NSCLC
National Senior Citizens Law Center

March 24, 2014

Coordinated Care Initiative (CCI) and CBAS

Amber Cutler, Staff Attorney
National Senior Citizens Law Center

NSCLC
National Senior Citizens Law Center

The National Senior Citizens Law Center is a non-profit organization whose principal mission is to protect the rights of low-income older adults. Through advocacy, litigation, and the education and counseling of local advocates, we seek to ensure the health and economic security of those with limited income and resources, and access to the courts for all. For more information, visit our Web site at www.NSCLC.org.

What

CCI = three big changes

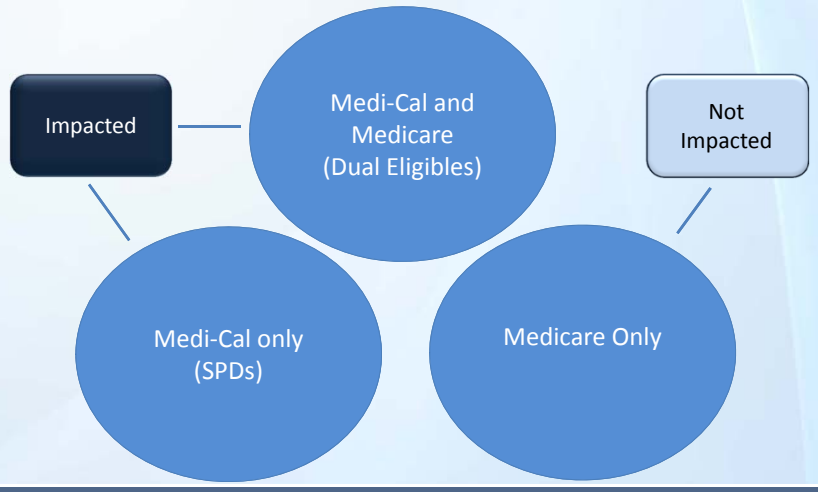
CCI Change	Description	Federal Approval
Mandatory Medi-Cal Managed Care	Duals and previously excluded SPDs must enroll in Medi-Cal Managed Care	Approved
LTSS Integration	LTSS added to Medi-Cal Managed Care plan benefit package	Approved
Medicare Integration (Cal MediConnect)	For duals, integration of Medicare and Medi-Cal benefits into one managed care plan.	Approved

NSCLC

3

Who

CCI impacts duals & seniors and persons with disabilities with Medi-Cal



NSCLC

4

Who

SPDs Already in Managed Care

Notice Type: Notice from health plan explaining that plan is responsible for LTSS benefit. An addendum to the Evidence of Coverage will also be sent from the plan.

Date	Notice Date	Population	Counties
April 1, 2014	March 1, 2014	Duals in a MA plan; otherwise not subject to passive enrollment in CMC	Los Angeles, Riverside, San Bernardino, San Mateo
July 1, 2014	May 15, 2014	Duals in a MA plan; otherwise not subject to passive enrollment in CMC	Alameda and Santa Clara
July 1, 2014	May 15, 2014	SPDs	Alameda, Los Angeles, Riverside, San Bernardino, San Diego, San Mateo, and Santa Clara

NSCLC

5

MLTSS Added to Plan Notice

LA Care HEALTH PLAN

Date

Important Information

The way you get Medi-Cal services is changing. You are getting this letter because you will get your Medi-Cal Long Term Services and Supports (LTSS) from L.A. Care starting on April 1, 2014.

The reason for this change is to help your benefits and services work better together.

Please read this notice carefully. This notice is for your information only. You do not need to do anything.

What are Long Term Services and Supports and what is the role of the Medi-Cal health plan?
Your Medi-Cal health plan will cover the following Long Term Services and Supports:

- **In-Home Supportive Services (IHSS)** are personal care services for people who need help to live safely in their homes. If you currently get IHSS, you do not have to change your IHSS providers, and you can still hire, fire, and manage your providers. There will be no change in how your provider is paid.
- **Community-Based Adult Services (CBAS)** is daytime health care at centers that provide nursing, therapy, activities and meals for people with certain chronic health conditions. If you get CBAS, nothing will change.
- **Multipurpose Senior Services Program (MSSP)** provides social and health care coordination services for people age 65 and older. If you currently get MSSP, you do not have to change your MSSP provider.
- **Nursing home care**: If you get care in a nursing home, your health plan will work with your doctor and nursing home to better coordinate your care. If you are currently in a nursing home, you do not have to change your nursing home.

What if I am already getting Long Term Services and Supports?
If you are already getting one or more of these services, you do not need to do anything. You will still get these services as you do today. This notice is for your information only.

What if I am not getting Long Term Services and Supports?
Should you ever qualify for any Long Term Services and Supports, they will be covered by your Medi-Cal health plan.

How does this help me?
This change helps your Medi-Cal health plan to better coordinate your medical and Long Term Services and Supports together.

For help or more information

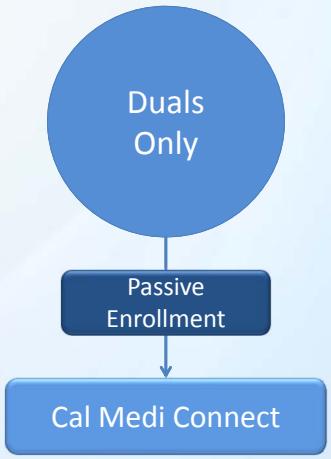
- If you have questions about IHSS, call your IHSS social worker at the county social services office. They know about this change and can help you.
- If you have questions about this notice or your services, call your Medi-Cal health plan.

L.A. Care and our professional after-hours staff are available when you need us - 24 hours a day, 7 days a week. Just call 1-888-839-9909.

6

Only Duals can enroll in Cal MediConnect

What

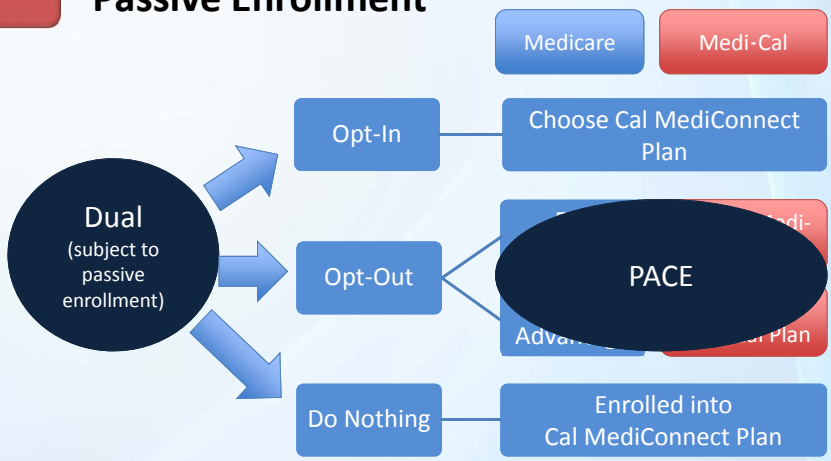


NSCLC

7

What

Passive Enrollment



NSCLC

www.NSCLC.org

8

Duals subject to passive enrollment into Cal MediConnect **already in Medi-Cal managed care****

Who

Notice Type: Will receive 90/60/30 day notices explaining their choices. The 60-day notice will be followed by a Guidebook/Choice Booklet and Choice Form

Date	Notice Date	Phasing	Counties
April 1, 2014	Started in January	In one month	San Mateo
May 1, 2014	Started in January and February	In one month	Riverside, San Bernardino, San Diego
July 1, 2014	April Start	In one month	Alameda and Los Angeles
January 1, 2015	October Start	In one month	Santa Clara

** Does not include duals in Medicare Advantage Plans, Reassigned to Part D plans, or enrolled in MSSP

NSCLC

9

When

90 Day

- Informational Notice

60 Day

- Notice with Default Plan
- Cal MediConnect Guidebook
- Choice Booklet and Choice Form
- PDP Disenrollment Notice from Part D Plan

30 Day

- Final Reminder Notice

In San Mateo, the health plan sends out all notices; in other counties, DHCS/HCO send out the notices

NSCLC

www.NSCLC.org

10

90-Day Cal MediConnect Notice

State of California — Health and Human Services

DHCS — CalMediConnect

JOHN SAMPLE
1234 SAMPLE STREET
ADDRESS 2
ANYTOWN CA 90000

XX/XX/XXXX

Important Information

You are getting this letter because you have **BOTH** Medicare and Medi-Cal. The way you get your health care is changing. You will now have more choices to meet your health care needs.

What is a Cal MediConnect plan?

A Cal MediConnect plan is a Medicare/Medi-Cal plan that will manage your Medicare and Medi-Cal benefits. Enrolling in a Cal MediConnect plan means that you keep your Medicare and Medi-Cal benefits with no extra cost but you must use your Cal MediConnect providers. You can also get additional transportation and vision benefits.

What are my plan choices?

You will get more information about your health plan choices soon. You may choose a Cal MediConnect plan, or choose to stay with regular Medicare. If you choose to stay with regular Medicare, you must choose a Medi-Cal health plan for your Medi-Cal benefits. If you do not make a choice, we will choose one of the Cal MediConnect plans for you. You keep the benefits and services you have now, and the Cal MediConnect plan will work with your doctors and providers.

This is the first letter telling you about your new choices. You will get a second letter with more information about your choices soon. You may choose a Cal MediConnect plan in your county, or choose to stay with regular Medicare.

Your choices are:

1. **Enroll in a Cal MediConnect plan.** These health plans cover both Medicare and Medi-Cal services. If you join a Cal MediConnect plan you will receive In-Home Supportive Services (IHSS), Multipurpose Senior Services Program (MSSP), Community-Based Adult Services (CBAS), and nursing home care through the Cal MediConnect plan. They also cover vision care and transportation. The Cal MediConnect plan will work with you, your doctors and providers to ensure you get the care you need.
2. **Enroll in the Program of All-Inclusive Care for the Elderly (PACE).** If you are 55 or older and need a higher level of care in order to live at home, you may be able to join PACE. PACE provides all Medicare and Medi-Cal benefits plus some extra services to help seniors who have chronic conditions live at home.
3. **Enroll in a Medi-Cal health plan only. Your Medicare will stay the way it is now.** If you join a Medi-Cal health plan you keep your Medicare doctors and hospitals, and you will receive your Medi-Cal benefits like In-Home Supportive Services (IHSS), Multipurpose Senior Services Program (MSSP), Community-Based Adult Services (CBAS), and nursing home care through the Medi-Cal health plan.

How does a Cal MediConnect plan help me?

A Cal MediConnect plan helps you because your Medicare and Medi-Cal benefits work together and work better for you.

Your doctors, pharmacists, IHSS, CBAS, MSSP, and other providers work together to care for you and coordinates who assists you in getting the care and services that you need. This is called "care coordination."

What should I do now?

- Talk about your choices with someone who knows about your health care needs, like your family, your doctors, or your local senior center and/or Independent Living Center.
- Watch your mail for a packet from Health Care Options in about one month.
- If you want to talk to a health insurance counselor about your choices, call the **California Health Insurance Counseling & Advocacy Program (HICAP) at 1-800-434-0222.**
- If you need this letter in another language or alternate format, like large print, audio, or Braille; or if you need help understanding this letter, please call:

Health Care Options
1-844-580-7272 • TTY: 1-800-430-7077
Monday - Friday, 8 am - 5 pm
www.HealthCareOptions.dhcs.ca.gov

60-Day Cal MediConnect Notice

State of California — Health and Human Services

DHCS — CalMediConnect

JOHN SAMPLE
1234 SAMPLE STREET
ADDRESS 2
ANYTOWN CA 90000

XX/XX/XXXX

Important Information

You are getting this letter because you have BOTH Medicare and Medi-Cal. The way you get your health care is changing. You will now have more choices to meet your health care needs.

This is the second letter telling you about your new options. You may choose a Cal MediConnect plan, or choose to stay with regular Medicare. If you choose to stay with regular Medicare, you must choose a Medi-Cal health plan for your Medi-Cal benefits. If you do not make a choice, we will choose one of the Cal MediConnect plans for you.

Based upon your past services and health care needs, you have been assigned to the Cal MediConnect plan named below. Unless you choose to stay with regular Medicare, you do not need to do anything and your coverage in this plan will become effective on MM/DD/YYYY. [Health Plan Name]

How will this change affect me?
Enrolling in a Cal MediConnect plan will:

- Keep your Medicare or Medi-Cal benefits without any extra costs.
- Keep all of the services or benefits you receive now.
- Ensure that all of your doctors, specialists, and other providers will work together to get you the care you need.
- Give additional transportation and vision benefits.

How does a Cal MediConnect plan help me?

The change is happening so your Medicare and Medi-Cal benefits work better together and work better for you.

Your choices include:

1. **Enrolling in a Cal MediConnect plan.** Cal MediConnect plans cover both Medicare and Medi-Cal services. If you join a Cal MediConnect plan, you will receive In-Home Supportive Services (IHSS), Multipurpose Senior Services Program (MSSP), Community-Based Adult Services (CBAS), and nursing home care through the Cal MediConnect plan. They also cover vision care and transportation. The Cal MediConnect plan will work with your doctors and providers to ensure you get the care you need.
2. **Enrolling in the Program of All-Inclusive Care for the Elderly (PACE).** If you are 55 or older and need a higher level of care in order to live at home, you may be able to join PACE. PACE provides all Medicare and Medi-Cal benefits plus some extra services to help seniors who have chronic conditions live at home.
3. **Enrolling in a Medi-Cal health plan.** If you choose to stay with regular Medicare, you will not be assigned to a Cal MediConnect plan, but you must still choose a health plan in order to receive Medi-Cal. Joining a Medi-Cal plan will allow you to keep your Medicare doctors and hospitals and you will not lose any services. You will receive In-Home Supportive Services (IHSS), Multipurpose Senior Services Program (MSSP), Community-Based Adult Services (CBAS), and nursing facility care through the plan.

What should I do now?

Review the three choices above and decide which is best for you. Use the Health Plan Guidebook and Choice Book that will come in the mail from Health Care Options to help you. Ask your doctors and other health care providers to see which plans they work with.

You do not need to do anything to join the Cal MediConnect plan below.

If you do not want to enroll in [Health Plan Name] you can contact Health Care Options to select a different Cal MediConnect plan or to stay in regular Medicare. Contact Health Care Options by

MM/DD/YYYY.

Call Health Care Options at the number below OR by filling out and mailing back the Choice Form with the enclosed envelope. This form is in your Choice Book that will come in the mail from Health Care Options.

For help or more information

If you want to talk to a health insurance counselor about these changes and your choices, call the **California Health Insurance Counseling & Advocacy Program (HICAP) at 1-800-434-0222.**

If you have questions about Medicare, call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

If you want to select a different Cal MediConnect plan, stay in regular Medicare, or get this letter in another language or alternate format – like large print, audio, or Braille, please call Health Care Options Monday-Friday 8am-5pm at 1-844-580-7272 or TTY: 1-800-430-7077.

If you need further help, call the **Cal MediConnect Ombudsman** at 1-855-501-3077. This number will be operational starting 4/1/2014.

Choice Form

Health Plan Choice Form

California Department of Health Care Services
P.O. Box 989039
W. Sacramento, CA 95798-7850

For free help filling out this form, call **1-844-580-7272**

Please print all CAPITAL LETTERS. Use a blue or black pen. Fill in the ○ or ☐ completely to show your choice.

JOHN SAMPLE
❶ First Name, Last Name

1234 SAMPLE STREET SAMPLE CITY
Address, City

9 9 9 9 9
Zip Code

1 2 - 1 4 - 1 1
Date of Birth

( ) - Sex: ○ Male ○ Female ❷ If pregnant, due date
(Area Code) Phone Number — Month Day Year

PLEASE READ the Instructions and Guidebook before completing this form.

❸ Cal MediConnect Plans:
- ○ 803 Care1st
- ○ 804 CommuniCare Advantage
- ○ 805 Health Net
- ○ 806 Molina Dual Options

❺ Medi-Cal Plans:
- ○ 029 Community Hlth Grp Partner
- ○ 068 Health Net Comm Solutions
- ○ 079 KP Cal, LLC
- ○ 131 Molina Healthcare Partner
- ○ 167 Care1st Partner Plan, LLC

❹ Health plan doctor or clinic code. (See instructions)

❻ If you are changing your health plan, enter your plan change reason code number. (See instructions)

❼ PACE Plan:
- ○ 057 St. Paul's PACE

STOP! Read the important information on the back before you sign this form.

I understand that by filling out and signing this form, I am choosing how to get my health care.

Beneficiary's signature — Date — OR — Authorized Representative Signature (if any) — Date

Highly Confidential

MB_QDO4000_ENG1_0214

Choose a Cal MediConnect Plan: Fill out only Section 3

To "Opt-Out" of Cal MediConnect, fill out number 5 ONLY: Choose the Medi-Cal plan you are already in

To choose PACE, fill out 7 AND EITHER 3 or 5 as a backup

Special Populations: Medicare Advantage and Part D reassignees already in Medi-Cal managed care

Who

Date	Change/Pop	Notice Date	Phasing	Counties
April 1, 2014/July 1, 2014	Already in Medi-Cal plan: LTSS added to benefit package	March 1/May 15	In one month	Los Angeles, Riverside, San Bernardino, San Diego, and San Mateo/Alameda and Santa Clara
January 1, 2015	Cal MediConnect	October Start	In one month	All counties

NSCLC

Local advocates can help individuals

Wrap Up

- HICAP
  1-800-434-0222
- Health Consumer Alliance
  www.healthconsumer.org/index.php?id=partners
- Disability Rights California
  www.disabilityrightsca.org/

NSCLC

15

Want to know more?

Wrap Up

- NSCLC Duals Website
  - Advocate's Guide
  - News
  - Sign up for alerts
  http://dualsdemoadvocacy.org
  - CCI Basics (4/10/14 10:00 a.m.)
- Contact us:
  - Amber Cutler – acutler@nsclc.org

- Disability Rights Education & Defense Fund (DREDF)
  - www.dredf.org
- Department of Healthcare Services
  - www.calduals.org

NSCLC

16