



California Health Care Options Program

Medi-Cal Managed Care

The following presentation is not for consumer use and is for informational purposes for the 2014 Stronger Bridges to Health Forum.

Our Program Objective

- **Health Care Options (HCO) Program objective**
 - *To ensure that all Medi-Cal applicants/beneficiaries are provided accurate, unbiased and current information regarding the health care options available in their county of residence, and to assist in making an informed health care choice.*



Session Objectives

- ✓ To understand the HCO program role in the Medi-Cal managed care system
- ✓ To understand the enrollment process and its impact on the target population
- ✓ To understand the importance of consistent utilization of the HCO referral process
- ✓ To understand the HCO program services and its delivery system





HCO Program Overview

HCO Program Overview

What is the Health Care Options Program?

- A state funded Medi-Cal managed care education and enrollment program



- A program supervised by the California Department of Health Care Services (DHCS)

- A program administered by MAXIMUS Inc., the California enrollment contractor



- *Helping Government Serve the People in California since 1997*



Managed Care Counties

Prior to September 1, 2013 the HCO Field Operations Department provided customer-centric assistance at 97 sites in 15 counties. As of September 1, 2013 the HCO Field Operations Department provides assistance at 132 sites in 35 counties.

- Alameda
- Fresno
- Kings
- Madera
- Sacramento
- San Joaquin
- San Francisco
- Tulare
- Contra Costa
- Kern
- Los Angeles
- Riverside
- San Bernardino
- Santa Clara
- Stanislaus



Expansion Counties

The CA HCO Field Operations Department in partnership with DHCS expanded to 20 additional counties on September 1, 2013

- Alpine
- Amador
- Butte
- Calaveras
- Colusa
- El Dorado
- Glenn
- Imperial
- Inyo
- Mariposa
- Mono
- Nevada
- Placer
- Plumas
- San Benito
- Sierra
- Sutter
- Tehama
- Tuolumne
- Yuba



HCO Program Resources

Field Operations Department

- Enrollment Service Representatives (ESRs) provide education, enrollment, and customer service assistance on Medi-Cal Managed Care related issues
- ESRs provide individuals with free, unbiased information in one-on-one settings or group sessions
- ESRs are located in county social services sites, clinics, hospitals, health centers, and community-based health organizations



HCO Program Resources (cont.)

Central Operations Department

- **HCO Call Center**

- ✓ Toll-free language line assistance
- ✓ 13 threshold languages
- ✓ Monday – Friday
8:00 a.m. – 5:00 p.m.



- **Mailhouse Department**

- ✓ HCO informing materials available in 13 threshold languages
- ✓ Alternative Formats are also available in Braille and Audio
- ✓ User friendly format





California HCO Demographics

Medi-Cal Population

In California, the HCO program serves an estimated 3 million Medi-Cal participants per year

- The HCO program target population consists of two classifications of Medi-Cal participants:
 - Mandatory
 - Voluntary
- Mandatory participants **must** join a Medi-Cal health plan if they receive CalWORKs benefits or Medi-Cal only without a “share of cost”
- Voluntary participants **may** join a Medi-Cal health plan if they receive Medi-Cal benefits due to foster care or adoptive aid programs.



County Model

There are several type of CA HCO program delivery models

- Two-Plan County
- Regional Two-Plan
- Single Plan (Passive)
- Geographic Managed Care (GMC)

✓ The aid code determines if
the applicant/beneficiary is
mandatory or voluntary



Aid Code Breakdown

Mandatory aid codes are typically assigned to:



- ✓ CalWORKs related Medi-Cal
- ✓ Medi-Cal only with no share of cost
- ✓ A child receives care through the CCS program
- ✓ Seniors and persons with Disabilities



Voluntary aid codes are typically assigned to:

- ✓ Children in adoptive aid programs
- ✓ Foster care





The CA HCO Enrollment Process

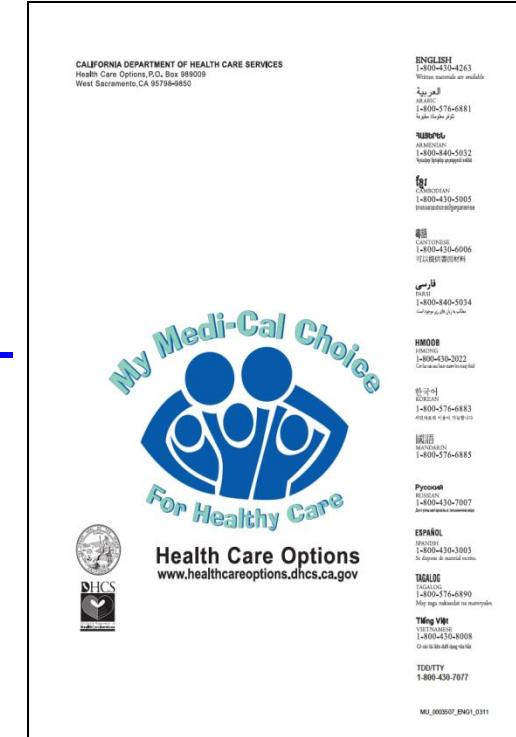
Getting Started

Once eligibility for program enrollment is identified, mandatory Medi-Cal beneficiaries will be mailed an Intent to Assign (IA) Packet containing:

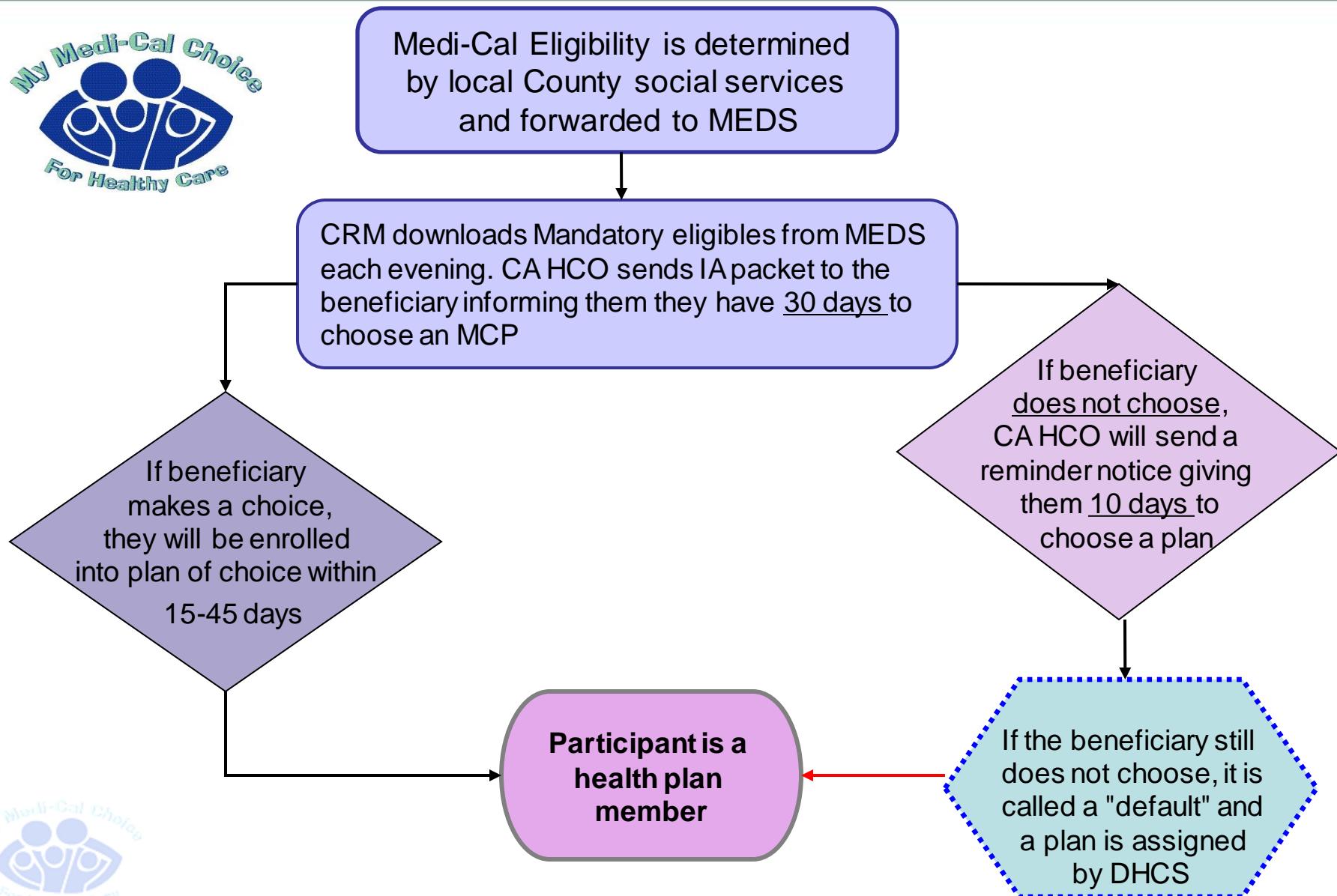
- Their health care options
- Names of affected case members
- Whether or not they are required to enroll in Managed Care Plan (MCP)

Informing Packet will contain:

- “My Medi-Cal Choice For Healthy Care” booklet
- Choice enrollment form
- County-specific MCP provider directory
- Health Plan Comparison Chart
- Exemption form



Enrollment Path



The Default Population

What is a “default?” – an automatic computer assignment into a health plan due to an applicant’s failure to make a choice

- Mandatory participants who do not choose a Medi-Cal health plan within 30 days are automatically assigned a health plan by the **State Department of Health Care Services (DHCS)**

Impact of Default:

- Default can disrupt continuity of health care services
- Default can change provider/patient relationships
- Default can cause unintended barriers to care



Changing Plans or Providers

ESRs also provide assistance with the disenrollment process

- **Beneficiaries have the option of changing plans at any time**
 - ✓ By returning to see the ESR and completing a new Choice form to request disenrollment and enrollment into new MCP
 - ✓ By contacting the 1-800 HCO Call Center
 - ✓ By going online to www.healthcareoptions.dhcs.ca.gov

NOTE: Beneficiaries can change providers within their MCP by contacting their member services department – a Choice form is not required



HCO Website

- How to navigate Medi-Cal managed care system
- County specific presentation schedules
- Enrollment forms
- Provider Information Network (PIN)
- Information available in Spanish

www.healthcareoptions.dhcs.ca.gov

Welcome to Medi-Cal Managed Care Health Care Options - Windows Internet Explorer

File Edit View Favorites Tools Help

Favorites Web Slice Gallery

Welcome to Medi-Cal Managed Care Health Care Options

Home HCO Program Presentation Sites Enrollment Providers & Plans Surveys Useful Links

Office of Governor Jerry Brown Visit his Website

QUICK LINKS

- » Live Help!
- » Frequently Asked Questions
- » Download Forms
- » Contact Us
- » Medi-Cal
- » Medi-Cal Managed Care Division (MMCD)

en español

Get ADOBE READER

This program is administered by the Department of Health Care Services (DHCS)

HELP SAVE A CHILD WITH AMBER ALERT

IF CALLED CONSERVE

Done

Plan information

Enrollment process

Welcome to Medi-Cal Managed Care Health Care Options

MISSION

The mission of the Department of Health Care Services (DHCS) is to preserve and improve the health status of all Californians.

In support of this mission, the Medi-Cal Managed Care Division (MMCD) administers, monitors and provides oversight of the contracts for the Medi-Cal program. The Health Care Options Branch provides beneficiaries with resources to make informed choices about Medi-Cal benefits.

Health Care Options main functions are to coordinate activities in the managed care counties that include outreach and education in Social Service and Community-Based Organization locations; oversight of informing materials mailed to beneficiaries; monitor and evaluate the Contractor's operations and systems.

Hot Topics and the Latest News

- » Provider Information Network (PIN) - Is Now Available
- » Seniors & Persons with Disabilities (SPD)

DHCS California Department of Health Care Services

Get Healthy California

My Medi-Cal Choice For Healthy Care





HCO Referral Process

Role of Community Partners

The HCO program collaborates with recognized community partners to increase health plan choice rates and enhance enrollment satisfaction

- Statewide, our community partners are the primary source for client referrals
- ESRs currently provide approximately **40,000** educational presentations ***per month*** at community sites
- The HCO program provides outreach and education services to key eligibility groups and hard to reach beneficiaries with onsite HCO services, participation in health fairs, and other outreach events



Utilizing the HCO Referral Process

Why Should I Refer?

- Some participants may not be aware they have been defaulted to a health plan until they encounter barriers in accessing their Medi-Cal benefits
- HCO referral participation addresses the following concerns on behalf of your clients:
 - ✓ Enrollment/Disenrollment
 - ✓ Changing Providers
 - ✓ Expedited Disenrollment Request
 - ✓ Customer Service & Problem Resolution



Who Should Be Referred?

There are two types of applicants/beneficiaries that should be referred to CA HCO

❖ **Intake:**

- ✓ Onsite applicants
- ✓ Newly determined Eligible's
- ✓ Mail-in/Telephone/Web applicants
- ✓ Dual Eligible

Note: New applicants can enroll into a MCP while awaiting eligibility determination by county social services

❖ **Redetermination:**

- ✓ Current eligibles
- ✓ Newborns
- ✓ Case add-ons
- ✓ Discontinued cases

Note: Existing Medi-Cal beneficiaries are re-determined for eligibility annually via an annual interview with their EW



HCO Referral Methods

County staff can refer to HCO onsite staff by using the HCO referral process, which is tailored to align with the respective County Intake process

- The primary referral method used within HCO is the Point-of-Entry (POE) referral process, which was implemented statewide in HCO operational counties due to its effectiveness
- The POE referral process is aimed at contacting applicants during the initial Medi-Cal application process/drop-off :
 - POE is easily integrated into County Intake/Screening process
 - POE reduces the need for an informing packet mailing
 - POE minimizes the possibility of default.

POINT-OF-ENTRY REFERRAL TYPES

1. Verbal
2. Paper-based
3. Automated

CA HCO will maintain new applicant enrollments in the CRM for up to 120 days pending eligibility



HCO Referral Materials

HCO Referral

IMPORTANT MEDI-CAL INFORMATION

If you are applying for Medi-Cal benefits, it is important that you receive information on how to receive you Medi-Cal benefits. You must make a choice for you and your family about how you want to receive your health care. If you do not make a choice, the State may make a choice for you.

PLEASE ASK FOR THE HEALTH CARE OPTIONS ENROLLMENT SERVICES REPRESENTATIVE AT ANY OF THE LOCATIONS LISTED BELOW. OFFICE HOURS:

Corcoran Dept. of Human Services 951 Chittenden Monday - Friday 8:30am - 12:00pm 1:00pm - 4:00pm	Hanford Dept. of Human Services 1400 West Lacey Blvd. - Building #8 Monday - Friday 8:30am - 12:00pm 1:00pm - 4:00pm
Hanford Family Health Care Network 329 W. 8th. Street #101 Mo 8:00 1:00	Lemoore WIC Kings County Public Health 228 C Street

Your Eligibility W/ please call Health way Medi-Cal reci also return to this

H

CASE NAME _____

ADDRESS _____

TELEPHONE # _____

CLIENT WAITING

COMMENTS _____

Health Care Options

My Medi-Cal Choice
For Healthy Care

All mandatory participants: If you are approved to receive Medi-Cal, you will receive a packet in the mail. The packet will have information on the health plans you may choose in your county. Inside the packet you will find a Medi-Cal Choice Form. You must complete the Medi-Cal Choice Form and make a health plan choice. If you do not choose a health plan, one will be chosen for you.

All voluntary participants: You may choose to join a health plan at no cost to you, or keep regular Medi-Cal. If you do not choose a health plan, you will remain in regular Medi-Cal.

Please call one of the numbers below if you are not sure if you are a mandatory or voluntary participant.

If you have any **questions about your Medi-Cal Health plan choices, please call Health Care Options:**

LANGUAGE	TELEPHONE	LANGUAGE	TELEPHONE
ENGLISH	1-800-430-4263	كُوُنِي	1-800-576-3955
العربية	1-800-576-3981	اللهَمَّ	1-800-576-3955
جُنُوبِيَّة	1-800-540-5062	Русский	1-800-430-4263
تُرْكِيَّة	1-800-430-5005	إسپانِيُّو	1-800-430-3005
قُرْبَانِيَّة	1-800-430-6006	تَالَّوُغ	1-800-576-3950
فُرْسَانِيَّة	1-800-430-3034	تَالَّوُغ	1-800-430-3005
هُنْدُو	1-800-430-3022	لِغَاتٍ مُوْلَدَةٍ	1-800-430-4255

For TDD users, call 1-800-430-7077

Call now to find a location near you where this information can be explained and where you can receive help with completing your Medi-Cal Choice Form.

HCO Mail-in 2-Plan ENG_09.24.07

HCO Flyer



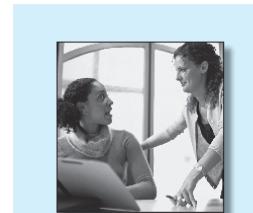
HCO Brochure



Health Care Options

What are the services?

The Health Care Options (HCO) program is here to help the Medi-Cal community better understand the health benefits available to them and to work through the next steps to sign up for their desired health care. HCO provides two ways to seek personal support; call a Customer Service Representative (CSR) toll free at 1-800-430-4263 or personally visit an Enrollment Service Representative (ESR) at one of the locations listed on this brochure. HCO provides



For more information visit one of the following Presentation Sites:

Department of Social Services

Canyon Country	1749 E. Gage Avenue 27233 Camp Plenty Rd., Santa Clarita
Chatsworth	3833 S. Vermont Avenue 21415 Plummer St., West Valley
Compton	211 E. Alondra Blvd
Cudahy	8130 S. Atlantic Avenue
El Monte	3350 Aero Jet Avenue or 3352 Aero Jet Avenue
Glendale	4680 San Fernando Rd.
Lancaster	349-B East Avenue K-6
Norwalk	12727 Norwalk Blvd.
Panorama City	14545 Lanak St.
Pasadena	955 N. Lake Avenue
Pomona	2040 W. Holt Avenue
Rancho Dominguez	296 E. East Victoria St. 17600 N. Santa Fe Avenue

Community-Based Site

The Children's Clinic, Long Beach
455 Columbia Street, #201

For more information call (562) 861-8699



Health Care Options
program

Serving Los Angeles County



ENGLISH
1-800-430-4263

한국어
1-800-576-3983

العربية
1-800-430-4263

اللهَمَّ
1-800-576-3983

جُنُوبِيَّة

1-800-540-5062

تُرْكِيَّة

1-800-430-4263

Русский

1-800-430-4263

ESPAÑOL

1-800-430-3005

邵語

1-800-576-3955

TAGALOG

1-800-576-3950

My.hco.ca.gov

Tiếng Việt

1-800-430-3038

اللهَمَّ

1-800-576-3950

TDD

1-800-430-7077

It's All About Choice

Key Points

- HCO is a State funded program providing free, unbiased, and language specific Medi-Cal Managed Care education and enrollment throughout the State
- Defaults can be prevented through consistent utilization of the Point-of-Entry HCO referral process
- State and local community partnerships are vital to the success of the HCO program



What Questions Do You Have?

- **Open Forum**

