



October 15, 2014

The CCI Advocates Alert is a biweekly summary of changes, on-the-ground reports, advocacy tips, and resources regarding California's Coordinated Care Initiative.

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## Announcements

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**DHCS Releases Improved Duals Plan Letter on Continuity of Care.** DHCS has released a Dual Plan Letter (DPL 14-004) outlining the continuity of care protections Cal MediConnect plans are required to provide to dual eligible beneficiaries enrolled in Cal MediConnect plans. The DPL supersedes prior DPL 13-005 and includes significant improvements from the prior DPL. For example, providers are able to make continuity of care requests on behalf of beneficiaries; continuity of care can be granted after a beneficiary receives services; and Cal MediConnect plans must process continuity of care requests within three days if

there is a risk of harm to the beneficiary. The DPL is available [here](#).

**CCI Enrollment Dashboard Available Through September 1.** DHCS released the CCI enrollment data through September 1, 2014. The dashboard includes the number of individuals who have been sent notices, the number enrolled in Cal MediConnect plans by county, and the number of individuals who have opted out of Cal MediConnect. As of September 1, 2014, 44,804 individuals are enrolled in Cal MediConnect plans in five of the CCI counties. The dashboard is available [here](#).

**DHCS Releases Dual Plan Letter on Facility Site Reviews for Physical Accessibility.** DHCS has released a DPL outlining the requirements for Cal MediConnect plans to ensure that their network providers have facilities that are physically accessible. The DPL is available [here](#).

**DHCS Releases All Plan Letter on the D-SNP Policy in Alameda and Orange Counties.** DHCS has released an All Plan Letter (APL), APL 14-014, dated October 10, 2014, outlining the enrollment requirements for Dual Eligible Special Needs Plan (D-SNPs) enrollment in Alameda and Orange counties. The APL is [available here](#).

**Plaintiffs Voluntarily Dismiss Federal Lawsuit.** On August 29, 2014, an Independent Living Center and three beneficiaries filed a federal lawsuit in United States District Court asking the Court to stop the implementation of the Coordinated Care Initiative. The plaintiffs are represented by the Medicaid Defense Fund and a private attorney. On October 2, 2014, the plaintiffs voluntarily dismissed the lawsuit. This lawsuit is separate from the state court lawsuit filed in early July.

**CMS and ACL Grant New Funding to CCI Ombudsman.** The Centers for Medicare and Medicaid Services (CMS) and the Administration for Community Living (ACL) announced a new grant to the California CCI Ombudsman program. More information is available [here](#).

**DHCS Holding Stakeholder Call on October 21, 2014.** DHCS is hosting a stakeholder call on October 21, 2014, at 1:00 p.m. DHCS will review CCI January enrollment and the new funding the Cal MediConnect Ombudsman program was recently awarded. Register for the call [here](#).

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## **News on Notices**

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### **DHCS Releases Notices Specific to Beneficiaries Enrolled in D-SNPs.**

Beneficiaries enrolled in Dual Special Needs Plans (D-SNPs) are being impacted by Cal MediConnect in different ways. DHCS has posted the notices beneficiaries in D-SNPs will receive. The notices are available [here](#).

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## **On-the-Ground Reports and Advocacy Tips**

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**Prepare Now for Cal MediConnect January Enrollment.** Over 100,000 dual eligibles will be subject to passive enrollment on January 1, 2015. This number reflects dual eligibles living in six of the eight CCI counties: Los Angeles, Riverside, San Bernardino, San Diego, San Mateo, and Santa Clara counties. The number of duals subject to passive enrollment in January is higher than in other months because three different populations are being enrolled: 1. Duals with January birthdays; 2. Duals who were reassigned to a Medicare Part D plan in 2014 or are subject to reassignment in 2015; and 3. Duals who are enrolled in a D-SNP operated by a plan that also sponsors a Cal MediConnect plan. See NSCLC's Fact Sheet on January Enrollment available [here](#).

**Coordinated Care Initiative Notices Arrive in Blue Envelopes.** All beneficiaries who have to make a health plan choice under the Coordinated Care Initiative will receive materials in blue envelopes from the Department of Health Care Services (San Mateo County excluded). There are two types of notices being

sent to beneficiaries: 1. Cal MediConnect Notices and 2. Notices to beneficiaries who have to choose a Medi-Cal plan ONLY. Because both types of notices are coming in blue envelopes, it is important to read the top of the notice to determine if the notice is a Cal MediConnect notice or a Medi-Cal notice.

If you are being asked to make a choice about Cal MediConnect, the notices will have Cal MediConnect on the top of the notice – it looks like this:



If you have to choose only a Medi-Cal plan, the top of your notices will look like this:



## **Beneficiaries enrolled in a Cal MediConnect D-SNP Cannot Stay in the D-SNP after January 1, 2014.**

Beneficiaries who are enrolled in a Duals Special Needs Plan (D-SNP) operated by a Cal MediConnect plan cannot stay in their D-SNP after December 31, 2014. For example, if a beneficiary lives in Los Angeles County and is enrolled in Health Net's D-SNP, she cannot stay in the D-SNP.

Beneficiaries can return to fee-for-service Medicare, join a Cal MediConnect plan, join PACE (if eligible), or, in some circumstances, another Medicare Advantage product. For more information on the D-SNP policy, see NSCLC's county fact sheets available [here](#).

**Advocacy Tip:** Some beneficiaries who were already subject to passive enrollment into Cal MediConnect and opted out subsequently enrolled in a Cal MediConnect D-SNP. For example, a beneficiary with an August birthday received Cal MediConnect notices and opted-out of Cal MediConnect. In September, she joined Molina's D-SNP. This beneficiary cannot remain in the Molina D-SNP. She will receive a notice from Molina informing her of this change. She will not be subject to passive enrollment into Cal MediConnect again. If she does nothing, she will return to fee-for-service Medicare and be automatically assigned to a new Part D plan.

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## **Upcoming Events and Trainings**

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### **NSCLC Trainings**

To view NSCLC's past CCI Basic and Advanced trainings, please visit our [website](#).

### **CalDuals**

Recorded DHCS webinars are available on the CalDuals [website](#).

CalDuals also recently released additional fact sheets on the Coordinated Care Initiative available [here](#).

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## Resources and Other Materials

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**Medicare Marketing Violation SMART Form.** If you believe that a beneficiary has been the victim of fraud or a marketing violation, please use the SMART form, available [here](#), to record and report the incident to the Centers for Medicare and Medicaid Services (CMS).

**Payment of Medicare Deductible and Coinsurance Fact Sheet.** Medicare doctors do not need to be contracted with a Medi-Cal plan to receive payment for the Medicare deductible or coinsurance. Direct misinformed providers to this [fact sheet](#) on CalDuals. Providers also cannot balance bill dual eligibles. See NSCLC's alert on balance billing available [here](#). NSCLC recently released a factsheet supplementing this alert available [here](#).

**NSCLC County-Specific Fact Sheets on D-SNP Policy.** The Department of Health Care Services (DHCS) recently released a new [Duals Special Needs Plan \(D-SNP\) policy](#) impacting beneficiaries residing in counties implementing the CCI. The National Senior Citizens Law Center (NSCLC) developed county-specific fact sheets that summarize the D-SNP policy and outline for advocates how beneficiaries are impacted depending on the type of Medicare Advantage plan in which they are enrolled. The fact sheets are available [here](#).

**DHCS Physician Toolkit.** DHCS has provided a Coordinated Care Initiative toolkit of factsheets and other information for providers. The toolkit is available [here](#).

**DHCS Mailbox For Cal MediConnect Notices Sent in Error.** DHCS has created an email inbox that advocates can use to fix situations where beneficiaries have been or are at risk of being erroneously enrolled in Cal MediConnect. The situation arises when an individual not subject to passive enrollment erroneously receives an enrollment notice. The new email inbox is [cmc.mltss@dhcs.ca.gov](mailto:cmc.mltss@dhcs.ca.gov). DHCS has provided the following information about the new inbox:

- Routine plan changes and disenrollments should be handled with Health Care Options. Many beneficiaries can use continuity of care to see their providers while a routine plan change or disenrollment is in process. Beneficiaries should contact their plan to make this request.
- Do not send personal health information or ID numbers through unsecured email. You can send an email request to the new inbox for a secure email from DHCS, and you can respond to that secure email with this information.
- You will receive a response to your request within 2 to 3 business days to confirm receipt and that DHCS is working on the issue. You will receive an email confirmation of the issue resolution.
- You may not receive specifics on the case itself if you are not the authorized representative or the beneficiary.

**Resources for Beneficiaries.** Beneficiaries should contact their local **Health Insurance Counseling & Advocacy Program (HICAP)** to receive free individualized choice enrollment counseling for Cal MediConnect. The HICAP counselors can help the beneficiary review his choices and make an informed decision. The HICAP can be reached at (800) 434-0222.

The **Cal MediConnect Ombudsman** is available to provide assistance with both pre-enrollment and post enrollment issues. You should contact the Ombudsman if you believe a beneficiary has incorrectly received a notice, a beneficiary is having difficulty disenrolling or changing his plan, or if the beneficiary has been denied coverage or is experiencing a disruption in care.

The Ombudsman program is available by calling (855) 501-3077 (TTY: 855-847-7914), Monday through Friday, 9:00 a.m. - 5:00 p.m. To find the local program acting as the ombudsman in your county, visit the CalDuals [website](#).

**This is a resource to help advocates keep abreast of the many developments in the roll out of the CCI. Please let us know how we can improve. We value your feedback. To submit comments, please email us**

at [info@nsclc.org](mailto:info@nsclc.org). If you have a question regarding the content of this document, please contact Amber Cutler at [acutler@nsclc.org](mailto:acutler@nsclc.org).