

An Important Medi-Cal Change

Background

The California Department of Health Care Services (DHCS) received authorization from the federal government to conduct mandatory enrollment of seniors and persons with disabilities into managed care to achieve care coordination, better manage chronic conditions, and improve health outcomes. Most people with disabilities and seniors who have Medi-Cal only (not on Medicare) must enroll in a Medi-Cal Managed Care Plan before the end of their birthday month between May 2011 and June 2012. The Department of Managed Health Care is committed to ensuring that people affected by this mandatory transition are assisted and protected under California's strong patient-rights laws.

Summary

The DHCS which administers California's Medi-Cal program is notifying people with disabilities and seniors who have Medi-Cal about the required enrollment into Medi-Cal Managed Care Plans.

Informational letters and enrollment packets are mailed to people with disabilities and seniors who are on regular Medi-Cal at least 90 days before their birthdays with county-specific information about health care providers and enrollment into a managed care plan available in the person's county

Accomplishments

How to Enroll Into or Change Plans

Medi-Cal consumers may choose from at least two Managed Care Plans in each county. The DHCS Health Care Options division enrolls people into the Medi-Cal Managed Care Plans selected by the consumer. Health Care Options can also help a consumer with changing from one Medi-Cal Managed Care Plan to a different one. You can call Health Care Options at 1-800-430-4263 for assistance enrolling in a plan.

What is the DMHC doing to protect people in Medi-Cal Managed Care?

The DMHC is the State agency that oversees the operations and financial condition of Medi-Cal Managed Care Health Plans, in partnership with the DHCS who runs the Medi-Cal program. The DMHC performs regular medical surveys of Medi-Cal Managed Care Plans to ensure they are following the law related to access and availability of care, oversight of quality of care, and member grievances and appeals. The DMHC also reviews Medi-Cal Managed Care Plans' financial information to ensure the plan's financial stability.

Department of Managed Health Care

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How can the DMHC Help Center assist Medi-Cal Managed Care consumers?

The Help Center provides assistance to consumers who are having problems with or questions about their Medi-Cal Managed Care plan. A consumer should first contact their plan to try and resolve the issue, but if you are still having a problem, we can help with the following and more:

- Getting needed health care services, treatments and equipment
- Getting timely appointments with a primary care provider or a specialist
- Getting translated plan documents and interpreter services

Call the Help Center at 1-888-466-2219 for assistance or e- mail us at <mailto:helpline@dmhc.ca.gov>

Related Resources and Web Site Links:

DHCS Seniors & Persons With Disabilities (SPD) main overview page:

<http://www.dhcs.ca.gov/individuals/Pages/MMCDSPDEnrollment.aspx>

DHCS – List of plan options by county

http://www.healthcareoptions.dhcs.ca.gov/HCOCS/Enrollment/Plan_Comparison_Charts.aspx

DHCS – list of providers by zip code:

<http://www.dhcs.ca.gov/services/Pages/MMCDProvInfoNet.aspx>

DHCS Health Care Options – 1-800-430-4263 – for enrollment into a managed care plan

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