

## Important Information

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

Formatted: Font: 18 pt

Formatted: Centered

The way you get Medi-Cal services is changing. You must now enroll in a Medi-Cal managed care health plan to receive Medi-Cal services. The reason for this change is to ~~make your services work better together. help bring your Medi-Cal services together in one place.~~

Comment [A1]: It is not a place.

This is the second letter telling you about your options for choosing a Medi-Cal managed care 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 health plan choice, you will be enrolled in the Medi-Cal health plan below on MM/DD/YYYY:  
NAME OF PLAN

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

Comment [A2]: This notice is only going to dual eligibles and therefore, only to individuals who have Medicare.

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

Your Medi-Cal health plan will coordinate all of your Medi-Cal covered services.

- ~~If you are in Medicare, your Medi-Cal health plan will pay for certain Medicare cost-sharing, certain and other benefits that are not covered by Medicare such as some transportation and certain medical supplies additional benefits (such as prescription drugs not covered by Medicare),~~
  - ~~Your Medi-Cal plan will cover some transportation, and certain~~ Long Term Services and Supports.
- ~~If you just have Medi-Cal, your Medi-Cal health plan will be responsible for all of your medical care, some transportation, and certain Long Term Services and Supports.~~

Formatted: Bulleted + Level: 1 + Aligned at: 0.58" + Indent at: 0.83"

Comment [A3]: This notice is only going to dual eligibles and therefore, only to individuals who have Medicare.

### 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 already 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 are interested in living in a different nursing home or outside of a nursing home with home and community-based supports and services, your health plan will discuss these options with you.
- If you do not get these long-term services and supports now, your health plan can help you get them in the future, if you need them.

**Comment [A4]:** This isn't necessarily true - if the individual's doctor is a Medicare doctor, the health plan will have a hard time coordinating even in the nursing home.

### 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.~~

**Comment [A5]:** This notice is going to duals only.

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, but you may have to change some providers, like where you get your medical equipment.

**Comment [A6]:** Either this bullet should be removed or it should be clarified - they way people get their benefits or services could change.

### ~~When do I need to enroll in 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.~~

### Can I choose a different Medi-Cal health plan?

**Formatted:** Font: 18 pt

#### What should I do now?

Yes. With this notice you received a ~~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 health plan ~~Medi-Cal plan~~ in your county. You have a choice of [x] plans:
  - Plan A
  - Plan B
- Provider directories that list the doctors who work with each plan.

**Comment [A7]:** Won't the notice come with the health packet?

**Formatted:** Bulleted + Level: 1 + Aligned at: 0.58" + Indent at: 0.83"

**Formatted:** Bulleted + Level: 2 + Aligned at: 1.08" + Indent at: 1.33"

**Comment [A8]:** What types of providers are listed in the provider directory? As a dual, the only providers that they would need to review are Medi-Cal providers.

**Formatted:** Bulleted + Level: 1 + Aligned at: 0.58" + Indent at: 0.83"

#### What do 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 providers to see which health plans they work with.
- Choose a health plan. To choose a health plan, call Health Care Options at the 1-844-580-7272 number below or fill out, sign, and return the Medi-Cal Health Plan Choice Form by MM/DD/YYYY.

Formatted: Bulleted + Level: 1 + Aligned at: 0.33" + Indent at: 0.58"

Formatted: Bulleted + Level: 1 + Aligned at: 0.33" + Indent at: 0.58"

### Can I choose a different health plan?

Yes. To choose, fill out the choice form in your Choice Book or call Health Care Options at 1-844-580-7272 by MM/DD/YYYY:

You may choose to enroll in a different Medi-Cal health plan in your county. Your

Choice Book has details about all the health plans in your county.

**For help or more information**

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

**For help or more information**

**If you need this letter in another language or alternate format, like large print, reader, accessible electronic format, 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](http://www.HealthCareOptions.dhcs.ca.gov)

~~If you want to select a different Medi-Cal plan, stay in regular Medicare, 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.~~

**Comment [A9]:** We encourage the use of 18 pt font in bold for this statement. This improves the chances of those with visual impairments to see this statement.