

**TRANSITION OF HEALTHY FAMILIES PROGRAM (HFP) SUBSCRIBERS TO MEDI-CAL**  
*MRMIB RECOMMENDATIONS*

**What We Need to Tell Families Grid**

**Note:**

- (1) Notices will be developed with variable text, except for the General Notice.
- (2) All notices will be reviewed by the Centers for Medicare and Medicaid Services.
- (3) All notices will be edited by the Center for Health Literacy to ensure they are written at an appropriate reading level.
- (4) All notices will be translated into the twelve Medi-Cal threshold languages.

	HFP NOTICES				Medi-Cal Notice
	General Notice	90 Days Advance	60 Days Advance	30 Days Advance	1 <sup>st</sup> Month of Coverage
		These notices will contain member specific and detailed program specific information related to each phase.			
<b>High level overview of change</b>					
Law Change to HFP	X				
Children will be moved to Medi-Cal in 2013	X				
This will take us throughout most of the year to accomplish	X				
Medi-Cal coverage includes all the benefits of HFP coverage	X				
Delivery system is different	X	X	X	X	
What to Expect/Next Steps (if applicable)	X				
What to do, who to contact if there is a change in circumstances/family's information (i.e., premium re-evaluation)		X	X	X	X
What to do, who to contact if there is a change in address	X	X	X	X	
Children will transition in phases.	X				
<b>Application Process</b>					
All application processes still available: Health-e-App, Phone in Application, Paper Application.	X	X	X		

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<b>Annual Renewal</b>					
Families need to follow through with HFP Annual Eligibility Review Notices. Depending on renewal date, HFP will conduct some of the redeterminations and for others, the County will.	X	X	X	X	X
Confirmation that their annual enrollment date will remain the same.	X	X	X	X	
Availability of Health-e-App to renew.	X	X	X	X	
<b>Premiums</b>					
Families must continue to pay their premium while in HFP.	X	X	X	X	
Most families will pay less or no premiums after they have transition to Medi-Cal.	X			X	X
Information about premiums in Medi-Cal.	X			X	X
Electronic fund transfer and cash pay stations.			X	X	X
4 <sup>th</sup> month free.			X	X	X
<b>Medi-Cal Notices</b>					
Welcome Packet from Medi-Cal and Plan Id Cards				X	X
Notification that Benefits Identification Card (BIC) is coming and what to do with it.			X	X	
Benefits Identification Card (BIC) /what it is and when to use it. Including a special stuffer with transition group information.				X	X
<b>Medical Plans</b>					
Effective date of coverage change from HFP to Medi-Cal		X	X	X	
Confirmation that they are in the same/connected plan (Phases 1 & 2) or that they are in, or will be in, the plan of their choice (Phases 3 and maybe 4).		X	X	X	
Briefly state what Medi-Cal offers - medical.	X	X	X	X	X
Families will need to know about the process in Medi-Cal for health plan		X	X	X	X

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choice, physician availability and continuity of care.					
Encourage checking with child's provider about specific transition issues, treatments, medications needed, scheduled surgeries, etc.		X	X	X	
Explain EPSDT benefit.		X	X		
Describe what to do if child is currently receiving Autism services.		X	X		
<b>Mental Health and Drug and Alcohol Program</b>					
All Mental health services will be provided by the County Mental Health Departments.		X	X	X	
Briefly state what Medi-Cal offers - Mental Health and Drug and Alcohol Program.		X	X	X	
Encourage checking with child's provider about specific transition issues, treatments, medications needed, etc.		X	X	X	
Who to call for more information.		X	X	X	
<b>Sacramento County – Dental Managed Care Mandatory</b>					
Inform families of same dental plan vs. new dental plan – There are dental plans with HFP that link to Medi-Cal Dental that some beneficiaries will transition straight to with the option of the others. There will also be some beneficiaries who will be linked to a new dental plan based first on their primary care provider. Those individuals will need to know where they are now enrolled.			X	X	
Inform Families of the Beneficiary Dental Exception Process – Enrollees who are having issues accessing services may call the Dental Managed Care Toll Free line to be assisted.			X	X	
Inform Families on how to change dental plans – Beneficiaries in Sacramento can change dental plans.			X	X	

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<b>Los Angeles County – Dental Managed Care Voluntary</b>					
Inform Families of same dental plan vs. FFS – If the dental plan in HFP is not a Medi-Cal Dental plan the member will be transitioned into Fee For Service (FFS). All FFS notices apply. If they are in a dental plan with HFP that links to a Medi-Cal Dental plan those individuals will be transitioned to the like plan with Medi-Cal Dental. Those individuals need to know they have an option of dental plans or FFS.			X	X	
Inform Families on how to change dental plans – HCO call center to transition into a different dental plan or FFS.			X	X	
Inform on how to access services – same provider.			X	X	
<b>Dental</b>					
Effective date of coverage change from HFP to Medi-Cal		X	X	X	
Confirmation that they are in the same/connected plan (Phases 1 & 2) or that they are in, or will be in, the plan of their choice (Phases 3 and maybe 4).		X	X	X	
Dental services provided by dentist enrolled with Medi-Cal except in Sacramento & Los Angeles Counties.	X				
Briefly state what Medi-Cal offers - dental.	X	X	X	X	
Provide general information on FFS program (Denti-Cal).		X	X	X	
Inform Families of Denti-Cal Beneficiary Customer Service Line – The Customer Service line is available to beneficiaries to obtain information on benefits, locate providers, etc.		X	X	X	
Inform Families how to locate Denti-Cal provider - Denti-Cal does not assign providers to beneficiaries. It is important to notify beneficiaries prior to their transition from HFP to Denti-Cal on how to locate a provider so they may access services on the first day they phase into the		X	X	X	

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program.					
Inform availability of/information on Denti-Cal website		X	X	X	
<b>Vision Plans</b>					
Effective date of coverage change from HFP to Medi-Cal		X	X	X	
Briefly state Medi-Cal - Vision.	X	X			
Families will no longer have a vision plan however they will get these services (exams/eyeglasses) through their health plan.			X	X	X