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.

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

- **Indian Health Centers**
  American Indians and Alaskan Natives can always get services through any Indian Health Center.*

- **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.

**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 filling out 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.

**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, you can call the health plan member services to get the information you need.

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Please make sure that the Health Plan you select has providers in your area. See the Health Plan's Provider Directory.

***Note that providers are subject to change; contact member services to check if provider is currently active.***

<table>
<thead>
<tr>
<th>Plan Network Hospitals*</th>
<th>*Call your provider about using other locations in an emergency.</th>
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</thead>
<tbody>
<tr>
<td>Health Education</td>
<td>Education classes offered on many subjects and multilingual brochures on over 17 topics. Member newsletters and an information line. Call Member Services at (855) 699-5557.</td>
</tr>
<tr>
<td>Kaiser Hospital</td>
<td>Palomar Medical Center</td>
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<tr>
<td>Community</td>
<td>Medical</td>
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<tr>
<td>Healthy San Diego</td>
<td>1ST</td>
</tr>
<tr>
<td>Doctors you can choose</td>
<td>Call Member Services (855) 699-5557 or go to <a href="http://www.care1st.com">www.care1st.com</a></td>
</tr>
<tr>
<td>Urgent Care Centers</td>
<td>Call your provider during business hours. After hours, call (855) 699-5557.</td>
</tr>
<tr>
<td>Pharmacies</td>
<td>Over 375 pharmacies countywide, including all major pharmacies such as Vons, Wal-Mall, Rite Aid, Longs and independent neighborhood pharmacies. Many provide 24 hour delivery. Call Member Services at (855) 699-5557.</td>
</tr>
<tr>
<td>Vision Plan</td>
<td>Yes, call Member Services at (855) 699-5557.</td>
</tr>
<tr>
<td>Assistance with Public Transportation</td>
<td>Call Member Services at (855) 699-5557 for free door to door transportation to medical appointments.</td>
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<tr>
<td>Interpreter Services</td>
<td>Spanish, Russian, Mandarin, Vietnamese, Amharic, Hmong, Cantonese, Other languages available through the language line services. Call Member Services at (855) 699-5557.</td>
</tr>
<tr>
<td>24 Hour Nurse Advice Line</td>
<td>Call Member Services (855) 699-5557.</td>
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<tr>
<td>Behavioral Health Services</td>
<td>Mild to moderate conditions (855) 321-2211.</td>
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