



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



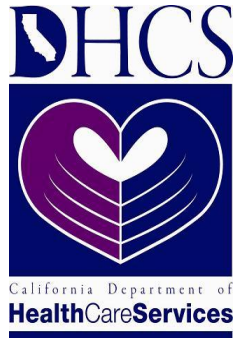


HCO Program Overview

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



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



Medi-Cal Eligibility is determined by local County social services and forwarded to MEDS

CRM downloads Mandatory eligibles from MEDS each evening. CA HCO sends IA packet to the beneficiary informing them they have 30 days to choose an MCP

If beneficiary makes a choice, they will be enrolled into plan of choice within 15-45 days

Participant is a health plan member

If beneficiary does not choose, CA HCO will send a reminder notice giving them 10 days to choose a plan

If the beneficiary still does not choose, it is called a "default" and a plan is assigned by DHCS



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

www.healthcareoptions.dhcs.ca.gov

- How to navigate Medi-Cal managed care system

- County specific presentation schedules

- Enrollment forms

- Provider Information Network (PIN)

- Information available in Spanish

The screenshot shows the homepage of the Medi-Cal Managed Care Health Care Options website. The browser window title is "Welcome to Medi-Cal Managed Care Health Care Options - Windows Internet Explorer". The address bar shows "http://www.healthcareoptions.dhcs.ca.gov/HCOCSPI/Home/". The website has a navigation menu with links: Home, HCO Program, Presentation Sites, Enrollment, Providers & Plans, Surveys, and Useful Links. A search bar is located in the top right corner. The main content area includes a "Welcome to Medi-Cal Managed Care Health Care Options" message, a "MISSION" statement, and a "Hot Topics and the Latest News" section. A sidebar on the left contains "QUICK LINKS" and a "Get Adobe Reader" button. The footer includes logos for DHCS, "Get Healthy California", and "HELP SAVE A CHILD WITH AMBER ALERT".

Annotations with arrows point to the following elements:

- "How to navigate Medi-Cal managed care system" points to the "HCO Program" link in the navigation menu.
- "County specific presentation schedules" points to the "Presentation Sites" link in the navigation menu.
- "Enrollment forms" points to the "Enrollment" link in the navigation menu.
- "Provider Information Network (PIN)" points to the "Providers & Plans" link in the navigation menu.
- "Information available in Spanish" points to the "en español" button in the sidebar.
- "Plan information" points to the "Providers & Plans" link in the navigation menu.
- "Enrollment process" points to the "Enrollment" link in the navigation menu.





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

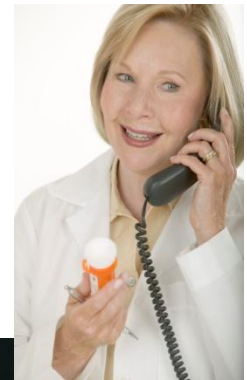
- Statewide, our community partners are the primary source for client referrals
- ESRs currently provide approximately **40,000** educational presentations ***per month*** at community sites
- The HCO program provides outreach and education services to key eligibility groups and hard to reach beneficiaries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

POINT-OF-ENTRY REFERRAL TYPES

1. Verbal
2. Paper-based
3. Automated

- 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.

**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 your 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
1:01

Lemoore WIC
Kings County Public Health
229 C Street

Your Eligibility Worker please call Health way Medi-Cal recd also return to this

H

CASE NAME _____

ADDRESS _____

TELEPHONE # _____

CLIENT WAITING _____

COMMENTS _____

HCO Flyer

Health Care Options



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	한국어 (Korean)	1-800-576-6883
فارسی (Persian)	1-800-576-6861	한국어 (Korean)	1-800-576-6865
فارسی (Persian)	1-800-840-5062	한국어 (Korean)	1-800-430-7007
فارسی (Persian)	1-800-430-5065	한국어 (Korean)	1-800-430-3003
فارسی (Persian)	1-800-430-8009	한국어 (Korean)	1-800-576-6860
فارسی (Persian)	1-800-840-5004	한국어 (Korean)	1-800-430-8008
فارسی (Persian)	1-800-430-3002	한국어 (Korean)	1-800-430-4263

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 Brochure



What is Health Care Options?

The Health Care Options (HCO) Program objective is to provide individuals with information that will enable them to make educated health care choices for

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
27233 Camp Pinyon Rd.
Santa Clarita

Chatsworth
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

Los Angeles
1740 E. Gage Avenue
2855 Olympic Blvd.

2615 S. Grand Avenue
3835 S. Vanowen Avenue

11110 W. Pico Blvd.
5445 Whittier Blvd.

4077 N. Mission Rd.
10728 S. Central Avenue

2707 S. Grand Avenue
1819 W. 120th Street

2415 W. 6th Street
2601 Wilshire Blvd.

Norwalk
12727 Norwalk Blvd.

Panorama City
14545 Lankershim St.

Pasadena
955 N. Lake Avenue

Pomona
2040 W. Holt Avenue

Rancho Dominguez
2961 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



Helping individuals make informed health care choices is our job.

Contact
Health Care Options at
1-800-430-4263



Or visit us on the Web at:
www.HealthCareOptions.dhcs.ca.gov



Health Care Options
program

Serving Los Angeles County



ENGLISH
1-800-430-4263
301 S. Grand Avenue, 2nd Floor

العربية
ARABIC
1-800-576-6861
301 S. Grand Avenue, 2nd Floor

한국어
KOREAN
1-800-576-6883
301 S. Grand Avenue, 2nd Floor

한국어
KOREAN
1-800-576-6883
301 S. Grand Avenue, 2nd Floor

한국어
KOREAN
1-800-576-6883
301 S. Grand Avenue, 2nd Floor

한국어
KOREAN
1-800-576-6883
301 S. Grand Avenue, 2nd Floor

한국어
KOREAN
1-800-576-6883
301 S. Grand Avenue, 2nd Floor

한국어
KOREAN
1-800-576-6883
301 S. Grand Avenue, 2nd Floor

한국어
KOREAN
1-800-576-6883
301 S. Grand Avenue, 2nd Floor

한국어
KOREAN
1-800-576-6883
301 S. Grand Avenue, 2nd Floor

한국어
KOREAN
1-800-576-6883
301 S. Grand Avenue, 2nd Floor

한국어
KOREAN
1-800-576-6883
301 S. Grand Avenue, 2nd Floor

한국어
KOREAN
1-800-576-6883
301 S. Grand Avenue, 2nd Floor

한국어
KOREAN
1-800-576-6883
301 S. Grand Avenue, 2nd Floor

한국어
KOREAN
1-800-576-6883
301 S. Grand Avenue, 2nd Floor

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**

