



Welcome to CalOptima Health New Member Orientation: Medi-Cal

Our Mission

To serve member health with excellence and dignity, respecting the value and needs of each person.

Our Vision

By 2027, remove barriers to health care access for our members, implement same-day treatment authorizations and real-time claims payments for our providers, and annually assess members' social determinants of health.



Getting Started as a Member

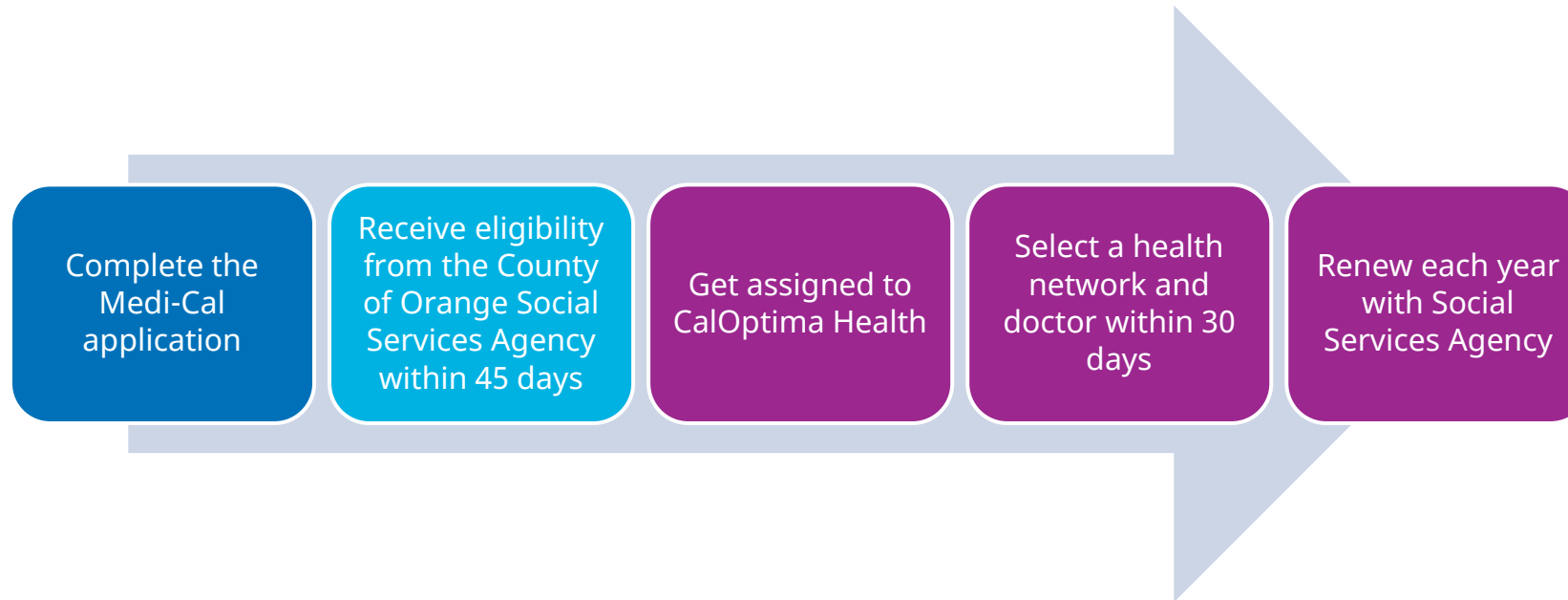
CalOptima Health Support Services

- Customer Service
 - Answers member questions about programs
 - Helps members file grievances and appeals
 - Helps with changing health network and primary care provider (doctor) for CalOptima Health Community Network (CCN)
 - Assists with coordination and access to services
- Member Liaison Program
 - Helps seniors, members with disabilities or chronic conditions, and unhoused members with access to care
- Whole-Child Model Program
 - Helps California Children's Services (CCS) children and their families get better care coordination, access to care and health results

Who Can Receive Services?

- Families with children
- Adults
- Seniors
- Pregnant persons
- Foster care children
- People with disabilities
- People with specific conditions

How to Become a Member?



Where to Apply?

- Coalition of Orange County Community Health Centers
 - www.cocccc.org or 1-714-352-5990 (TTY 711)
- Community Health Initiative of Orange County
 - www.chioc.org or 1-855-927-8333 (TTY 711)
- Covered California
 - www.coveredca.com or 1-800-300-1506 (TTY 1-888-889-4500)
- County of Orange Social Services Agency Regional Offices
 - www.BenefitsCal.com or 1-800-281-9799 (TTY 711)

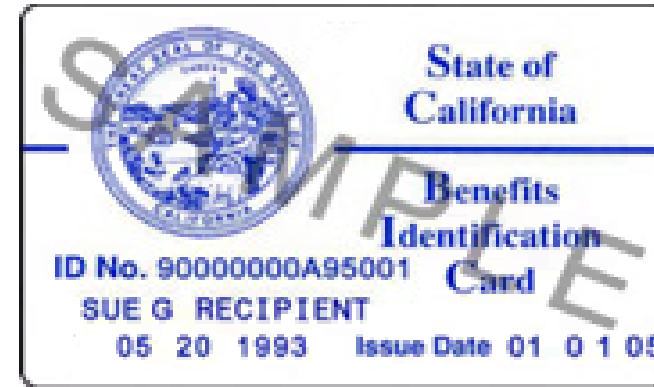
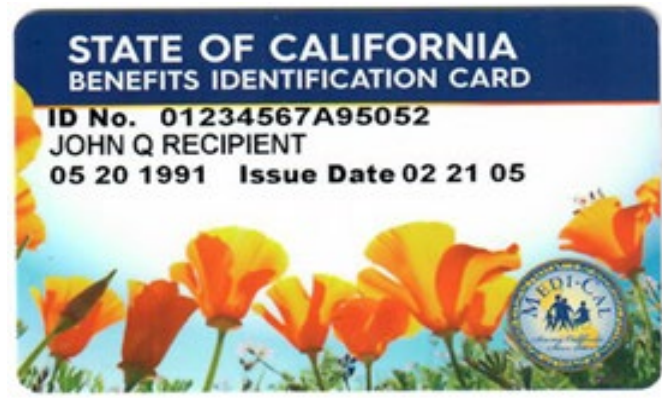
Welcome to CalOptima Health

- New member welcome packet includes:
 - CalOptima Health ID Card
 - Medi-Cal Summary of Benefits
 - Health Network Selection Form Guide
 - Health Network Selection Form
 - Health Network Selection Form Business Reply Envelope
 - Healthy You Initial Health Assessment Flier
 - Health Information Form
 - Health Information Form Business Reply Envelope
 - New Member Orientation Invitation
 - Electronic Format Notice
 - Member Handbook Errata

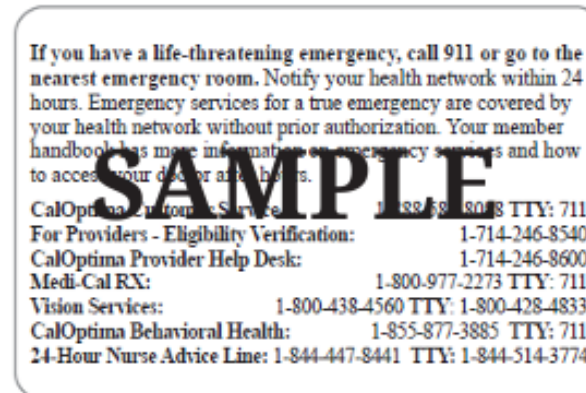
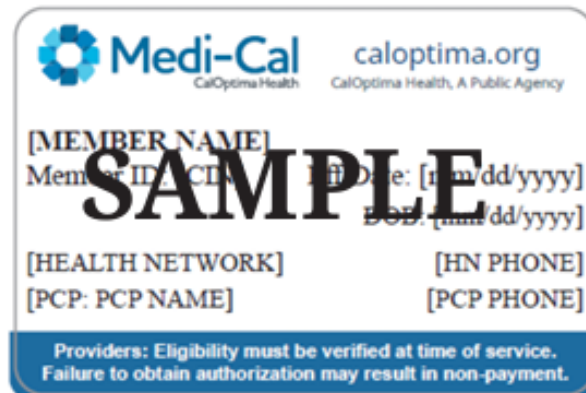
About Your Health Plan

Identification Cards

- Beneficiary Identification Card (BIC)



- CalOptima Health Identification Card



Choose a Doctor and Health Network

1. Request a Provider Directory or search online at www.caloptima.org

The screenshot shows the CalOptima Health website interface. At the top left is the CalOptima Health logo. At the top right are navigation links: Find a Provider, Members, Providers, About Us, and a search icon. Below the navigation is a breadcrumb trail: You are here: Home > Members > Medi-Cal > Find a Provider. A horizontal menu contains four items: Getting Started, Member Documents, Find a Provider (highlighted), and Your Rights. The main heading is 'Find a Provider' with the sub-heading 'What kind of provider do you need?'. A red warning box states: 'Call 911, if you think you have a medical or psychiatric emergency or go to the nearest hospital.' Below this are seven provider categories, each with an icon and a brief description:

- Find a doctor or specialist**: You can search by name, health network, city, language, and more.
- Find a behavioral health provider**: Behavioral health providers such as psychologists, psychiatrists and more.
- Find a vision provider**: Search for eye doctors such as an ophthalmologist or optometrist by name or area.
- Find a hospital or facility**: Facilities are places such as long-term care facilities, laboratories, and imaging centers. You can also find community-based adult services (CBAS) centers, medical and non-medical transportation services, and more.
- Find urgent care**: Urgent care is care you need within 24 hours, but it is not an emergency or life threatening.
- Find a pharmacy**: Find a pharmacy, search the Contract Drugs List and more at the DHCS Medi-Cal Rx website.

Choose a Doctor and Health Network (cont.)

2. After finding a doctor, complete and mail the selection form in the envelope provided in your welcome packet

PRI-037-105 (08/22) CALOPTIMA HEALTH, A PUBLIC AGENCY

HEALTH NETWORK (HN) SELECTION FORM

| MEMBER NAME AND ID # | | | 1 CHOOSE A PRIMARY CARE PROVIDER (PCP) | | | 2 CHOOSE A HN |
|----------------------|--------|-------|--|-----------------|-------------------|---------------|
| Last: | First: | ID #: | PCP Last Name or Clinic Name: | PCP First Name: | PCP or Clinic ID: | HN ID* |
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*Please see your *Health Network Selection Form Guide* for a list of Health Network IDs (HN IDs).
 Consulte la *Guía para llenar el Formulario de Selección de Planes de Salud* para una lista de los números de identificación de los planes de salud (HN IDs).
 Xin xem *Tài Liệu Hướng Dẫn Điền Mẫu Đơn Chọn Nhóm Y Tế* để biết danh sách Số ID của Các Nhóm Y Tế (Health Network IDs viết tắt là HN IDs).
 لطفاً به راهنمای فرم انتخاب شبکه بهداشتی خود برای فهرست شماره شناسایی شبکه های بهداشتی (HN IDs) مراجعه کنید.

3 IMPORTANT! SIGN AND DATE BELOW. THIS FORM MUST BE SIGNED!

Signature of Member or Legal Representative: X _____ Date: _____

Telephone Number: () -
 Cell Phone Number: () -

Do you grant permission for CalOptima Health to contact your cell phone number with automated calls and text messages? Yes No

E-mail Address: _____

Do you have insurance other than Medi-Cal / CalOptima Health? Yes No
 If Yes, Insurance Name: _____ Policy Number: _____

NEED HELP? PLEASE CALL CALOPTIMA HEALTH'S CUSTOMER SERVICE DEPARTMENT AT 1-714-246-8500 OR TOLL-FREE AT 1-888-587-8088.

Choose a Doctor and Health Network (cont.)

- You can also call CalOptima Health Customer Service with your doctor and health network selection:
 - Customer Service: **1-888-587-8088 (TTY 711)**
 - Monday–Friday from 8 a.m. to 5:30 p.m.

Choose a Doctor and Health Network (cont.)

- If you don't choose a doctor, CalOptima Health will choose a doctor for you
 - A doctor within 10 miles of your home address will be assigned to you
- You may change your health network and doctor every 30 days
 - If the doctor is in the same health network, call your health network
 - If the doctor is in a different health network, call CalOptima Health Customer Service

CalOptima Health's Medi-Cal Networks

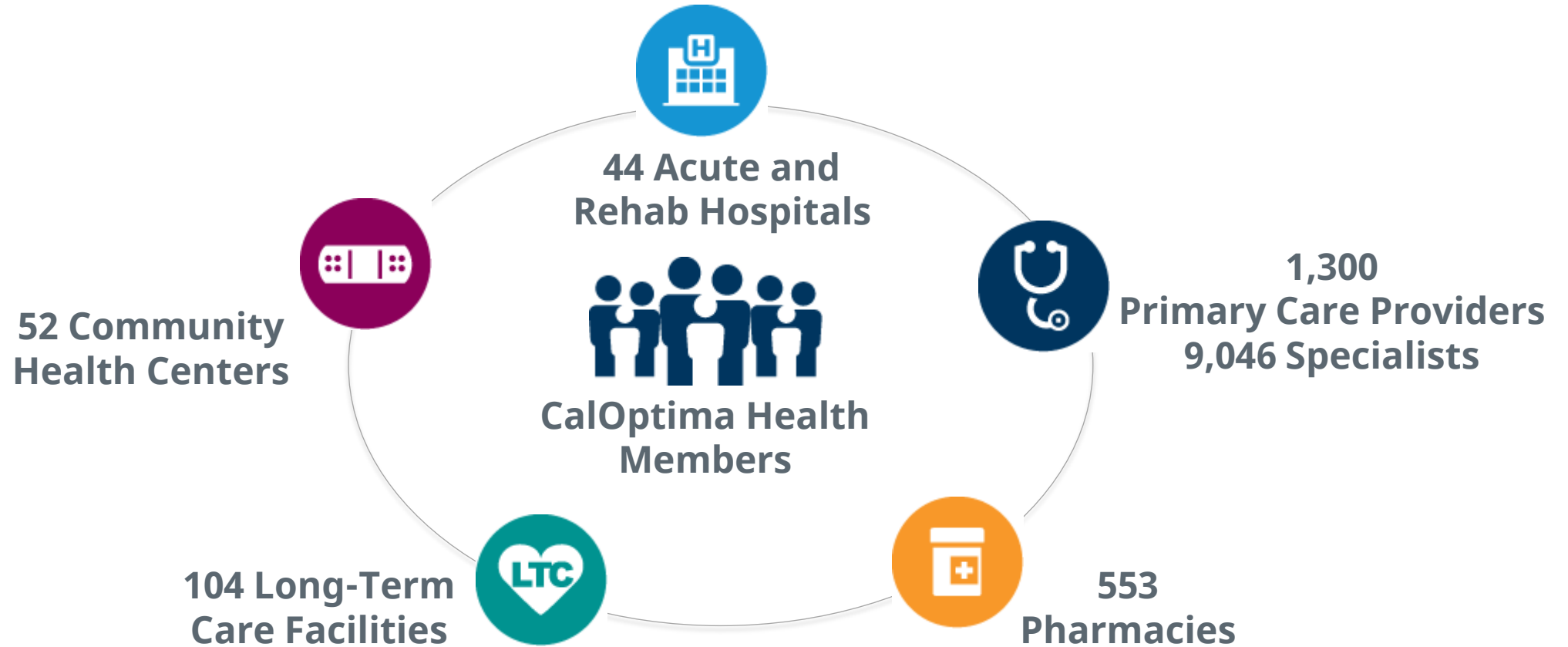
PRIVATE HEALTH NETWORKS

**AltaMed Medical Group
AMVI Care Medical Group
CHOC Health Alliance
Family Choice Medical Group
HPN-Regal Medical Group
Noble Mid-Orange County
Optum
Prospect Medical Group
United Care Medical Group**

**CalOptima Health
Direct Network**

**CalOptima Health
Community Network**

CalOptima Health Providers



Source: CalOptima Health Fast Facts, November 2023

How to Get Care

Schedule Your First Visit

- Schedule your first visit with your new primary care provider (doctor) within 4 months of joining CalOptima Health
- This will help your doctor get to know you and your health care needs
- This will also help you get to know your doctor so you can work better together to keep you healthy

Your Assigned Doctor

- Your assigned doctor can help:
 - Complete a routine exam
 - Diagnose illness or injury
 - Refer you to a specialist
 - Order prescriptions
 - Transfer medical records

Referrals for Specialty Services

- A specialist is a doctor who has extra education in one area of medicine
- Specialist and medical service referrals
 - Your doctor first refers you to a specialist or for supplies by submitting a prior authorization request
 - Your health network processes prior authorization request
 - Routine referral requests take up to 5 working days to review
 - Urgent referral requests can be reviewed within 72 hours
- Other services that might need a referral can include in-office procedures, X-rays, lab work, home health and private-duty nursing

Benefits and Services

What Does CalOptima Health Cover?

- Ambulance services for an emergency
- Behavioral health treatment
- Durable medical equipment
- Early/Periodic Screening, Diagnosis and Treatment (EPSDT) for Children
- Emergency room visits
- Hearing aids
- Hospice care
- Hospital services
- Lab and radiology
- Long-term home health therapies and services

What Does CalOptima Health Cover? (cont.)

- Medical supplies
- Non-Emergency Medical Transportation (NEMT)
- Non-Medical Transportation (NMT)
- Outpatient mental health services
- Physical, speech and occupational therapy
- Physician services
- Prenatal, maternity and newborn care
- Prosthetics and orthotics
- Specialty mental health services
- Transgender services
- Vision services managed by Vision Service Plan (VSP)

Custom Wheelchair Benefit

- CalOptima Health provides wheelchair evaluations for custom wheelchairs or seating systems
- Your doctor submits a referral for a new wheelchair



Urgent and Emergency Care

- Urgent care services
 - Offers same-day, walk-in appointments with medical providers
 - Call your health network for locations
 - Does not require a doctor's referral
- Emergency room
 - Use emergency services for life-threatening serious illness or injury
 - Call 9-1-1 or go to the NEAREST hospital
 - Emergency ambulance transportation
 - Show your CalOptima Health ID card
 - Does not require a doctor's referral

Transportation

- Emergency Transportation
 - Ambulance
 - Paramedic services are not covered. These are emergency medical treatments given on the scene by a paramedic. Call your city hall for information on coverage of paramedic services.
- Non-Emergency Medical Transportation (NEMT)
 - Ambulance
 - Litter van
 - Wheelchair van
- Non-Medical Transportation (NMT)
 - Taxi
 - Bus
 - Private driver

Non-Emergency Medical Transportation (NEMT)

- NEMT can be used when:
 - You cannot use public or private transportation such as a car, bus or taxi due to a medical or physical condition
- NEMT can be used for:
 - Trips to and from appointments for services covered by Medi-Cal. This includes transportation to medical, dental, mental health or substance use disorder appointments, and to pick up prescriptions and medical supplies.
- How to get NEMT services:
 - Ask your doctor to request NEMT services
 - Your doctor submits a referral request and a Physician Certification Statement form
 - Your health network approves the referral

Non-Medical Transportation (NMT)

- NMT can be used when:
 - You can get in and out of a public or private vehicle without assistance
 - You are using a wheelchair, but you can get in and out of the vehicle without assistance from the driver
- NMT can be used for:
 - Trips to and from appointments for services covered by Medi-Cal. This includes transportation to medical, dental, mental health or substance use disorder appointments, and to pick up prescriptions and medical supplies.

Non-Medical Transportation (NMT) (cont.)

- How to get NMT services:
 - Call the CalOptima Health transportation line: **1-833-648-7528** (TTY **711**) Monday–Sunday from 8 a.m. to 8 p.m.
 - Provide your CalOptima Health identification (ID) number
 - Representative determines the type of transportation — taxi, bus or private driver
 - Request your rides at least 2 days in advance
 - Urgent Same Day Transportation is limited to hospital discharges, pick up from emergency room or urgent care centers, dialysis, chemotherapy and urgent weekend dental appointments

Vision Services

- **Vision Service Plan (VSP)**

- For vision providers in your area, call 1-800-438-4560 (TTY 1-800-735-2922)
- Eye exams every 24 months
 - For members diagnosed with diabetes, eye exams are every 12 months
- Eyeglasses every 24 months



Other CalOptima Health Covered Benefits and Programs

CalAIM: California Advancing and Innovating Medi-Cal

- Designed to improve Medi-Cal members' access to care and health outcomes
- Provides a whole-person approach to care that helps members with their medical and non-medical needs
- Enhanced Care Management (ECM)
 - Outreach and engagement
 - Comprehensive assessment and care management
 - Enhanced coordination of care
 - Health promotion
 - Comprehensive transitional care
 - Member and family support services
 - Coordination and referral to community and social supports

CalAIM: California Advancing and Innovating Medi-Cal (cont.)

○ Community Supports

- Housing Transition Navigation Services
- Housing Tenancy And Sustaining Services
- Housing Deposits
- Recuperative Care (medical respite)
- Personal Care And Homemaker Services
- Medically Tailored Meals
- Day Habilitation
- Sobering Center
- Short-Term Post-Hospitalization Housing
- Environmental Accessibility Adaptions (home modifications)
- Respite Services
- Nursing Facility Transitions/Community Transition Services
- Asthma Remediation

Whole Child Model (WCM Program)

- The WCM program adds California Children's Services (CCS) program-covered services for Medi-Cal-eligible CCS children and youth into CalOptima Health
- CCS is a state program that treats persons under 21 who have certain health conditions, diseases or chronic health problems and meet CCS program rules
- If CalOptima Health or your doctor believes you or your child has a CCS condition, they will be referred to the CCS county program to be assessed for eligibility
- If you or your child is determined eligible for CCS, they will get their CCS care through CalOptima Health WCM program

Health Education Programs

- CalOptima Health has information in your language to help you stay healthy. We have health coaches and classes to help you with:
 - Smoking cessation (stop smoking)
 - Weight control
 - Care before and after delivering your baby
 - Parenting
 - Well-child care
 - Nutrition
 - Managing health conditions (cholesterol, diabetes, asthma, heart health, high blood pressure)

Multi-Purpose Senior Services Program (MSSP)

- You may qualify for MSSP services if you are 65 years or older with disabilities and meet the criteria for a nursing facility but wish to remain at home. Services provided by MSSP may include:
 - Adult day care/support center
 - Chore and personal care assistance
 - Protective supervision
 - Care management
 - Respite
 - Transportation
 - Meal services
 - Social services
 - Communication services

Case Management Services

- Case management services may be needed if you have complex medical needs
- Includes nurses, social workers and other staff who help you:
 - Learn about your health conditions and make changes to improve your health
 - Connect with community resources and helpful programs
 - Communicate with your health care team of doctors
 - Develop a plan to meet your health goals

Cultural & Linguistic Services

- Interpreter and translation services
- Call your health network or CalOptima Health Customer Service for written materials offered in:
 - English
 - Spanish
 - Vietnamese
 - Farsi
 - Korean
 - Arabic
 - Chinese
 - Large print, braille, audio CD, data CD
- No-cost language support services are offered by phone or in person
- Request in-person American Sign Language interpreter services 1 week before your scheduled appointment

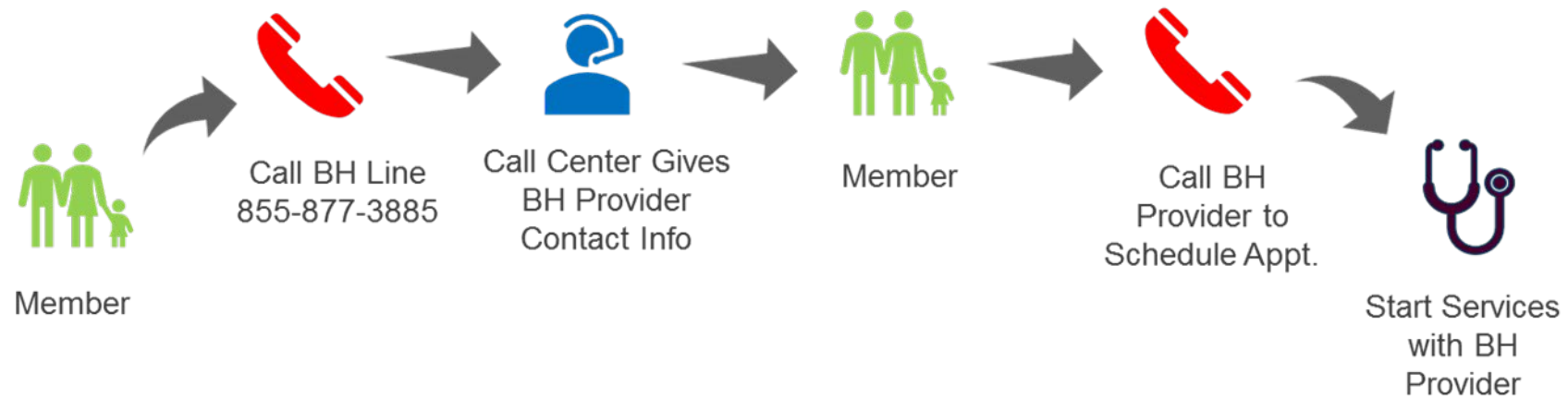
Behavioral Health (BH)

CalOptima Health Behavioral Health:

1-855-877-3885 (TTY 711)

For screening and referral to mental health services

Available 24 hours a day, 7 days a week



Other Medi-Cal Programs and Services

Outpatient Prescription Drugs

- Prescription drugs are covered by Medi-Cal Rx
- Prescription drugs given by a pharmacy are covered by Medi-Cal Rx, a Medi-Cal fee-for-service (FFS) program. Some drugs given by a provider in an office or clinic may be covered by CalOptima Health.
- Your provider can prescribe drugs that are on the Medi-Cal Rx Contract Drugs List
- To find out if a drug is on the Contract Drug List or to get a copy of the Contract Drug List, call Medi-Cal Rx at 800-977-2273 (TTY 800-977-2273 and press 5 or 711)

Specialty Mental Health Services

- Specialty mental health services (SMHS) are provided by county mental health plans instead of CalOptima Health for Medi-Cal members who meet criteria for SMHS. SMHS may include these outpatient, residential and inpatient services:
 - Medication support services
 - Day treatment intensive services
 - Day rehabilitation services
 - Crisis intervention services
 - Crisis stabilization services
 - Targeted case management
 - Crisis residential treatment services
 - Acute psychiatric inpatient hospital services
 - Psychiatric inpatient hospital professional services
 - Psychiatric health facility services
- To learn more about SMHS, call the Orange County Mental Health Plan at 1-800-723-8641 (TTY 711)

Dental Services

- Medi-Cal Dental Program is the same as FFS Medi-Cal for your dental services. Before you get dental services, you must show your BIC to the dental provider and make sure the provider takes FFS dental.
- Medi-Cal Dental covers some dental services, including:
 - Diagnostic and preventive dental hygiene (such as examinations, X-rays and teeth cleanings)
 - Emergency services for pain control
 - Tooth extractions
 - Fillings
 - Crowns (prefabricated/laboratory)
 - Scaling and root planing
 - Complete and partial dentures
 - Orthodontics for children who qualify
 - Topical fluoride
- If you have questions or want to learn more about dental services, call the Medi-Cal Dental Program at 1-800-322-6384 (TTY 1-800-735-2922 or 711)

Services Not Covered by CalOptima Health or Medi-Cal

Services Not Covered

- Some services not covered by CalOptima Health Medi-Cal include, but are not limited, to:
 - In vitro fertilization (IVF) including, but not limited to, infertility studies or procedures to diagnose or treat infertility
 - Fertility preservation
 - Experimental services
 - Cosmetic surgery
 - Paramedic services
 - This is emergency medical care given at the scene by a paramedic. Call your city hall for information on coverage of paramedic services.

Financial Responsibility

- Private insurance
 - CalOptima Health is the last payer for Medi-Cal-covered services
- What to do if you receive a bill for service:
 - Contact the biller to remind them of your Medi-Cal health insurance
 - If the biller cannot help, contact your health network or CalOptima Health Customer Service at **1-888-587-8088** (TTY **711**)

Reporting and Solving Problems

How to File a Complaint or Appeal

- A complaint is when you have a problem or are not satisfied with the services you are receiving from CalOptima Health or a provider
- An appeal is a request for CalOptima Health to review and change a decision we made about your service(s). You must ask for an appeal within 60 days from the date on the Notice of Action you get from us.
- To file a complaint or appeal:
 - Call CalOptima Health at **1-888-587-8088** (TTY **711**)
 - Send a letter or visit us in person:
 - CalOptima Health
 - Grievance and Appeals Resolution Services
 - 505 City Parkway West
 - Orange, CA 92868
 - Online: <https://www.caloptima.org/en/ForMembers/Medi-Cal/YourRights.aspx>

How to File a State Hearing

- You can request a State Hearing if you have already asked for an appeal with CalOptima Health and you are still not satisfied with the decision or if you did not get a decision on your appeal after 30 days
- You must ask for a State Hearing within 120 days from the date on our Notice of Appeal Resolution letter
 - Call the CDSS Public Response Unit
 - 1-800-952-5253 (TTY 1-800-952-8349 or 711)
 - Fill out the form provided with your appeals resolution notice and send it to:
California Department of Social Services
State Hearings Division
P.O Box 944243, MS 09-17-37
Sacramento, CA 94244-2430

Your Rights and Responsibilities

Your Rights and Responsibilities

- What to do if you are not satisfied with the services you receive
 - You have the right to:
 - Be treated with respect and dignity
 - Privacy and confidentiality
 - Have timely access to network providers
 - Get care coordination
 - Get no-cost interpreting services for your language
 - File an appeal
 - Voice a complaint

Your Rights and Responsibilities (cont.)

- CalOptima Health members have these responsibilities:
 - Knowing, understanding and following your Member Handbook
 - Report any personal information changes right away such as a new address to:
 - County of Orange Social Services Agency
 - Social Security Administration
 - CalOptima Health
 - Your health network
- **Fraud hotline and your personal information**
 - Report suspected fraud by a provider or a member
 - Call the Department of Health Care Services Medi-Cal Fraud Hotline toll-free at 1-800-822-6222 — it's anonymous and confidential
 - **Reporting fraud will not affect your benefits or health care services!**

Your Rights and Responsibilities (cont.)

- CalOptima Health protects your health information:
 - We limit the number of people who see your information
 - We train our staff to protect your information
 - If you want us to share your health information with a relative or friend, CalOptima Health needs a signed authorization from you
 - Use the CalOptima Health authorization form or another acceptable form
- Member Advisory Committee
 - Provides input on member issues to the CalOptima Health Board of Directors
- Whole-Child Model Family Advisory Committee
 - Provides input on member issues related to CCS to the CalOptima Health Board of Directors

Member Portal

- The member portal is a secure online website that gives you 24-hour access to your health information
 - You can access the member portal on a computer, tablet or smartphone
- The self-service options make it easier and faster to:
 - View and update personal information
 - Ask CalOptima Health Customer Service a question
 - Print CalOptima Health ID cards or request to be sent by mail.
 - Change your health network and doctor (only applicable to CalOptima Health Community Network members)
 - View prior authorization(s) (only applicable CalOptima Health Community Network and CalOptima Health Direct members)

Frequently Asked Questions

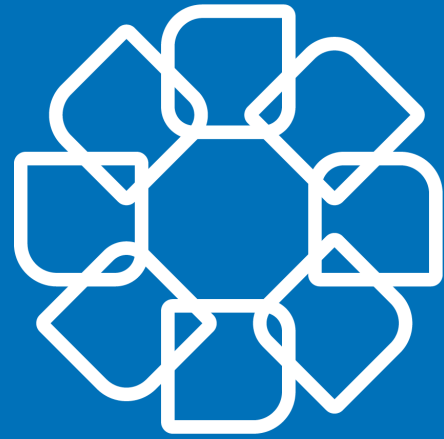
| Question | Contact |
|--|--|
| What should I do if I need a CalOptima ID card or Health Network Selection form? | CalOptima Health Customer Service |
| How do I change my health network? | CalOptima Health Customer Service |
| How can I find the provider or health network I've selected? | CalOptima Health Customer Service |
| How can I change my provider within my health network? | Your specific health network |
| How can I request specialty care, supplies or medicine? | Doctor must submit a prior authorization request to your specific health network |
| What should I do if my Medi-Cal eligibility was terminated? | County of Orange Social Services Agency |
| How can I transfer my Medi-Cal eligibility to another county or state? | County of Orange Social Services Agency |

Contact Information

| Contact | Phone Number |
|--|--|
| CalOptima Health Customer Service | 1-714-246-8500 or toll-free at 1-888-587-8088 (TTY 711) |
| To file a complaint: Contact CalOptima Health Customer Service – or – Submit an online complaint form | 1-714-246-8500 or toll-free at 1-888-587-8088 (TTY 711) www.caloptima.org |
| Department of Health Care Services Medi-Cal Fraud Hotline | 1-800-822-6222 |
| VSP Vision Services | 1-800-877-7195 (TTY 1-800-735-2922) |
| Medi-Cal Dental | 1-800-322-6384 (TTY 1-800-735-2922 or 711) |
| Orange County Mental Health Plan | 1-800-723-8641 (TTY 711) |
| CalOptima Health Behavioral Health | 1-855-877-3885 (TTY 711) |
| Medi-Cal RX | 1-800-977-2273 (TTY 800-977-2273 and press 5 or 711) |

Questions





CalOptima Health

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