

# JUSTICE IN AGING

FIGHTING SENIOR POVERTY THROUGH LAW

## CCI Advocates Alert

March 24, 2015

The CCI Advocates Alert is a regular 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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**NSCLC is Now Justice in Aging.** On March 2<sup>nd</sup>, 2015, the National Senior Citizens Law Center changed its name to **Justice in Aging: Fighting Senior Poverty Through Law**. For 43 years, we've worked to ensure that low-income seniors have consistent access to health care and other services, are able to choose their doctors, and can afford their medicine and co-pays. Though our name has changed, our work on behalf of California's dual eligibles, and others, will not change.. We still believe that preserving and expanding the social safety net programs that low-income seniors rely on is the best way to alleviate the stresses, harms, and indignities of poverty for aging Americans and create a world where everyone can age in dignity. Please add our new email addresses to your address

book: [acutler@justiceinaging.org](mailto:acutler@justiceinaging.org), and [dchan@justiceinaging.org](mailto:dchan@justiceinaging.org). And take a look at our video explaining our name change available [here](#). Come celebrate our name change with us on April 16, 2015, in Los Angeles. [Register Here](#).

**New Cal MediConnect Enrollment Data Available.** DHCS has released new Cal MediConnect enrollment data through March 2015. The data is available [here](#).

**New Cal MediConnect Health Risk Assessment Data Available.** Cal MediConnect plans are required to conduct a Health Risk Assessment (HRA) for each enrolled member of the health plan. DHCS has released an HRA dashboard summarizing the completion of HRAs by each Cal MediConnect plan for the time period of April through September 2014. The HRA dashboard is available [here](#).

**Justice in Aging Releases Updated CCI Fix List.** Justice in Aging has released an updated version of its Coordinated Care Initiative (CCI) Fix List. Justice in Aging developed the Fix List for tracking problems identified during the roll out of the CCI. The first version was released on June 10, 2014. The updated version is available [here](#).

**DHCS Releases Revised Dual Plan Letter on Interdisciplinary Care Team Requirements.** DHCS has released a revised Dual Plan Letter (DPL) providing Cal MediConnect plans with guidance on the development of a care plan and the composition of Interdisciplinary Care Teams. This DPL supersedes a previous DPL on the same topic and includes one significant change: to comply with state statute, the DPL states that the IHSS county social worker is a required member of the care team. The DPL is available [here](#).

**DHCS Releases Dual Plan Letter on Provider Preventable Conditions.** DHCS released a DPL outlining the Cal MediConnect plans' reporting requirements with regard to provider preventable conditions. A corresponding APL was also issued for Medi-Cal plans. The DPL can be found [here](#), and the APL can be found [here](#).

**Justice in Aging and AAEE Release Issue Brief on Education and Outreach.** Advocates for African American Elders (AAEE) and Justice in Aging released an issue brief on culturally competent outreach strategies for beneficiaries

undergoing health care transitions. The brief, Thinking Outside the Box: Culturally Competent Outreach Strategies in Health Care Transitions, is available [here](#).

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## On-the-Ground Reports and Advocacy Tips

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**Dual Eligibles Enrolled in Medi-Cal Plans Continue to Experience Problems Accessing Medi-Cal Covered Services.** Dual eligible beneficiaries who opt-out of Cal MediConnect or who only have to join a Medi-Cal plan are having problems accessing their Medi-Cal covered services.

For the most part, a dual eligible will receive benefits that are primarily paid for by Medicare. There are, however, certain services that Medicare does not pay for, including non-emergency medical transportation, certain prescription drugs, most costs associated with durable medical equipment, and medical supplies (e.g. diabetic supplies, incontinence supplies, etc.). Prior to the CCI, dual eligibles would receive an authorization for these Medi-Cal covered services by obtaining a Treatment Authorization Request (TAR) or a prescription. Duals are reporting that when they join a Medi-Cal plan, the Medi-Cal plan is requiring them to obtain new authorizations for these previously covered services, leading to a delay and disruption in the access of these services.

The new All Plan Letter addressing continuity of care (APL 14-021), available [here](#), states that the Medi-Cal plan must honor a TAR for up to 60 days or until a new assessment is completed by the Medi-Cal plan. This should help to minimize disruptions beneficiaries are experiencing.

If your client is experiencing a problem accessing their Medi-Cal covered services, especially with transportation, please contact the CCI Ombudsman at (855) 501-3077.

## **Many Medicare Providers Still Confused About Whether They Can Still Get Paid by Medi-Cal Now That Their Patients Must Enroll in Medi-Cal Plans.**

Medicare providers do not need to contract with Medi-Cal plans – or be a Medi-Cal provider – to be reimbursed for Medi-Cal payment of Medicare cost-sharing.

Dual eligibles who decide to opt-out of Cal MediConnect or duals not able to participate in Cal MediConnect still must enroll in a Medi-Cal plan. For dual eligibles, this means the Medi-Cal plan will now be responsible for paying the Medicare provider the 20% co-insurance that the State used to pay.

The Medicare provider does not need to be contracted with the Medi-Cal plan to receive payment from the plan. The State has created this [fact sheet](#) for providers on this issue.

The Medicare provider is NOT allowed to balance bill the dual eligible for the 20%. This [fact sheet](#) explains how balance billing is prohibited in California. If your client has been billed by a Medicare provider, please contact Denny Chan at [dchan@justiceinaging.org](mailto:dchan@justiceinaging.org).

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## **Upcoming Events and Trainings**

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### **Justice in Aging Trainings**

CCI Basics: March 25, 2015, 11:00 a.m. [Register Here](#)

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

### **CalDuals**

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

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## Resources and Other Materials

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**How to Update Your Address.** DHCS has provided a summary of how beneficiaries should update their address with either the county or Social Security to ensure that they are receiving notices. The summary is available [here](#).

**Cal MediConnectToons.** DHCS has created animated videos that describe the Cal MediConnect program available in both English and Spanish. The videos are available on [calduals](#) and you can also download them directly from <http://vimeo.com/calduals/videos>.

**Cal MediConnect Video.** DHCS has released a video explaining Cal MediConnect and the enrollment choices beneficiaries face. The video is 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**. 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@justiceinaging.org](mailto:info@justiceinaging.org).**

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