



# Welcome to CalOptima Health New Member Orientation: Medi-Cal

## 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.



# Getting Started as a Member

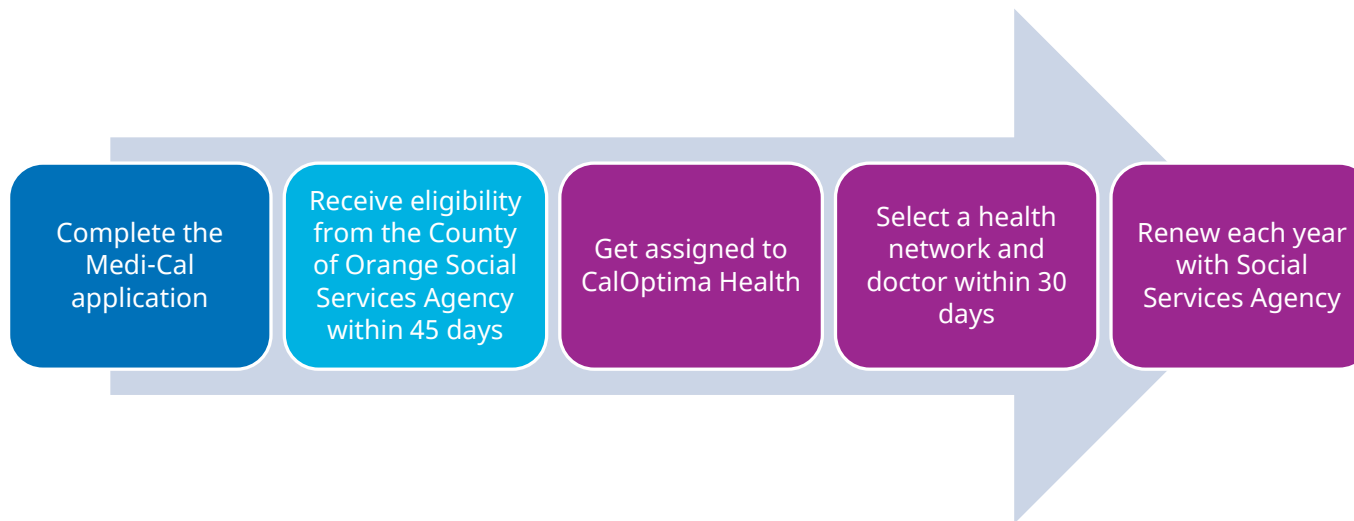
# CalOptima Health Support Services

- Customer Service
  - Answers member questions about programs
  - Helps members file grievances and appeals
  - Helps with changing health network and primary care provider (doctor) for CalOptima Health Community Network (CCN)
  - Assists with coordination and access to services
- Member Liaison Program
  - Helps seniors, members with disabilities or chronic conditions, and unhoused members with access to care
- Whole-Child Model Program
  - Helps California Children's Services (CCS) children and their families get better care coordination, access to care and health results

# Who Can Receive Services?

- Families with children
- Adults
- Seniors
- Pregnant persons
- Foster care children
- People with disabilities
- People with specific conditions

# How to Become a Member ?



## Where to Apply?

- Coalition of Orange County Community Health Centers
  - [www.coccc.org](http://www.coccc.org) or 1-714-352-5990 (TTY 711)
- Community Health Initiative of Orange County
  - [www.chioc.org](http://www.chioc.org) or 1-855-927-8333 (TTY 711)
- Covered California
  - [www.coveredca.com](http://www.coveredca.com) or 1-800-300-1506 (TTY 1-888-889-4500)
- County of Orange Social Services Agency Regional Offices
  - [www.BenefitsCal.com](http://www.BenefitsCal.com) or 1-800-281-9799 (TTY 711)

# Welcome to CalOptima Health

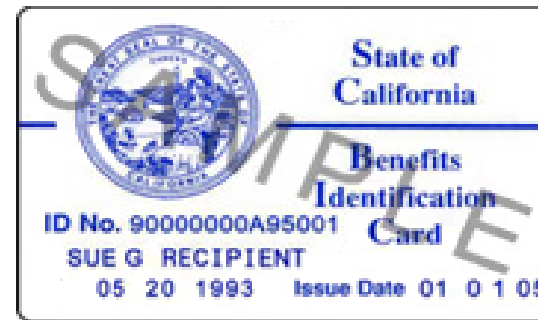
- New member welcome packet includes:
  - CalOptima Health ID Card
  - Medi-Cal Summary of Benefits
  - Health Network Selection Form Guide
  - Health Network Selection Form
  - Health Network Selection Form Business Reply Envelope
  - Healthy You Initial Health Assessment Flier
  - Health Information Form
  - Health Information Form Business Reply Envelope
  - New Member Orientation Invitation
  - Electronic Format Notice



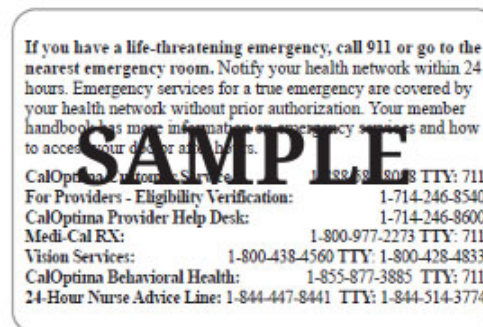
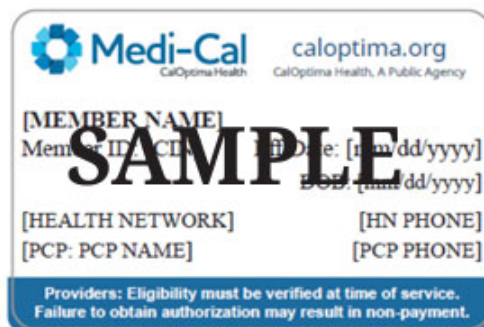
# About Your Health Plan

# Identification Cards

- Beneficiary Identification Card (BIC)



- CalOptima Health Identification Card



# Choose a Doctor and Health Network

1. Request a Provider Directory or search online at [www.caloptima.org](http://www.caloptima.org)

Step 1 of 4

Choose Your Plan

Medi-Cal

Medicare + Medi-Cal

**Need Help?**  
If you need help finding a doctor, please contact us toll-free at 1-888-587-8088 (TTY 711), 24 hours a day, 7 days a week.  
CalOptima Health Medi-Cal Customer Service: Call 1-888-587-8088 (TTY 711)  
CalOptima Health OneCare Customer Service: Call 1-877-412-2734 (TTY 711)  
Seeking Urgent Care?  
 Urgent Care →

Step 2 of 4

← Back

**Search For A Doctor**

Search by Name, Specialty, NPI, Street Address, City...

-or-

**Choose Your Doctor Type**

Primary Care Provider (PCP)

Specialists

Behavioral Health Provider

Facility/Hospital

Pharmacy

Urgent Care

Vision Provider

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Seeking Urgent Care?  
 Urgent Care →

# Choose a Doctor and Health Network (cont.)

- After finding a doctor, complete and mail the selection form in the envelope provided in your welcome packet

FRI-037-105 (08/22) CALOPTIMA HEALTH, A PUBLIC AGENCY

HEALTH NETWORK (HN) SELECTION FORM

MEMBER NAME AND ID #			1 CHOOSE A PRIMARY CARE PROVIDER (PCP)			2 CHOOSE A HN
Last:	First:	ID #:	PCP Last Name or Clinic Name:	PCP First Name:	PCP or Clinic ID:	HN ID*

\*Please see your *Health Network Selection Form Guide* for a list of Health Network IDs (HN IDs).  
 Consulte la *Guía para llenar el Formulario de Selección de Planes de Salud* para una lista de los números de identificación de los planes de salud (HN IDs).  
 Xin xem *Tài Liệu Hướng Dẫn Điền Mẫu Đơn Chọn Nhóm Y Tế* để biết danh sách Số ID của Các Nhóm Y Tế (Health Network IDs viết tắt là HN IDs).  
 لطفاً به راهنمای فرم انتخاب شبکه بهداشتی خود برای فهرست شماره شناسایی شبکه های بهداشتی (HN IDs) مراجعه کنید.

**3 IMPORTANT! SIGN AND DATE BELOW. THIS FORM MUST BE SIGNED!**

Signature of Member or Legal Representative: X \_\_\_\_\_ Date: \_\_\_\_\_

Telephone Number: ( ) - -      Cell Phone Number: ( ) - -

Do you grant permission for CalOptima Health to contact your cell phone number with automated calls and text messages? Yes  No

E-mail Address: \_\_\_\_\_

Do you have insurance other than Medi-Cal / CalOptima Health? Yes  No  If Yes, Insurance Name: \_\_\_\_\_ Policy Number: \_\_\_\_\_

NEED HELP? PLEASE CALL CALOPTIMA HEALTH'S CUSTOMER SERVICE DEPARTMENT AT 1-714-246-8500 OR TOLL-FREE AT 1-888-587-8088.

## Choose a Doctor and Health Network (cont.)

- You can also call CalOptima Health Customer Service with your doctor and health network selection:
  - Customer Service: **1-888-587-8088 (TTY 711)**
  - Monday–Friday from 8 a.m. to 5:30 p.m.

## Choose a Doctor and Health Network (cont.)

- If you don't choose a doctor, CalOptima Health will choose a doctor for you
  - A doctor within 10 miles of your home address will be assigned to you
- You may change your health network and doctor every 30 days
  - If the doctor is in the same health network, call your health network
  - If the doctor is in a different health network, call CalOptima Health Customer Service

# CalOptima Health's Medi-Cal Networks

## **PRIVATE HEALTH NETWORKS**

**AltaMed Medical Group  
AMVI Care Medical Group  
CHOC Health Alliance  
Family Choice Medical Group  
HPN-Regal Medical Group  
Noble Mid-Orange County  
Optum  
Prospect Medical Group  
United Care Medical Group**

**CalOptima Health  
Direct Network**

**CalOptima Health  
Community Network**

# How to Get Care



## Schedule Your First Visit

- Schedule your first visit with your new primary care provider (doctor) within 4 months of joining CalOptima Health
- This will help your doctor get to know you and your health care needs
- This will also help you get to know your doctor so you can work better together to keep you healthy

# Your Assigned Doctor

- Your assigned doctor can help:
  - Complete a routine exam
  - Diagnose illness or injury
  - Refer you to a specialist
  - Order prescriptions
  - Transfer medical records

# Referrals for Specialty Services

- A specialist is a doctor who has extra education in one area of medicine
- Specialist and medical service referrals
  - Your doctor first refers you to a specialist or for supplies by submitting a prior authorization request
  - Your health network processes prior authorization request
  - Routine referral requests take up to 5 working days to review
  - Urgent referral requests can be reviewed within 72 hours
- Other services that might need a referral can include in-office procedures, X-rays, lab work, home health and private-duty nursing

# Benefits and Services

# What Does CalOptima Health Cover?

- Ambulance services for an emergency
- Behavioral health treatment
- Durable medical equipment
- Early/Periodic Screening, Diagnosis and Treatment (EPSDT) for Children
- Emergency room visits
- Hearing aids
- Hospice care
- Hospital services
- Lab and radiology
- Long-term home health therapies and services

## What Does CalOptima Health Cover? (cont.)

- Medical supplies
- Non-Emergency Medical Transportation (NEMT)
- Non-Medical Transportation (NMT)
- Outpatient mental health services
- Physical, speech and occupational therapy
- Physician services
- Prenatal, maternity and newborn care
- Prosthetics and orthotics
- Specialty mental health services
- Transgender services
- Vision services managed by Vision Service Plan (VSP)

# Custom Wheelchair Benefit

- CalOptima Health provides wheelchair evaluations for custom wheelchairs or seating systems
- Your doctor submits a referral for a new wheelchair



# Urgent and Emergency Care

- Urgent care services
  - Offers same-day, walk-in appointments with medical providers
  - Call your health network for locations
  - Does not require a doctor's referral
- Emergency room
  - Use emergency services for life-threatening serious illness or injury
  - Call 9-1-1 or go to the NEAREST hospital
  - Emergency ambulance transportation
  - Show your CalOptima Health ID card
  - Does not require a doctor's referral



# Transportation

- Emergency Transportation
  - Ambulance
  - Paramedic services are not covered. These are emergency medical treatments given on the scene by a paramedic. Call your city hall for information on coverage of paramedic services.
- Non-Emergency Medical Transportation (NEMT)
  - Ambulance
  - Litter van
  - Wheelchair van
- Non-Medical Transportation (NMT)
  - Taxi
  - Bus
  - Private driver

# Non-Emergency Medical Transportation (NEMT)

- NEMT can be used when:
  - You cannot use public or private transportation such as a car, bus or taxi due to a medical or physical condition
- NEMT 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.
- How to get NEMT services:
  - Ask your doctor to request NEMT services
  - Your doctor submits a referral request and a Physician Certification Statement form
  - Your health network approves the referral

# 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.

## 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).

# Vision Services

- **Vision Service Plan (VSP)**

- For vision providers in your area, call 1-800-438-4560 (TTY 1-800-735-2922)
- Eye exams every 24 months
  - For members diagnosed with diabetes, eye exams are every 12 months
- Eyeglasses every 24 months



# Other CalOptima Health Covered Benefits and Programs

# CalAIM: California Advancing and Innovating Medi-Cal

- Designed to improve Medi-Cal members' access to care and health outcomes
- Provides a whole-person approach to care that helps members with their medical and non-medical needs
- Enhanced Care Management (ECM)
  - Outreach and engagement
  - Comprehensive assessment and care management
  - Enhanced coordination of care
  - Health promotion
  - Comprehensive transitional care
  - Member and family support services
  - Coordination and referral to community and social supports

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

- Community Supports
  - Housing Transition Navigation Services
  - Housing Tenancy And Sustaining Services
  - Housing Deposits
  - Recuperative Care (medical respite)
  - Personal Care And Homemaker Services
  - Medically Tailored Meals
  - Day Habilitation
  - Sobering Center
  - Short-Term Post-Hospitalization Housing
  - Environmental Accessibility Adaptions (home modifications)
  - Respite Services
  - Nursing Facility Transitions/Community Transition Services
  - Asthma Remediation



# Whole Child Model (WCM Program)

- The WCM program adds California Children's Services (CCS) program-covered services for Medi-Cal-eligible CCS children and youth into CalOptima Health
- CCS is a state program that treats persons under 21 who have certain health conditions, diseases or chronic health problems and meet CCS program rules
- If CalOptima Health or your doctor believes you or your child has a CCS condition, they will be referred to the CCS county program to be assessed for eligibility
- If you or your child is determined eligible for CCS, they will get their CCS care through CalOptima Health WCM program

# Health Education Programs

- CalOptima Health has information in your language to help you stay healthy. We have health coaches and classes to help you with:
  - Smoking cessation (stop smoking)
  - Weight control
  - Care before and after delivering your baby
  - Parenting
  - Well-child care
  - Nutrition
  - Managing health conditions (cholesterol, diabetes, asthma, heart health, high blood pressure)

# Multi-Purpose Senior Services Program (MSSP)

- You may qualify for MSSP services if you are 65 years or older with disabilities and meet the criteria for a nursing facility but wish to remain at home. Services provided by MSSP may include:
  - Adult day care/support center
  - Chore and personal care assistance
  - Protective supervision
  - Care management
  - Respite
  - Transportation
  - Meal services
  - Social services
  - Communication services

# Case Management Services

- Case management services may be needed if you have complex medical needs
- Includes nurses, social workers and other staff who help you:
  - Learn about your health conditions and make changes to improve your health
  - Connect with community resources and helpful programs
  - Communicate with your health care team of doctors
  - Develop a plan to meet your health goals

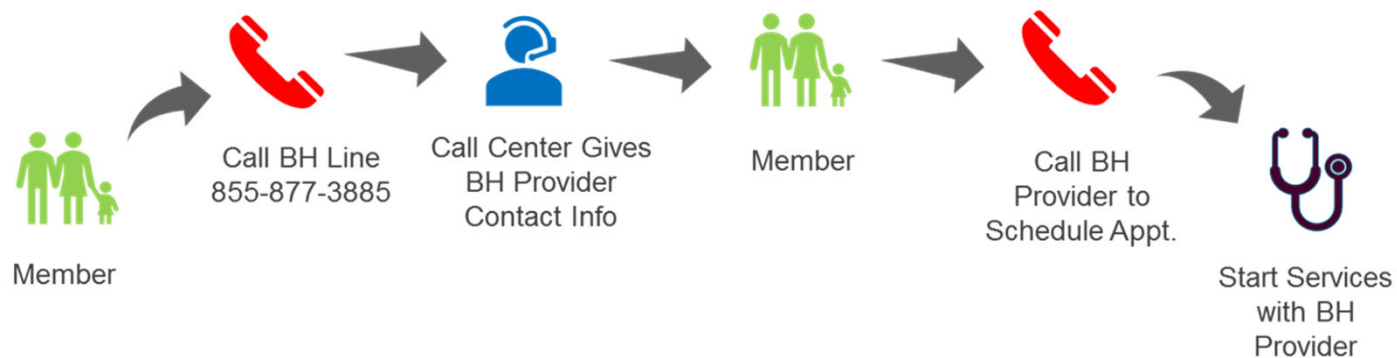
# Cultural & Linguistic Services

- Interpreter and translation services
- Call your health network or CalOptima Health Customer Service for written materials offered in:
  - English
  - Spanish
  - Vietnamese
  - Farsi
  - Korean
  - Arabic
  - Chinese
  - Large print, braille, audio CD, data CD
- No-cost language support services are offered by phone or in person
- Request in-person American Sign Language interpreter services 1 week before your scheduled appointment

# Behavioral Health (BH)

CalOptima Health Behavioral Health:  
**1-855-877-3885 (TTY 711)**

For screening and referral to mental health services  
Available 24 hours a day, 7 days a week



# Other Medi-Cal Programs and Services

# Outpatient Prescription Drugs

- Prescription drugs are covered by Medi-Cal Rx
- Prescription drugs given by a pharmacy are covered by Medi-Cal Rx, a Medi-Cal fee-for-service (FFS) program. Some drugs given by a provider in an office or clinic may be covered by CalOptima Health.
- Your provider can prescribe drugs that are on the Medi-Cal Rx Contract Drugs List
- To find out if a drug is on the Contract Drug List or to get a copy of the Contract Drug List, call Medi-Cal Rx at 800-977-2273 (TTY 800-977-2273 and press 5 or 711)



# Specialty Mental Health Services

- Specialty mental health services (SMHS) are provided by county mental health plans instead of CalOptima Health for Medi-Cal members who meet criteria for SMHS. SMHS may include these outpatient, residential and inpatient services:
  - Medication support services
  - Day treatment intensive services
  - Day rehabilitation services
  - Crisis intervention services
  - Crisis stabilization services
  - Targeted case management
  - Crisis residential treatment services
  - Acute psychiatric inpatient hospital services
  - Psychiatric inpatient hospital professional services
  - Psychiatric health facility services
- To learn more about SMHS, call the Orange County Mental Health Plan at 1-800-723-8641 (TTY 711)

# Dental Services

- Medi-Cal Dental Program is the same as FFS Medi-Cal for your dental services. Before you get dental services, you must show your BIC to the dental provider and make sure the provider takes FFS dental.
- Medi-Cal Dental covers some dental services, including:
  - Diagnostic and preventive dental hygiene (such as examinations, X-rays and teeth cleanings)
  - Emergency services for pain control
  - Tooth extractions
  - Fillings
  - Crowns (prefabricated/laboratory)
  - Scaling and root planing
  - Complete and partial dentures
  - Orthodontics for children who qualify
  - Topical fluoride
- If you have questions or want to learn more about dental services, call the Medi-Cal Dental Program at 1-800-322-6384 (TTY 1-800-735-2922 or 711)

# Services Not Covered by CalOptima Health or Medi-Cal

# Services Not Covered

- Some services not covered by CalOptima Health Medi-Cal include, but are not limited, to:
  - In vitro fertilization (IVF) including, but not limited to, infertility studies or procedures to diagnose or treat infertility
  - Fertility preservation
  - Experimental services
  - Cosmetic surgery
  - Paramedic services
    - This is emergency medical care given at the scene by a paramedic. Call your city hall for information on coverage of paramedic services.

# Financial Responsibility

- Private insurance
  - CalOptima Health is the last payer for Medi-Cal-covered services
- What to do if you receive a bill for service:
  - Contact the biller to remind them of your Medi-Cal health insurance
  - If the biller cannot help, contact your health network or CalOptima Health Customer Service at **1-888-587-8088** (TTY **711**)

# Reporting and Solving Problems

# How to File a Complaint or Appeal

- A complaint is when you have a problem or are not satisfied with the services you are receiving from CalOptima Health or a provider
- An appeal is a request for CalOptima Health to review and change a decision we made about your service(s). You must ask for an appeal within 60 days from the date on the Notice of Action you get from us.
- To file a complaint or appeal:
  - Call CalOptima Health at **1-888-587-8088** (TTY **711**)
  - Send a letter or visit us in person:
    - CalOptima Health
    - Grievance and Appeals Resolution Services
    - 505 City Parkway West
    - Orange, CA 92868
  - Online: <https://www.caloptima.org/en/ForMembers/Medi-Cal/YourRights.aspx>

# How to File a State Hearing

- You can request a State Hearing if you have already asked for an appeal with CalOptima Health and you are still not satisfied with the decision or if you did not get a decision on your appeal after 30 days
- You must ask for a State Hearing within 120 days from the date on our Notice of Appeal Resolution letter
  - Call the CDSS Public Response Unit
    - 1-800-952-5253 (TTY 1-800-952-8349 or 711)
  - Fill out the form provided with your appeals resolution notice and send it to:  
California Department of Social Services  
State Hearings Division  
P.O Box 944243, MS 09-17-37  
Sacramento, CA 94244-2430



# Your Rights and Responsibilities

# Your Rights and Responsibilities

- What to do if you are not satisfied with the services you receive
  - You have the right to:
    - Be treated with respect and dignity
    - Privacy and confidentiality
    - Have timely access to network providers
    - Get care coordination
    - Get no-cost interpreting services for your language
    - File an appeal
    - Voice a complaint

# Your Rights and Responsibilities (cont.)

- CalOptima Health members have these responsibilities:
  - Knowing, understanding and following your Member Handbook
  - Report any personal information changes right away such as a new address to:
    - County of Orange Social Services Agency
    - Social Security Administration
    - CalOptima Health
    - Your health network
- **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!**

# Your Rights and Responsibilities (cont.)

- CalOptima Health protects your health information:
  - We limit the number of people who see your information
  - We train our staff to protect your information
  - If you want us to share your health information with a relative or friend, CalOptima Health needs a signed authorization from you
    - Use the CalOptima Health authorization form or another acceptable form
- 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

# 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)

# Frequently Asked Questions

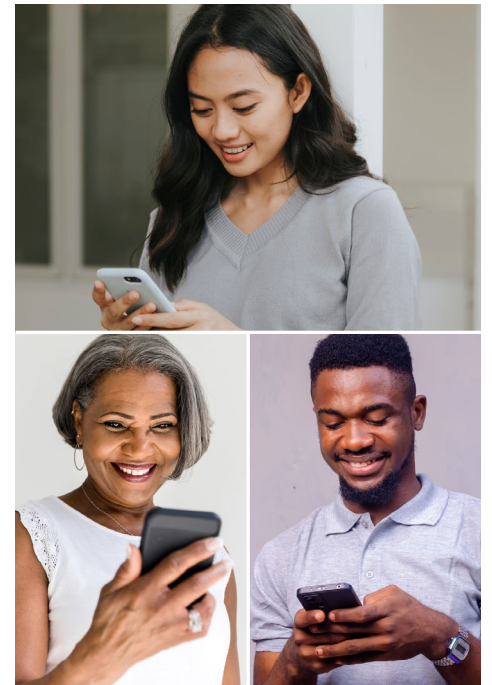
Question	Contact
What should I do if I need a CalOptima ID card or Health Network Selection form?	CalOptima Health Customer Service
How do I change my health network?	CalOptima Health Customer Service
How can I find the provider or health network I've selected?	CalOptima Health Customer Service
How can I change my provider within my health network?	Your specific health network
How can I request specialty care, supplies or medicine?	Doctor must submit a prior authorization request to your specific health network
What should I do if my Medi-Cal eligibility was terminated?	County of Orange Social Services Agency
How can I transfer my Medi-Cal eligibility to another county or state?	County of Orange Social Services Agency

# Contact Information

Contact	Phone Number
CalOptima Health Customer Service	<b>1-714-246-8500</b> or toll-free at <b>1-888-587-8088</b> (TTY 711)
To file a complaint: Contact CalOptima Health Customer Service – or – Submit an online complaint form	<b>1-714-246-8500</b> or toll-free at <b>1-888-587-8088</b> (TTY 711) <a href="http://www.caloptima.org">www.caloptima.org</a>
Department of Health Care Services Medi-Cal Fraud Hotline	1-800-822-6222
VSP Vision Services	1-800-877-7195 (TTY 1-800-735-2922)
Medi-Cal Dental	1-800-322-6384 (TTY 1-800-735-2922 or 711)
Orange County Mental Health Plan	1-800-723-8641 (TTY 711)
CalOptima Health Behavioral Health	<b>1-855-877-3885</b> (TTY 711)
Medi-Cal RX	1-800-977-2273 (TTY 800-977-2273 and press 5 or 711)

# 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)**







# CalOptima Health

Stay Connected With Us

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

   @CalOptima