

What You Need to Know About The Coordinated Care Initiative

Name

Outreach Coordinator
Aurrera Health Group

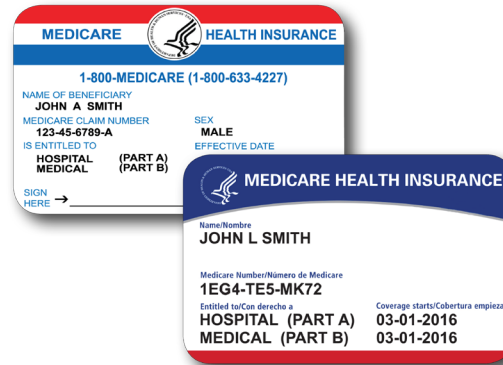
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What You Will Learn

- 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:

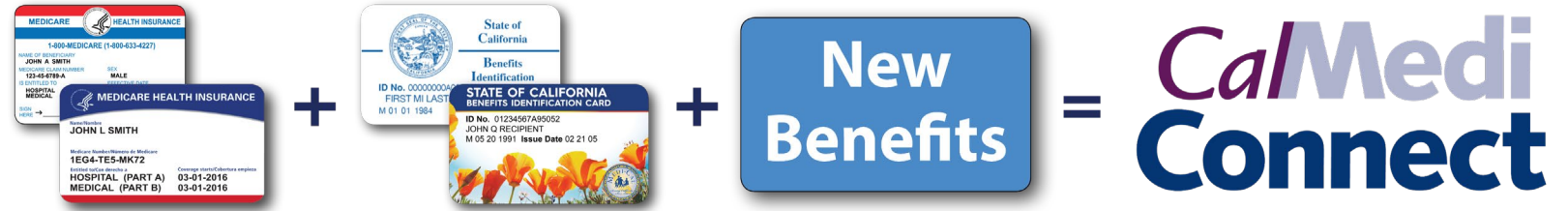
- **Cal MediConnect** – A plan that covers **both** Medicare & Medi-Cal
- **Medi-Cal managed care plan** – Medi-Cal plan with original Medicare separate
- **PACE** – Program of All-inclusive Care for the Elderly

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.

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.



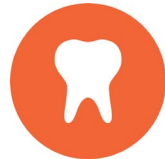
Access to doctors, hospitals, and therapy services



Equipment and supplies



Prescription drugs



Dental benefits



Language services



Optional benefits

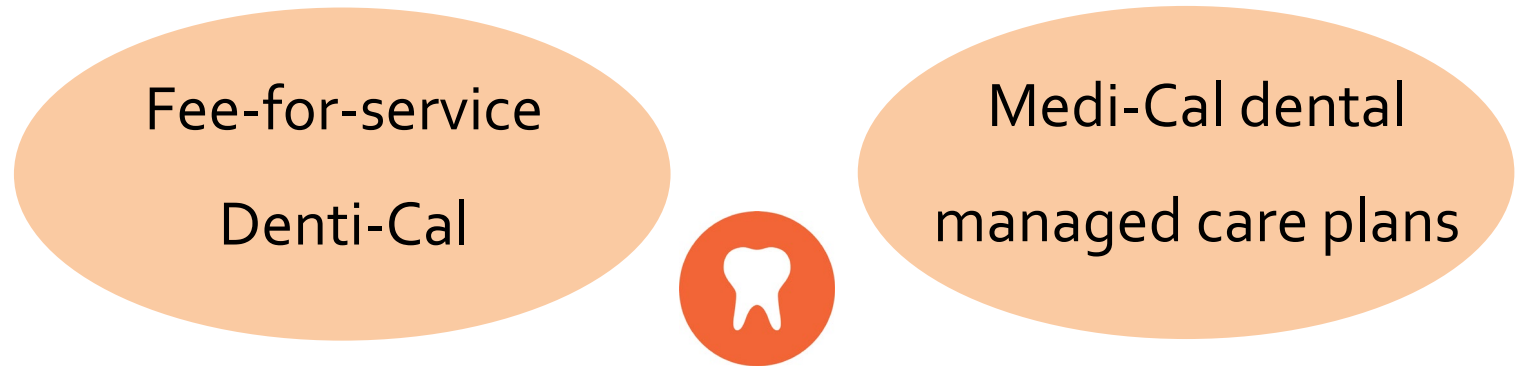


Long-Term Services and Supports (LTSS)

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:



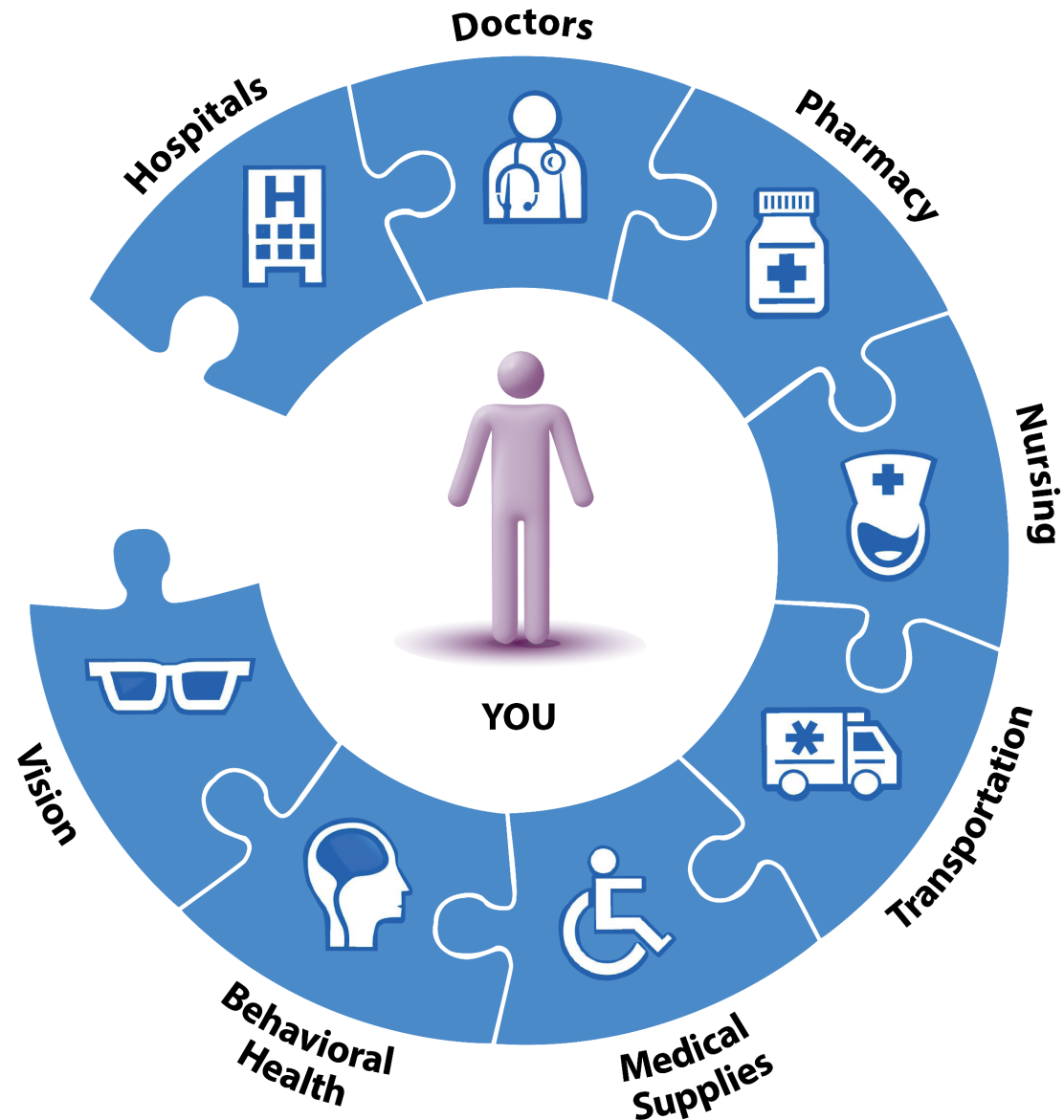
- Denti-Cal covered services include cleanings, fluoride, x-rays, fillings, crowns, extractions, root canals, dentures, and more.
- Some Cal MediConnect plans offer additional supplemental benefits.
- If networks overlap, you can access both Denti-Cal and supplemental benefits through the same provider.
- 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

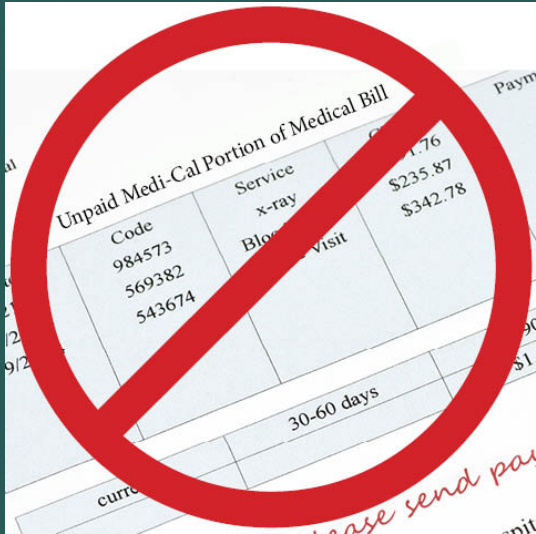
Talk to your plan or
care coordinator
if you need more
hours or additional
services.

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

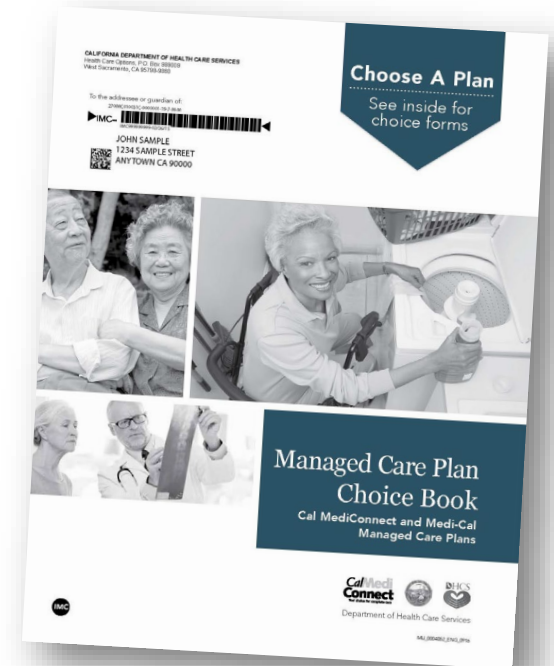
**There is no specific enrollment period –
you can enroll at any time of the year.**

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

When you first qualify, you will receive this booklet. It will ask you to choose a managed care health plan within a certain timeframe.

You can join Cal MediConnect then, or choose another option.

You can switch your plan later if you change your mind.



Los Angeles County 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.

Plan Name	Phone #	TTY
Anthem Blue Cross Cal MediConnect	1-888-350-3447	711
Blue Shield Promise Cal MediConnect	1-855-905-3825	711
Health Net Cal MediConnect	1-888-788-5395	711
L.A. Care Cal MediConnect	1-888-522-1298	711
Molina Dual Options	1-855-665-4627	711

Orange County 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.

Plan Name	Phone #	TTY
CalOptima OneCare Connect Cal MediConnect Plan (Medicare-Medicaid Plan)	1-855-705-8823	1-800-735-2929

Riverside County 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.

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

San Bernardino County 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.

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

Inland Empire 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.

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

San Diego County 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.

Plan Name	Phone #	TTY
Blue Shield Promise Cal MediConnect Plan	1-855-905-3825	711
CommuniCare Advantage	1-888-244-4430	1-855-266-4584
Health Net Cal MediConnect	1-888-788-5805	711
Molina Dual Options	1-855-665-4627	711

San Mateo County 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.

Plan Name	Phone #	TTY
Health Plan of San Mateo CareAdvantage Cal MediConnect	1-866-880-0606	711

Santa Clara County 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.

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

Your Other Health Plan Options: Medi-Cal

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.

Los Angeles County 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.

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

Orange County 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.

Plan Name	Phone #	TTY
CalOptima	1-888-587-8088	1-800-735-2929

Riverside County 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.

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

San Bernardino County 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.

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

Inland Empire 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.

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

San Diego County 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.

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

San Mateo County 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.

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

Santa Clara County 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.

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: PACE

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 or call 1-855-921-PACE (7223).

Los Angeles County 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.

Plan Name	Phone #	TTY
AltaMed PACE	1-877-462-2582	1-800-735-2922
Brandman Centers for Senior Care	1-855-774-8444	1-818-774-3194
WelBeHealth PACE - Coastline	1-800-734-8041	1-800-735-2292
WelBeHealth PACE - Pacific	1-800-851-0966	1-800-735-2292

Orange County 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.

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

Riverside County 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.

Plan Name	Phone #	TTY
InnovAge PACE	1-877-653-0015	711

San Bernardino County 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.

Plan Name	Phone #	TTY
InnovAge PACE	1-877-653-0015	711

Inland Empire 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.

Plan Name	Phone #	TTY
InnovAge PACE	1-877-653-0015	711

San Diego County 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.

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

Santa Clara County PACE Health Plans



Use the numbers here
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plans in your county.

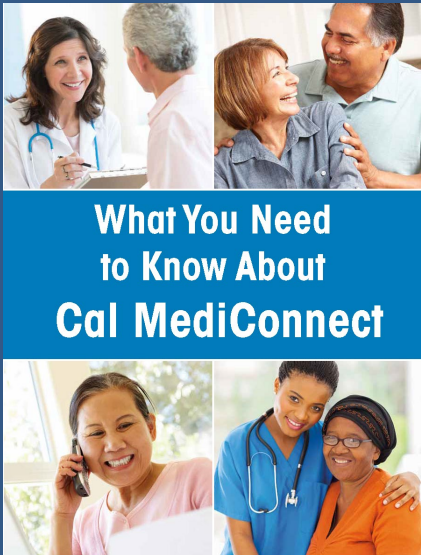
Have a question?
Call HICAP at 1-800-
434-0222.

Plan Name	Phone #	TTY
On Lok PACE	1-855-973-1110	711

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.

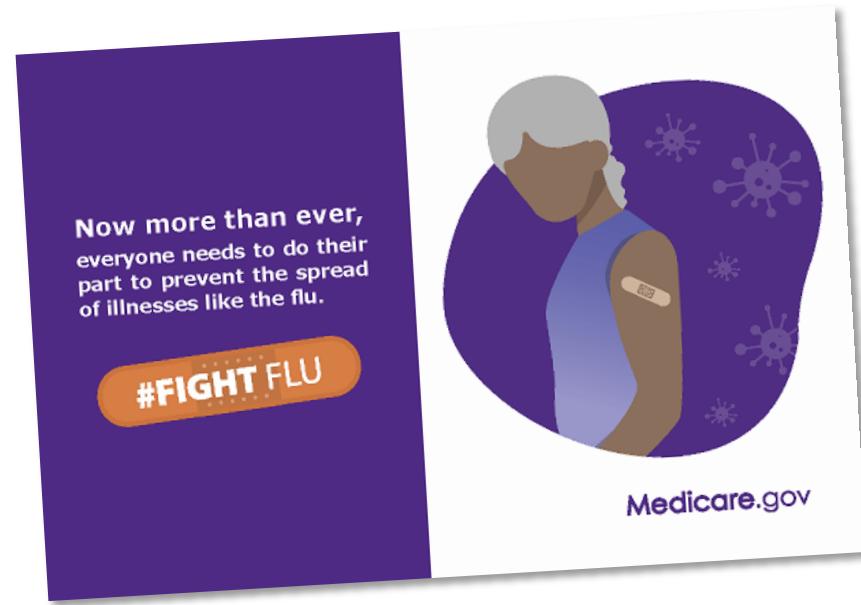
Resources & Contact Information



For more information and resources,
visit **www.calduals.org**

- **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



Aurrera
HealthGroup >>>

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PH: **123-456-7890**