

Phase 1B Draft Reminder Notice



TOBY DOUGLAS
DIRECTOR

2/1/13

HOH_NAME
ADDR_LINE_1
ADDR_LINE_2
CITY, STATE ZIP

State of California—Health and Human Services Agency
Department of Health Care Services



EDMUND G. BROWN JR.
GOVERNOR

Important Information About the Healthy Families Program move to Medi-Cal

On 3/1/13, these children will move from Healthy Families to Medi-Cal.

<Insert Childs Name>
<Insert Childs Name>

Read this to learn what to expect before, during and after the move to Medi-Cal.

BEFORE

– Your child is still in the Healthy Families Program

Can you keep taking your child to appointments and refill medications?
Yes.

What if your child is being treated for a special condition, or has surgery scheduled?
If anything on this list describes the care your child is receiving, talk to your doctor or your health plan.

- Your child is being treated for mental health problems
- Your child is being treated for alcohol or drug problems
- Your child is being treated for behavioral health problems, such as autism
- Your child is scheduled for surgery
- Your child is under the care of the California Children Services program

Will your child be covered if there is an emergency?

Yes. Your child will be covered for emergencies during the move.

- Talk to your child's doctor about treatment plans and medication, and about how treatment will continue in Medi-Cal.
- And call your health plan for help with ongoing treatment. The number is on your health plan card.

When will my child be moved from Healthy Families to Medi-Cal?

Your child will be in Healthy Families until 2/28/13. Your child will be moved to Medi-Cal 3/1/13.

You can also call the Healthy Families Program at 1-866-848-9166, Monday through Friday, 8 a.m. to 8 p.m. or Saturday, 8 a.m. to 5 p.m. for questions and information.

The call is free.

Important!

While your child is still in Healthy Families:

- **Keep paying your premiums every month until you get your first Medi-Cal bill.**
- **Be sure to respond to letters about your child's annual eligibility review, as you do every year.**
- **Tell the Healthy Families Program if your address or phone number changes.**

DURING

– Your child is moving to Medi-Cal

During this time your child will receive two packets and two cards in the mail.

1. Before the end of the month, the Medi-Cal program will send:

- A “Welcome to Medi-Cal” packet. The packet will have information about the Medi-Cal program, including how to find dental, mental health, alcohol and drug treatment, and behavioral health services.
- A Medi-Cal Benefits Identification Card (BIC). The BIC is a card that shows your child is covered by Medi-Cal. Bring it with you anytime you take your child for a medical appointment.
 - Children who received a BIC in 2011 or 2012 will **not** get a new one. Keep using the child’s current BIC.
 - If your child already has a BIC and gets a new one in the mail, please **use the new one and destroy the old one**. The old one is no longer valid.
 - If your child needs a new BIC but has not received one, or the BIC was lost, stolen, damaged or is not correct, call your county services office to ask for a new one. You can find the number in the “welcome to Medi-Cal” packet, or you can find it on this website: www.benefitscal.com
 - If your child needs medical care and you do not have a BIC, call your health plan for help.

2. Next, your child’s health plan will send:

- A health plan “Welcome Packet”.
- A health plan card. The health plan card may come with the plan’s “Welcome Packet” or arrive separately in the mail. If your child is a member of Kaiser your child will not need a new card.

Take both cards with you to your child’s appointments.

AFTER

– Your child is now in Medi-Cal

Where will your child get services now?

Your child will be in the same health plan, and may even keep the same doctor. If the doctor you have now doesn't work with Medi-Cal, call your health plan for help finding a new doctor. The number is on the back of your child's health plan card.

Can your child still get medical, vision, dental, mental health, alcohol and drug treatment, and other behavioral health services under Medi-Cal?

Yes.

Where will your child get vision services?

Your child's vision services will be provided by the Medi-Cal health plan. If you would like to take your child to a doctor for vision care, please call your health plan and ask how to get vision care services through the plan.

Call your child's health plan with questions, or if you have any appointments scheduled on 3/1/13 or after that date.

What about dental care?

Your child's dental coverage will change to Denti-Cal, the dental program for Medi-Cal, but your child may be able to keep the same dentist. If the dentist doesn't work with Denti-Cal, please call the **Denti-Cal Beneficiary Customer Service line at 1-800-322-6384**, Monday to Friday, 8 a.m. to 5 p.m. A representative will help you find a dentist near you.

Comment [RD1]: All counties except L.A. and Sacramento.

Your child's dental care will be covered by either a Medi-Cal dental plan or Denti-Cal, the dental program for Medi-Cal. If your child's current dental plan also takes Medi-Cal, your child can stay with their plan. If your child's current plan doesn't take Medi-Cal, then you can choose between a new Medi-Cal dental plan or Denti-Cal. **If you got a packet in the mail asking you to choose a new dental plan or Denti-Cal, please make a choice for your child's dental care by 2/13/13.**

If you choose Denti-Cal, your child may be able to keep the same dentist. If the dentist doesn't work with Denti-Cal, please call the **Denti-Cal Beneficiary Customer Service line at 1-800-322-6384**, Monday to Friday, 8 a.m. to 5 p.m. A representative will help you find a dentist near you.

Comment [RD2]: L.A. County

Your child's dental care will be covered by a Medi-Cal dental plan. If your child's current dental plan also takes Medi-Cal, your child can stay with their plan. If your child's current plan doesn't take Medi-Cal, then you can choose a new Medi-Cal dental plan. **If you got a packet in the mail asking you to choose a new dental plan or Denti-Cal, please make a choice for your child's dental care by 2/13/13.**

Comment [RD3]: Sacramento County

What about mental health services or alcohol and drug treatment services?

If you have appointments or questions about continuing mental health, alcohol and drug treatment, or other behavioral health services, such as treatment for autism, please talk to your child's health plan or current provider. They will help coordinate these services.

Where can you get more information about the health plan?

Soon after the move to Medi-Cal, you will receive a health plan "Welcome Packet" and a new health plan card from your child's health plan. This packet will have health plan information on your child's Medi-Cal benefits, including:

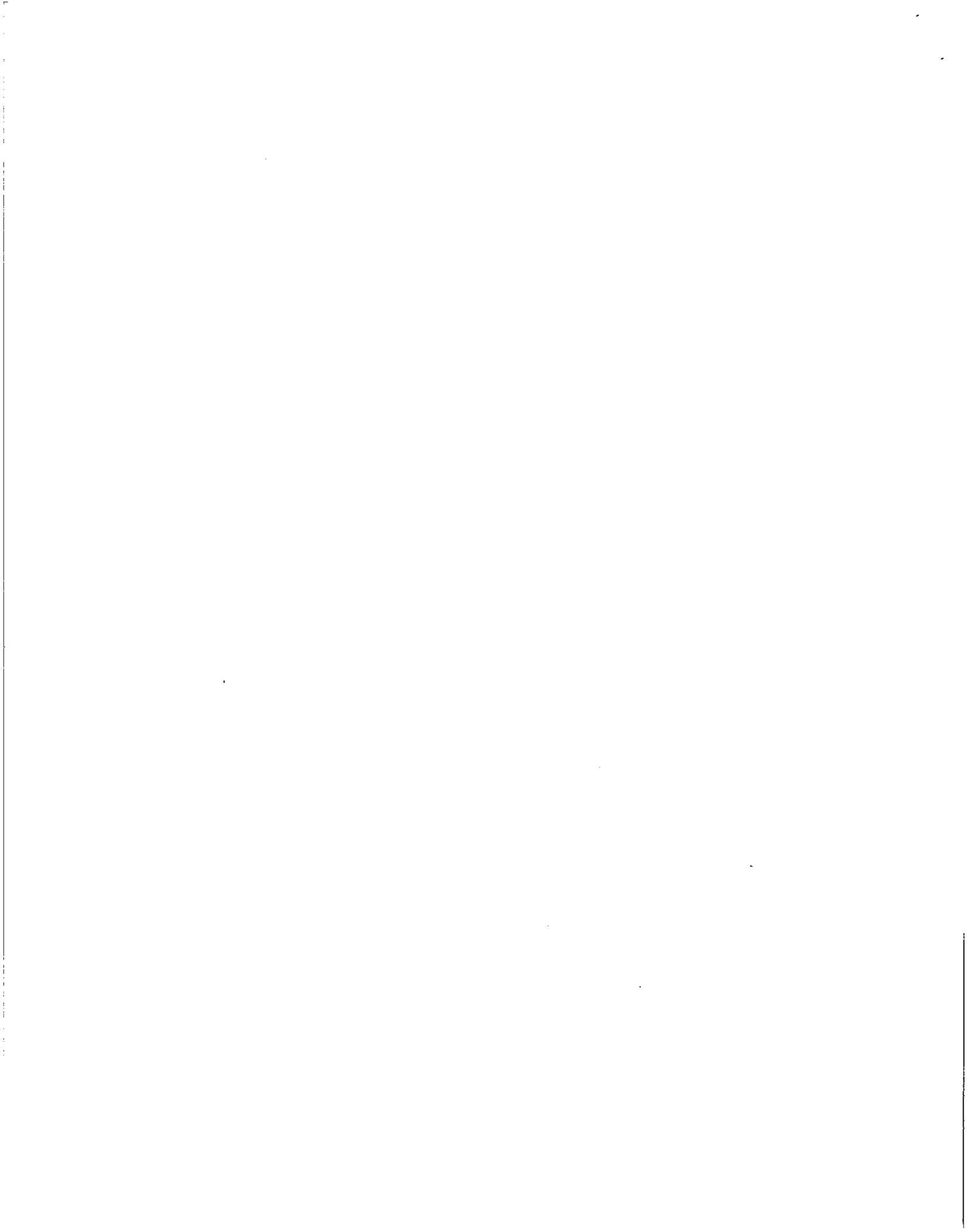
- A new health plan Member Handbook explaining your benefits
- Information on health plan doctors, including those who provide vision care.

Are there copayments in Medi-Cal?

No. There are no copayments.

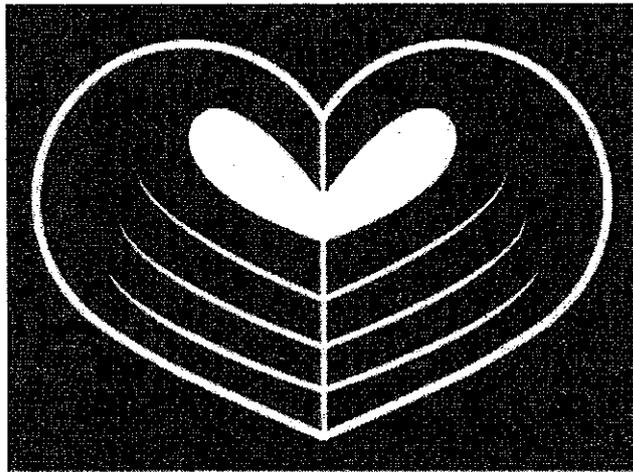
Can you change your child's Medi-Cal health plan?

Yes. You may change your child's health plan at any time.



(Panel 1)

DHCS



California Department of
HealthCareServices

**FREQUENTLY ASKED QUESTIONS
ABOUT THE HEALTHY FAMILIES
MOVE TO MEDI-CAL**

Read this to find out about Medi-Cal
services and learn about important
phone numbers you may need

(Panel 2)

What services does Medi-Cal cover?

The Medi-Cal program covers all of the same benefits that that the Healthy Families Program now covers. Benefits include: medical visits, dental, vision, mental health, alcohol and drug treatment, and other behavioral health services.

Where will your child get Medi-Cal services?

Your child will get most Medi-Cal services from the Medi-Cal health plan. Your health plan will also cover:

Vision

- All vision checkups and services.

Well child checkups for children

- Children under age 21 can get well child checkups.

Well child checkups are visits to the doctor to make sure your child is growing up healthy, and to help identify any special medical needs your child may have. It's important to identify medical problems early, before they become bigger problems.

Medi-Cal will also cover the diagnosis and treatment services your child needs.

In addition to the regular Medi-Cal benefits, a child may receive other special services that the doctor says are medically necessary. For example, if it is medically necessary a child may get these services:

- Private duty nursing services from a registered nurse (RN) or a licensed vocational nurse (LVN)
- Case management
- Pediatric day health care
- Nutritional and mental health evaluations and services.

(Panel 3)

What services are not provided by the Medi-Cal health plan?

The following services are not provided by the health plan, but are still covered by regular Medi-Cal:

Dental

Dental services will be provided by Denti-Cal, the Medi-Cal dental program. Your child may see any dentist that accepts Denti-Cal.

Comment [RD1]: All counties except L.A. and Sacramento

Dental services will be provided by a Medi-Cal dental plan or Denti-Cal, the Medi-Cal dental program. If you choose Denti-Cal, your child may see any dentist that accepts Denti-Cal. Please be sure to make your choice by 2/13/13.

Comment [RD2]: L.A. County

Dental services will be provided by a Medi-Cal dental plan. If you cannot stay with your current dental plan you can choose a new Medi-Cal dental plan. Please be sure to make your choice by 2/13/13.

Comment [RD3]: Sacramento County

What if you want to keep the dentist your child has now?

Ask your dentist if he or she takes Denti-Cal. If the answer is "No", you will have to find a new dentist.

Comment [RD4]: All counties except L.A. and Sacramento

If your child's current plan takes Medi-Cal, you can stay in the same plan and keep the same dentist. If your child's plan doesn't take Medi-Cal, ask your dentist if they work with any Medi-Cal dental plans or take Denti-Cal. If the answer to both is "No", you will have to find a new dentist.

Comment [RD5]: L.A. County

If your child's current plan takes Medi-Cal, you can stay in the same plan and keep the same dentist. If your child's plan doesn't take Medi-Cal, ask your dentist if they work with any other Medi-Cal dental plans. If the answer is "No", you will have to find a new dentist.

Comment [RD6]: Sacramento County

How can you find a new dentist?

Please call the Denti-Cal Beneficiary Customer Service line at 1-800-322-6384, Monday through Friday, 8 a.m. to 5 p.m.

A representative will help you find a new dentist near you, and you can make an appointment right away.

Comment [RD7]: All counties except L.A. and Sacramento

In a new Medi-Cal dental plan, you can call the plan to find a new dentist. If you chose Denti-Cal, please call the Denti-Cal Beneficiary Customer Service line at 1-800-322-6384, Monday through Friday, 8 a.m. to 5 p.m.

A representative will help you find a new dentist near you, and you can make an appointment right away.

Comment [RD8]: L.A. County

If you chose a new Medi-Cal dental plan, you can call the plan to find a new dentist.

Comment [RD9]: Sacramento County

Mental Health Services

In Medi-Cal, mental health services will be provided by the county or local mental health department.

If your child needs mental health services the Medi-Cal health plan will help you find services.

You can also call the DHCS Mental Health Ombudsman line at 1-800-896-4042, Monday through Friday, 8 a.m. to 5 p.m.

(Panel 4)

Alcohol and Drug Treatment Services

If your child needs alcohol or drug treatment services, the Medi-Cal health plan will help you find them.

Covered services include:

- Outpatient group and individual counseling
- Intensive services
- Narcotic treatment services for persons age 18 or older
- Detox services in a hospital

California Children’s Services (CCS) Program

The CCS program provides diagnostic and treatment services, medical case management, and physical and occupational therapy services to children under age 21 who qualify.

Here are some examples of chronic conditions which would make a child qualify for CCS services:

- cystic fibrosis
- hemophilia
- cerebral palsy
- heart disease
- cancer
- traumatic injuries

CCS also provides medical therapy services that are provided at public schools.

- **If your child is receiving CCS services now, nothing will change. Your child will get the same CCS services.**

If you have questions about CCS, please call your local CCS program or use the link below to find a list of local CCS programs.

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

- **(Panel 5) If you have questions about keeping or getting any of these services for your child, please call the doctor or health plan you have now.**

Where can you call to report changes in your child’s information?

Your local county office will help you keep your child's information correct and up to date. Call them to report address and phone number changes, or to ask questions about annual eligibility reviews and general Medi-Cal assistance.

To call your local county office, look for the phone number in your child's "Welcome to Medi-Cal" packet. You can also use this web address to find your local county office: www.benefitscal.com

Will you have to pay a premium?

Some families may not have to pay a premium. Premiums are based upon your family's income. Monthly Medi-Cal premiums are \$13 per month for each child, but no more than \$39 per month for all children in one family.

When will you find out if you have a premium?

You will get a billing statement in December with your new premium amount. Your first billing statement will be sent as a paper billing statement.

- If you currently pay your Healthy Families Program premiums using electronic fund transfer (EFT), in December you will begin receiving a billing statement from Medi-Cal with a new authorization form attached for you to complete if you would like to continue using this method of payment.

(Panel 6)

- If you use online banking to pay your premiums please remember to update your account information with your first Medi-Cal billing statement.

- If you have questions about your family's premium you may call Medi-Cal Premium Payments at 1-800-880-5305.

How can you pay your premium?

You may pay by check, money order, or cash to any Western Union Convenience Pay location. You may use your credit card over the phone or on the web. You may still use electronic fund transfers for the 25 percent monthly discount, and pay three months in advance to get the fourth month for free.

Can you change your child’s health plan in Medi-Cal?

Yes. You may choose a different Medi-Cal health plan if there is more than one plan in your county. For more information, call Health Care Options (HCO) at:

English 1-800-430-4263	Korean □□□ 1-800-576-6883
Arabic 1-800-576-6881	Mandarin 國語 1-800-576-6885
Armenian ԺՅՍՊՅՅՅ 1-800-840-5032	Russian Русский 1-800-430-7007
Cambodian 1-800-430-5005	Spanish Español 1-800-430-3003
Cantonese □語 1-800-430-6006	Tagalog Tagalog 1-800-576-6890
Farsi 1-800-840-5034	Vietnamese Tiếng Việt 1-800-430-8008
Hmong Hmoob 1-800-430-2022	Other Languages 1-800-430-4263

TDD/TTY 1-800-430-7077

(Panel 7)

- Health Care Options has places in your county where someone can assist you in person and in your language. Call Health Care Options to find a place near you.
- Visit the Health Care Options website for information about the health plans at www.healthcareoptions.dhcs.ca.gov.

What if you have more questions?

You may call the State's Ombudsman at 1-888-452-8609, Monday through Friday, from 8:00 a.m. to 5:00 p.m. the call is free.

Call for any of these reasons:

- To ask for help with your child's Medi-Cal health plan or 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 disagree with your child's treatment or services.
- To ask other questions about your plan or doctor or Medi-Cal.

Here are some other important numbers:

Healthy Families Program member	1-866-848-9166
Dental main phone	1-800-322-6384
DHCS Mental Health Ombudsman	1-800-896-4042
Medi-Cal premium payments	1-800-880-5305

(Panel 8 - intentionally left blank)

