



OneCare
CalOptima Health

CalOptima Health OneCare Complete New Member Orientation 2025

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.

What Is CalOptima Health OneCare Complete?

- CalOptima Health OneCare Complete (HMO D-SNP), a Medicare Medi-Cal Plan, is a plan that covers all your Medicare services and coordinates all your Medi-Cal services
- OneCare Complete provides coverage for your Medicare, Medi-Cal and pharmacy benefits
- OneCare Complete also provides supplemental benefits that are not covered by Medicare

Who is Eligible for CalOptima Health OneCare Complete?

- **Medicare and Medi-Cal recipients who:**
 - Are eligible for Medicare Parts A, B and D
 - Are age 21 or older
 - Have full Medi-Cal (no Share of Cost)
 - Live in Orange County
 - Are United States citizen or are lawfully present in the United States

CalOptima Health OneCare Complete Services

- **Customer Service:**
 - Helps you access and understand your benefits
 - Helps you get your medicine
 - Tells you about community resources
- **Your primary care provider (PCP) and health network:**
 - Provide or arrange routine and specialty care
 - Provide one-on-one case management
 - Request and authorize specialty care or services



CalOptima Health OneCare Complete Identification (ID) Card



CalOptima Health OneCare Complete (HMO D-SNP), a Medicare Medi-Cal Plan
CalOptima Health, A Public Agency

Member Name: <Cardholder Name> **RxBIN:** 015574
Member ID: <Cardholder ID#> **RxPCN:** ASPROD1
Personal Care Coordinator Phone: <CC Phone> **RxGroup:** CAT04

Health Network: <HN Name>
Health Network Phone: <HN Phone>

PCP Group/Name: <PCP Name>
PCP Phone: <PCP Phone>

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If you have a life-threatening emergency, call 911 or go to the nearest emergency room. Contact your health network to find out how to access your health network's urgent care services.

Customer Service: 1-877-412-2734 **TTY:** 711
Behavioral Health: 1-855-877-3885 **TTY:** 711
24-Hour Nurse Advice: 1-844-447-8441 **TTY:** 1-844-514-3774
Transportation: 1-866-612-1256 **TTY:** 711
Vision Services: 1-855-492-9028 **TTY:** 1-800-428-4833

Website: www.caloptima.org/OneCare

Send Claims to:

Medical: OneCare PO Box 11065 Orange, CA 92856	Pharmacy: MedImpact Healthcare System PO Box 509108 San Diego, CA 92150-9108
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Lost Your Card?

Call OneCare Customer Service
Toll-free: **1-877-412-2734** (TTY **711**)
24 hours a day, 7 days a week

If You Lose Your Medi-Cal Eligibility

- CalOptima Health OneCare Complete will continue to cover all your Medicare-covered benefits for up to 6 months while you re-apply for Medi-Cal
- If this happens, OneCare Complete will send you a letter saying your enrollment will end in 6 months unless you regain Medi-Cal eligibility
- During the 6–month period:
 - You will **not** have Medi-Cal benefits
 - You may choose to disenroll from OneCare Complete
- After 5 months without full Medi-Cal eligibility, you will get a final disenrollment letter that explains your options

Your PCP

- Provides care for illness, routine exams and preventive care at \$0 copay
- Requests authorization for durable medical equipment (DME), such as wheelchairs and walkers
- Requests authorization for supplies such as diapers, catheters and skin care cream



Your PCP (cont.)

- Schedule your first visit with your PCP **within 90 days** of enrollment
- Your PCP refers and submits authorizations for:
 - Specialty care
 - Special services
 - Medicines
- Call OneCare Customer Service to change your PCP or health network
- You can change your PCP or health network monthly



Online Access at <www.caloptima.org>



- CalOptima Health's website makes it easy for you to find what you need on any device
- It also has a secure member portal where you can:
 - Update your personal information
 - Request a new ID card
 - Print a copy of your ID card
 - Change your health network or PCP

Prior Authorization

- Prior authorization is required for certain services from your health network or CalOptima Health OneCare Complete
- You will get a response for routine referrals within 14 calendar days
- You will get a response for urgent referrals within 72 hours

Medicines

- To find a contracted pharmacy, use your Provider and Pharmacy Directory, check the member portal or call Customer Service
- Show your CalOptima Health OneCare Complete ID card at the pharmacy
- Copays for generic or brand-name prescriptions and refills:
 - \$0 copay
 - Once you or others on your behalf pay the out-of-pocket limit of \$2,000, you have reached the catastrophic coverage stage. In this stage, you pay \$0 for all your Medicare drugs until the end of the year.

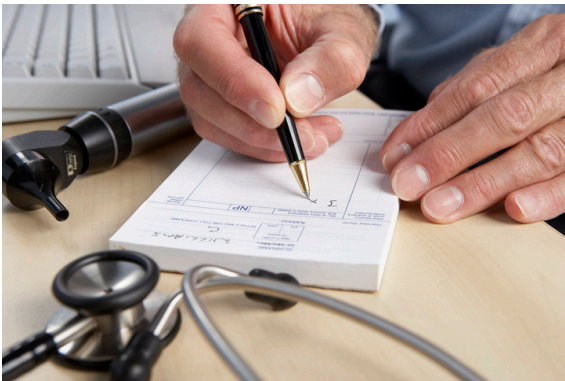


Medicines (cont.)

- Prior authorization, step therapy, quantity limits
- In some cases, you can get a temporary supply during the first 90 days of your membership in CalOptima Health OneCare Complete
- Excluded drugs:
 - Non-prescription or some over-the-counter (OTC) drugs
 - Drugs used to promote fertility
 - Drugs used for cosmetic purposes or to promote hair growth
 - Drugs used for the treatment of sexual or erectile dysfunction

Medical Supplies

- A prescription is required from your doctor
- Must be filled at a CalOptima Health OneCare Complete-contracted pharmacy or medical supplier
- Call OneCare Customer Service to coordinate with your doctor and the pharmacist or medical supplier to get your supplies
- Examples of medical supplies:
 - Diapers, bed pads, skin creams, shower chairs



Behavioral Health Services

- Call Behavioral Health at **1-855-877-3885**
(TTY **711**)
 - \$0 copay for Medicare-covered inpatient mental health care services
 - \$0 copay for Medicare-covered outpatient mental health care



Emergency and Urgent Care Services

- If you have a life-threatening emergency, disabling illness or injury:
 - Call 911 or go to the nearest emergency room
 - Show your CalOptima Health OneCare Complete ID card
- You may use urgent care for non-life-threatening emergencies if your doctor is not available
 - Use an urgent care center in your health network
- Call the Nurse Advice Line 24 hours a day, 7 days a week
 - Toll-free at **1-844-447-8441** (TTY **1-844-514-3774**)
 - No-cost interpreter services
 - If you need health advice, call your doctor or health network first

Emergency and Urgent Care Services (cont.)

- If you are outside of Orange County and need medicine, use a chain pharmacy to fill prescriptions
- If you need emergency, urgent care or emergency transportation outside of the U.S., CalOptima Health OneCare Complete will reimburse you up to \$100,000 per year

Non-Emergency Medical Transportation

- Ambulance and wheelchair van services available for medical visits
- Available when travel by public or private transportation is not possible due to physical condition
- For this type of transportation, please call OneCare Customer Service at least 2 days before your visit



Non-Medical Transportation

- Unlimited transportation to plan-approved locations for the following:
 - Medically necessary covered services
 - Picking up drug prescriptions
 - Picking up medical supplies and other medically necessary covered equipment
 - Trips to and from the gym as part of supplemental gym membership benefit (10-mile radius)
- Toll-free number: **1-866-612-1256 (TTY 711)**
 - Call to schedule 8 a.m. to 8 p.m., Monday through Friday
 - Schedule your transportation at least 2 business days before your trip

Health and Fitness

- The Exercise and Healthy Aging Program benefit is offered at \$0 cost
- Choose any contracted fitness center and the Home Fitness program
 - National network of 14,000+ fitness centers, including 24 Hour Fitness, L.A. Fitness, Curves and Gold's Gym
 - The Home Fitness program offers 11 unique options, including a Fitbit Connected kit
 - You can receive up to 1 home kit per benefit year
- Ways to enroll:
 - Go to www.silverandfit.com
 - Call Silver&Fit toll-free at **1-877-427-4788** (TTY **711**) Monday through Friday, 5 a.m. to 6 p.m.
- Talk to your doctor before you start or change your exercise routine

In-Home Support Services — Companion Care

- Members are eligible for up to 90 hours of services per year
- Transportation: doctor appointments, grocery shopping and medicine (Rx) delivery
- Household chores: light cleaning, organizing and laundry
- Social interaction: conversation, board games and reading

Over-the-Counter (OTC) Allowance and Groceries

- \$0 cost to you
- \$135 benefit allowance per quarter (every 3 months) to buy grocery items at plan-approved retail stores
- You can use this benefit to order non-prescription items such as cold and cough medicines, bandages, and other products listed in the OTC mail-order catalog

OTC Allowance and Groceries (cont.)

- Items will be shipped directly to your home
- The benefit becomes valid on the first day of each quarter (January, April, July and October)
- Any remaining balance does not carry over
- To place your order, call **1-855-263-6673**
(TTY **711**)

Supplemental Vision Benefit

- Vision services offered through Vision Service Plan (VSP)
- Use your Provider Directory or check online to find participating VSP optometrists
- Or call VSP toll-free at **1-800-877-7195** (TTY **711**), 24 hours a day, 7 days a week
- Identify yourself as a CalOptima Health OneCare Complete member
- 1 routine eye exam every year
- Up to \$300 for contact lenses or eyeglasses (frames and lenses) every year

Dental Services

- CalOptima Health OneCare Complete pays for certain dental services including, but not limited, to cleaning, fillings and dentures. What we do not cover may be available through Medi-Cal Dental.
- To get dental services, contact Liberty Dental at 1-888-704-9838
- For a full list of services covered by Medi-Cal Dental, call 1-800-322-6384 (TTY 1-800-735-2922).



Stay Connected With CalOptima Health **225678 (CALOPT)**

- CalOptima Health now sends official text messages using a short code: **225678 (CALOPT)**
- This number provides updates about your health care and benefits
- Why it matters:
 - Helps you identify messages from CalOptima Health
 - Makes sure you get information about your health care, such as screening reminders and updates about your coverage
- What you should do:
 - Save **225678 (CALOPT)** in your phone contacts
 - Look out for texts to stay informed about your health care
 - For question, call our Customer Service team at **1-877-412-2734 (TTY 711)**

Translation and Interpreter Services

- Interpreter services are available at no cost to you
- Translated plan documents are available at no cost to you
- Phone and face-to-face interpreter services are available in all languages, including American Sign Language
 - To schedule face-to-face interpreter services, call your health network at least 1 week before your scheduled visit

If You Receive a Bill...

- CalOptima Health OneCare Complete members are NOT responsible for outstanding balances for covered services
- If you get a bill, call OneCare Customer Service for help:
 - Toll-free: **1-877-412-2734** (TTY **711**)
24 hours a day, 7 days a week

Filing a Complaint

Contact Us

Call:	1-877-412-2734 (TTY 711) 24 hours a day, 7 days a week
Write to:	CalOptima Health Grievance and Appeals 505 City Parkway West Orange, CA 92868
Website:	www.caloptima.org/onecare

Changing Your Contact Information

Immediately notify:

- 1. OC Social Services Agency:**
1-800-281-9799 (TTY 711)
8 a.m. to 5 p.m., Monday through Friday
- 2. Social Security Administration:**
1-800-772-1213 (TTY 1-800-325-0778)
8 a.m. to 7 p.m., Monday through Friday
- 3. OneCare Customer Service:**
1-877-412-2734 (TTY 711)
24 hours a day, 7 days a week



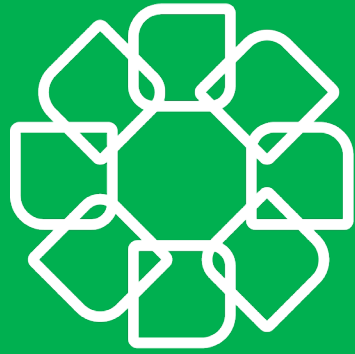
CalOptima Health Fraud Hotline

- It's anonymous — you don't have to give your name to report fraudulent activity
- Call toll-free at **1-855-507-1805** (TTY **711**)
24 hours a day, 7 days a week

Questions?

Disclaimer

- CalOptima Health OneCare (HMO D-SNP), a Medicare Medi-Cal Plan, is a Medicare Advantage organization with Medicare and Medi-Cal contracts. Enrollment in CalOptima Health OneCare depends on contract renewal. CalOptima Health OneCare complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Call OneCare Customer Service toll-free at **1-877-412-2734 (TTY 711)**, 24 hours a day, 7 days a week. Visit us at www.caloptima.org/OneCare.
- This is a summary of health services covered by CalOptima Health OneCare Flex Plus. Please read the Member Handbook for the full list of benefits.



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