

# **Medi-Cal Program**

## **Combined Evidence of Coverage and Disclosure Form**

### **Health Homes Program ERRATA**

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The Medi-Cal Program has made changes to the program. The changes are noted below. Please read these changes and keep this document with the 2018–2019 EOC and 2018–2019 ERRATA you have received.

If you have any questions regarding the changes made to the Medi-Cal EOC Booklet please call San Francisco Health Plan Customer Service Department at **1(415) 547-7800** (local), or **1(800) 288-5555** (toll-free), Monday – Friday, 8:30am to 5:30pm. TDD/TTY users can call **1(888) 484-7200**. We have staff that can assist in your language.

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## **Health Homes Program**

***The Health Homes Program will be available starting July 1, 2018. The following information was added to the “Care That SFHP Covers” section that starts on page 40:***

### **nn. Health Homes Program**

San Francisco Health Plan covers Health Homes Program (HHP) services for Members with certain chronic health conditions. These services are to help coordinate physical health services, behavioral health services, and community-based long term services and supports (LTSS) for Members with chronic conditions.

SFHP will contact you if you qualify for the program. You can also call SFHP, or talk to your doctor or clinic staff, to find out if you can receive HHP services.

You may qualify for HHP if:

- You have certain chronic health conditions. You can call SFHP to find out the conditions that qualify; and
- You meet one of the following:
  - You have three or more of the HHP eligible chronic conditions
  - You stayed in the hospital in the last year
  - You visited the emergency department three or more times in the last year; or
  - You do not have a place to live.

You do not qualify to receive HHP services if:

- You receive hospice services; or
- You have been residing in a skilled nursing facility for longer than the month of admission and the following month.

### **Covered HHP Services:**

HHP will give you a care coordinator and care team that will work with you and your health care providers, such as your doctors, specialists, pharmacists, case managers, and others, to coordinate your care. SFHP provides HHP services, which include:

- Comprehensive Care Management
- Care Coordination
- Health Promotion
- Comprehensive Transitional Care
- Individual and Family Support Services
- Referral to Community and Social Supports

**Cost to Member:**

There is no cost to the Member for HHP services.