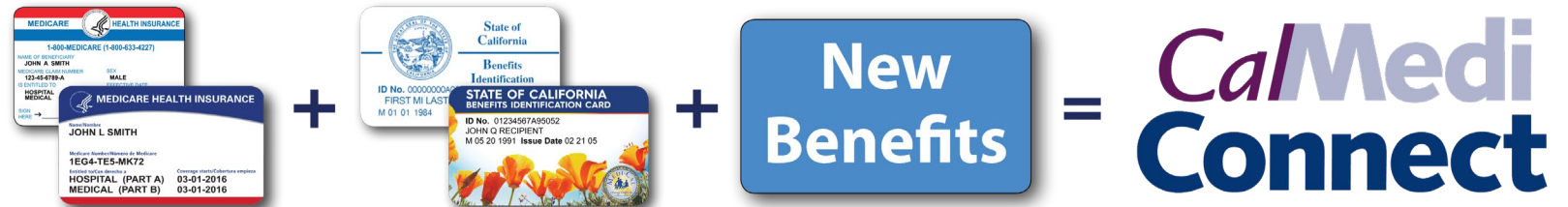
- **Cal MediConnect** – A plan that covers **both** Medicare & Medi-Cal
- **Medi-Cal managed care plan** – Medi-Cal plan with original Medicare separate
- **PACE** – Program of All-inclusive Care for the Elderly

**You MUST choose to join one of these options (if you haven't already) to receive your Medi-Cal services.**

# What is Cal MediConnect

Cal MediConnect is a different kind of health plan.

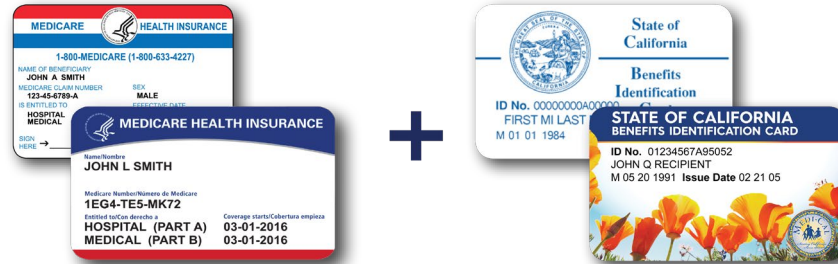
It combines all your Medicare and Medi-Cal benefits into a single plan.



- You can get a **care coordinator** – either a nurse or other health care professional who helps you get all the services you need.
- You have **only one card to carry** and **one phone number to call**.
- You have additional **vision benefits** (eye exams and glasses) and **unlimited transportation benefits**.
- You will get the **home- and community-based services** you need.

## Who Can Join

You can join a Cal MediConnect health plan if you have both Medicare and Medi-Cal.



This plan is available in these counties:  
**Los Angeles, Orange, Riverside,  
San Bernardino, San Diego, San Mateo,  
and Santa Clara.**

There are no extra costs associated with joining a Cal MediConnect plan.

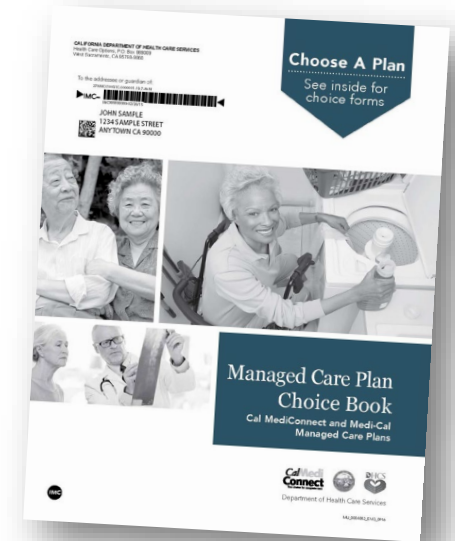


## When to Join

**You can enroll at any time of the year.  
There is no specific enrollment period.**

### ***New to Medi-Cal? New to a CCI county?***

- When you first become eligible, you will receive this booklet. It will tell you to choose a managed care health plan by a certain date. One of the options is Cal MediConnect.
- You can join Cal MediConnect then, or choose another option. If you do not choose, you will automatically be placed into a Medi-Cal managed care plan.
- You can switch your plan later, if you change your mind.



# Benefits & Services in Cal MediConnect

## Getting care is simple.

When you have questions, you only need to call one phone number.

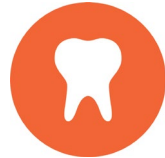
To get services, you only need one card — your Cal MediConnect card.



Access to doctors, hospitals, and therapy services



Equipment and supplies



Dental benefits



Optional benefits



Prescription drugs



Language services



Long-Term Services and Supports (LTSS)

# Dental Benefits through Cal MediConnect

If you have Medi-Cal, you also have access to Denti-Cal. Care coordinators can help manage these benefits, too.

Cal MediConnect members can get dental coverage through:



- Denti-Cal covered services include cleanings, fluoride, x-rays, fillings, crowns, extractions, root canals, dentures, and more.
- Some Cal MediConnect plans offer additional supplemental benefits.
- If networks overlap, you can access both Denti-Cal and supplemental benefits through the same provider.
- To find Denti-Cal providers, contact your Cal MediConnect plan, or call the Medi-Cal Dental Program at 1-800-322-6384.

# Working Together for You: Care Coordination

To start, you'll get a **Health Risk Assessment**.

Your health plan can give you a personal **care coordinator**.

Your **care team** works together.

Your care team works with you to create your **care plan**.



Your Cal MediConnect Care Coordinator helps piece all your health care services together.



# Care Coordination in Action



- **Mr. Sanchez recently had a stroke and is living at home.**
- **Before Cal MediConnect**, Mr. Sanchez would have to navigate Medicare, Medi-Cal, and county agencies to get the care he needs, likely relying on his doctor's office staff for help.
- **With Cal MediConnect**, Mr. Sanchez' care coordinator can:
  - Communicate with all of his doctors, pharmacists, and providers to make sure they are on the same page.
  - Arrange for services he needs to live independently (meal delivery, in-home help, etc).
  - Make appointments, obtain authorizations, and check on prescriptions.

# Keeping Your Doctors

If you join a Cal MediConnect health plan, your providers (including your primary provider) must be in that plan. This is called the plan's network.

- **Find out if your doctors are part of Cal MediConnect.**
- If your doctors ARE part of Cal MediConnect:
  - Make sure your doctors are a part of the same Cal MediConnect health plan you join.
- If your doctors are NOT part of Cal MediConnect:
  - You may be able to keep seeing your current doctors for a while after you join Cal MediConnect. This is called “**continuity of care.**”
  - Ask your doctor if he or she would consider joining a Cal MediConnect health plan.
  - Work with your care coordinator to choose doctors in your plan's network.

## Continuity of Care

Even if they aren't in the network, you can continue to get care from your doctor for 12 months. Contact your health plan for more information.

# Cal MediConnect Won't Change Your In-Home Supportive Services or Nursing Facility

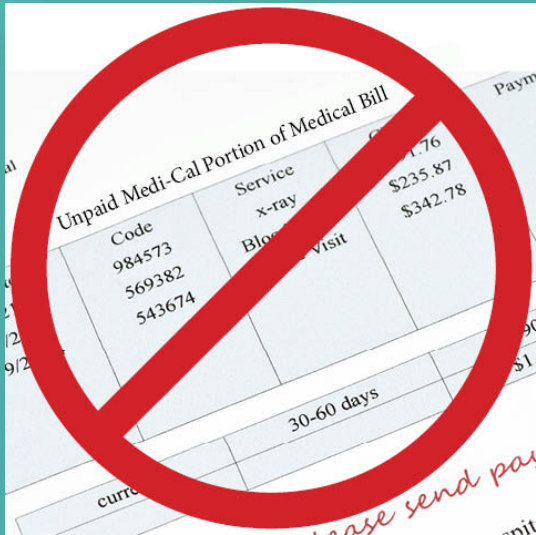
Talk to your plan or  
care coordinator  
if you need more  
hours or additional  
services.

**If you receive In-Home Supportive Services (IHSS), you can keep your IHSS provider and hours when you join a Cal MediConnect plan.**

- In-Home Supportive Services (IHSS)
  - With Cal MediConnect, you keep your right to hire, fire, and manage your IHSS providers.
- Nursing Homes
  - If you are in a nursing home, you can stay as long as the nursing home meets quality and safety standards. If you wish to move into your own home or a family member's home, Cal MediConnect can help you get the services you need to live there safely.



# The Facts About Improper Billing



- If you have both Medicare and Medi-Cal, you should **never** receive a bill for any of your medical services. This is called improper billing (sometimes called balance billing), and is illegal under state and federal law.
- You do not have to pay for copays, coinsurance, or deductibles. The only exceptions are prescription drug copays and Medi-Cal share-of-cost.
- If you receive a bill, contact your health plan immediately. You do not have to pay it.

# How to Join Cal MediConnect

Here are four things you need to know before switching to Cal MediConnect.

1. Find the plans available in your area.
2. Find out if your health care providers belong to a Cal MediConnect plan. (If not, ask if they want to join.)
3. Find out where you would get prescriptions and medical supplies and equipment.
4. If a Cal MediConnect plan will meet all or most of your needs, you can join by calling **Health Care Options** at **1-844-580-7272**. You can also call the plan directly.



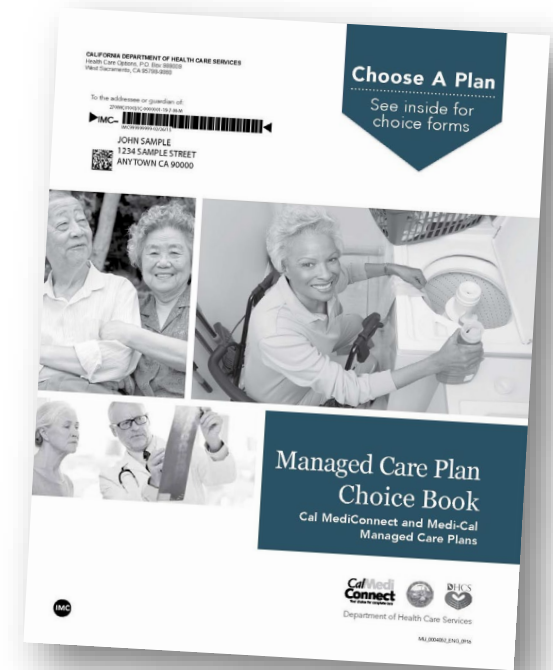
## When to Join

**There is no specific enrollment period –  
you can enroll at any time of the year.**

***New to Medi-Cal?  
New to a CCI county?***

If you received this booklet, it will tell you to choose a Medi-Cal health plan within a certain timeframe.

You can join Cal MediConnect then, or join it later if you change your mind.



# Cal MediConnect Health Plans



Use the numbers here to contact  
the health plans in your county.

Have a question?  
Call HICAP at 1-800-434-0222.

## Los Angeles County

Plan Name	Phone #	TTY
Anthem Blue Cross	1-888-350-3447	711
Blue Shield of California Promise Health Plan	1-855-905-3825	711
Health Net	1-888-788-5395	711
L.A. Care	1-888-522-8243	711
Molina Healthcare	1-855-665-4627	711

# Cal MediConnect Health Plan



Use the numbers here to contact  
the health plan in your county.

Have a question?  
Call HICAP at 1-800-434-0222.

## Orange County

Plan Name	Phone #	TTY
CalOptima	1-855-705-8823	1-800-735-2929

# Cal MediConnect Health Plans



Use the numbers here to contact  
the health plans in your county.

Have a question?  
Call HICAP at 1-800-434-0222.

## Riverside County

Plan Name	Phone #	TTY
Inland Empire Health Plan (IEHP)	1-877-273-4347	1-800-718-4347
Molina Healthcare	1-855-665-4627	711

# Cal MediConnect Health Plans



Use the numbers here to contact  
the health plans in your county.

Have a question?  
Call HICAP at 1-800-434-0222.

## San Bernardino County

Plan Name	Phone #	TTY
Inland Empire Health Plan (IEHP)	1-877-273-4347	1-800-718-4347
Molina Healthcare	1-855-665-4627	711

# Cal MediConnect Health Plans



Use the numbers here to contact  
the health plans in your county.

Have a question?  
Call HICAP at 1-800-434-0222.

## Riverside and San Bernardino Counties

Plan Name	Phone #	TTY
Inland Empire Health Plan (IEHP)	1-877-273-4347	1-800-718-4347
Molina Healthcare	1-855-665-4627	711

# Cal MediConnect Health Plans



Use the numbers here to contact  
the health plans in your county.

Have a question?  
Call HICAP at 1-800-434-0222.

## San Diego County

Plan Name	Phone #	TTY
Blue Shield of California Promise Health Plan	1-855-905-3825	711
Community Health Group	1-888-244-4430	1-855-266-4584
Health Net	1-888-788-5805	711
Molina Healthcare	1-855-665-4627	711

# Cal MediConnect Health Plan



Use the numbers here to contact  
the health plan in your county.

Have a question?  
Call HICAP at 1-800-434-0222.

## San Mateo County

Plan Name	Phone #	TTY
Health Plan of San Mateo	1-866-880-0606	1-800-735-2929 or 711

# Cal MediConnect Health Plans



Use the numbers here to contact  
the health plans in your county.

Have a question?  
Call HICAP at 1-800-434-0222.

## Santa Clara County

Plan Name	Phone #	TTY
Anthem Blue Cross	1-855-817-5785	711
Santa Clara Family Health Plan	1-877-723-4795	1-800-735-2929

## Your Other Health Plan Options

Joining Cal MediConnect is voluntary. This means it is your choice to join.

If you choose not to join Cal MediConnect, you have other options.

### Other Option: Pick a Medi-Cal Managed Care Plan And Your Medicare Stays the Same

- If you choose not to join Cal MediConnect, you can continue to receive Medicare services as you do today.
- However, you will also need to join a Medi-Cal managed care plan, if you aren't already in a plan.
- This is so you can continue getting Medi-Cal services, such as personal care services, transportation, and supplies.

# Medi-Cal Health Plans



Use the numbers here to contact  
the health plans in your county.

Have a question?  
Call HICAP at 1-800-434-0222.

## Los Angeles County

Plan Name	Phone #	TTY
Anthem Blue Cross	1-800-407-4627	1-888-757-6034
Blue Shield of California Promise Health Plan	1-800-605-2556	1-800-735-2929
Health Net	1-800-327-0502	1-800-431-0964
Kaiser Permanente	1-800-464-4000	1-800-777-1370
L.A. Care	1-888-839-9909	1-866-522-2731
Molina Healthcare	1-888-665-4621	1-800-479-3310

# Medi-Cal Health Plan



Use the numbers here to contact  
the health plan in your county.

Have a question?  
Call HICAP at 1-800-434-0222.

## Orange County

Plan Name	Phone #	TTY
CalOptima	1-714-246-8500	1-800-735-2929

# Medi-Cal Health Plans



Use the numbers here to contact  
the health plans in your county.

Have a question?  
Call HICAP at 1-800-434-0222.

## Riverside County

Plan Name	Phone #	TTY
Inland Empire Health Plan (IEHP)	1-800-440-4347	1-800-718-4347
Molina Healthcare	1-888-665-4621	1-800-479-3310
Health Net	1-800-327-0502	1-800-431-0964
Kaiser Permanente	1-800-464-4000	1-800-777-1370

# Medi-Cal Health Plans



Use the numbers here to contact  
the health plans in your county.

Have a question?  
Call HICAP at 1-800-434-0222.

## San Bernardino County

Plan Name	Phone #	TTY
Inland Empire Health Plan (IEHP)	1-800-440-4347	1-800-718-4347
Molina Healthcare	1-888-665-4621	1-800-479-3310
Health Net	1-800-327-0502	1-800-431-0964
Kaiser Permanente	1-800-464-4000	1-800-777-1370

# Medi-Cal Health Plans



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the health plans in your county.

Have a question?  
Call HICAP at 1-800-434-0222.

## Riverside and San Bernardino Counties

Plan Name	Phone #	TTY
Inland Empire Health Plan (IEHP)	1-800-440-4347	1-800-718-4347
Molina Healthcare	1-888-665-4621	1-800-479-3310
Health Net	1-800-327-0502	1-800-431-0964
Kaiser Permanente	1-800-464-4000	1-800-777-1370

# Medi-Cal Health Plans



Use the numbers here to contact  
the health plans in your county.

Have a question?  
Call HICAP at 1-800-434-0222.

## San Diego County

Plan Name	Phone #	TTY
Aetna	1-855-772-9076	711
Blue Shield of California Promise Health Plan	1-800-605-2556	1-800-735-2929
Community Health Group	1-800-224-7766	1-800-735-2929
Health Net	1-800-327-0502	1-800-431-0964
Kaiser Permanente	1-800-464-4000	1-800-777-1370
Molina Healthcare	1-888-665-4621	1-800-479-3310
UnitedHealthcare	1-866-270-5785	1-866-270-5785

# Medi-Cal Health Plan



Use the numbers here to contact  
the health plan in your county.

Have a question?  
Call HICAP at 1-800-434-0222.

## San Mateo County

Plan Name	Phone #	TTY
Health Plan of San Mateo	1-800-750-4776	1-800-735-2929

# Medi-Cal Health Plans



Use the numbers here to contact  
the health plans in your county.

Have a question?  
Call HICAP at 1-800-434-0222.

## Santa Clara County

Plan Name	Phone #	TTY
Anthem Blue Cross	1-800-407-4627	1-888-757-6034
Kaiser Permanente	1-800-464-4000	1-800-777-1370
Santa Clara Family Health Plan	1-800-260-2055	1-800-735-2929

## Your Other Health Plan Options

Joining Cal MediConnect is voluntary. This means it is your choice to join.

If you choose not to join Cal MediConnect, you have other options.

### Other Option 2: Join a PACE plan (Program for All-inclusive Care for the Elderly)

- PACE is a program that coordinates medical care for people 55 and older with chronic illnesses or disabilities to help them live as independently as possible in their home and community.
- To join a PACE health plan, you must have one in your zip code. You must also meet other requirements.
- For more information about PACE, visit [www.calpace.org](http://www.calpace.org) or call 1-855-921-PACE (7223).

# PACE Health Plans



Use the numbers here to contact  
the health plans in your county.

Have a question?  
Call HICAP at 1-800-434-0222.

## Los Angeles County

Plan Name	Phone #	TTY
AltaMed Senior BuenaCare	1-877-462-2582	1-800-735-2922
Brandman Centers for Senior Care	1-818-774-8444	1-818-774-3194

# PACE Health Plan



Use the numbers here to contact  
the health plan in your county.

Have a question?  
Call HICAP at 1-800-434-0222.

## Orange County

Plan Name	Phone #	TTY
CalOptima PACE	1-714-468-1100 1-855-785-2584	1-714-468-1063

# PACE Health Plan



Use the numbers here to contact  
the health plan in your county.

Have a question?  
Call HICAP at 1-800-434-0222.

## Riverside County

Plan Name	Phone #	TTY
InnovAge PACE	1-909-366-4230 1-877-653-0015	1-855-853-3294

# PACE Health Plan



Use the numbers here to contact  
the health plan in your county.

Have a question?  
Call HICAP at 1-800-434-0222.

## San Bernardino County

Plan Name	Phone #	TTY
InnovAge PACE	1-909-366-4230 1-877-653-0015	1-855-853-3294

# PACE Health Plan



Use the numbers here to contact  
the health plan in your county.

Have a question?  
Call HICAP at 1-800-434-0222.

## Riverside and San Bernardino Counties

Plan Name	Phone #	TTY
InnovAge PACE	1-909-366-4230 1-877-653-0015	1-855-853-3294

# PACE Health Plans



Use the numbers here to contact  
the health plans in your county.

Have a question?  
Call HICAP at 1-800-434-0222.

## San Diego County

Plan Name	Phone #	TTY
Gary & Mary West PACE	1-760-280-2234	1-760-280-2279
St. Paul's PACE	1-619-271-7100 1-619-677-3800	1-800-735-2922
San Diego PACE	1-619-205-4585 1-844-473-7223	1-800-735-2922

# PACE Health Plan



Use the numbers here to contact  
the health plan in your county.

Have a question?  
Call HICAP at 1-800-434-0222.

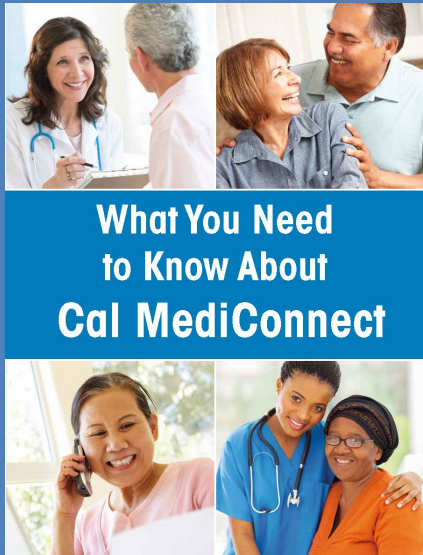
## Santa Clara County

Plan Name	Phone #	TTY
On Lok Lifeways	1-415-319-6661 1-888-886-6565	1-415-292-8898

# Summary

- If you have both Medicare and Medi-Cal, these health plan options can make it simpler to get the services you need.
- You MUST choose to join one of these options (if you haven't already) to receive your Medi-Cal services:
  - Cal MediConnect – A plan that covers both Medicare & Medi-Cal with extra benefits
  - Medi-Cal managed care plan – Medi-Cal plan with original Medicare separate
  - PACE – Program of All-inclusive Care for the Elderly
- It does NOT cost extra to join or switch.
- You will not lose your IHSS or nursing facility.

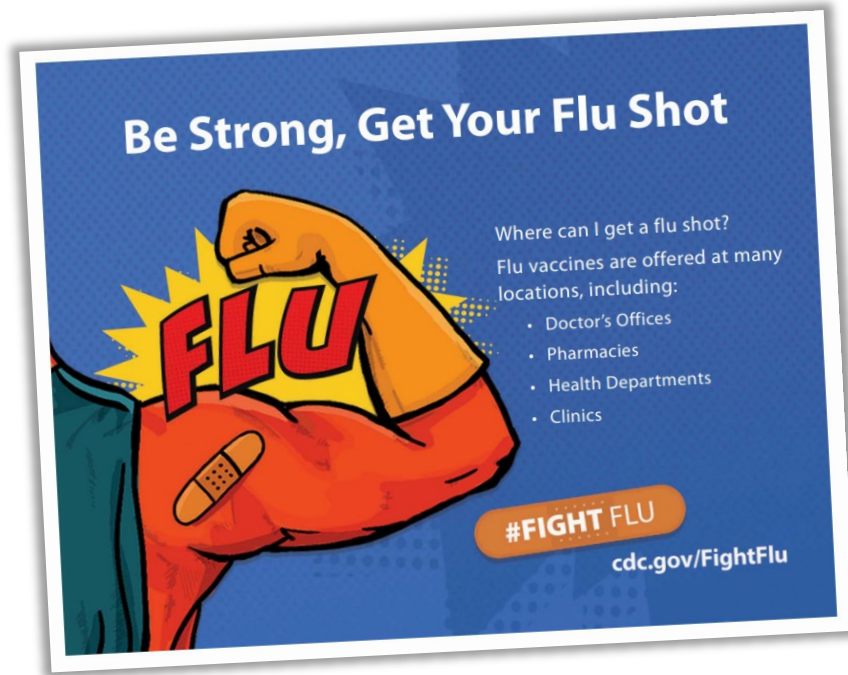
# Resources & Contact Information



For more information and resources,  
visit **[www.calduals.org](http://www.calduals.org)**

- **Free health plan counseling**
  - Health Insurance Counseling & Advocacy Program: 1-800-434-0222
- **Join or leave a health plan**
  - Health Care Options: 1-844-580-7272
- **Help solving health plan problems**
  - Call your health plan to resolve the issue
  - If you still need help, call the Cal MediConnect Ombudsman: 1-855-501-3077

# Get Your Yearly Flu Shot



Fight the flu by getting a flu shot!

Flu shots are offered at pharmacies, clinics, and medical offices.  
Ask your doctor or visit [cdc.gov/FightFlu](https://www.cdc.gov/FightFlu) to learn more.

Visit [CalDuals.org](https://www.CalDuals.org) for information in other languages.

# Thank You!

Email any questions to [info@calduals.org](mailto:info@calduals.org)



**Name Surname**  
Outreach Coordinator  
PH: **123-456-7890**