Assisting Members with Advance Directives:

What Providers Need to Know

What is an advance directive?

An advance directive is a form that puts in writing a member's wishes about the type of care they would or would not want to receive if they are unable to make medical decisions for themselves.

There are two types of advance directives. The first type is called a living will and the second is called a Medical Power of Attorney. For more information on these two types of advance directives, please visit the CalOptima Health website at https://www.caloptima.org/en/HealthAndWellness.

Where would a member begin to start an advance directive?

- A member must be 18 years or older and able to make their own decisions to complete an advance directive.
- A member should choose someone they trust to act as their agent to carry out their wishes.
- A member does not need a lawyer to fill out the document, but it must be signed by a notary public or by two witnesses. The member's agent cannot be one of the witnesses.

Can a member change their mind?
- Members may change or cancel their advance directive at any time.
- Members may change their agent at any time.
- Members should be made aware of how the choice to change or cancel their advance directive will have an impact on their health care.
- Members should be advised to document any changes or cancellations related to their advance directive.

When is the best time for a member to sign an advance directive?
- The best time for a member to sign an advance directive is when they are healthy and can think and speak for themselves.

Where can a member get an advance directive form?
- In most hospital emergency rooms
- By calling the Orange County Office on Aging at 1-800-510-2020
- By contacting Caring Connections at https://www.caringinfo.org/

Members do not need to use an advance directive form; they can write their wishes on paper and have the document signed as an alternative.

Where can members go if they have any questions or need assistance with their advance directives?

- Call CalOptima Health's Customer Service department:
    - Medi-Cal: **1-888-587-8088** (TTY **711**), Monday–Friday, 8 a.m. to 5 p.m.
    - OneCare: **1-877-412-2734** (TTY **711**), 24/7
- Visit the CalOptima Health website: www.caloptima.org/healthandwellness