



# CALOPTIMA'S HEALTH HOMES PROGRAM (HHP)

HHP begins January 1, 2020

## HEALTH HOMES IS NOT A PLACE.

It is a set of services that provides support and resources to better coordinate your care.

### WHO CAN JOIN HHP?

#### Members must:

1. Have Medi-Cal coverage and be enrolled in CalOptima
2. Have certain health conditions:
  - » Chronic physical condition or combination of these conditions (such as asthma, diabetes, kidney or liver disease, hypertension, heart failure, substance use disorder (SUD), etc.) or
  - » Serious mental illness (SMI)
3. Have been in the hospital, had visits to the emergency department, or experiencing chronic homelessness

### WHEN CAN YOU JOIN HHP?

#### In Orange County, eligible members can join HHP no sooner than:

1. January 1, 2020, for members with chronic conditions only and
2. July 1, 2020, for those with serious mental illness (SMI), with or without chronic conditions

### HOW CAN HHP SERVICES HELP YOU?

- 1 Personal Care Coordinator**  
To answer your questions and arrange services
- 2 Care Team**  
To keep you and your providers up to date about your health care needs
- 3 Care Plan**  
To meet your health goals and help you stay healthy
- 4 Care Transitions**  
To help you move safely and easily between different care settings, such as help when you are discharged from a hospital or other settings, like a nursing home
- 5 Health Education**  
To help you learn the best ways to manage your health
- 6 Family and Support Services**  
To help strengthen you and your support system with help for family, friends and caregivers who support you with your health care goals
- 7 Connection to Community Services**  
To help you find and apply for services, such as food, disability and housing-related services

### HOW TO SIGN UP FOR HHP

#### If you would like to receive these new services and sign up for HHP:

- Please let your doctor know. If you qualify, your doctor can refer you to CalOptima or your health network.
- You can also call CalOptima or your health network to see if you qualify for HHP.

The program is voluntary, and you can stop these HHP services at any time.

Contact CalOptima's Customer Service department toll-free at **1-888-587-8088**, Monday through Friday from 8 a.m. to 5:30 p.m. We have staff who speak your language. TTY users can call toll-free at **1-800-735-2929**. Visit us at [www.caloptima.org](http://www.caloptima.org).



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