

San Diego LIHP Transition

This document will be updated as new information becomes available. Updated information is in red.

SAN DIEGO LIHP Enrollee Q&As

1. Will my medical services still be covered by LIHP?

Yes. Your medical services will still be covered by LIHP through December 31, 2013. On January 1, 2014, LIHP¹ will be replaced by Medi-Cal.

2. Why is LIHP changing to Medi-Cal?

LIHP is a short-term health coverage program for individuals who were previously uninsured. Under the Patient Protection Affordable Care Act (PPACA), Medi-Cal coverage will expand in 2014, and LIHP enrollees will be automatically transitioned to Medi-Cal.

3. What is Medi-Cal?

Medi-Cal is California's public health insurance program which provides needed health care services for low-income families with children, seniors, persons with disabilities, foster care, pregnant women, and low income people with specific diseases. On January 1, 2014, Medi-Cal coverage will expand, making one to two million people newly eligible, including single adults without children, ages 19-64. Medi-Cal health plans will offer a comprehensive package of items and services.

You can learn more about Medi-Cal at the California Department of Health Care Services (DHCS) website: www.dhcs.ca.gov.

4. What is Medi-Cal Managed Care?

Medi-Cal Managed Care is a program where the State contracts with various health plans to provide services for people enrolled in the Medi-Cal program. The managed care plans must directly give or arrange for all medical services to enrollees.

5. Is LIHP still open for enrollment?

San Diego LIHP is open for enrollment through December 31, 2013. As of January 1, 2014, Medi-Cal will replace LIHP. To apply for LIHP before December 31, 2013, call the ACCESS Call Center at 1-866-262-9881 or visit a County Family Resource Center (FRC). To find an FRC near you, visit: http://www.sdcounty.ca.gov/hhsa/programs/ssp/low_income_health_program/

6. When will enrollees transition from LIHP to Medi-Cal?

If you are enrolled in LIHP as of December 31, 2013, and your income is at or below 133% of the federal poverty level (FPL), you will be transitioned to Medi-Cal on January 1, 2014.

Number of Persons	133% FPL Monthly Income
1	\$1,274
2	\$1,720

¹ If you are currently enrolled in LIHP and your income is greater than 138% FPL, you can receive coverage through Covered California. Please see question 14.

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7. Will my benefits change?

Core services such as doctor visits, hospital care, and medications will remain the same. Starting in 2014, when you are on expanded Medi-Cal, your benefits will change. You can learn more about these benefits at:

<http://www.dhcs.ca.gov/Pages/Medi-CalExpansionInformation.aspx>

8. What do I need to do to stay enrolled in LIHP?

Enrollees should read all notices regarding LIHP eligibility or status. To report a change in income, address or phone number, please call the Healthy San Diego Health Care Options program at 619-515-6584 or the ACCESS Call Center at (866) 262-9881. You can also contact the San Diego Low Income Health Program through their website at http://www.sdcounty.ca.gov/hhsa/programs/ssp/low_income_health_program/ or contact your local FRC to update your information.

FAMILY RESOURCE CENTER PHONE NUMBERS ONLY FOR INFORMATION ON PENDING LIHP APPLICATIONS	
Family Resource Center	LIHP Only Phone Number
Centre City 1255 Imperial Ave., 5th Floor San Diego, CA 92101	(619) 338-2402
El Cajon 220 S. First St. El Cajon, CA 92109	(619) 401-6179
Lemon Grove 7065 Broadway Lemon Grove, CA 91945	(619) 668-3755
North Central 5055 Ruffin Rd. San Diego, CA 92123	(858) 573-7497
North Coastal 1315 Union Plaza Ct. Oceanside, CA 92054	(760) 754-5708
North Inland 620 E. Valley Pkwy. Escondido, CA 92025	(760) 740-4218
Northeast 5001 73rd St. San Diego, CA 92115	(619) 589-4525
South 690 Oxford St., #E Chula Vista, CA 91911	(619) 409-3313
Southeast 4588 Market St. San Diego, CA 92102	(619) 266-3768

9. How will I be notified about my change to Medi-Cal?

You may receive information by mail, phone or e-mail. Please ensure that your contact information is current.

10. I haven't received a letter about the LIHP Transition. Where and when will I get a copy?

A copy of the notice sent in October by the County of San Diego is available on the San Diego LIHP Transition site under "General Notice to LIHP Enrollees."

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11. Will I be able to go to the same doctor or clinic when I have Medi-Cal?

Yes. You will automatically be enrolled in a Medi-Cal health plan that works with your current doctor or clinic, unless you complete the Medi-Cal Choice Form to make a change. If you need assistance, contact the Healthy San Diego Health Care Options program at 619-515-6584, or visit an FRC near you.

12. What is Medi-Cal Fee-For-Service (FFS)?

Medi-Cal FFS is only available to persons meeting specific medical requirements. If you receive Medi-Cal through FFS, you may choose any doctor or other provider who accepts Medi-Cal payments for each service he/she provides. To review the specific medical requirements, click here:

http://www.healthcareoptions.dhcs.ca.gov/HCOOSP/Enrollment/content/en/forms/MU_0003383.pdf.

13. Do I have to choose a Medi-Cal Managed Care Health Plan or can I choose Medi-Cal Fee-For-Service?

Enrollees only have the option of choosing from a Medi-Cal Managed Care Health Plan. Although currently listed on the Medi-Cal Choice Form, Medi-Cal Fee-For-Service is only available to persons meeting specific medical requirements.

14. I am enrolled in LIHP, but my income is higher than 133% Federal Poverty Line (FPL). What will happen to me?

You will receive a phone call from a LIHP representative to discuss your options.

15. Who do I call for assistance if I have questions on my 2013 LIHP services claims after January 1, 2014?

For questions on your 2013 LIHP services claims after January 1, 2014, enrollees may call the San Diego Low Income Health Program (LIHP) customer service line at 800-587-8118.

16. If I want to change health plans, can this be done at any time? Who do I call to do this?

Yes, you may change health plans at any time, but it will not be effective until January 1, 2014 or later. To make a change, speak with someone in your doctor's office, or contact Health Care Options through the Information Line at 619-515-6584. You can also visit your local Family Resource Center (FRC).

For a listing of Health Care Options (HCO) representatives, please visit:

http://www.sdcounty.ca.gov/hhsa/programs/ssp/healthy_san_diego/index.html.

17. Enrollment options are (1) do nothing or (2) choose a plan – When is the soonest I can choose a plan?

Can I fill out a Choice form?

The County of San Diego urges all LIHP enrollees to complete their Medi-Cal Choice Form as soon as they receive it. DHCS will send out the Plan Choice Letter and Form to the LIHP enrollees in November. You can also contact the Health Care Options (HCO) program for assistance in completing the Medi-Cal Choice Form. HCO staff are available to assist you at each of the Family Resource Centers:

http://www.sdcounty.ca.gov/hhsa/programs/ssp/healthy_san_diego/index.html.

You can also call the Healthy San Diego Health Care Options Information Line at 619-515-6584. All calls are returned within one business day. If you know the Medi-Cal Managed Care plan in which you wish to enroll, a link to the Medi-Cal Choice Form is available on the LIHP Transition website as well as the Healthy San Diego website.

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18. Where should I send my completed Medi-Cal Choice form?

Although the Choice form includes instructions to send to Sacramento, County of San Diego residents should drop off completed Medi-Cal Choice forms at any FRC (see question 8 for locations) or mail back to the County using postage-paid envelopes. The address is:

HHS – MS 0557-A
P.O. Box 85524
San Diego, CA 92186-9658

Write “LIHP” in the upper left corner of the envelopes when mailing. This additional step will ensure that the information sent to the State is accurate.

19. I am currently homeless. How should I fill out the address section?

You may either fill in the P.O. Box* at the FRC where you enrolled in LIHP or leave the address section blank. Follow the instructions in question 18 and mail in your form or drop it off at an FRC near you.

** All LIHP enrollees are assigned a P.O. Box and receive important correspondence at this address. Please be sure to check your mail at your assigned FRC. If you do not know your assigned FRC or P.O. Box number, you can call HCO at 619-515-6584.*

20. Will I be able to go to the same pharmacy after December 31, 2013?

The State is currently comparing the list of Medi-Cal Managed Care pharmacies to the list of LIHP pharmacies. It is anticipated that many of the LIHP pharmacies will be in the network of Medi-Cal Managed Care pharmacies. For a list of pharmacies, contact your Medi-Cal Managed Care plan.

21. Will I be able to get my current medication covered after December 31, 2013?

You should be able to continue to receive your current medication until you schedule an appointment with your primary care provider after January 1, 2014. You may also be able to receive a 72-hour emergency supply of medication at your pharmacy. After January 1, 2014, your pharmacy benefits will be determined by the Medi-Cal Managed Care plan you choose. The medications covered by the plan may differ from the medications covered by LIHP. However, each Medi-Cal Managed Care plan has a prior authorization process for medications that are not covered. Your health plan will communicate with you and your pharmacy to ensure you continue to receive medications you need.

22. Will I be able to see the same specialists and /or mental health providers after December 31, 2013?

It depends if your specialist and /or mental health provider has a contract with the Medi-Cal Managed Care plan you choose. If you are currently receiving treatment from a specialist, there are protections outlined by DHCS (click [here](#) for more information) and in the California Health and Safety Code Section 1373.96 that ensure you will receive the treatment you need. The code can be found online at http://ca.regstoday.com/law/hsc/ca.regstoday.com/laws/hsc/calaw-hsc_DIVISION2_CHAPTER2p2.aspx.

23. I need to have surgery. What if it isn't scheduled until after December 31, 2013?

Contact your surgeon to develop a plan for any treatments scheduled after December 31, 2013. If your surgeon is contracted with the Medi-Cal Managed Care plan you choose or makes an agreement with them to see their members, then you may be able to continue your care after December 31, 2013 with the same surgeon. See question 22 for an explanation of protections that ensure you will receive the care you need.

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24. I am a Ryan White/LIHP patient. Can I still be seen at the Owen Clinic after December 31, 2013?

If your HIV provider is contracted with the Medi-Cal Managed Care plan you choose or makes an agreement with them to see their members, then you may be able to continue your care after December 31, 2013 with the same HIV provider or clinic. For more information, contact the Owen Clinic or your HIV specialist to help answer this question. See question 22 for an explanation of protections that ensure you will receive the care you need.

25. Will transportation assistance be available for me to get to and from my health care services?

The Medi-Cal Managed Care health plans offer different options for transportation assistance. For more information on transportation assistance available, review the Health Plan Comparison Chart here: http://www.sdcounty.ca.gov/hhsa/programs/ssp/documents/HSD_5_02-27-2013.pdf.

26. Will I still receive assistance for bus passes and/or taxi rides?

LIHP enrollees will still be able to apply for transportation assistance through December 31, 2013. Starting on January 1, 2014, enrollees will need to coordinate with their health plan. See question 25 for more details on transportation assistance.

27. Will I be able to access substance abuse counseling during the LIHP transition and/or after I transition to Medi-Cal?

LIHP enrollees will continue to receive current, approved LIHP benefits through December 31, 2013. New services for individuals seeking substance use treatment and counseling will be available under Medi-Cal starting on January 1, 2014.

28. Will there be a Choice Form for dental services?

Not at this time. Adult Dental remains uncovered under Denti-Cal, with the exception of emergency services which impact physical health or certain procedures that are precedent to a necessary medical service, such as services needed prior to a surgery. Medi-Cal will cover some additional adult dental services, including dentures, after April 1, 2014. You can also review the Health Plan Comparison Chart (see question 25) for more detail about dental services provided by the health plans.

29. I have not received my Welcome to Medi-Cal packet and Benefits Identification Card (BIC) in the mail. What should I do?

If you have not received your BIC or if you are concerned that your address may not be correct, you can call the ACCESS Call Center at 1-866-262-9881 or visit a Family Resource Center (FRC) for assistance. For a list of FRCs, see question 8 or visit: http://www.sdcounty.ca.gov/hhsa/programs/ssp/low_income_health_program/. You can also call Health Care Options at 619-515-6584.

When accessing Medi-Cal services after January 1, 2014, you do not need the BIC as your provider can look up eligibility by name and social security number.

Department of Health Care Services Q&As

www.dhcs.ca.gov

Covered California Q&As

www.coveredca.com