

JUSTICE IN AGING

FIGHTING SENIOR POVERTY THROUGH LAW

Coordinated Care Initiative: Basics: Santa Clara County

Amber Cutler, Senior Staff Attorney

May 14, 2015

justiceinaging.org

JUSTICE IN AGING

FIGHTING SENIOR POVERTY THROUGH LAW

Justice in Aging is a national non-profit organization that fights senior poverty through law. We secure health and economic security for older adults of limited income and resources by preserving their access to the courts, advocating for laws that protect their rights, and training advocates around the country to serve the growing number of older Americans living in poverty.

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Coordinated Care Initiative: In a Nutshell

What

- Mandatory Medi-Cal for all SPDs
- LTSS Integration
- Medicare Integration

Who

- Dual eligibles
- Medi-Cal only SPDs

Where

- 7 counties: ~~Alameda~~, Los Angeles, Orange, Riverside, San Bernardino, San Diego, San Mateo, Santa Clara





When

- April 1, 2014*

Why

- Coordinate Care
- Save Money

Glossary

- Coordinated Care Initiative (CCI)
 - Cal MediConnect
- Dual Eligible (Dual) 
- Duals-Special Needs Plan (D-SNP) 
- Fee-for-Service (FFS)
- Long Term Services and Supports (LTSS) 
 - In-Home Supportive Services (IHSS), Community Based Adult Services (CBAS), Multipurpose Senior Services Program (MSSP), Nursing Facility
- Medi-Cal Managed Care
- Program of All-Inclusive Care for the Elderly (PACE)
- Seniors and Persons with Disabilities (SPDs) 

CCI= three big changes

| CCI Change | Description |
|---|--|
| Mandatory Medi-Cal Managed Care | Duals and previously excluded SPDs must in enroll in Medi-Cal Managed Care |
| LTSS Integration | LTSS added to Medi-Cal Managed Care plan benefit package |
| Medicare Integration (Cal MediConnect) | For duals, integration of Medicare and Medi-Cal benefits into one managed care plan. |

Current Medi-Cal, LTSS, & Medicare delivery systems are different

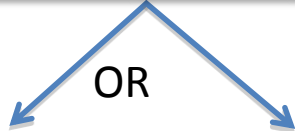
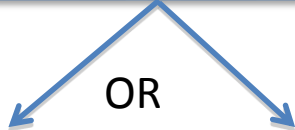
What

Current System

Medi-Cal
(medical services)

Medi-Cal
(LTSS services)

Medicare



FFS

Managed care

FFS

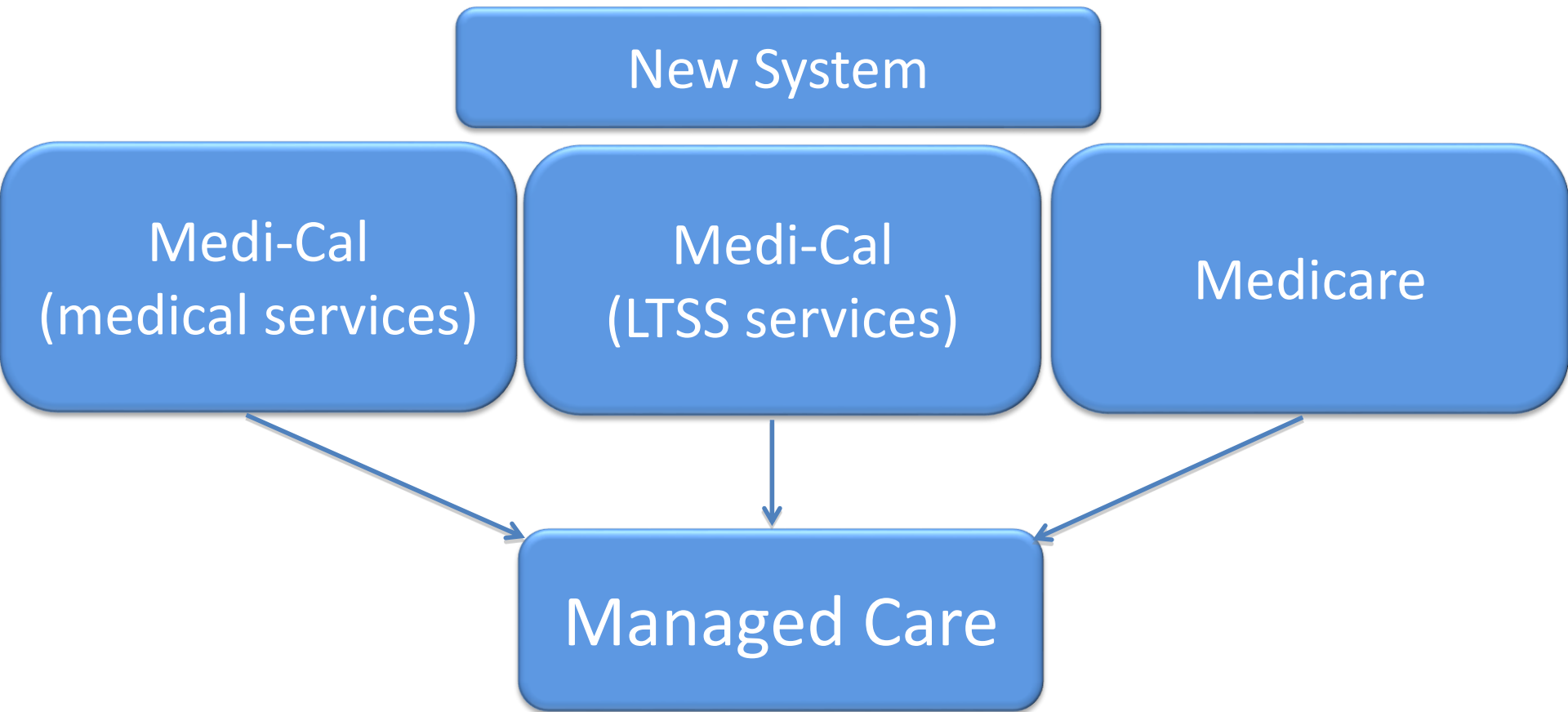
Managed care

FFS
(default)

*Behavioral Health

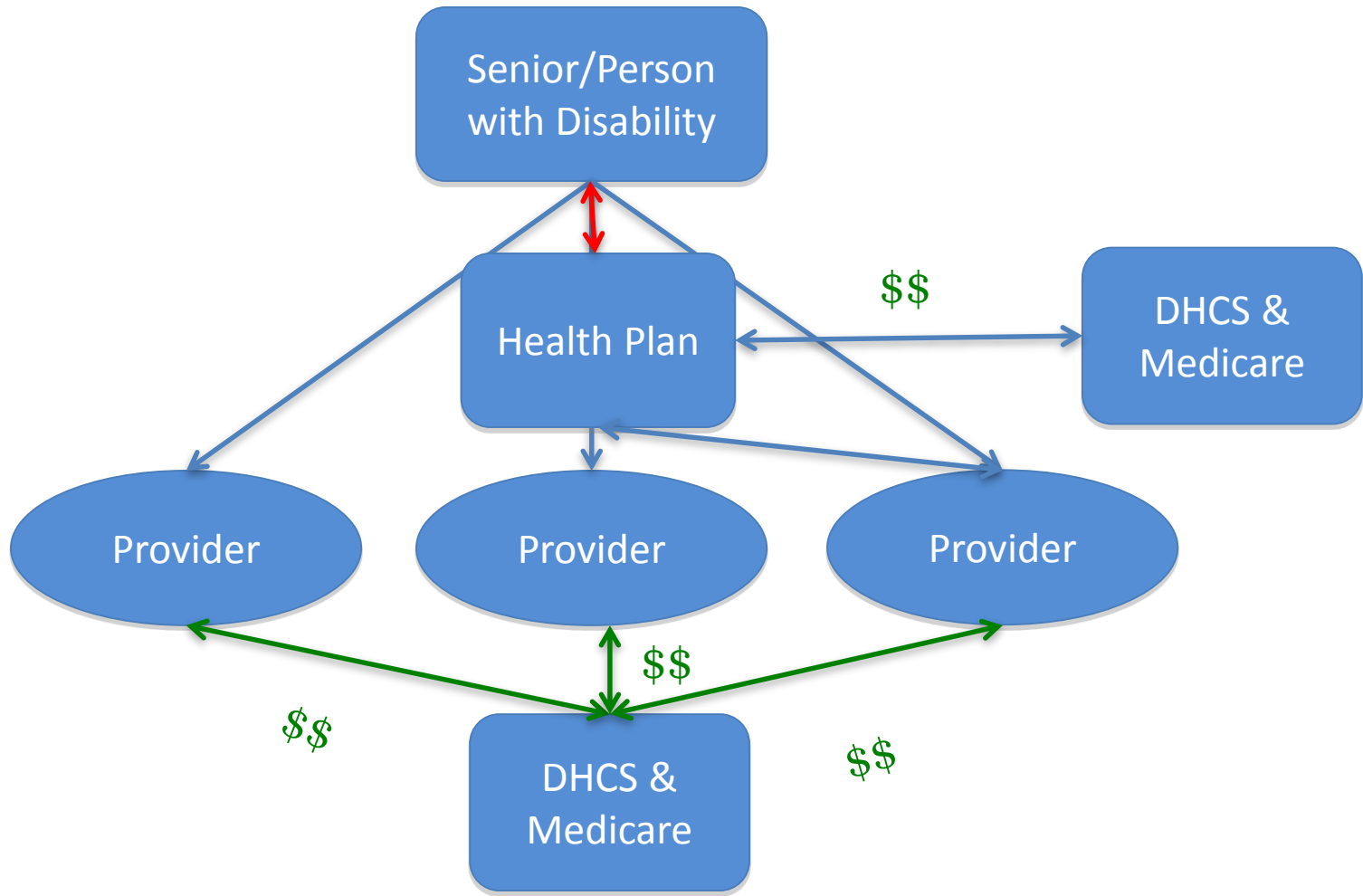
CCI moves services into managed care

What

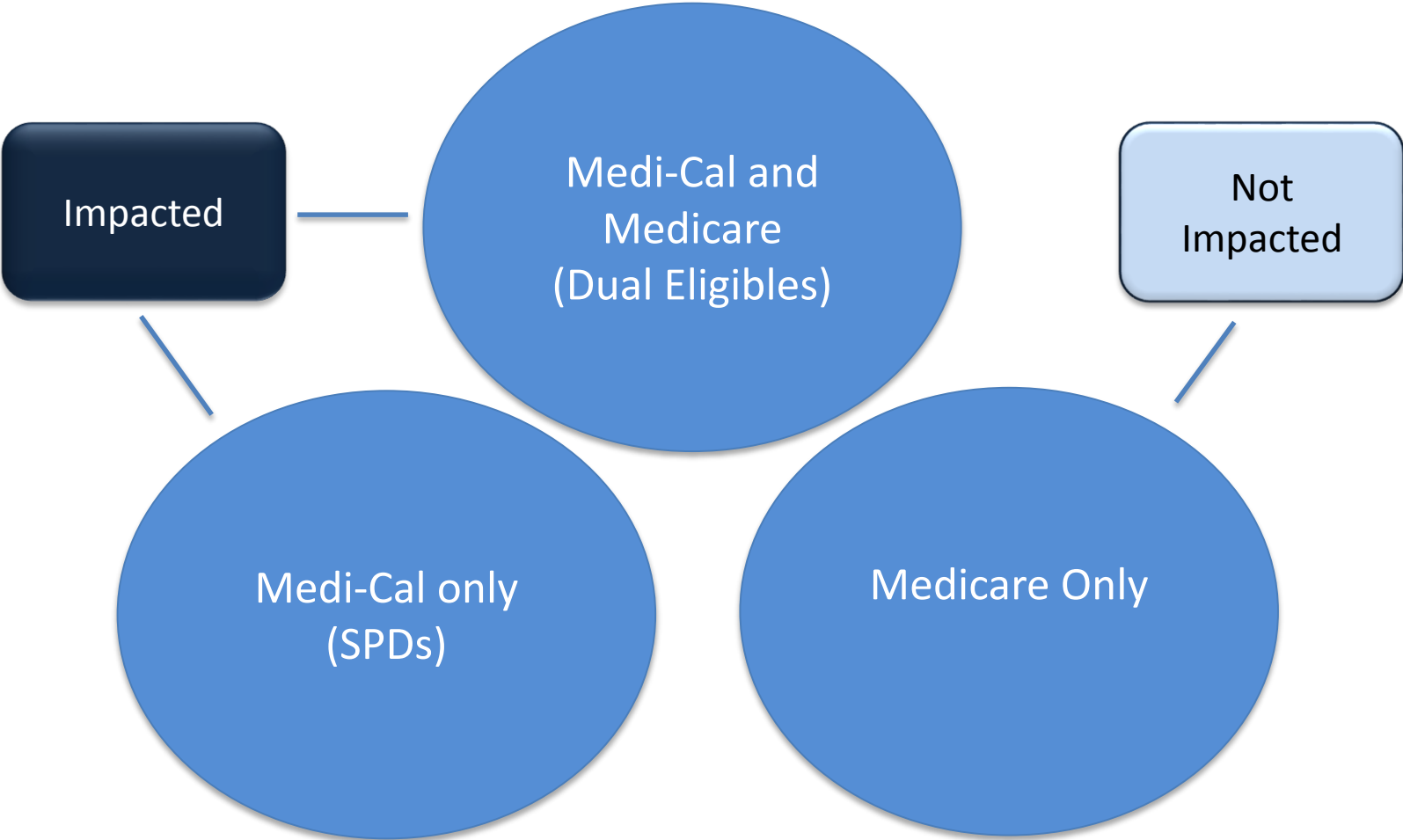


*Behavioral Health

Managed Care: Plans paid to provide covered services via network providers



CCI impacts duals & SPDs



Total Impact: 1,125,000

| County | Duals Subject to Passive Enrollment in Cal MediConnect | Medi-Cal MC Only |
|--------------------|--|------------------|
| Alameda | 32,533 | 48,000 |
| Los Angeles | 288,399 (200,000 cap) | 317,000 |
| Orange* | 65,537 | 51,000 |
| Riverside | 40,040 | 46,000 |
| San Bernardino | 41,930 | 54,000 |
| San Diego | 55,798 | 64,000 |
| San Mateo | 12,371 | 14,000 |
| Santa Clara | 37,739 | 38,000 |
| Totals | 541,814 (485,948 with cap) | 584,000 |

Santa Clara County Impact

Two Timelines in Santa Clara County

August
1

What
Medi-Cal Managed Care
(MLTSS)

Who

- SPDs
- Duals not subject to enrollment in CMC

January
1

What
Cal MediConnect

Who

- Dual Eligibles

MLTSS Enrollment

When

August

1

Enrolled by Birth Month

- SPDs
 - Examples: SPDs living in nursing facilities, SPDs with a share of cost
- Duals not subject to enrollment in CMC
 - Examples: Duals with ESRD diagnosis, duals receiving services at a regional center, duals enrolled in Kaiser, duals enrolled in a MA plan*

Exception: Approximately, 6,750 CMC duals received notices May-July. 2,250 were enrolled in Medi-Cal plans.

Cal MediConnect Enrollment

When

January

1

Duals Only

By birth month, generally.

Exceptions:

- Already enrolled in a Medi-Cal plan (January)
- In a CMC D-SNP (January)
- In MSSP
- Part D reassignees 2015 (January)

CCI Enrollment Timeline by County and Population

** Revised 6.6.14 pending DHCS proposed DSNP/MA policy**

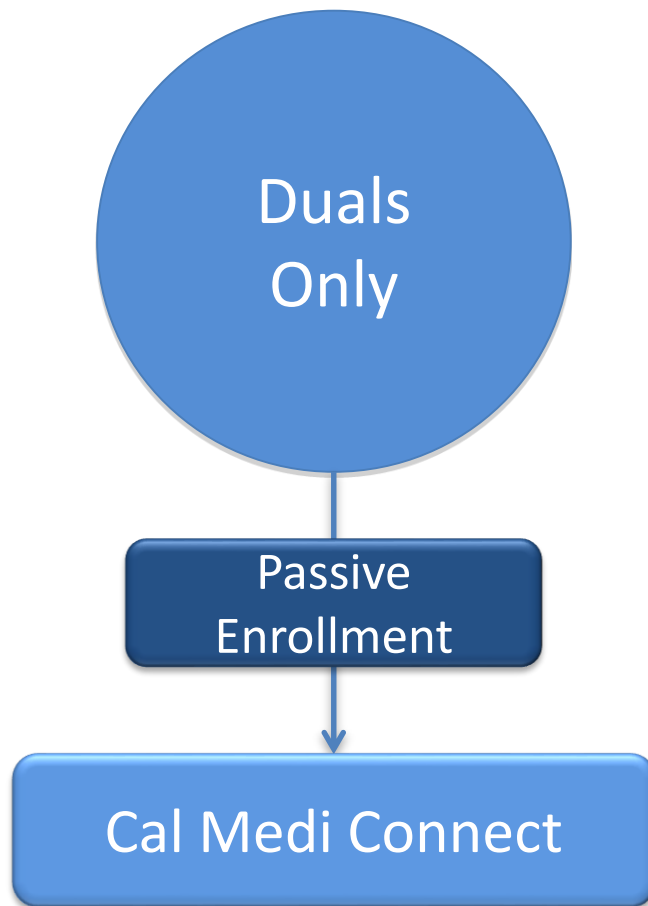
| Start Date | Cal MediConnect (Passive enrollment) | | | | MLTSS (Mandatory enrollment) | | | | | | | | | |
|------------|---|---|--|---|--|--|--|---|--|---|--|---|--|--|
| | Full Duals Only | | | | Full Duals in Medi-Cal FFS | | | Full Duals in Medi-Cal Managed Care | | | MSSP | Partial Duals/Medi-Cal only | | |
| | Medicare FFS and in Medi-Cal Managed Care (enrolled in one month) | Medicare FFS and Medi-Cal FFS (enrolled by birth month) | MSSP Benes eligible for Cal Medi-Connect (enrolled in one month) | CMC DSNP / 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, 1915c waiver, etc.) and in Medi-Cal FFS (enrolled by birth month) | Full Duals in a CMC plan DSNP/ any LIS reassignees in Medi-Cal FFS (enrolled in one month) | In a non CMC DSNP plan or any MA plan sponsored by any health plan (enrolled by birth month) ³ | Full Duals in Medi-Cal managed care plan (benefit added in one month) ¹ | Excluded from CMC (ESRD, 1915c waiver, etc.) and in Medi-Cal Managed Care (benefit added in one month) ² | 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) |
| 7/14 | | | | | | | | | Santa Clara | Santa Clara | Santa Clara | | Santa Clara | |
| 8/14 | | | | | | Santa Clara | | | | | | | | Santa Clara |
| 10/14 | | | | | | | Santa Clara | | | | | Santa Clara | | |
| 1/15 | Santa Clara | Santa Clara | Santa Clara | All Eight Counties | Santa Clara | | All Eight Counties | | | | | | | |

1. Enrollees already in a Medi-Cal managed Care plan will receive one notice prior to the change in benefit.
2. Enrollees with April and May birthdays will be enrolled in May 2014. Then follow enrollment schedule by birth month.
3. Those with Aug-Oct birthdays will be enrolled Oct 2014. Nov-July birthdays will be by birth month.

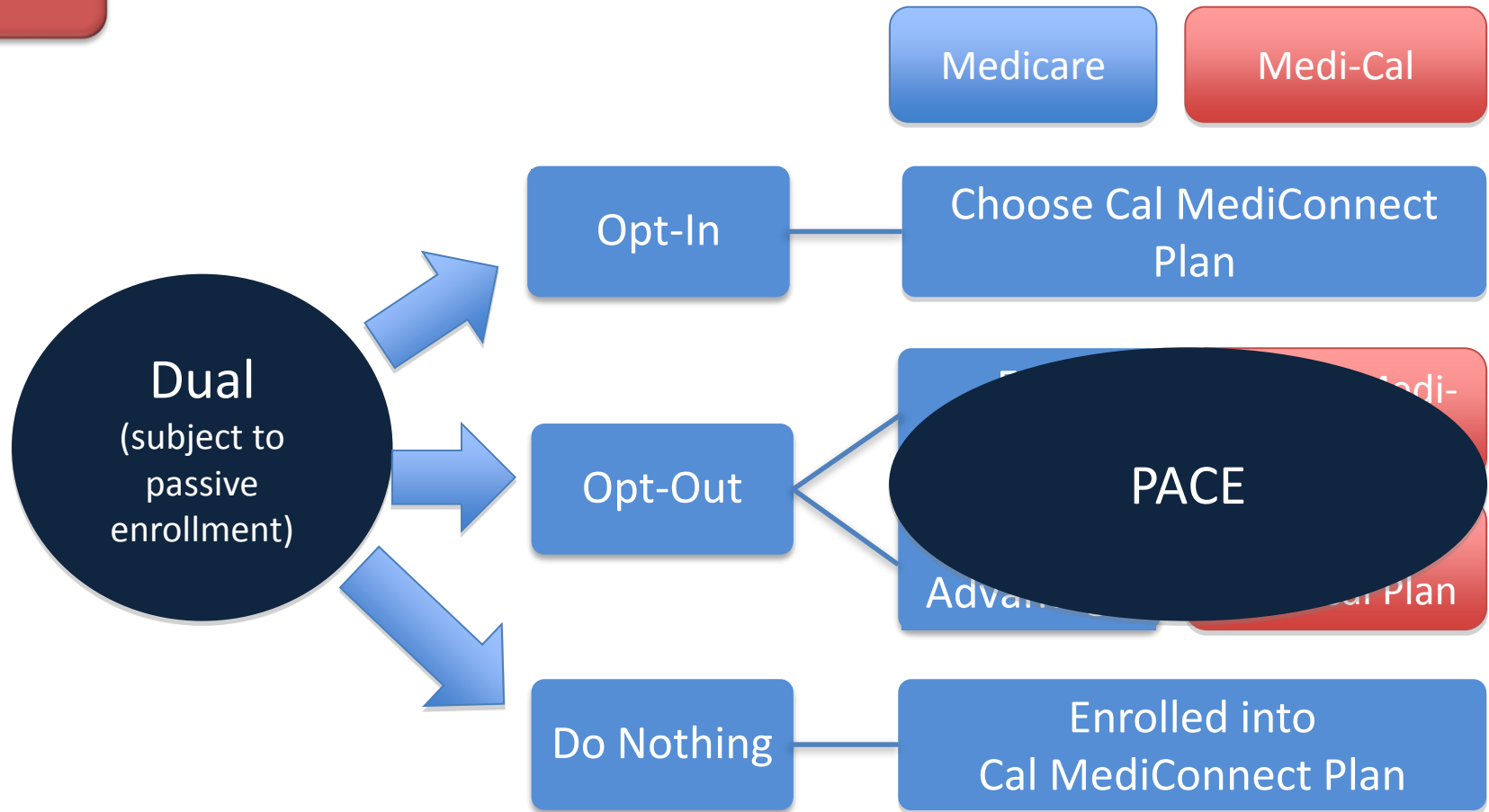
Less blurry version available: <http://www.calduals.org/wp-content/uploads/2014/06/Enroll-6.12-Santa-Clara.pdf>

Only Duals can enroll in Cal MediConnect

What



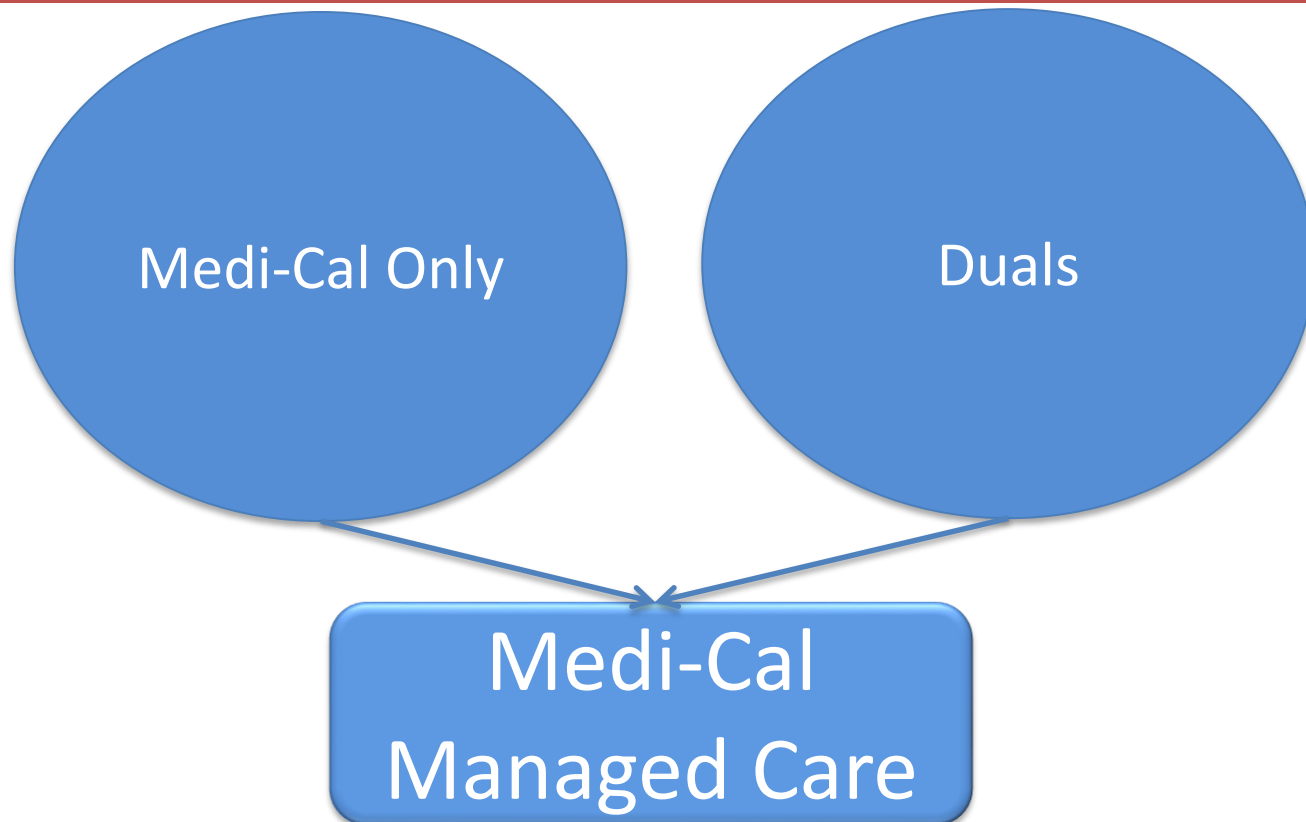
What



A beneficiary can disenroll from Cal MediConnect or change plans at anytime for any reason. The disenrollment is effective the first day of the next month.

Medi-Cal managed care is mandatory

Even if a Dual opts out of Cal MediConnect, must still enroll in Medi-Cal MC



Cal MediConnect Benefits

Plans Required to Provide

- Medicare A, B, D
- Medi-Cal services including
 - LTSS: IHSS, CBAS, SNF, MSSP
- Vision and Transportation
- Care Coordination

Care Plan Option Services

- HCBS-like waiver services
- Extra IHSS-like services

Provided Outside of Plan

- Specialty mental health services not covered by Medicare
- Behavioral health Drug Medi-Cal benefits
- Dental (May 2014)

Santa Clara Plans

Cal MediConnect



Medi-Cal Plans



PACE

ON LOK



Medicare Advantage Passive Enrollment in 2015

- **Duals enrolled in a D-SNP operated by a CMC plan are subject to passive enrollment in January 2015 (can't keep their D-SNP) [CARE MORE]**
- **Duals enrolled in a D-SNP not operated by a CMC plan [Care1st] are NOT subject to passive enrollment in Cal MediConnect if enrolled by 12/31/14. Must still choose a Medi-Cal plan (Starting January 2015).**
- **Duals enrolled in a Medicare Advantage plan are not subject to passive enrollment in Cal MediConnect. Must still choose a Medi-Cal plan.**

Most beneficiaries will receive three notices

When

90 Day

60 Day

30 Day

ENROLLMENT

September
DOB

6/1/15

7/1/15

8/1/15

ENROLLMENT
9/1/15

January

10/1/15

11/1/15

12/1/15

ENROLLMENT
1/1/16

90 Day

- Informational Notice

60 Day

- Notice with Default Plan/Part D Insert
- Cal MediConnect Guidebook
- Choice Booklet and Choice Form
- PART D Disenrollment Notice

30 Day

- Final Reminder Notice

90-Day Cal MediConnect Notice



CalMediConnect
Your choice for complete care



JOHN SAMPLE
1234 SAMPLE STREET
ADDRESS 2
ANYTOWN CA 90000

XX/XX/XXXX

Important Information 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. You will now have new choices to meet your health care needs.

Cal MediConnect is a new type of health plan.

Enrolling in a Cal MediConnect plan:

- Combines all of the Medicare or Medi-Cal benefits and services you receive now into a single plan.
- Will not cost more than what you pay today for your Medicare and Medi-Cal benefits.
- Ensures Cal MediConnect doctors, specialists, and other approved providers will work together to get you the care you need.
- Gives additional transportation to medical services and vision benefits.

What are my choices?

This is the first letter telling you about your new choices. You will get a second letter with more information about your choices soon.

1. **Automatically enroll in the Cal MediConnect plan that we have chosen for you.** To do this, you do not have to do anything. It will be automatic.
2. **If you do not want to be automatically enrolled** in the Cal MediConnect plan chosen for you, you **MUST** either contact Health Care Options at 1-844-580-7272 or in about a month we will send you the Plan Choices Form you can fill out and return to choose **one** of these options:

- Option A: **Enroll in a different Cal MediConnect Plan.**

- Option B: **Keep your Medicare the way it is AND enroll in a Medi-Cal plan.**

Some may be eligible to enroll in the Program of All-Inclusive Care for the Elderly (PACE).

What should I do now?

- Talk about your choices with someone who knows about your health care needs, like your family or your doctors. Call the California Health Insurance Counseling & Advocacy Program for free health insurance counseling at 1-800-434-0222.
- Watch your mail for a packet from Health Care Options in about one month.

How can I get help or more information?

| If you want to: | Contact: |
|---|--|
| <ul style="list-style-type: none"> • Talk to a health insurance counselor for free about these changes and your choices | <p>California Health Insurance Counseling & Advocacy Program (HICAP) 1-800-434-0222 TTY users should call 711</p> |
| <ul style="list-style-type: none"> • Select a different Cal MediConnect plan, • Stay in regular Medicare, • Learn more about PACE, or • Get this letter in another language, large print, audio, or Braille | <p>Health Care Options 1-844-580-7272 TTY users should call 1-800-430-7077</p> |
| <ul style="list-style-type: none"> • Ask questions about Medicare | <p>1-800-MEDICARE (1-800-633-4227) TTY users should call 1-877-486-2048</p> |
| <ul style="list-style-type: none"> • Get help with Cal MediConnect plan problems and complaints | <p>Cal MediConnect Ombudsman 1-855-501-3077</p> |



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60-Day Cal MediConnect Notice



Important Information on Your Medicare and Medi-Cal

You are getting this **second letter** because you have **BOTH** Medicare and Medi-Cal. The way you get your health care is changing. You will keep the benefits and services you have now, but you will get them in a different way. Unless you choose a different option, in 60 days, you will be automatically enrolled in a new Cal MediConnect plan <Plan Name>.

If you do not want to be enrolled in the plan selected for you, you **must** take action.

If you do not do anything, your coverage in Cal MediConnect <Plan Name> will become effective on 00/00/0000

In the next few days, you will receive a Health Plan Guidebook and a Choice Book to help you better understand the Cal MediConnect program and the plan you have been assigned. Carefully review that information when you receive it.

What are my choices?

- Automatically enroll in the Cal MediConnect plan that we have chosen for you starting 00/00/0000.** To do this, you do not have to do anything. It will be automatic.
- If you do not want to be automatically enrolled in the Cal MediConnect plan chosen for you, you MUST** either contact Health Care Options at 1-844-580-7272 or fill out and return the Plan Choice Form by 00/00/0000 to choose from these options:
 - Option A: **Enroll in a different Cal MediConnect Plan.**
 - Option B: **Keep your Medicare the way it is AND enroll in a Medi-Cal plan.**

7 You can also find out if you are eligible to enroll in the Program of All-Inclusive Care for the Elderly (PACE).

What do my choices mean?

1. Automatically enroll in the Cal MediConnect plan

<Plan Name>

This plan:

- Has been chosen for you based on your past services and health care needs.
- Combines all of the Medicare and Medi-Cal benefits and services you receive now into a single plan.
- Gives additional transportation to medical services and vision benefits.
- Will not cost more than what you pay today for your Medicare and Medi-Cal benefits.
- Ensures Cal MediConnect doctors, specialists, and other approved providers will work together to get you the care you need.
- If your doctor is not a part of the Cal MediConnect plan, you may have to choose a new doctor.
- Other providers won't change, like those for Medi-Cal services such as In-Home Supportive Services (IHSS), Multipurpose Senior Services Program (MSSP), Community-Based Adult Services (CBAS), and nursing home care.

2. If you do not want to be automatically enrolled in the Cal MediConnect plan chosen for you, you **MUST** choose from these options:

Option A: Enroll in a different Cal MediConnect plan

- If you want all of the benefits of having a Cal MediConnect plan, but you don't want to be automatically enrolled in the one we have chosen for you, you may select a different one. You will receive a Health Plan Guidebook to help you make your choice.

Option B: Keep your Medicare the way it is now AND enroll in a Medi-Cal plan

- If you choose to stay with regular Medicare, you still must choose a Medi-Cal plan to receive your Medi-Cal benefits.
- You will receive Medi-Cal services like In-Home Supportive Services (IHSS), Multipurpose Senior Services Program (MSSP), Community-Based Adult Services (CBAS), and nursing facility care through the Medi-Cal plan, if you qualify for these services.

The Program of All-Inclusive Care for the Elderly (PACE) may be an option for you.

- You may be eligible to join PACE if you are 55 or older and need a higher level of care in order to live at home.
- PACE provides and coordinates all Medicare and Medi-Cal benefits plus some extra services to help seniors who have chronic conditions live at home.
- You may have to choose new doctors and other providers.
- While we are checking your eligibility for PACE, you will not be enrolled in Cal MediConnect. However, you must still choose a Cal MediConnect plan in Option A OR a Medi-Cal plan in Option B. We will need to know your choice just in case you do not qualify for PACE.

What should I do now?

- Expect a Health Plan Guidebook and Choice Book to come in the mail.
- Expect to receive a letter from your Medicare Part D Prescription Drug Plan saying that your coverage will be ending. You will continue to receive your prescription drug benefits from your current plan until your new prescription coverage from the Cal MediConnect plan starts. You will not lose your prescription drug coverage at any time.
- Review the information in the Guidebook and your choices above to select the option that is best for you. Talk about your choices with someone who knows about your health care needs, like your family or call the California Health Insurance Counseling & Advocacy Program for free counseling at 1-800-434-0222.
- To make a choice, you **MUST** either contact Health Care Options at 1-844-580-7272 or fill out and return the Plan Choice Form Use the Plan Choice Form to make that choice and mail it in by 00/00/0000.

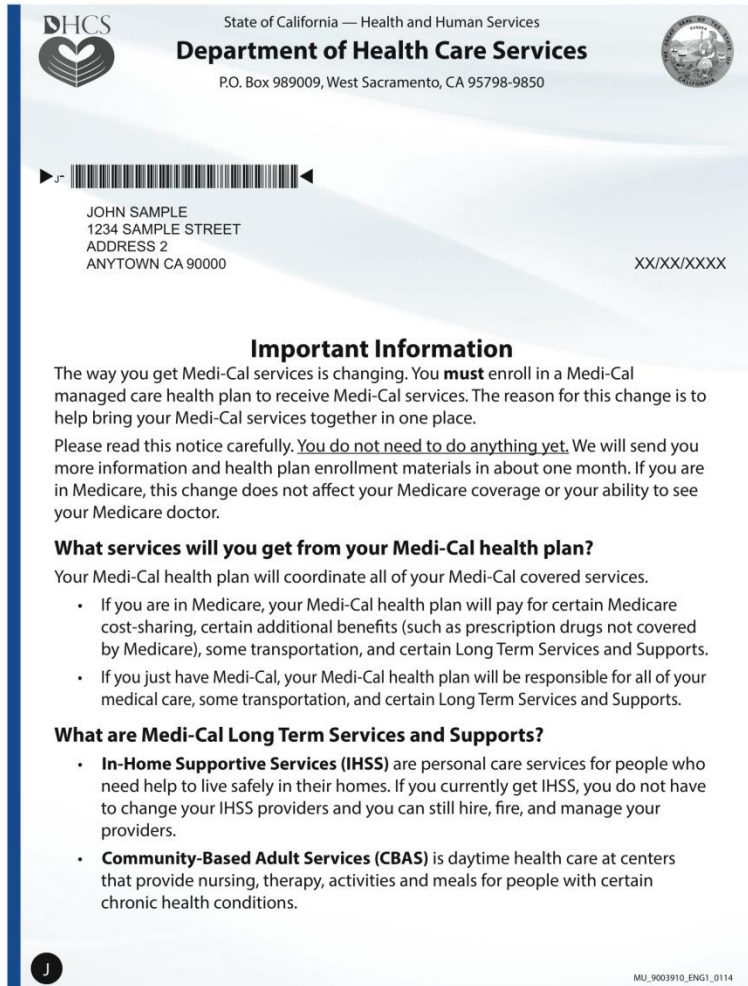
If you do not make a choice, your coverage in Cal MediConnect

<plan name> will become effective on 00/00/0000.

How can I get help or more information?

| If you want to: | Contact: |
|---|---|
| <ul style="list-style-type: none"> Talk to a health insurance counselor for free about these changes and your choices | California Health Insurance Counseling & Advocacy Program (HICAP) 1-800-434-0222 TTY users should call 711 |
| <ul style="list-style-type: none"> Select a different Cal MediConnect plan, Stay in regular Medicare, Choose PACE, or Get this letter in another language, large print, audio, or Braille | Health Care Options 1-844-580-7272 TTY users should call 1-800-430-7077 |
| <ul style="list-style-type: none"> Ask questions for free about Medicare | 1-800-MEDICARE (1-800-633-4227) TTY users should call 1-877-486-2048 |
| <ul style="list-style-type: none"> Get free help with Cal MediConnect plan problems and complaints | Cal MediConnect Ombudsman 1-855-501-3077 |

90-Day Medi-Cal Managed Care Notice



- **Multipurpose Senior Services Program (MSSP)** provides social and health care coordination services for people age 65 and older. If you get MSSP, your health plan will work with your MSSP providers to better coordinate your care. If you currently get MSSP, you do not have to change your MSSP provider.
- **Nursing home care:** If you get care in a nursing home, your health plan will work with your doctor and nursing home to better coordinate your care. If you are currently in a nursing home, you do not have to change your nursing home.
- If you do not get these services now, your health plan can help you get them in the future, if you need them.

Can I see my Medicare doctors after I enroll in a Medi-Cal health plan?

Yes, if you have Medicare, your Medicare providers will not change.

Can I see my Medi-Cal doctors after I enroll in a Medi-Cal health plan?

If you have Medi-Cal only, you will need to check with your health plan to determine if your providers work with the health plan. Generally, you are able to see your current doctors for 12 months.

Enrolling in a Medi-Cal health plan:

- Does NOT change your Medicare services or benefits.
- Does NOT change your Medi-Cal eligibility or cost you extra.
- Does NOT cut any of your Medi-Cal services or benefits.

When do I need to enroll in a Medi-Cal health plan?

You will be receiving more information about your choices for a Medi-Cal health plan. If you do not make a choice, you will be enrolled in a Medi-Cal health plan starting MM/DD/YYYY.

What should I do now?

- Talk about your choices with someone who knows about your health care needs, like your family, friends, your doctors, or your local Long Term Services and Supports providers.
- Watch your mail for a packet from Health Care Options in about one month.

For help or more information


If you need this letter in another language or alternate format, like large print, audio, or Braille; or if you need help enrolling in a health plan please call:


Health Care Options


1-844-580-7272 • TTY: 1-800-430-7077
Monday - Friday, 8 am - 5 pm
www.HealthCareOptions.dhcs.ca.gov

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60-Day Medi-Cal Managed Care Notice

 State of California — Health and Human Services
Department of Health Care Services
P.O. Box 989009, West Sacramento, CA 95798-9850





JOHN SAMPLE
1234 SAMPLE STREET
ADDRESS 2
ANYTOWN CA 90000

XX/XX/XXXX

Important Information

The Way You Get Your Medi-Cal Benefits is Changing on [MM/DD/YYYY]


You must enroll in a Medi-Cal managed care plan to receive your Medi-Cal services. The reason for this change is to help bring your Medi-Cal services together in one place. This is the second letter telling you about your options for choosing a Medi-Cal plan. Based upon your past services and health care needs, you have been assigned to the Medi-Cal plan named below. **Unless you make a different Medi-Cal plan choice, you will be enrolled in the health plan below on MM/DD/YYYY: NAME OF PLAN**

If you have Medicare, this change does not affect your Medicare coverage or your ability to see your Medicare doctor.

How will this change affect me?

- Your Medi-Cal plan will coordinate all of your Medi-Cal covered services.
- Your Medicare services and providers will NOT change.
- Your Medi-Cal services and benefits will NOT change.
- Your Medi-Cal eligibility does NOT change and it will not cost you extra.

Check with your health plan to determine if your providers work with your selected Medi-Cal plan.

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What services will you get from your Medi-Cal health plan?

Your Medi-Cal plan will coordinate all of your Medi-Cal covered services, including Long Term Services and Supports.

- If you are in Medicare, your Medi-Cal health plan will pay for certain Medicare cost-sharing and other benefits that are not covered by Medicare, such as some transportation, certain medical supplies, and certain prescription drugs.

What are Medi-Cal Long Term Services and Supports?

- **In-Home Supportive Services (IHSS)** are personal care services for people who need help to live safely in their homes. If you currently get IHSS, you do not have to change your IHSS providers and you can still hire, fire, and manage your providers.
- **Community-Based Adult Services (CBAS)** is daytime health care at centers that provide nursing, therapy, activities, and meals for people with certain chronic health conditions.
- **Multipurpose Senior Services Program (MSSP)** provides social and health care coordination services for people age 65 and older. If you currently get MSSP, your health plan will work with your MSSP provider to better coordinate your care. You do not have to change your MSSP provider.
- **Nursing home care:** If you get care in a nursing home, your health plan will work with your doctor and nursing home to better coordinate your care. If you are currently in a nursing home, you do not have to change your nursing home.

If you do not get these services now, your Medi-Cal plan can help you get them in the future, if you need them.

When will I be enrolled in a Medi-Cal health plan?

You will be enrolled in a Medi-Cal health plan starting MM/DD/YYYY.

Can I choose a different Medi-Cal health plan?

Yes. You will soon get a packet of health plan information in the mail. Read the materials in this packet. This packet includes:

- A Choice Book that has instructions on how to choose and enroll in a Medi-Cal managed care health plan in your county.
- Provider directories that list the doctors who work with each plan.

What should I do now?

- Share this letter and information with your family or someone who knows about your health care needs.
- Talk to your doctors and other health providers to see which health plans they work with.
- If you have Medicare, please call the **California Health Insurance Counseling & Advocacy Program (HICAP) at 1-800-434-0222 (TTY 711)**.
- To choose a different health plan, call Health Care Options Monday-Friday 8am-5pm at 1-844-580-7272 or TTY: 1-800-430-7077 by MM/DD/YYYY.

For help or more information

If you have questions about Medicare, please call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

If you want to select a different Medi-Cal plan, and/or get this letter in another language or alternate format – like large print, audio, or Braille, please call Health Care Options Monday-Friday 8am-5pm at 1-844-580-7272 or TTY: 1-800-430-7077.

DHCS stated goals of the CCI

Improve Access
to Care

Promote
Person-Centered
Planning

Promote
Independence in
Community

Right Care
Right Time
Right Place

Cost Savings for
State and Federal
Government

Should your client enroll in Cal MediConnect?

Wrap Up

Whether to enroll in Cal MediConnect is an individual choice

Factors to Consider in Making Decision to Enroll in Cal MediConnect

- Does plan have networks that include client's current medical providers?
- Does plan have strong relationship with social service providers?
- Does client have a course of treatment that should not be interrupted?
- How important are the additional benefits of vision and transportation to client?
- Will a plan improve your client's care coordination?

Cal MediConnect Choice Form

Health Plan Choice Form



If you do not want to automatically enroll in the Cal MediConnect plan we have chosen for you, use this form to choose a different option. For Free Help with this form, contact Health Care Options at 1-844-580-7272.

STEP 1: Tell us about yourself:

John Sample
 First Name, Last Name

1234 Sample Street Sample City
 Address, City

9 9 9 9 9
 Zip Code

____ - ____ - ____
 Date of Birth

____ - ____ - ____
 Sex: Male Female

____ - ____ - ____
 If pregnant, due date

____ - ____ - ____
 (Area Code) Phone Number

____ - ____ - ____
 Month Day Year

STEP 2: Choose how you want your care:

If you do NOT make a choice, you will be automatically enrolled in a Cal MediConnect Plan we have chosen for you.

| OPTION A | OPTION B |
|--|---|
| Combine my Medicare and Medi-Cal benefits in one plan. Choose one of these Cal MediConnect Plans: <input type="radio"/> 814 Anthem Blue Cross <input type="radio"/> 815 Santa Clara Family Health * | Keep my Medicare the way it is now AND choose a Medi-Cal plan. Choose one of these Medi-Cal Plans to get your Medi-Cal benefits: <input type="radio"/> 309 Santa Clara Family H.P. Plan Partners <input type="checkbox"/> KA KP Cal, LLC <input type="radio"/> 345 Anthem Blue Cross Partnership |

* To choose the plan that you have been assigned to, select the plan with the asterisk (*).

Program of the All-Inclusive Care for the Elderly (PACE)
 You may qualify for PACE (see instructions). If you want to get your Medicare and Medi-Cal benefits combined in a PACE plan, fill out this option in addition to Option A or B.

If you do not qualify, you will get your care through the Option A or Option B plan that you chose above in Step 2.

PACE Plan:
 058 On Lok Lifeways

STEP 3: Read the important information on the back before signing. I understand that by filling out and signing this form, I am choosing how to get my health care.

 Beneficiary's signature

 Date

OR

 Authorized Representative Signature (if any)

 Date

Highly Confidential

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Choose a Cal MediConnect Plan: Fill out Option A ONLY

To "Opt-Out" of Cal MediConnect, fill out Option B ONLY. If you are already in a Medi-Cal plan, Choose the Medi-Cal plan you are already in

To choose PACE, fill out PACE bubble and EITHER A or B as a backup

What can you do?

- Influence program development
 - Stakeholder meetings
 - Talk to plan
 - Legislative advocacy
- Prepare to provide counsel
- Report problems

Local advocates can help individuals

- HICAP
1-800-434-0222
- Cal MediConnect Ombudsman
1-855-501-3077

JUSTICE IN AGING

FIGHTING SENIOR POVERTY THROUGH LAW

- Justice in Aging Duals Website
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<http://dualsdemoadvocacy.org/>
- Contact us:
 - Denny Chan – dchan@justiceinaging.org
 - Amber Cutler – acutler@justiceinaging.org
- Department of Health Care Services – www.calduals.org

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