

California's Coordinated Care Initiative

Los Angeles County



Medicare and Medi-Cal Today

Medicare

Who: 65+, under 65 with certain disabilities

- Doctors
- Hospitals
- Prescription drugs

Medi-Cal

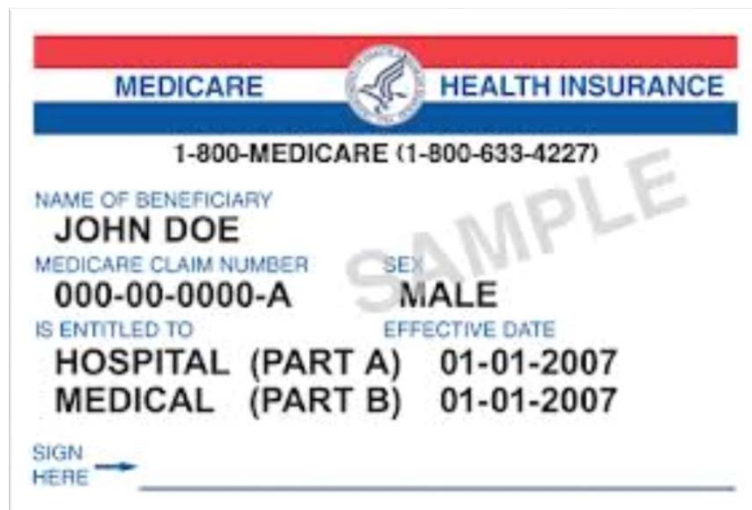
Who: low-income Californians

- Long-term services and supports
 - MSSP, IHSS, CBAS, nursing facilities, non-emergency medical transportation
- Durable medical equipment
- Medicare cost sharing

Medicare and Medi-Cal Today

Medicare

Who: 65+, under 65 with certain disabilities



A sample Medicare Health Insurance Card for John Doe. The card features a red and blue header with the Medicare logo. It includes the beneficiary's name, claim number, sex, and the effective date for both Part A and Part B. A 'SIGN HERE' line is at the bottom.

MEDICARE HEALTH INSURANCE
1-800-MEDICARE (1-800-633-4227)

NAME OF BENEFICIARY
JOHN DOE

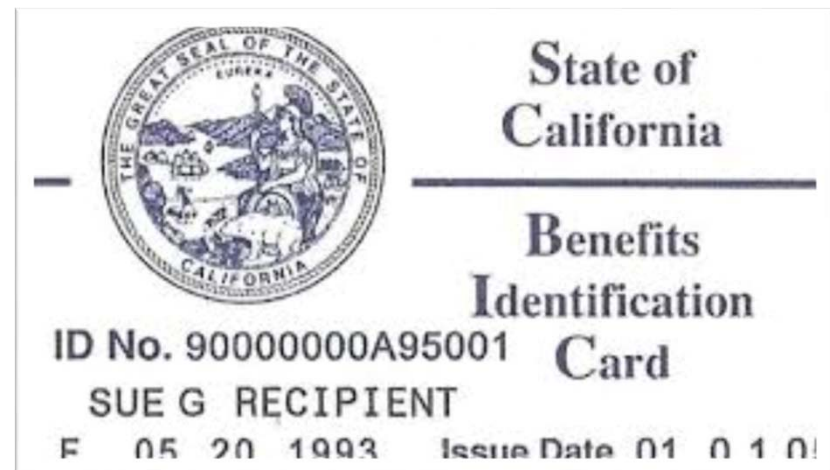
MEDICARE CLAIM NUMBER **000-00-0000-A** SEX **MALE**

IS ENTITLED TO **HOSPITAL (PART A)** EFFECTIVE DATE **01-01-2007**
MEDICAL (PART B) **01-01-2007**

SIGN HERE → _____

Medi-Cal

Who: low-income Californians



A sample Medi-Cal Benefits Identification Card for Sue G. The card features the Great Seal of the State of California. It includes the recipient's name, ID number, and issue date.

State of California

Benefits Identification Card

ID No. 90000000A95001
SUE G RECIPIENT

F 05 20 1993 Issue Date 01 01 07

Person-Centered Care

- Right Care
- Right Time
- Right Place



The Coordinated Care Initiative: Two Parts

Cal MediConnect

Who: many full dual eligible beneficiaries

- Optional
- Combines Medicare and Medi-Cal benefits into one managed care health plan
- Additional services, including care coordination

Medi-Cal

Managed Long-Term Services and Supports (MLTSS)

Who: Medi-Cal only beneficiaries, full dual eligibles who opt out of Cal MediConnect, other identified groups eligible for Medi-Cal

- Mandatory
- Beneficiaries will now receive Medi-Cal benefits through a managed care health plan, including LTSS and Medicare wrap-around.

Cal MediConnect

- Who: Medi-Medi beneficiaries
- Optional

- Original Medicare and Medi-Cal services
- One number for all your health care needs
- Vision benefit: one routine eye exam annually and \$100 towards eye glasses/contacts every two years
- Transportation benefit: 30 one-way trips per year in addition to the existing transportation benefit
- Care Coordination

Cal MediConnect Care Coordination

- Cal MediConnect plans will give providers information and resources to support care coordination.
 - **Health Risk Assessments (HRAs)**
 - Primary, acute, LTSS, behavioral health and functional needs
 - **Interdisciplinary Care Teams**
 - Beneficiary, plan care coordinator, key providers
 - **Individualized Care Plans**
 - Care teams will develop and implement ICPs
 - **Plan Care Coordinators**
 - Facilitates communication between plans, providers, beneficiary

Cal MediConnect Plans

Los Angeles

- L.A. Care
- CareMore Cal MediConnect Plan
- Care1st Cal MediConnect Plan
- Health Net Cal MediConnect
- Molina Dual Options

Medi-Cal

Managed Long-Term Services and Supports

- Who: Medi-Cal only beneficiaries, full dual eligibles who opt out of Cal MediConnect, other identified groups eligible for Medi-Cal
- Mandatory
- Same Medi-Cal services beneficiaries currently receive
- Medi-Cal long-term services and supports (MLTSS) will now be provided through managed care plans
- This impacts both beneficiaries not eligible for Cal MediConnect and beneficiaries who opt out of Cal MediConnect

MLTSS Plans

Los Angeles

- L.A. Care
- Anthem
- Care1st Health Plan
- Kaiser Permanente
- Health Net
- Molina Health Plan

PACE

Program of All-inclusive
Care for the Elderly

- Who: Medi-Medi beneficiaries and Medi-Cal beneficiaries
- Option available to those who are determined eligible

You may be eligible to enroll in a PACE program

If you:

- Are 55 or older
- Live in your home or community setting safely
- Need a high level of care for a disability or chronic condition
- Live in a ZIP code served by a PACE health plan

PACE Plans

Los Angeles

- AltaMed Senior BuenaCare
 - 1-877-462-2582
- Brandman Centers for Senior Care
 - 1-818-774-3065

Cal MediConnect Notices

90 Day Notice

State of California Health and Human Services
CalMediConnect
 JOHN SAMPLE
 1234 SAMPLE STREET
 ADDRESS 2
 ANYTOWN CA 90000
 XXXXX0000

Important Information

You are getting this letter because you have **BOTH** Medicare and Medi-Cal. The way you get your health care is changing. You will now have more choices to meet your health care needs.

What is a Cal MediConnect plan?
 A Cal MediConnect plan is a Medicare/Medi-Cal plan that will manage your Medicare and Medi-Cal benefits. Enrolling in a Cal MediConnect plan means that you keep your Medicare and Medi-Cal benefits with no extra cost but you must use your Cal MediConnect providers. You can also get additional transportation and vision benefits.

What are my plan choices?
 You will get more information about your health plan choices soon. You may choose a Cal MediConnect plan, or choose to stay with regular Medicare. If you choose to stay with regular Medicare, you must choose a Medi-Cal health plan for your Medi-Cal benefits. If you do not make a choice, we will choose one of the Cal MediConnect plans for you. You keep the benefits and services you have now, and the Cal MediConnect plan will work with your doctors and providers.

This is the first letter to tell you about your new choices. You will get a second letter with more information about your choices soon. You may choose a Cal MediConnect plan in your county, or choose to stay with regular Medicare.

1

60 Day Notice

State of California Health and Human Services
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 JOHN SAMPLE
 1234 SAMPLE STREET
 ADDRESS 2
 ANYTOWN CA 90000
 XXXXX0000

Important Information

You are getting this letter because you have **BOTH** Medicare and Medi-Cal. The way you get your health care is changing. You will now have more choices to meet your health care needs.

This is the second letter telling you about your new options. You may choose a Cal MediConnect plan, or choose to stay with regular Medicare. If you choose to stay with regular Medicare, you must choose a Medi-Cal health plan for your Medi-Cal benefits. If you do not make a choice, we will choose one of the Cal MediConnect plans for you.

Based upon your past services and health care needs, you have been assigned to the Cal MediConnect plan named below. Unless you choose to stay with regular Medicare, you do not need to do anything and your coverage in this plan will become effective on MM/DD/YYYY. (Health Plan Name)

How will this change affect me?

Enrolling in a Cal MediConnect plan will:

- Keep your Medicare or Medi-Cal benefits without any extra costs.
- Keep all of the services or benefits you receive now.
- Ensure that all of your doctors, specialists, and other providers will work together to give you the care you need.
- Give additional transportation and vision benefits.

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30 Day Notice

State of California Health and Human Services
CalMediConnect
 JOHN SAMPLE
 1234 SAMPLE STREET
 ADDRESS 2
 ANYTOWN CA 90000
 XXXXX0000

Final Notice: Important Reminder on Your Medicare and Medi-Cal

You are getting this letter because you have **BOTH** Medicare and Medi-Cal. The way you get your health care is changing. This is the third and final letter telling you about these changes. Please read this notice carefully.

Unless you choose a different option, your coverage in [Health Plan Name] will become effective on MM/DD/YYYY. We chose this plan for you based on your past services and health care needs, but you still have the right to choose to stay in regular Medicare or to select a different Medi-Cal health plan.

How will this change affect me?

Enrolling in a Cal MediConnect plan will:

- Keep your Medicare or Medi-Cal benefits without any extra costs.
- Combine your Medicare and Medi-Cal benefits into a single plan.
- Help ensure that all of your doctors, specialists, and other providers work together to get you the care you need.
- Give you additional transportation and vision benefits.

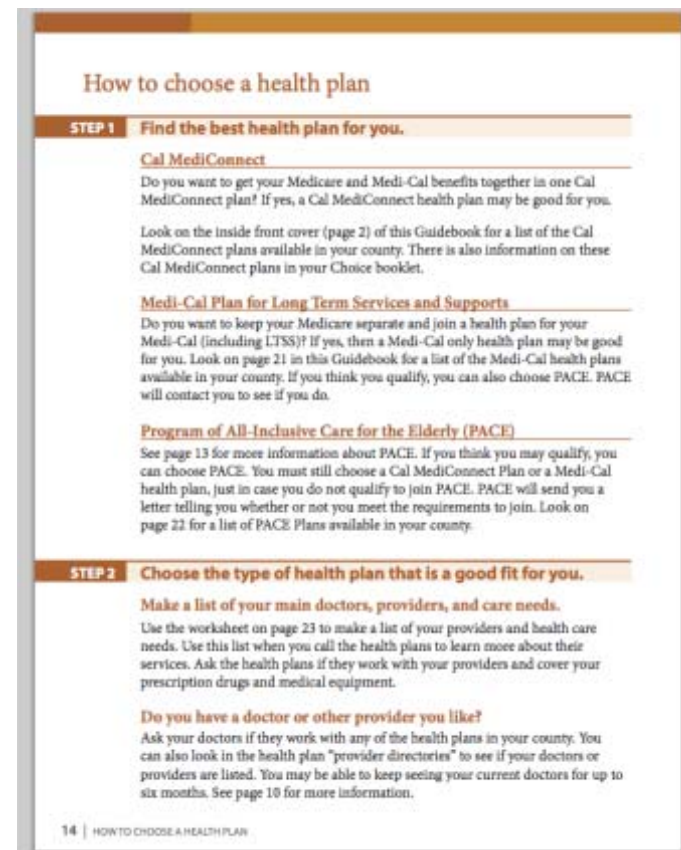
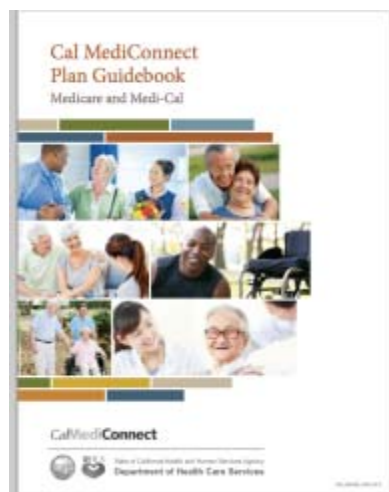
How does a Cal MediConnect plan help me?

The change is happening so your Medicare and Medi-Cal benefits can work better together, and work better for you.

Your doctors, pharmacists, Long Term Services and Supports caregivers, and other providers will work together to care for you. The Cal MediConnect plan will help them coordinate the services that you need. This is called "care coordination."

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Cal MediConnect Guidebook

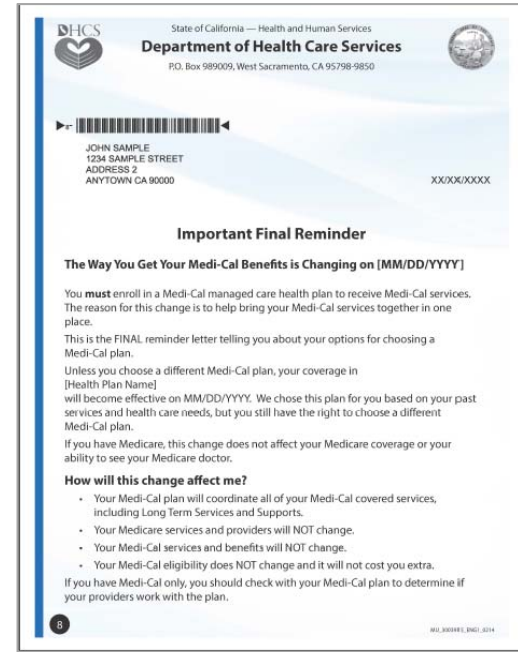
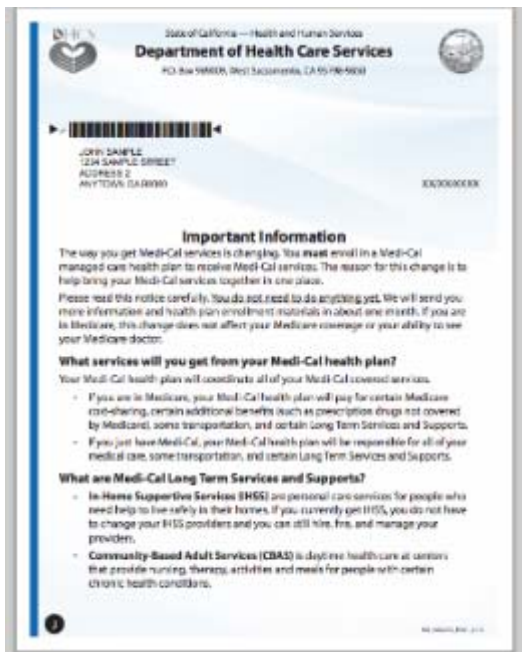


MLTSS


90 Day Notice

60 Day Notice

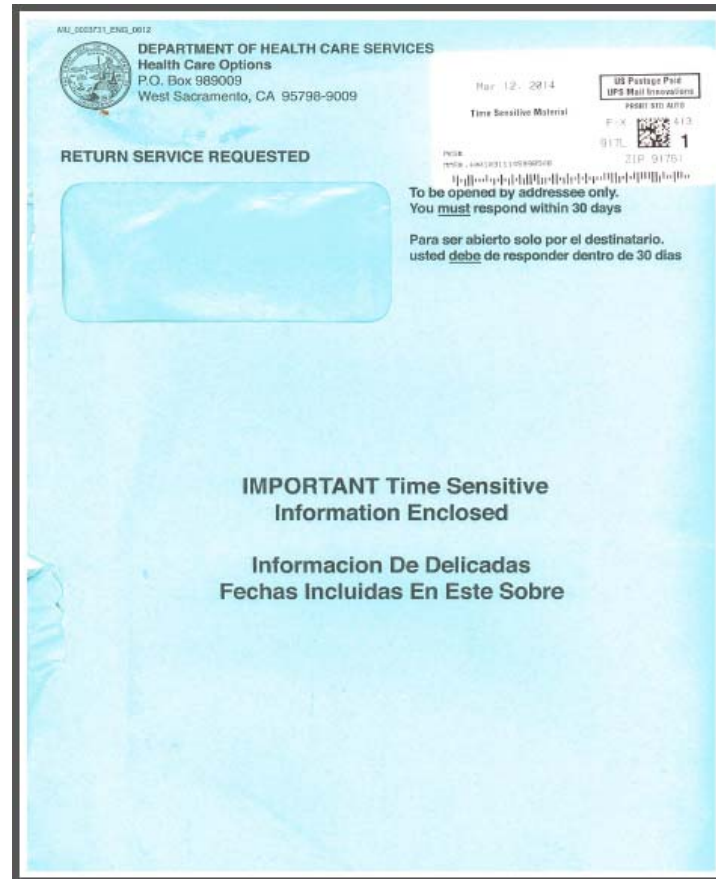
30 Day Notice



When to Expect Notices

-  Most beneficiaries will receive notices **90, 60, and 30 days** prior to their coverage date.
- Beneficiaries in Medi-Cal managed care who are **NOT** eligible for Cal MediConnect will receive **one notice** prior to the change in their benefit package as MLTSS is added to their existing plan.
- Cal MediConnect official information from the state will only arrive in **blue envelopes**.

Look for the Blue Envelope



Timeline Specifics

- **April 2014** Voluntary enrollment for Health Net and LA Care begins and will last for the duration of the program.
- **July 2014** Passive enrollment into Care1st, CareMore, Health Net, and Molina begins.*
- **January 2015** Passive enrollment into all five plans (Care1st, CareMore, Health Net, L.A. Care, and Molina) begins.*

*Participation in Care1st, CareMore, Molina and LA Care pending readiness reviews.

Enrollment Timeline

Cal MediConnect "opt in" enrollment begins in Los Angeles in April 2014.

Start Date	Cal MediConnect (Passive enrollment)				MLTSS (Mandatory enrollment)								
	Full Duals Only				Full Duals in Med-Cal FFS ²			Full Duals in Medi-Cal Managed Care			MSSP	Partial Duals/Medi-Cal only	
	Medicare FFS and in Medi-Cal Managed Care (enrolled in one month)	Medicare FFS and Medi-Cal FFS (enrolled by birth month) ²	MSSP Benes eligible for Cal Medi-Connect (enrolled in one month)	MA plan / Part D LIS Benes (enrolled in one month)	Opt out of CMC and in Medi-Cal FFS (enrolled by birth month)*	Excluded from CMC (ESRD, Kaiser, 1915c waiver) and in Medi-Cal FFS (enrolled by birth month)*	Full Duals in MA plans or LIS reassignees in Medi-Cal FFS (enrolled in one month)	Full Duals in Medi-Cal managed care plan (benefit added in one month) ¹	Excluded from CMC (ESRD, Kaiser, 1915c waiver) and in Medi-Cal Managed Care (benefit added in one month) ¹	MA benes or LIS reassignees in Medi-Cal Managed Care (benefit added in one month) ¹	MSSP Beneficiaries in Medi-Cal managed care or Medi-Cal FFS (enrolled in one month)	Medi-Cal Managed Care (benefit added in one month)	Medi-Cal FFS (enrolled by birth month) ²
4/14							Los Angeles	Los Angeles	Los Angeles				
7/14	Los Angeles	Los Angeles			Los Angeles							Los Angeles	
8/14			Los Angeles			Los Angeles				Los Angeles		Los Angeles	
1/15				All Eight Counties		All Eight Counties							

1. Enrollees already in a Medi-Cal managed Care plan will receive one notice prior to the change in benefit.

Consumer Protections

The law establishing the CCI contains many protections, including:

- **Meaningful information of Beneficiary Rights and Choices**
 - Notices sent 90, 60, and 30 days prior to enrollment.
- **Self-Directed Care**
 - People will have the choice to self-direct their care, including being able to hire, fire, and manage their IHSS workers.
- **Appeal & Grievances**
 - People will receive full Medicare and Medi-Cal appeals and grievances. There is a special Ombudsman program for Cal MediConnect.
- **Strong Oversight & Monitoring**
 - Evaluation coordinated with DHCS and CMS.
- **Continuity of Care**
 - People can continue to see their Medi-Cal providers for 12 months and their Medicare providers for six months.

Consumer Protections: Who To Call for Beneficiaries

- If a beneficiary has a complaint, the first point of contact should be the plan. Plans will have internal appeals and grievance procedures.
- If a beneficiary cannot resolve their complaint with the plan, there are several options:

Cal MediConnect Ombudsman Program	(855) 501-3077
Medi-Cal Managed Care Ombudsman	(888) 452-8609
Office of the Patient Advocate	(866) 466-8900

Cal MediConnect Ombudsman Program

- Assist enrollees filing appeals and complaints where needed
- Investigate, negotiate and resolve enrollee problems/complaints with Cal MediConnect plans
- Refer enrollees to relevant entities and programs as needed

(855) 501-3077

Who to Call

- Cal MediConnect Plans
 - L.A. Care 1-855-522-1298
 - CareMore Cal MediConnect Plan 1-888-350-3447
 - Care1st Cal MediConnect Plan 1-855-905-3825
 - Health Net Cal MediConnect 1-888-788-5395
 - Molina Dual Options 1-855-665-4627
- Enrollment and additional support
 - Health Care Options 1-844-580-7272

Summary - CCI Key Points

- CCI is designed to help patients get the care and support services they need.
- Cal MediConnect can offer beneficiaries and providers additional support and resources, including care coordination and administrative simplification.
- Strong consumer protections, including continuity of care.
- Contact plans in your county for questions.

www.calduals.org

CalDuals Keeping you informed about Medicare/Medi-Cal integration

Contact Us 

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Los Angeles County

Cal MediConnect Health Plans:
These are special health plans that cover nearly all Medicare and Medi-Cal benefits plus vision care and non-emergency transportation benefits. This means you can call one place for help with all of your health care needs. In a Cal MediConnect plan, you keep all the benefits and services you get today, but you must use doctors and providers who work with this health plan or are "in the network."

The telephone numbers below are for new members:

- **L.A. Care**
 - 1-888-522-1298 (TTY: 1-888-212-4460)
 - [Provider Directory](#)
- **Care More**
 - 1-888-350-3447 (TTY: 711)
 - [Provider Directory Coming Soon](#)
- **Care 1st Health Plan**
 - 1-855-905-3825 (TTY: 711)
 - [Provider Directory Coming Soon](#)
- **Health Net**
 - 1-888-788-5395 (TTY: 711)
 - [Provider Directory Coming Soon](#)
- **Molina Dual Options**
 - 1-855-865-4627 (TTY: 711)
 - [Provider Directory](#)



Sign up for Email Updates

Latest Updates

- † [CCI Stakeholder Update & Call](#)
26 Mar 2014
- † [Upcoming Monthly Stakeholder Update Webinars](#)
6 Mar 2014
- † [Re-Release of the Draft Los Angeles County Enrollment Strategy & Upcoming Stakeholder Call](#)
19 Feb 2014

Frequently Asked Questions

- † [Q&A about dual eligibles and their care needs](#)
- † [Q&A about the CCI and Duals Demonstration programs](#)

Additional Resources

- HICAP
 - 213-383-4519
 - Hotline: 1-800-434-0222
- Email info@calduals.org
- Twitter @CalDuals

