

HFP Final General Notice

Family Member Number: FMN

DATE

HOH\_NAME

ADDR\_LINE\_1

ADDR\_LINE\_2

CITY, STATE ZIP



Dear HOH\_NAME,

**Please read this letter for important information about the Healthy Families Program!**

Over the next year, all children in Healthy Families will move to the Medi-Cal program.

**Your child will not lose any health, dental or vision coverage.** Medi-Cal includes all the benefits of Healthy Families coverage.

- The move to Medi-Cal will happen over one year, starting in 2013.
- We will send you a letter with the date your child is being moved to Medi-Cal.
- We will send you three more letters with important information before your child is moved to Medi-Cal.

**Important reminders before your child moves to Medi-Cal:**

- Pay your Healthy Families premiums every month.
- Respond to letters about your Annual Eligibility Review.
- Send us your new address if you move and tell us if you change phone numbers.
- Watch your mailbox for three more letters about your child's move to Medi-Cal.

Please read the Frequently Asked Questions on the next page and visit our website at [www.healthyfamilies.ca.gov](http://www.healthyfamilies.ca.gov).

If you have questions about Healthy Families, call **1-866-848-9166**, Monday to Friday, 8 a.m. to 8 p.m. or Saturday, 8 a.m. to 5 p.m. The call is free.

Sincerely,

Healthy Families Program

**See Other Side**

## Frequently Asked Questions About the Healthy Families' Move to Medi-Cal

### 1. Why is Healthy Families changing?

A new law in California says that children in Healthy Families must be moved to Medi-Cal. The move will take place over one year, starting in 2013.

### 2. Is Healthy Families open today?

Yes, Healthy Families is open. Don't forget to pay your premiums on time every month and read all your mail from Healthy Families and Medi-Cal.

You can use Health-e-App, the on-line Healthy Families Application, for your annual eligibility reviews or to add a child to Healthy Families. Visit Health-e-App at [www.healthapp.net](http://www.healthapp.net).

### 3. What is Medi-Cal?

Medi-Cal is California's Medicaid program. It provides medical, dental and vision benefits.

### 4. Will my child be in the same health plan?

Your child will have health coverage. If your child's Healthy Families health plan also works with Medi-Cal, your child will stay in the same plan.

If your child's Healthy Families health plan does not work with Medi-Cal, you will have to choose a new health plan or a Medi-Cal doctor, depending on the county you live in. We will send you more letters if you need to select a new plan for your child.

### 5. Will my child be in the same dental plan?

Your child will have dental coverage, but may not be in the same dental plan. We will send you more letters about dental coverage.

### 6. Will my child be in the same vision plan?

Your child will have vision coverage. Medi-Cal provides vision services through Medi-Cal health plans and Medi-Cal doctors. We will send you more letters about vision coverage.

### 7. Will I pay premiums for my child in Medi-Cal?

It depends on your income. Some families may not have to pay premiums to Medi-Cal. Some higher income families may pay monthly premiums of \$13 for each child, up to a maximum of \$39 for all children in a family.

HFP Proposed 90-day Notice

Family Member Number: FMN

DATE

HOH\_NAME  
ADDR\_LINE\_1  
ADDR\_LINE\_2  
CITY, STATE ZIP



Dear Applicant:

**Please read this letter for important information about your child's Healthy Families coverage.**

On <insert date> your child's coverage in the Healthy Families Program will be moved to the Medi-Cal Program. **Your child will not lose any health, dental or vision coverage.**

**Medi-Cal coverage includes all the benefits of Healthy Families coverage.** The following shows your current Healthy Families plans and the name of your new Medi-Cal plan or delivery system.

<u>Healthy Families Program plan</u>	<u>New Medi-Cal plan/delivery system</u>
<insert Health plan name>	<insert Medi-Cal plan name or "Fee for Service">
<insert Dental plan name>	<insert Medi-Cal plan name or "Fee for Service">
<insert Vision plan name>	Vision services are provided through your child's Health coverage.

**Important reminders before your child moves to Medi-Cal:**

1. Pay your Healthy Families premiums every month.
2. Send us your new address if you move and tell us if you change phone numbers.
3. Watch your mailbox for more letters about your child's move to Medi-Cal.
4. Respond to letters about your Annual Eligibility Review. To make sure there is no break in services you must complete your Annual Eligibility Review by sending all required papers to the Healthy Families Program. Your annual renewal date will not change.

Please read the Frequently Asked Questions on the next page and visit our website at [www.healthyfamilies.ca.gov](http://www.healthyfamilies.ca.gov).

If you have questions about Healthy Families or believe you received this notice in error, call **1-866-848-9166**, Monday to Friday, 8 a.m. to 8 p.m. or Saturday, 8 a.m. to 5 p.m. The call is free.

Sincerely,  
Healthy Families Program

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

### 1. **What Do I Have To Do Now?**

Until your child's coverage has changed to Medi-Cal, your child will continue to receive coverage through Healthy Families. To make sure your Healthy Families coverage continues until the change to Medi-Cal, you must make your monthly Healthy Families premium payments, respond to your Annual Eligibility Review and notify the Healthy Families Program of any address or phone number change. Health-e-App, the on-line Healthy Families Program Application, is available for you to submit your Annual Eligibility Review, program reviews, and continued enrollment requests. The Health-e-App website is [www.healtheapp.net](http://www.healtheapp.net).

### 2. **What is Medi-Cal?**

The Medi-Cal Program is California's Medicaid program. It provides medical, dental, mental health and vision benefits to families.

### 3. **Will I pay premiums for my child in Medi-Cal?**

It depends on your income. Some families may not have to pay premiums to Medi-Cal. Some higher income families may pay monthly premiums of \$13 for each child, up to a maximum of \$39 for all children in a family.

### 4. **Is the Healthy Families Program Open for Enrollment Right Now?**

Yes. Health-e-App, the on-line Healthy Families Program Application, is still available for new applications. The Health-e-App website is [www.healtheapp.net](http://www.healtheapp.net). To request a paper application or to start an application over phone call 1-800-880-5305. The Healthy Families Program continues to process plan transfer requests, monthly premium payments, Annual Eligibility Reviews, and enrollment of infants whose mother is enrolled in the Access for Infants and Mothers Program.

### 5. **Can I Change My Child's Medi-Cal Health Plan or Doctor?**

DHCS response.

### 6. **Who Do I Talk to About My Child's Medications?**

DHCS response.

### 7. **How Does My Child Continue to Receive Autism Services?**

DHCS response.

### 8. **How Does My Child Continue to Receive Mental Health, Drug and Alcohol Services?**

DHCS response.

### 9. **How Does My Child Continue to Receive Dental Services?**

DHCS response. The following is variable text specific to each family.

<insert information specific to family residents of Los Angeles County>

<insert information specific to family residents of Sacramento County>

<insert information specific to family residents of Fee For Service Counties and include a separate FAQ: "What is Fee For Service?">

### 10. **Will My Child Continue in the Same Vision Plan?**

The Medi-Cal Program will continue to provide vision services through Medi-Cal Health Plans and Medi-Cal doctors.

**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	
<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		

	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>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	
Information about premiums in Medi-Cal.	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 staffer 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	



	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>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		
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		

	HFP NOTICES				Medi-Cal Notice
	General Notice	90 Days Advance	60 Days Advance	30 Days Advance	
program.		X	X	X	
Inform availability of/information on Denti-Cal website					
<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

## ***Important Information About Your Healthy Families Benefit***

**Please read this letter for important information about the Healthy Families Program!**

Starting January/March 2013, your child's coverage will move from the Healthy Families Program to the Medi-Cal Program.

**Your child's health, dental, and vision care coverage will continue during this move and the services they receive will be the same.**

Your child will continue to receive their **medical** services through their current health plan. Your child's plan will be the same before and after the move. After the move, your child's plan will also provide your child's **vision** services.

Your child will receive their **dental** services through the Medi-Cal Dental Program. You will receive another notice about how your child will receive their **dental** services before your child moves.

- You will get a letter with the date your child is being moved to Medi-Cal.
- You will get more letters before your child is moved to Medi-Cal.

### **Important reminders before your child moves to Medi-Cal:**

- Pay your Healthy Families premiums every month.
- Respond to letters about your Annual Eligibility Review.
- Send Healthy Families your new address if you move and tell them if you change phone numbers.
- Watch your mailbox for more letters about your child's move to Medi-Cal.

Please read the Frequently Asked Questions on the next page and visit the Healthy Families website at [www.healthyfamilies.ca.gov](http://www.healthyfamilies.ca.gov). If you have questions, concerns or problems with Healthy Families or your move to Medi-Cal, please call:

- Healthy Families, **1-866-848-9166**, Monday to Friday, 8 a.m. to 8 p.m. or Saturday, 8 a.m. to 5 p.m. The call is free.
- Your health plan.
- Medi-Cal **1-800-430-4263**, Monday to Friday, 8 a.m. to 5 p.m.

## ***Frequently Asked Questions About the Healthy Families Move to Medi-Cal***

### **1. Is Healthy Families open today?**

Yes, Healthy Families is open. Remember to pay your premiums on time every month and read all your mail from Healthy Families, Medi-Cal, and your Health Plan.

You can use Health-e-App, the online Healthy Families Application, for your annual eligibility reviews or to add a child to Healthy Families. Visit Health-e-App at [www.healtheapp.net](http://www.healtheapp.net).

### **2. What is Medi-Cal?**

Medi-Cal is California's Medicaid program. It provides medical, dental, and vision benefits.

### **3. Why is Healthy Families changing?**

A new law in California says that children in Healthy Families will move to Medi-Cal. The move will take place over one year, starting in January 2013.

### **4. Will my child be in the same health plan?**

Yes. Your child will be in the same health plan and will have health coverage. Your child's Healthy Families health plan also works with Medi-Cal, so your child will stay in the same plan. Call your health plan if you have questions. They can help.

You can change your health plan. If you need help choosing a new plan, please call 1-800-430-4263, Monday to Friday, 8 a.m. to 5 p.m.

### **5. Will my child be in the same dental plan?**

Your child will have dental coverage, but may not be in the same dental plan. We will send you another letter about dental coverage soon.

### **6. Will my child be in the same vision plan?**

Your child will have vision coverage, but your child will not be in the same vision plan. Medi-Cal provides vision services through Medi-Cal health plans.

### **7. Will I pay premiums for my child in Medi-Cal?**

It depends on your income. Some families may not have to pay premiums to Medi-Cal. Some higher income families may pay premiums of \$13 a month for each child, with a maximum of \$39 a month, for all children in one family. You will get more information soon.