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.


CalOptima Health


OneCare
CalOptima Health


Medi-Cal
CalOptima Health


PACE
CalOptima Health

Getting Started as a Member

CalOptima Health

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)
  - 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

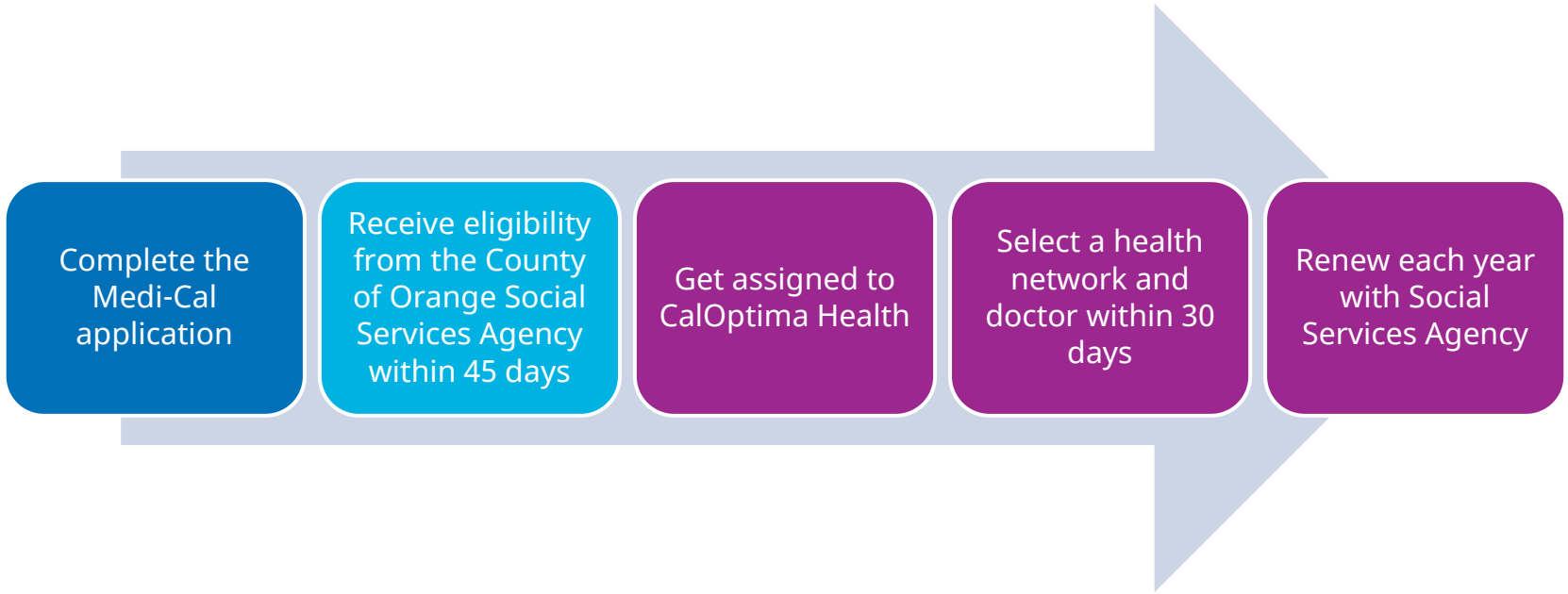
CalOptima Health

Who Can Receive Services?

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

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How to Become a Member ?



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Where to Apply?

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

Welcome to CalOptima Health

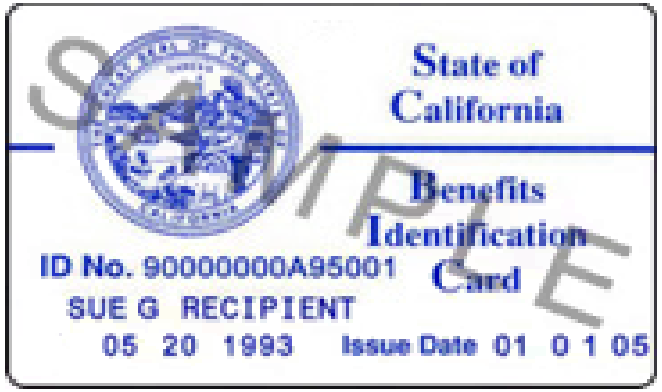
- New member welcome packet includes:
  - CalOptima Health ID Card
  - Medi-Cal Summary of Benefits
  - Health Network Selection Form Guide
  - Health Network Selection Form
  - Health Network Selection Form Business Reply Envelope
  - Healthy You Initial Health Assessment Flier
  - Health Information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

About Your Health Plan

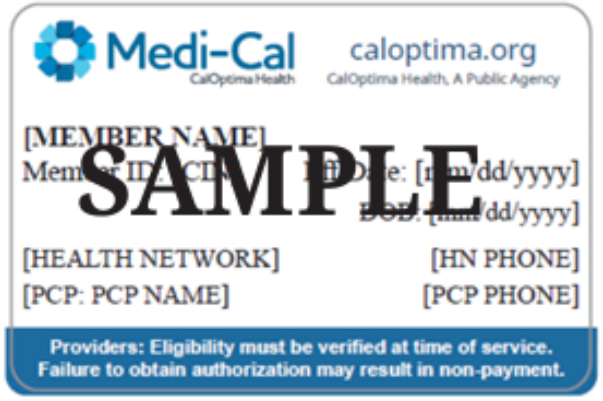
Identification Cards

- Beneficiary Identification Card (BIC)





- CalOptima Health Identification Card

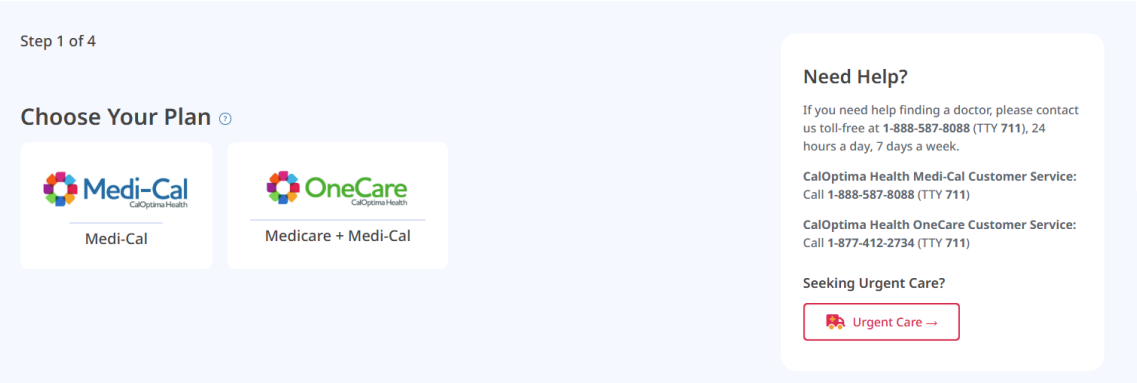


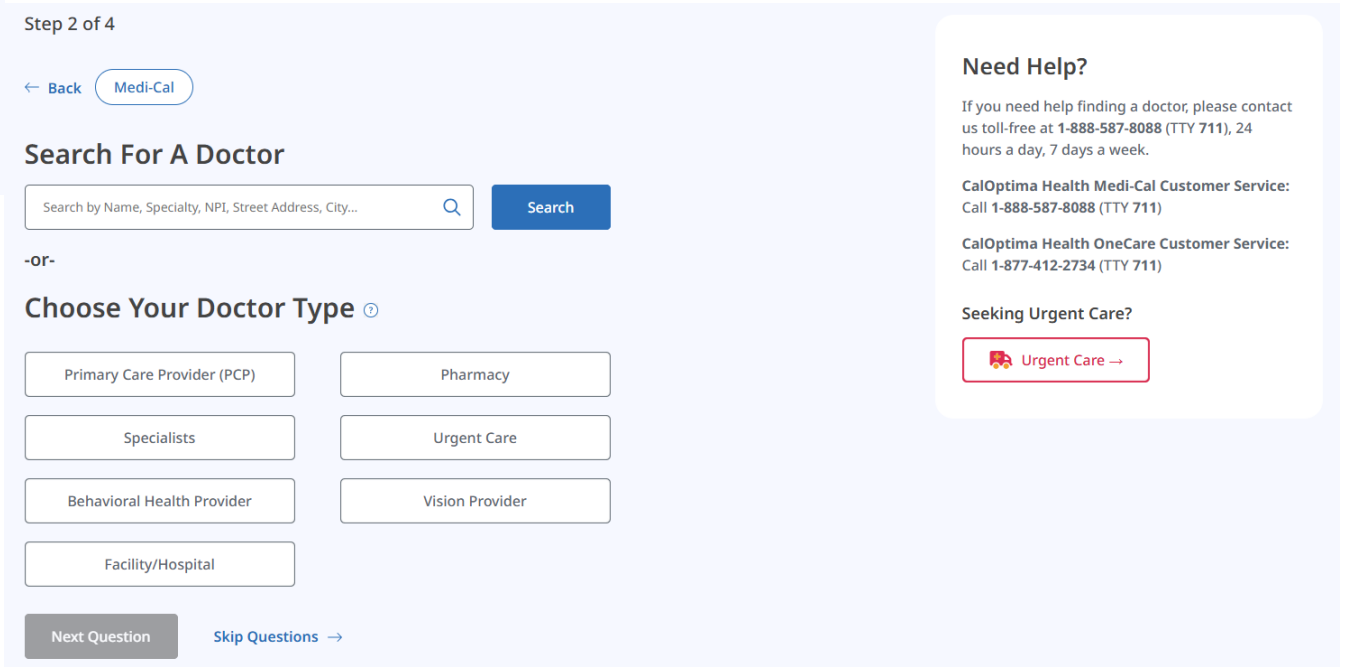


CalOptima Health

Choose a Doctor and Health Network

1. Request a Provider Directory or search online at www.caloptima.org

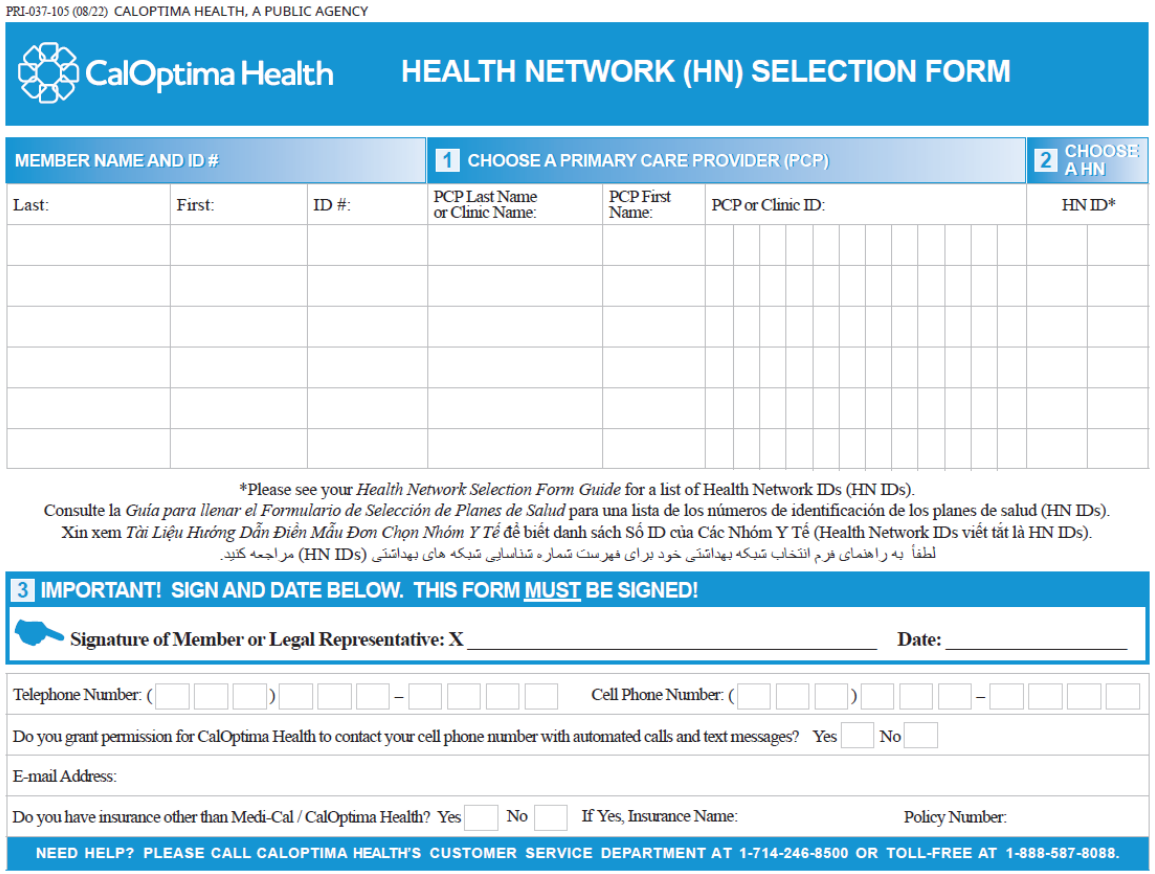




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Choose a Doctor and Health Network (cont.)

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



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

CalOptima Health

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.

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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 6:00 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
  - Customer Service **1-888-587-8088 (**TTY **711)**

CalOptima Health's Medi-Cal Networks

PRIVATE HEATLH 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 7 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

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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

CalOptima Health

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)

CalOptima Health

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.

CalOptima Health

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



CalOptima Health

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

CalOptima Health

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

CalOptima Health

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)

CalOptima Health

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

CalOptima Health

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

CalOptima Health

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
  - Russian
  - 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

CalOptima Health

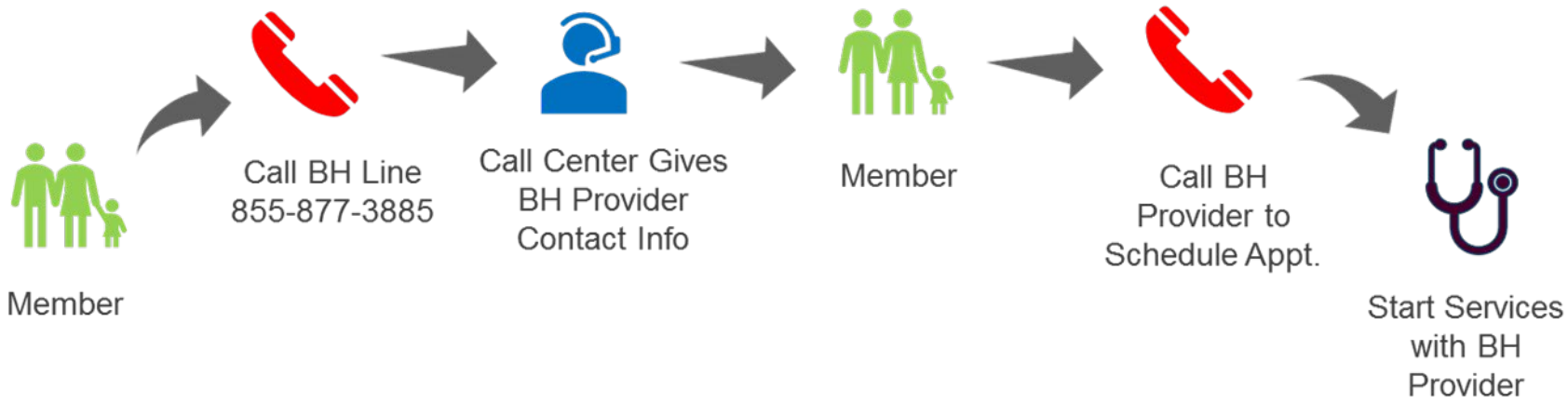
Behavioral Health (BH)

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)

CalOptima Health

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)

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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**

CalOptima Health

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

- 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

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

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)

CalOptima Health

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?	CalOptima Health Customer Service
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

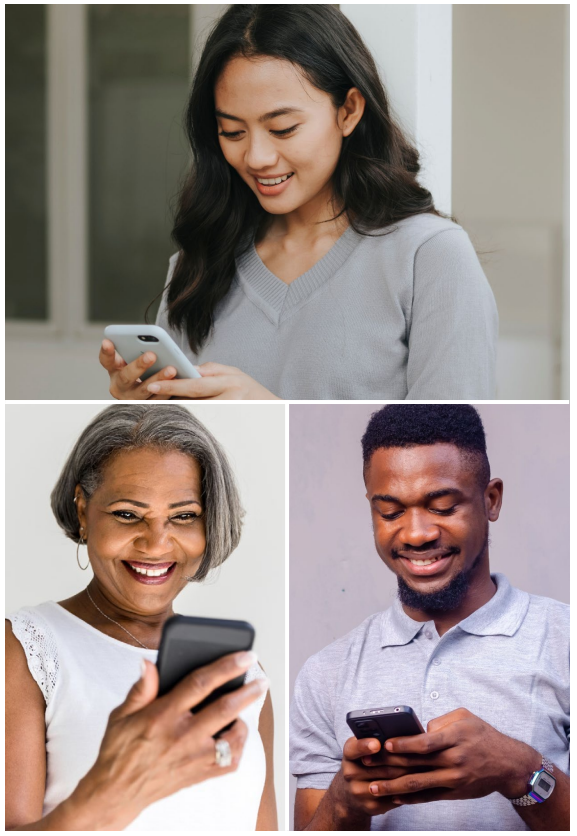
Contact Information

Contact	Phone Number
CalOptima Health Customer Service	**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
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	**1-855-877-3885** (TTY **711**)
Medi-Cal RX	1-800-977-2273 (TTY 800-977-2273 and press 5 or 711)

CalOptima Health

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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Stay Connected With Us

www.caloptima.org

@CalOptima