

# *Information* FOR PEOPLE WITH MEDI-CAL

*A guide to healthcare changes in Santa Clara County beginning July 2014*



## ***The way you get Medi-Cal services is changing.***

You **must** enroll in a Medi-Cal managed care health plan to receive Medi-Cal services.

### **How will this change affect me?**

Many Californians with Medi-Cal now get their health care and Long Term Services and Supports from different providers who do not always work together. This program brings your health care and Long Term Services and Supports (LTSS) into one plan so your benefits and services work better together. Your Medi-Cal benefits and services and your LTSS benefits and services stay the same.

### **When does the program start?**

No sooner than July 1, 2014.

### **Can I see my Medi-Cal doctors after I enroll in a managed care health plan?**

You need to check with the health plan to determine if your doctors are in the health plan's network. If you are receiving care from a doctor who is not contracted with your health plan, you may be able to continue that care for up to 12 months.

***For help or more information about Medi-Cal enrollment:***

Contact the  
**Santa Clara County  
Social Services Agency**  
**1-877-962-3633**  
[www.sccgov.org/debs](http://www.sccgov.org/debs)

***For help enrolling in a managed care health plan, call:***

#### **Health Care Options**

**1-844-580-7272**  
**TTY: 1-800-430-7077**  
Monday – Friday, 8 a.m. – 5 p.m.  
[www.HealthCareOptions.dhcs.ca.gov](http://www.HealthCareOptions.dhcs.ca.gov)



See reverse...

## What Medi-Cal managed care health plans can I choose from?

### Santa Clara Family Health Plan

1-800-260-2055

TTY: 1-800-735-2929

[www.scfhp.com](http://www.scfhp.com)

### Anthem Blue Cross

1-800-407-4627

TTY: 1-888-757-6034

[www.anthem.com/ca/medi-cal](http://www.anthem.com/ca/medi-cal)

*To find out if your doctor, hospital or other specialist is in a plan's network, call the health plan.*

## How do I enroll in PACE?

### On Lok Lifeways

Program of All-inclusive Care for the Elderly (PACE)

1-888-886-6565

TTY: 1-415-292-8898

[www.onlok.org](http://www.onlok.org)

*There is an application process to join PACE. Please contact On Lok directly to learn more.*

## What are Medi-Cal Long Term Services and Supports (LTSS)?

- **In-Home Supportive Services (IHSS)** are personal care services for people who need help to live safely in their homes. If you get IHSS, you do not have to change your IHSS workers and you can still hire, fire, and manage your workers.
- **Community-Based Adult Services (CBAS)** is daytime health care at centers that provide nursing, therapy, activities and meals for people with certain chronic health conditions. If you currently attend CBAS, nothing will change.
- **Multipurpose Senior Services Program (MSSP)** provides social and health care management for people age 65 and older. If you get MSSP, you do not have to change your MSSP provider.
- **Nursing home care:** If you get care in a nursing home, your Medi-Cal health plan will work with your doctor and nursing home to give you the same services you get now and to better coordinate your care. If you are currently in a nursing home, you do not have to change your nursing home.

## How do I make a choice?

If you are **not** currently enrolled in a Medi-Cal managed care health plan, you will receive notices from the state telling you how to choose a managed care health plan. If you do not make a choice, the state will select a health plan for you.

If you are enrolled in a Medi-Cal managed care health plan now, you will receive a notice from your health plan (Santa Clara Family Health Plan or Anthem Blue Cross) about this change. You do not need to do anything.

You can also join a PACE plan (Program of All-inclusive Care for the Elderly) if you are 55 years of age or older and need a higher level of care. PACE covers all Medicare and Medi-Cal benefits plus extra services to help seniors who have chronic conditions continue to live at home.