

# Medi-Cal Managed Care

Health Care

If you are on Medi-Cal, you may be able to join a Medi-Cal health plan known as a Medi-Cal Managed Care plan.

## What is Medi-Cal managed care?

- *Managed care means that you are part of a Health Maintenance Organization, or HMO. Some examples of HMOs are: Kaiser, Health Net, Molina, Blue Cross, Western Health Advantage, and Care 1<sup>st</sup>. Different HMOs are available in different counties. Some counties have their own county health plans.*
- *If your county offers Medi-Cal Managed Care, you may have received a packet of information from an organization called Health Care Options about choosing a health plan when you first signed up for Medi-Cal. This gives you information about the individual plans. If you did not receive a packet, you may call your Medi-Cal office and ask whether or not managed care is available to you.*
- *If you receive a packet but lost it or if you need help understanding the information in the packet, call Health Care Options at 1-800-430-4263.*
- *If you need a packet in a different language, ask for one by calling the number listed above. If you need an interpreter, you also have a right to ask for one to be provided to help you understand the plan options.*

## Do I have to sign up for a managed care plan?

- *If you are disabled, on Supplemental Security Income (SSI), or if you or a family*

*member are being treated for certain “complex medical conditions” you do not need to sign up for a managed care plan if you do not wish to do so.*

- *Some people who are disabled or have chronic health conditions choose to sign up for managed care even though they do not have to because they find it easier to find specialists by going through a health plan.*

## Why should I join a managed health care plan?

- *A managed health care plan may make it easier for you to manage your health care. The health plan can help you find doctors and services such as labs and specialists.*
- *You do not have to ask managed care plan doctors if they take Medi-Cal.*
- *Managed health plans offer preventative care like annual physicals, routine tests for adults, and shots for children and babies that may help you and your family avoid getting sick. Some managed health plans have programs to help you and your family stay healthy and managed illnesses, which are offered at no cost to you.*
- *If you have a problem with services, you can speak directly with the managed care member services department.*

## How can I join a managed health care plan?

- *If you want to join a plan, call Health Care Options at 1-800-430-4263. They will send you information about the managed care plans available in your area*

- *Read the materials thoroughly to choose which plan is best for you.*

### **How much does a managed health care plan cost?**

- *There is no cost to join a managed health care plan if you are on Medi-Cal.*
- *The managed care plans must cover the same services that Medi-Cal covers.*

### **What if I am already in a managed health care plan and I am having problems?**

- *Call the HMO Help Center at (888) HMO-2219; (888) 466-2219, or (877) 688-9891 (TDD). They are open for all California callers, 24 hours a day, 7 days a week to help you with your questions.*

### **What if I don't speak English?**

- *If you need help understanding English, your Medi-Cal health plan must make sure you have a qualified interpreter any time you need medical care. Your plan must provide a free interpreter no matter what language you speak. This is true even when you need emergency care.*
- *An interpreter may be an employee at a doctor's office, might be an outside party who meets you at the doctor's office, or may be a telephone interpreter.*

### **What if I am refused care?**

- *You may file a grievance with the HMO by calling them or sending them a letter.*
- *If your managed health care plan refuses you care or services, you have a right to a State Fair Hearing before a judge. **You must ask for a hearing within 90 days of when you were refused the service.***
- *To ask for a State Fair Hearing, call or write to the State Fair Hearing office at:*

*State Fair Hearings  
744 P Street, MS 19-37  
Sacramento, CA 95814  
(800) 952-5253 (voice)  
(800) 952-8349 (tdd)*