Welcome to CalOptima Health New Member Orientation: CalOptima Health Direct

Our Mission

To serve member health with excellence and dignity, respecting the value and needs of each person.

Our Vision

By 2027, remove barriers to health care access for our members, implement same-day treatment authorizations and real-time claims payments for our providers, and annually assess members' social determinants of health.

CalOptima Health

- Manages Medi-Cal benefits for eligible Orange County residents

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Medi-Cal and Medicare

- Medicare is always the primary payer
- CalOptima Health (Medi-Cal) pays for what Medicare does not cover

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What is Medicare?

Part A	Part B	Part C	Part D
Hospital Care	Doctors' Services	Medicare Advantage Plans	Prescription Drugs
Nursing Home	Outpatient Care	Part A	
Hospice		Part B	
Home Health		Part D	

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If You Belong to a Medicare HMO

- Medicare HMO is still the primary payer
- Co-pays
- Prescriptions
- Coordination of benefits

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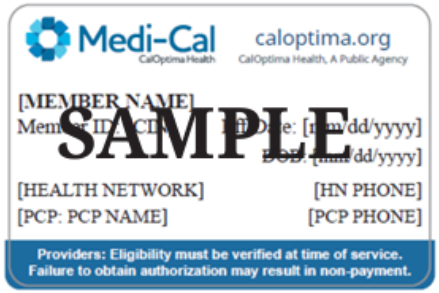
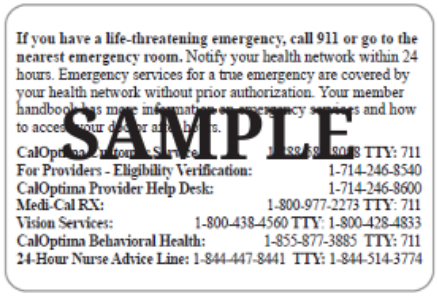
Identification Cards

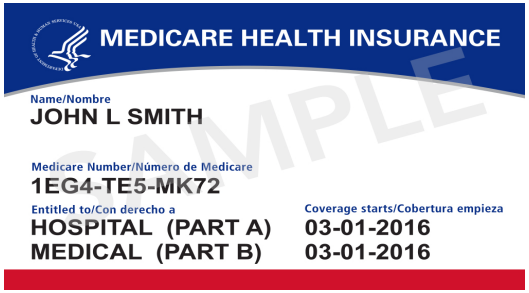
- Beneficiary Identification Card (BIC)

- CalOptima Health ID Card





- Medicare ID Card



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Options for Medi-Cal–Medicare Members

- If you choose Medicare Fee-For-Service (FFS):

FFS Medicare (Parts A and B)	Medicare Part D (Prescription Drugs)	Medi-Cal Services

- If you choose another Medicare Advantage Plan:

Medicare Parts A and B Medicare Part D	Medi-Cal Services

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COD Network Structure

CalOptima Health Direct (COD)

CalOptima Health contracted providers may see both CalOptima Health Community Network (CCN) and COD members

COD

No PCP assignment

Exception: Medicare Part A members require PCP assignment (mandated by the state)

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Specialist and Medical Service Referrals

- Your primary care provider (doctor) or other providers can refer you to a specialist or you can refer yourself
- CalOptima Health authorizes medical services and supplies
  - Routine referral requests take up to 7 working days to review
  - Urgent referral requests can be reviewed within 72 hours

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Disposable Medical Supplies

- Most supplies are not covered by Medicare
- If you need supplies, get a prescription from your doctor
- Supplies must be provided by a CalOptima Health-contracted pharmacy

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Custom Wheelchair Benefit

- Wheelchair evaluations are available for members who need custom wheelchairs or seating systems
- You will need an order from your doctor

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Non-Emergency Medical Transportation (NEMT)

- Ambulance and wheelchair van services are available
- Must meet criteria such as your medical or physical condition doesn’t allow you to use public or private vehicles and you can’t reasonably ambulate or are unable to stand or walk without help, including those using a walker or crutches
- Prior authorization required

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Non-Medical Transportation (NMT)

- NMT can be used when:
  - You can get in and out of a public or private vehicle without assistance
  - You are using a wheelchair, but you can get in and out of the vehicle without assistance from the driver
- NMT can be used for:
  - Trips to and from appointments for services covered by Medi-Cal. This includes transportation to medical, dental, mental health or substance use disorder appointments, and to pick up prescriptions and medical supplies.

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Non-Medical Transportation (NMT) (cont.)

- How to get NMT services:
  - To request a ride for services that have been authorized, call CalOptima Health's transportation line at 1-833-648-7528 (TTY 711) at least two business days (Monday-Friday) before your appointment, or as soon as you can when you have an urgent appointment. Have your CalOptima Health member ID card ready when you call.
  - Note: American Indians may also contact their Indian Health Care Provider to request non-medical transportation.
  - Limits of non-medical transportation: CalOptima Health provides the lowest cost non-medical transportation that meets your needs to the closest provider from your home where an appointment is available. Members cannot drive themselves or be reimbursed directly for non-medical transportation. To learn more, call CalOptima Health at 1-714-246-8500 or toll free at 1-888-587-8088 (TTY711).

Emergency Services

- Use emergency services for life-threatening or disabling illness or injury
- Call 911 or go to the NEAREST emergency room!
- Ambulance services
- Show your CalOptima Health ID card

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Interpreter and Translation Services

- Written materials are available in English, Spanish, Vietnamese, Farsi, Arabic, Korean, Chinese and other formats
  - Oral translation of written materials is available for all other languages
- NO-COST language assistance services by phone or in-person
  - 1-week advance notice is requested for in-person or American Sign Language interpreter services
- Call CalOptima Health Customer Service at **1-714-246-8500** or toll-free at **1-888-587-8088** (TTY **711**)

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Mental Health Services

- Medi-Cal–Medicare:
  - Available at participating Medi-Cal or Medicare mental health providers
- Medi-Cal:
  - Call CalOptima Health Behavioral Health Line toll-free at **1-855-877-3885** (TTY **711**) to get connected to Behavioral Health resources

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Member Liaison Program

- Assists seniors, members with disabilities and unhoused members with access to and coordination of health care services

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Health Education

- CalOptima Health can send you written health education material on many topics in English, Spanish, Vietnamese, Korean, Arabic, Chinese or Farsi at no cost

- Other no-cost services:
  - Telephone counseling
  - One-on-one counseling
  - Referrals to community classes and workshops

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Health Education (cont.)

- CalOptima Health has programs to help you self-manage chronic conditions such as adult diabetes and childhood asthma

- You can refer yourself to a program by:
  - Calling CalOptima Health Customer Service
  - Asking your doctor to refer you

- The program will provide:
  - Written education materials
  - Information on classes to attend
  - Check-in calls if needed

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Financial Responsibility

- As a COD member, you are financially responsible for:
  - Medicines
  - Paramedic services
  - Share of cost
  - Private insurance

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Received a Bill?

- Recent bill:
  - Call the billing company and provide your Medicare and Medi-Cal ID number
- Old bill or collection notice:
  - Call CalOptima Health Customer Service

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Protected Health Information (PHI)

- To protect your health information, we:
  - Limit the number of people who see your information
  - Train our employees to protect your information
- If you want us to share your PHI with a relative or friend, we need a signed authorization from you
  - Use our authorization form or another acceptable form

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Keeping Your Medi-Cal Eligibility

- Medi-Cal eligibility review is done every 12 months
  - Contact your eligibility worker to get more information about eligibility review
- Supplemental Security Income (SSI) recipients are eligible for Medi-Cal as long as they keep their SSI benefit
- For more information about Medi-Cal eligibility, call or visit the County of Orange Social Services Agency or the Social Security Administration

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Personal Information Changes

- Immediately notify:
  - County of Orange Social Services Agency
  - Social Security Administration
  - CalOptima Health

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Lost Your Card?

- For your BIC, call or visit the County of Orange Social Services Agency
  - See your welcome packet for a list of phone numbers
- For your CalOptima Health ID card, call CalOptima Health Customer Service at **1-714-246-8500** or toll-free at **1-888-587-8088** (TTY **711**), or visit the CalOptima Health member portal
- For your Medicare ID card, call Social Security
  - 1-800-772-1213

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CalOptima Health Fraud Hotline

- Report suspected provider or member fraud:
  - Call toll-free CalOptima Health's Fraud Hotline **1-855-507-1805 (**TTY **711)**
  - Anonymous and confidential
  - Will not affect your benefits or care

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CalAIM: California Advancing and Innovating Medi-Cal

- Designed to improve Medi-Cal members' access to care and health results
- Provides a whole-person approach to care that helps members with their medical and non-medical needs

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CalAIM: California Advancing and Innovating Medi-Cal (cont.)

- Enhanced Care Management (ECM)
  - Care coordination and integrating services
  - Connection to community resources
  - Improving health outcomes by addressing social determinants of health
- Community Supports
  - Housing transition navigation services
  - Housing tenancy and sustaining services
  - Housing deposits
  - Recuperative care (medical respite)

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Filing a Complaint

Call CalOptima Health Customer Service	**1-714-246-8500 or toll-free at 1-888-587-8088** (TTY **711**)
Write to	CalOptima Health Grievance and Appeals Resolution Services 505 City Parkway West Orange, CA 92868
Website	www.CalOptima.org
In Person	CalOptima Health 505 City Parkway West Orange, CA 92868

- You may request a state hearing by calling 1-800-952-5253

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Your Rights and Responsibilities

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Your Rights and Responsibilities

- These are your rights as a member of CalOptima Health
  - To be treated with respect and dignity, giving due consideration to your right to privacy and the need to maintain confidentiality of your medical information such as medical history, mental and physical condition or treatment, and reproductive or sexual health
  - To be provided with information about the health plan and its services, including covered services, providers, practitioners, and member rights and responsibilities
  - To get fully translated written member information in your preferred language, including all grievance and appeals notices
  - To make recommendations about CalOptima Health's member rights and responsibilities policy
  - To be able to choose a primary care provider within CalOptima Health's network
  - To have timely access to network providers
  - To participate in decision making with providers regarding your own health care, including the right to refuse treatment
  - To voice grievances, either verbally or in writing, about the organization or the care you got
  - To know the medical reason for CalOptima Health's decision to deny, delay, terminate (end), or change a request for medical care

Your Rights and Responsibilities (cont.)

- To get care coordination
- To ask for an appeal of decisions to deny, defer, or limit services or benefits
- To get free interpreting and translation services for your language
- To get free legal help at your local legal aid office or other groups
- To formulate advance directives
- To ask for a State Hearing if a service or benefit is denied and you already filed an appeal with CalOptima Health and are still not happy with the decision, or if you did not get a decision on your appeal after 30 days, including information on the circumstances under which an expedited hearing is possible
- To disenroll (drop) from CalOptima Health and change to another health plan in the county upon request
- To access minor consent services
- To get free written member information in other formats (such as braille, large-size print, audio, and accessible electronic formats) upon request and in a timely fashion appropriate for the format being requested and in accordance with Welfare and Institutions (W&I) Code section 14182 (b)(12)
- To be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation

Your Rights and Responsibilities (cont.)

- To truthfully discuss information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand, regardless of cost or coverage
- To have access to and get a copy of your medical records, and request that they be amended or corrected, as specified in 45 Code of Federal Regulations (CFR) sections 164.524 and 164.526
- Freedom to exercise these rights without adversely affecting how you are treated by CalOptima Health, your providers, or the State
- To have access to family planning services, Freestanding Birth Centers. Federally Qualified Health Centers, Indian Health Care Providers, midwifery services, Rural Health Centers, sexually transmitted infection services, and emergency services outside of CalOptima Health's network pursuant to federal law

Your Rights and Responsibilities (cont.)

- Your responsibilities
  - Knowing, understanding and following your member handbook
  - Understanding your medical needs and working with your health care providers to create your treatment plan
  - Following the treatment plan you agreed to with your health care providers
  - Telling CalOptima Health and your health care providers what we need to know about your medical condition so we can provide care
  - Making and keeping medical appointments and telling the office when you must cancel your appointment
  - Learning about your medical condition and what keeps you healthy
  - Taking part in health care programs that keep you healthy
  - Working with and being polite to the people who are partners in your health care

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Your Rights and Responsibilities (cont.)

- **Fraud hotline and your personal information**
  - Report suspected fraud by a provider or a member
  - Call the Department of Health Care Services Medi-Cal Fraud Hotline toll-free at 1-800-822-6222 — it's anonymous and confidential
  - **Reporting fraud will not affect your benefits or health care services!**
- Member Advisory Committee
  - Provides input on member issues to the CalOptima Health Board of Directors
- Whole-Child Model Family Advisory Committee
  - Provides input on member issues related to CCS to the CalOptima Health Board of Directors

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Member Portal

- The member portal is a secure online website that gives you 24-hour access to your health information
  - You can access the member portal on a computer, tablet or smartphone
- The self-service options make it easier and faster to:
  - View and update personal information
  - Ask CalOptima Health Customer Service a question
  - Print CalOptima Health ID cards or request to be sent by mail.
  - Change your health network and doctor (only applicable to CalOptima Health Community Network members)
  - View prior authorization(s) (only applicable CalOptima Health Community Network and CalOptima Health Direct members)

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Contact Information

Contact	Phone Number
CalOptima Health Customer Service	**1-714-246-8500** or toll-free at **1-888-587-8088** (TTY **711**)
To file a complaint: Contact CalOptima Health Customer Service – or – Submit an online complaint form	**1-714-246-8500** or toll-free at **1-888-587-8088** (TTY **711**) www.CalOptima.org
CalOptima Health Fraud Hotline	**1-855-507-1805** (TTY **711**)
VSP Vision Services	1-800-877-7195
Medi-Cal Dental	1-800-322-6384
Orange County Behavioral Health Access Line	1-800-723-8641
CalOptima Health Behavioral Health	**1-855-877-3885**
Medi-Cal RX	1-800-977-2273

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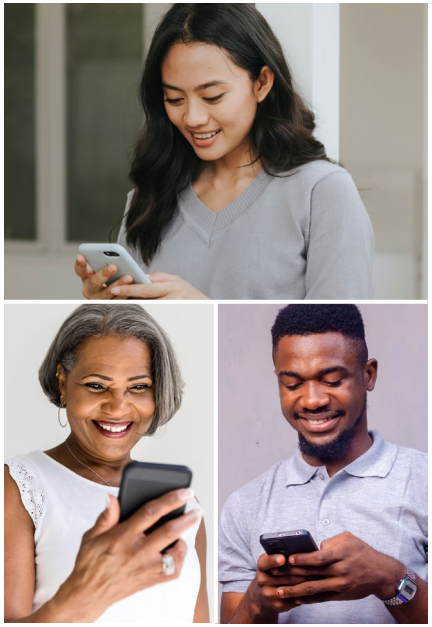
Stay Connected With CalOptima Health: **225678 (CALOPT)**

- CalOptima Health now sends official text messages using a short code: **225678 (CALOPT)**
- This number provides updates about your health care and benefits
- Why it matters:
  - Helps you identify messages from CalOptima Health
  - Makes sure you get information about your health care, such as screening reminders and updates about your coverage
- What you should do:
  - Save **225678 (CALOPT)** in your phone contacts
  - Look out for texts to stay informed about your health care
  - For question, call our Customer Service team at **1-888-587-8088 (TTY 711)**



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Questions?

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Stay Connected With Us

www.CalOptima Health.org

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