Your Medi-Cal Managed Care Health Plan Choices

The information is being provided for INFORMATION purposes only. To order an enrollment package, or request assistance with completing one, call 1-800-430-4263. Translators are available. For TDD/TTY users, call 1-800-430-7077.

Healthy San Diego

Standard Benefits	Care1st HEALTH PLAN — Medi-Cal Covered Services	Community HealthGroup — Medi-Cal Covered Services	Health Net COMMUNITY SOLUTIONS — Medi-Cal Covered Services	KAISER PERMANENTE — Medi-Cal Covered Services	MOLINA HEALTHCARE — Medi-Cal Covered Services	UnitedHealthcare Community Plan — Medi-Cal Covered Services
Plan Network Hospitals* *Call your provider about using other locations in an emergency.*	Alvarado Hospital & Medical Center Paradise Valley Hospital Palomar Medical Center Pomerado Hospital Rady Children's Hospital San Diego Scripps Green Hospital Scripps Memorial Hospital Encinitas Scripps Memorial Hospital La Jolla Scripps Mercy Hospital San Diego Scripps Mercy Hospital Chula Vista Sharp Chula Vista Medical Center Sharp Coronado Hospital Sharp Grossmont Hospital Sharp Mary Birch Hospital for Women Sharp Memorial Hospital Tri City Medical Center UCSD Medical Center – Hillcrest UCSD Medical Center – Thornton	Alvarado Hospital & Medical Center Palomar Medical Center Paradise Valley Hospital Pomerado Hospital Rady Children's Hospital San Diego Scripps Green Hospital Scripps Memorial Hospital Encinitas Scripps Memorial Hospital La Jolla Scripps Mercy Hospital Chula Vista Scripps Mercy Hospital San Diego Sharp Chula Vista Medical Center Sharp Coronado Hospital Sharp Grossmont Hospital Sharp Mary Birch Hospital for Women Sharp Memorial Hospital Tri-City Medical Center UCSD Medical Center – Hillcrest UCSD Medical Center – Thornton Vibra Hospital of San Diego	Alvarado Hospital & Medical Center Promise Hospital of San Diego Rady Children's Hospital San Diego Scripps Green Hospital Scripps Memorial Hospital Encinitas Scripps Memorial Hospital La Jolla Scripps Mercy Hospital Chula Vista Scripps Mercy Hospital San Diego Tri-City Medical Center	Kaiser Hospital Palomar Medical Center	Palomar Medical Center Pomerado Hospital Rady Children's Hospital San Diego Scripps Green Hospital Scripps Memorial Hospital Encinitas Scripps Memorial Hospital La Jolla Scripps Mercy Hospital Chula Vista Scripps Mercy Hospital San Diego Sharp Chula Vista Medical Center Sharp Coronado Hospital Sharp Grossmont Hospital Sharp Mary Birch Hospital for Women Sharp Memorial Hospital Tri-City Medical Center UCSD Medical Center– Hillcrest UCSD Medical Center – Thornton	Alvarado Hospital Palomar Medical Center Escondido Paradise Valley Hospital Palomar Medical Center Poway Sharp Chula Vista Medical Center Sharp Coronado Hospital Sharp Hospital Grossmont Sharp Hospital Mary Birch for Women & Newborns Sharp Memorial Hospital UCSD Medical Center UC San Diego Thornton/Jacobs Medical Center UC San Diego Sulpizio Cardiovascular Center
Doctors you can choose	Call Member Services (855) 699-5557 or go to www.care1st.com	Call Member Services (800) 224-7766 or go to www.chgsd.com	Call Member Services (800) 675-6110 or go to www.healthnet.com	Call Member Services (800) 464-4000 or go to www.kp.org	Call Member Services (888) 665-4621 or go to www.molinahealthcare.com	Call Member Services (866) 270-5785 or go to www.uhccommunityplan.com
Urgent Care Centers	Call your provider during business hours. After hours, call (855) 699-5557.	Call your provider during business hours. After hours, call (800) 647-6966.	Call your provider during business hours. After hours, call (800) 675-6110.	Call your provider during business hours. After hours, call (800) 290-5000.	Call your provider during business hours. After hours, call (800) 357-0163.	Call your provider during business hours. After hours call (866) 270-5785.
Pharmacies	Over 335 pharmacies countywide; Call Member Services at (855) 699-5557.	290 locations; Call Member Services at (800) 224-7766.	Over 375 pharmacies; Call Member Services at (800) 675-6110.	There is a pharmacy at every Kaiser Permanente location. Call Member Services at (800) 464-4000.	Molina has over 300 locations; Call (888) 665-4621.	189 contracted pharmacies; Call Member Services at (866) 270-5785
Vision Plan	Yes, call Member Services at (855) 699-5557	Yes, Vision Service Plan at (800) 877-7195	Yes, call Member Services at (800) 675-6110	Yes, call Member Services at (800) 464-4000	Yes, call Member Services at (888) 665-4621	Yes, call Member Services (866) 270-5785
Assistance with Public Transportation	Call Member Services at (855) 699-5557 for free door to door transportation to medical appointments.	Call Member Services at (800) 224-7766 for bus and trolley tokens to medical appointments.	Please call Member Services at (800) 675-6110 for assistance.	Call Member Services for written directions to Kaiser sites by car and bus at (800) 464-4000.	Call Member Services at (888) 665-4621 for more information.	Call LogistiCare at (844) 772-6623
Health Education	Health education classes offered on many subjects and multilingual brochures on over 17 topics. Call Member Services at (855) 699-5557.	Over 20 topics offered in English, Spanish and Vietnamese. Call Member Services at (800) 224-7766.	Health education classes, community events, weight management, member newsletter, and written materials are available. Please call (800) 804-6074.	Yes, at Kaiser provider locations. Call Health Education at (619) 641-4194.	Molina offers Health Education classes including Motherhood Matters, Weight Management, Diabetes and Asthma. , call Member Services at (888) 665-4621.	Health education classes and materials are offered on numerous subjects in several languages. Call (866) 270-5785 or go to www.uhccommunityplan.com
Interpreter Services	Multiple languages available, including through language line services. Call Member Services at (855) 699-5557.	Multiple dual language staff and other languages and help line for the hearing impaired available through Member Services at (800) 224-7766.	Multiple languages available through Member Services at (800) 675-6110. Help line for the hearing and speech impaired at (800) 431-0964.	Contact (800) 464-4000 for Interpreter Services. TTY information for hearing impaired. Call (619) 528-5138.	Multiple language capability via employees and Language Line Services. Call Member Services at (888) 665-4621.	Interpreters available in more than 175 languages by calling (866) 270-5785. TTY services, Braille and reading assistance are also available for members
24 Hour Nurse Advice Line	(855) 699-5557	(800) 647-6966	(800) 675-6110	(800) 290-5000	(800) 357-0163	(866) 270-5785
Behavioral Health Services	Mild to moderate conditions (855) 321-2211	Mild to moderate conditions (800) 404-3332	Mild to moderate conditions (888) 426-0030	Mild to moderate conditions (877) 496-0450	Mild to moderate conditions (888) 665-4621	Mild to moderate conditions (866) 270-5785

Please make sure that the Health Plan you select has providers in your area. See the Health Plan's Provider Directory or website.
Note that providers are subject to change; contact member services to check if provider is currently active.

Medi-Cal benefits can now be provided under a Managed Care Health Plan. All Managed Care Health plans offer standard Medi-Cal benefits:

Member Services

All Medi-Cal Managed Care Health Plans have a Member Services telephone number for the following services:

- ✓ To help you choose or change your Primary Care Physician
- ✓ To change your address or phone number
- ✓ For questions about your benefits or where services are available
- ✓ For complaints or grievances
- ✓ For assistance with public transportation

What are other benefits?

When you choose a Managed Care Health Plan, your Medi-Cal benefits stay the same. Other benefits include.

- ✓ **Family Planning Services**

   You can always get family planning services from **ANY** family planning provider accepting Medi-Cal.*

- ✓ **Indian Health Services**

   American Indians and Alaskan Natives can always get services through any Indian Health Services (IHS) facility.*

- ✓ **Dental Services**

   Your BIC is good at any Medi-Cal dentist. Call **DENTI-CAL at (800) 322-6384** to find a Medi-Cal dentist.

- ✓ **Well Child Check-Ups (CHDP)**

   Call **(800) 675-2229**.

Services do not require prior approval.

How can I get help with problems?

- ✓ Healthy San Diego Program **(619) 515-6584**
- ✓ Medi-Cal Ombudsman **(888) 452-8609**
- ✓ Consumer Center for Health Education and Advocacy **(877) 734-3258**
- ✓ State Department of Managed Health Care **(888) HMO-2219**

What if there is an emergency?

An emergency is defined as those services required for unexpected severe pain, or immediate diagnosis and treatment of unexpected medical conditions, which, if not immediately diagnosed and treated, would lead to disability or death. If you or someone in your family has an emergency, you should:

- ✓ Call your doctor, **OR**
- ✓ Go to the nearest emergency room, **OR**
- ✓ **Call 9-1-1**

What about Behavioral Health Services for someone with a serious condition?

Medi-Cal Managed Care Plans cover outpatient treatment for a mild to moderate mental health condition. Members with a serious mental health condition receive their behavioral health benefits through the County Mental Health Plan. Call your health plan doctor, **or** call the San Diego County Access and Crisis Line 24 hours a day 7 days a week at **(888) 724-7240**.

Other Information

For information about other health and social services in San Diego County, call **2-1-1**.

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Medi-Cal Managed Health Care Options in San Diego County

This material is being provided to help you better understand your choices. It is not an endorsement of any specific Medi-Cal Health Plan.

Healthy San Diego

Welcome to Medi-Cal Managed Care

Your Medi-Cal benefits can now be provided by a Medi-Cal Managed Care Health Plan. A Managed Care Health Plan gives you access to a network of doctors, clinics, specialists, pharmacies and hospitals.

How Does Managed Care Work?

Each Medi-Cal Managed Care Health Plan has a list of primary care providers you can choose from. If you have a doctor now, you will need to find out if that doctor belongs to a Medi-Cal Managed Care Health Plan. Your primary care provider will be responsible for managing your overall health care needs and referring you to other doctors if needed.

Who Can Join a Medi-Cal Managed Care Health Plan?

Anyone who is on Medi-Cal, lives in San Diego County, and has a qualifying aid code may choose a Medi-Cal Managed Care Health Plan. This chart and an enrollment packet are provided to all persons who, like you, qualify based on their current aid code(s). Use the information in this comparison chart and the enrollment packet to examine your health plan choices. To order an enrollment packet or for assistance in completing a Choice Form, please call **(800) 430-4263**. Translators are available. The TDD Line for the hearing impaired is **(800) 430-7077**. There is no charge to join a health plan.

State of California Benefits Identification Card
ID No. 90000000A95001
SUE G RECIPIENT
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Benefits Identification Card (BIC)

Choosing a Medi-Cal Managed Care Health Plan

If you already have a doctor, check the provider directory to see if he/she works with a local Managed Care Health Plan. Then ask these questions when you compare the health plans:

- ✓ Can I keep the same doctor if I already have one?
- ✓ Will it be easy to get to the doctor?

The answers to these questions can help you decide which Managed Care Health Plan is best for you. If you do not find the answers, call the health plan member services to get the information you need.

COUNTY OF SAN DIEGO HHSA HEALTH AND HUMAN SERVICES AGENCY | **LIVE WELL SAN DIEGO**