



California Department of

HealthCareServices

Frequently Asked Questions

about

Healthy Kids HMO moving to Medi-Cal Managed Care

Healthy Kids is also known as the

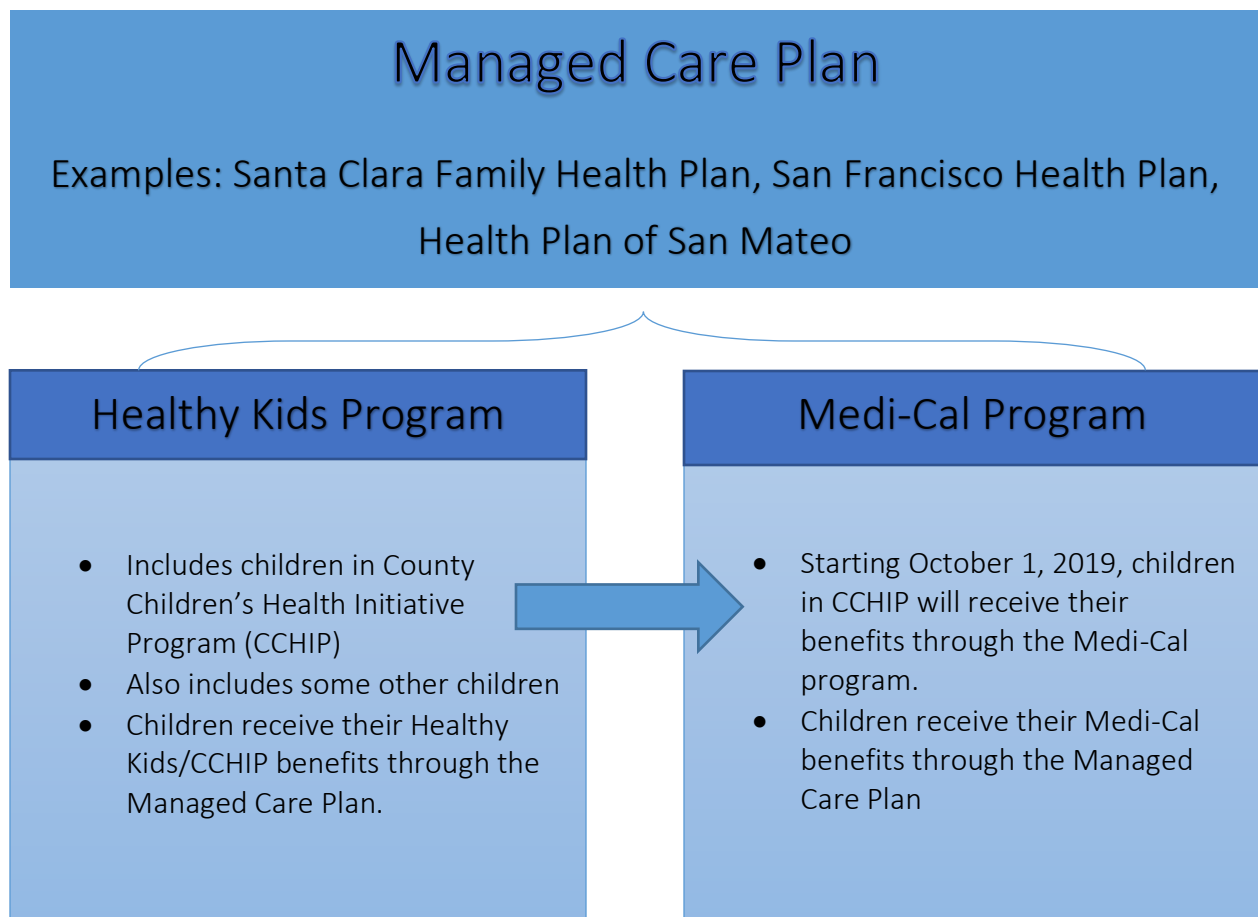
County Children's Health Initiative Program (CCHIP)

1. Your child's medical benefits

Is the Healthy Kids (CCHIP) program ending?

No. CCHIP is not ending.

Children who qualify for CCHIP will now get their benefits and health care services through Medi-Cal Managed Care Plans. These are the same health plans that now provide CCHIP services through the Healthy Kids HMO program. This change will happen on October 1, 2019.



What is Medi-Cal and what is Medi-Cal Managed Care?

- Medi-Cal is a program that offers free or low-cost health coverage for children and adults who have limited income and resources.
- Medi-Cal Managed Care is a way to provide health care services through health plans to people who qualify for Medi-Cal.

What is a Medi-Cal Managed Care Plan?

Medi-Cal Managed Care Plans provide health benefits through contracts with clinics, health care providers, and hospitals. San Francisco Health Plan, Santa Clara Family Health Plan, and Health Plan of San Mateo are Medi-Cal Managed Care Plans.

What services do Medi-Cal Managed Care Plans cover?

The plans cover the same services that Healthy Kids HMO covers now:

- Medical visits
- Prescription drugs
- Vision services
- Mental health and behavioral health services
- Alcohol and drug treatment

Medi-Cal Dental provides dental services.

Will I lose Healthy Kids HMO benefits?

No. Your child will not lose any benefits. There will be more of some benefits through a program called Early and Periodic Screening, Diagnostic, and Treatment (EPSDT).

What is the Early and Periodic Screening, Diagnostic, and Treatment Program?

This program provides health care services for children under age 21 who are in Medi-Cal. EPSDT stands for:

- **Early:** Assess and identify problems early
- **Periodic:** Check children's health at periodic, age-appropriate times
- **Screening:** Provide screening tests to find possible problems (physical, behavioral, developmental, dental, hearing, or vision)
- **Diagnostic:** Perform diagnostic tests to follow up when a risk is found, and
- **Treatment:** Control, correct, or reduce health problems

Can I keep my child's scheduled medical appointment, treatments, or surgeries?

Yes. Your Healthy Kids HMO providers will stay the same. So you can keep any scheduled appointments.

Can I keep the primary care doctor my child has now?

Yes. Your child can keep their current primary care doctor. San Francisco Health Plan, Santa Clara Family Health Plan, and Health Plan of San Mateo are a part of Medi-Cal Managed Care and contracts with the same primary care doctors for both Healthy Kids HMO and Medi-Cal.

2. Your child's dental benefits

Are dental benefits changing?

- The dental services your child can get will stay the same.
- How often your child can get those services will change for some services.

What is Medi-Cal Dental?

The Department of Health Care Services (DHCS) is responsible for providing dental services to people who qualify for Medi-Cal. In your county, DHCS covers dental services through a program called Medi-Cal Dental.

Your child can see any dentist who is in the Medi-Cal Dental program.

Can I keep the dentist my child has now?

Ask your dentist if they take Medi-Cal Dental. If the answer is “Yes,” you can keep the dentist. If the answer is “No,” you will need to find a new dentist.

How can I find a new dentist?

- Call the Medi-Cal Dental Beneficiary Customer Service line for help finding a new dentist near you. Call:
 - **1-800-322-6384**
 - Monday – Friday from 8:00 a.m. to 5:00 p.m.
- Search for a dentist online at <http://smilecalifornia.org/find-a-dentist/>
- Contact your local Child Health and Disability Prevention (CHDP) Program. Find your local CHDP office at www.dhcs.ca.gov/service/chdp

Can I keep my child's scheduled dental appointments?

If your child has a dental appointment scheduled on or after October 1, 2019, please call the Medi-Cal Dental Beneficiary Customer Service line. They can tell you if your child can keep their scheduled appointments. Call them at:

- **1-800-322-6384**
- Monday – Friday from 8:00 a.m. to 5:00 p.m.

3. What happens before and after October 1, 2019?

What should I do before October 1, 2019?

- Keep paying your premium to keep your child enrolled.
- Watch for more letters from the Department of Health Care Services (DHCS).
- Tell your provider if you move or change your phone number. This will make sure you keep getting important information.

For questions, call:

- **San Francisco County:**

San Francisco Health Plan (SFHP)

1-800-288-5555 or TTY-1-888-558-5858

Monday - Friday, from 8:30 a.m. to 5:00 p.m.

- **Santa Clara County:**

CCHIP Program Administrator

1-833-91C-CHIP (1-833-912-2447) or TTY 711

Monday – Friday, from 8:00 a.m. to 5:00p.m.

- **Health Plan of San Mateo:**

CCHIP Program Administrator

1-833-91C-CHIP (1-833-912-2447) or TTY 711

Monday – Friday, from 8:30 a.m. to 5:00 p.m.

Do I need to keep paying my premium payment?

- Yes. Keep paying your premium so your child stays enrolled in Healthy Kids HMO.
- If you don't pay your premiums, your child will be disenrolled from Healthy Kids HMO.
- After October 1, you will need to keep paying your child's premium.

Can I still get free months when I pre-pay my premiums?

Yes. Watch your mail for more information about your choices for paying premiums.

What will happen to my copayments?

Starting October 1, 2019, you will **not** have copayments for prescriptions or for visits to the doctor.

Can I keep my health plan card?

- No. Within 30 days of October 1, 2019, you will get a Medi-Cal Beneficiary Identification Card (BIC) in the mail. You will also get a new health plan card from San Francisco Health Plan, Santa Clara Family Health Plan or Health Plan of San Mateo, depending on the county you live in.
- Please use both cards when you visit your doctor and dentist.
- If you do not get your BIC or health plan card, call 1-833-91C-CHIP (1-833-912-2447).

Who can I contact if I have more questions?

After the move to Medi-Cal, you can call the Medi-Cal Managed Care and Mental Health Office of the Ombudsman **at 1-888-452-8609**, Monday through Friday, from 8 a.m. to 5 p.m. The call is free.

Call for any of these reasons:

- To ask for help with your child's Medi-Cal health plan, doctor, or clinic. Please call your child's health plan first.
- To get help with changing your child's Medi-Cal health plan. Call Health Care Options first.
- To get advice about what to do if you do not agree with your child's treatment or services. Please call your child's health plan first.
- To ask other questions about your plan or doctor or Medi-Cal. Call your health plan first.

Other important numbers:

CCHIP Program Transition Questions (Before 10/01/2019)	1-833-912-2447
CCHIP Program Administrator/Payments (After 10/01/2019)	1-833-912-2447
Health Care Options	1-800-430-4263
Medi-Cal Dental Beneficiary Customer Service	1-800-322-6384