

# San Diego Kids Health Assurance Network (SD-KHAN) FREQUENTLY ASKED QUESTIONS

## **Q: What is SD-KHAN's mission?**

A: The mission of SD-KHAN is to assure access to and appropriate utilization of medical and dental services including prevention for low-middle income families in San Diego County.

## **Q: How is SD-KHAN organized?**

A: SD-KHAN is made up of over 65 members from community-based organizations, hospitals, clinics, government agencies, faith entities, businesses and schools that work together to promote medical and dental coverage for all families of San Diego County.

## **Q: What health coverage options does SD-KHAN refer to?**

A: SD-KHAN can link uninsured families and youth to the following medical care options: Medi-Cal, Expanded Medi-Cal, Healthy Families, Access for Infants and Mothers, and California Children's Services.

## **Q: What is the cost for SD-KHAN's services?**

A: Anyone inquiring about health insurance for families can call SD-KHAN. There is no charge to the caller for this referral and information service.

## **Q: What are the costs for the health programs?**

A: Depending upon your family size and income cost of health insurance options may range from \$0 to \$24 per child per month depending on the health coverage your child qualifies for.

## **Q: What are the eligibility requirements for some of the programs?**

A: Each health insurance that SD-KHAN refers to has specific income requirements according to family size and legal status limitations. However, anyone can call SD-KHAN and let the resource specialist determine to which health program the child qualifies for. Your families may be eligible if:

- Your families are Ages 0 through 18 years old
- Your families are California residents
- Your families are U.S. citizens or qualified legal immigrant status (only required for some programs)

## **Q: What can the client expect at the time of call?**

A: When a client calls SD-KHAN, they will be asked a few questions such as their family size, gross monthly income, ages of the children and the family's residency status to determine their initial eligibility for various health plans. Depending upon their eligibility, they will be referred to the appropriate health plan or mailed an application for Healthy Families or other health coverage options. SD-KHAN will follow-up again to help with any problems they are experiencing in getting health insurance for their families.

## **Q: Does SD-KHAN track calls?**

A: Yes. SD-KHAN has a computer database in which the caller's information is entered into the computer. Follow-up phone calls are made at two-weeks and 8-weeks after the initial phone call and thereafter until there is a final result.

## **Q: Does SD-KHAN help or assist applicants in completing their health insurance application?**

A: Yes. SD-KHAN can help or assist clients applying for Healthy Families and Expanded Medi-Cal over the telephone or in person by appointment. SD-KHAN can also refer you to Certified Application Assistants in your area who can help complete the Healthy Families and Expanded Medi-Cal application at no charge to the family.

## **Q: How is SD-KHAN different from Healthy Families?**

A: Healthy Families is a health insurance program that helps families whose family's income is greater than the income to qualify for full coverage Medi-Cal. SD-KHAN is a free referral service for children's health coverage. SD-KHAN will help families from all income brackets up to 250% of the Federal Poverty Level find affordable medical and dental care for their children. For example, combined households income may be up to \$55,128 for a family of four.