

# 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 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.



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 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.



Healthy San Diego

# Your Medi-Cal Managed Care Health Plan Choices



AETNA BETTER HEALTH® OF CALIFORNIA

Standard Benefits	Medi-Cal Covered Services	
<p><b>Plan Network Hospitals*</b></p> <p><b>*Call your provider about using other locations in an emergency.</b></p>	<p>Alvarado Hospital &amp; 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 San Diego</p>	<p>Scripps Mercy Hospital Chula Vista Sharp Chula Vista Medical Center Sharp Coronado Hospital Sharp Grossmont Hospital Sharp Mary Birch Hospital for Women &amp; Newborns Sharp Memorial Hospital Sharp Mesa Vista Hospital Tri-City Medical Center UCSD Medical Center – Hillcrest UCSD Medical Center – Thornton</p>
<b>Doctors you can choose</b>	Call Member Services at <b>(855) 772-9076</b> or visit <a href="http://www.AetnaBetterHealth.com/California">www.AetnaBetterHealth.com/California</a>	
<b>Urgent Care Centers</b>	Call your provider during business hours. After hours, call (855) 772-9076.	
<b>Pharmacies</b>	Network with 435 pharmacies; call Member Services at (855) 772-9076.	
<b>Vision Plan</b>	Yes, partners with VSP. Call Member Services at (855) 772-9076.	
<b>Assistance with Public Transportation</b>	Transportation provided by Access2Care. Call Member Services at (855) 772-9076.	
<b>Health Education</b>	Health education courses covering topics such as weight management, diabetes, and other wellness topics. News bulletins, letters, and information available. Call Member Services at (855) 772-9076.	
<b>Interpreter Services</b>	Contact Member Services at (855) 772-9076 for interpreter services. TTY 711 services for hearing and speech impaired, and alternative print formats available for members.	
<b>24 Hour Nurse Advice Line</b>	<b>(855) 772-9076</b>	
<b>Behavioral Health Services</b>	Mild to moderate conditions <b>(855) 772-9076</b>	

# Your Medi-Cal Managed Care Health Plan Choices



Standard Benefits	Medi-Cal Covered Services	
<b>Plan Network Hospitals*</b>  <b>*Call your provider about using other locations in an emergency.</b>	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 & Newborns Sharp Memorial Hospital Tri-City Medical Center UCSD Medical Center – Hillcrest UCSD Medical Center – Thornton
<b>Doctors you can choose</b>	Call Member Services at <b>(855) 699-5557</b> or go to <a href="http://www.care1st.com">www.care1st.com</a>	
<b>Urgent Care Centers</b>	Call your provider during business hours. After hours, call (855) 699-5557.	
<b>Pharmacies</b>	Over 335 pharmacies countywide; call Member Services at (855) 699-5557.	
<b>Vision Plan</b>	Yes, call Member Services at (855) 699-5557.	
<b>Assistance with Public Transportation</b>	Call Member Services at (855) 699-5557 for free door to door transportation to medical appointments.	
<b>Health Education</b>	Health education classes offered on many subjects and multilingual brochures on over 17 topics. Call Member Services at (855) 699-5557.	
<b>Interpreter Services</b>	Multiple languages available, including through language line services. Call Member Services at (855) 699-5557.	
<b>24 Hour Nurse Advice Line</b>	<b>(855) 699-5557</b>	
<b>Behavioral Health Services</b>	Mild to moderate conditions <b>(855) 321-2211</b>	

# Your Medi-Cal Managed Care Health Plan Choices



Standard Benefits	Medi-Cal Covered Services	
<b>Plan Network Hospitals*</b>  <b>*Call your provider about using other locations in an emergency.</b>	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 & Newborns Sharp Memorial Hospital Tri-City Medical Center UCSD Medical Center – Hillcrest UCSD Medical Center – Thornton Vibra Hospital of San Diego
<b>Doctors you can choose</b>	Call Member Services at <b>(800) 224-7766</b> or go to <a href="http://www.chgsd.com">www.chgsd.com</a>	
<b>Urgent Care Centers</b>	Call your provider during business hours. After hours, call (800) 647-6966.	
<b>Pharmacies</b>	290 locations; call Member Services at (800) 244-7766.	
<b>Vision Plan</b>	Yes, Vision Service Plan at (800) 877-7195.	
<b>Assistance with Public Transportation</b>	Call Member Services at (800) 224-7766 for bus and trolley tokens to medical appointments.	
<b>Health Education</b>	Over 20 topics offered in English, Spanish and Vietnamese. Call Member Services at (800) 224-7766.	
<b>Interpreter Services</b>	Multiple dual language staff and other languages and help line for the hearing impaired available through Member Services at (800) 224-7766.	
<b>24 Hour Nurse Advice Line</b>	<b>(800) 647-6966</b>	
<b>Behavioral Health Services</b>	Mild to moderate conditions <b>(800) 404-3332</b>	

# Your Medi-Cal Managed Care Health Plan Choices



Standard Benefits	Medi-Cal Covered Services	
<b>Plan Network Hospitals*</b>  <b>*Call your provider about using other locations in an emergency.</b>	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
<b>Doctors you can choose</b>	Call Member Services at <b>(800) 675-6110</b> or go to <a href="http://www.healthnet.com">www.healthnet.com</a>	
<b>Urgent Care Centers</b>	Call your provider during business hours. After hours, call (800) 675-6110.	
<b>Pharmacies</b>	Over 375 pharmacies; call Member Services at (800) 675-6110.	
<b>Vision Plan</b>	Yes, call Member Services at (800) 675-6110.	
<b>Assistance with Public Transportation</b>	Please call Member Services (800) 675-6110 for assistance.	
<b>Health Education</b>	Health education classes, community events, weight management, member newsletter, and written materials are available. Please call (800) 804-6074.	
<b>Interpreter Services</b>	Multiple languages available through Member Services at (800) 675-6110. Help line for the hearing and speech impaired at (800) 431-0964.	
<b>24 Hour Nurse Advice Line</b>	(800) 675-6110	
<b>Behavioral Health Services</b>	Mild to moderate conditions (888) 426-0030	

# Your Medi-Cal Managed Care Health Plan Choices



Standard Benefits	Medi-Cal Covered Services	
<b>Plan Network Hospitals*</b>  <b>*Call your provider about using other locations in an emergency.</b>	Kaiser Permanente San Diego Medical Center	Kaiser Permanente Zion Medical Center Palomar Medical Center Escondido
<b>Doctors you can choose</b>	Call Member Services at <b>(800) 464-4000</b> or go to <a href="http://www.kp.org">www.kp.org</a>	
<b>Urgent Care Centers</b>	Call your provider during business hours. After hours, call (800) 290-5000.	
<b>Pharmacies</b>	There is a pharmacy at every Kaiser Permanente location; call Member Services at (800) 464-4000.	
<b>Vision Plan</b>	Yes, call Member Services at (800) 464-4000.	
<b>Assistance with Public Transportation</b>	Call Member Services for written directions to Kaiser sites by car and bus at (800) 464-4000.	
<b>Health Education</b>	Yes, at Kaiser provider locations. Call Health Education at (619) 641-4194.	
<b>Interpreter Services</b>	Contact (800) 464-4000 for Interpreter Services. TTY information for hearing impaired. Call (619) 528-5138.	
<b>24 Hour Nurse Advice Line</b>	(800) 290-5000	
<b>Behavioral Health Services</b>	Mild to moderate conditions (877) 496-0450	

## Your Medi-Cal Managed Care Health Plan Choices



Standard Benefits	Medi-Cal Covered Services	
<b>Plan Network Hospitals*</b>  <b>*Call your provider about using other locations in an emergency.</b>	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 & Newborns Sharp Memorial Hospital Tri-City Medical Center UCSD Medical Center – Hillcrest UCSD Medical Center – Thornton
<b>Doctors you can choose</b>	Call Member Services at <b>(888) 665-4621</b> or visit <a href="http://www.molinahealthcare.com">www.molinahealthcare.com</a>	
<b>Urgent Care Centers</b>	Call your provider during business hours. After hours, call (800) 357-0163.	
<b>Pharmacies</b>	Molina has over 300 locations; call (888) 665-4621.	
<b>Vision Plan</b>	Yes, call Member Services at (888) 665-4621.	
<b>Assistance with Public Transportation</b>	Call Member Services at (888) 665-4621 for more information.	
<b>Health Education</b>	Molina offers Health Education classes including Motherhood Matters, Weight Management, Diabetes and Asthma. Call Member Services at (888) 665-4621.	
<b>Interpreter Services</b>	Multiple language capability via employees and Language Line Services. Call Member Services at (888) 665-4621.	
<b>24 Hour Nurse Advice Line</b>	<b>(800) 357-0163</b>	
<b>Behavioral Health Services</b>	Mild to moderate conditions <b>(888) 665-4621</b>	

## Your Medi-Cal Managed Care Health Plan Choices



Standard Benefits	Medi-Cal Covered Services	
<b>Plan Network Hospitals*</b>  <b>*Call your provider about using other locations in an emergency.</b>	Alvarado Hospital & Medical Center Palomar Medical Center Escondido Palomar Medical Center Poway Paradise Valley Hospital Sharp Chula Vista Medical Center Sharp Coronado Hospital	Sharp Grossmont Hospital Sharp Mary Birch Hospital for Women & Newborns Sharp Memorial Hospital UCSD Medical Center UCSD Thornton/Jacobs Medical Center UC San Diego Sulpizo Cardiovascular Center
<b>Doctors you can choose</b>	Call Member Services at <b>(866) 270-5785</b> or visit <a href="http://www.uhcommunityplan.com">www.uhcommunityplan.com</a>	
<b>Urgent Care Centers</b>	Call your provider during business hours. After hours, call (866) 270-5785.	
<b>Pharmacies</b>	189 contracted pharmacies; call Member Services at (866) 270-5785.	
<b>Vision Plan</b>	Yes, call Member Services at (866) 270-5785.	
<b>Assistance with Public Transportation</b>	Call LogistiCare at (844) 772-6623.	
<b>Health Education</b>	Health education classes and materials are offered on numerous subjects in several languages. Call (866) 270-5785 or go to <a href="http://www.uhcommunityplan.com">www.uhcommunityplan.com</a>	
<b>Interpreter Services</b>	Interpreters available in more than 175 languages by calling (866) 270-5785. TTY services, Braille and reading assistance are also available for members.	
<b>24 Hour Nurse Advice Line</b>	<b>(866) 270-5785</b>	
<b>Behavioral Health Services</b>	Mild to moderate conditions <b>(866) 270-5785</b>	

## 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 Centers**  
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 (619) 692-8808.

*\*Services do not require prior approval.*

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

**\*\*\*Please note that providers are subject to change\*\*\***

### How can I get help with problems?

- ✓ Healthy San Diego Program (619) 515-6584 (message line)
- ✓ 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?

Medi-Cal Managed Care Plans cover outpatient treatment for mild to moderate mental health conditions. 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.

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

**\*\*\*Please note that providers are subject to change\*\*\***

All registered trademarks, logos and copyrights are the property of their respective owners

