

## Important Phone Numbers

### State Health Care Options

English .....	<b>(800) 430-4263</b>
Spanish .....	<b>(800) 430-3003</b>
Armenian .....	<b>(800) 840-5032</b>
Cambodian .....	<b>(800) 430-5005</b>
Cantonese.....	<b>(800) 430-6006</b>
Farsi .....	<b>(800) 840-5034</b>
Hmong .....	<b>(800) 430-2022</b>
Lao .....	<b>(800) 430-4091</b>
Russian.....	<b>(800) 430-7007</b>
Vietnamese.....	<b>(800) 430-8008</b>
TTY/TDD Hearing Impaired.....	<b>(800) 430-7077</b>

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### Health Plan Member Services

Aetna Better Health of CA .....	<b>(855) 772-9076</b>
Care1 <sup>st</sup> Health Plan .....	<b>(855) 699-5557</b>
Community Health Group .....	<b>(800) 224-7766</b>
Health Net .....	<b>(800) 675-6110</b>
Kaiser Permanente .....	<b>(800) 464-4000</b>
Molina Healthcare .....	<b>(888) 665-4621</b>
UnitedHealthcare .....	<b>(866) 270-5785</b>

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### County of San Diego – Healthy San Diego

#### *For Information/Complaints*

HSD Information Line..... **(619) 515-6584**

#### **Website:**

[www.sdcounty.ca.gov/hhsa/programs/ssp/healthy\\_san\\_diego/index.html](http://www.sdcounty.ca.gov/hhsa/programs/ssp/healthy_san_diego/index.html)

### County of San Diego – Healthy San Diego

(continued)

Health Care Options Enrollment Counselors  
(Enrollment Counselors are available to assist you  
by telephone or in person)

Centre City .....	<b>(619) 237-8506</b>
Chula Vista .....	<b>(619) 409-3296</b>
El Cajon .....	<b>(619) 401-6184</b>
Escondido .....	<b>(760) 740-4069</b>
Kearny Mesa .....	<b>(858) 573-7341</b>
Lemon Grove .....	<b>(619) 668-3784</b>
National City .....	<b>(619) 731-3235</b>
Northeast.....	<b>(619) 337-6240</b>
Oceanside .....	<b>(760) 754-5860</b>
Southeast.....	<b>(619) 266-3963</b>

*For information and referral to Behavioral  
Health Services, call the Access & Crisis Line  
for 24 hour assistance, 7 days a week*

..... **(888) 724-7240**

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### CA Department of Health Care Services

Medi-Cal Ombudsman..... **(888) 452-8609**  
(Toll-free for unresolved problems and complaints)

*To find a dentist who accepts Medi-Cal, call*

Denti-Cal .....

State Department of Managed Health Care

..... **(888) HMO-2219**

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### Consumer Center for Health Education and Advocacy

For education and advocacy about health care issues,  
call toll free .....

**(877) 734-3258**



**What you should  
know about...**

# HEALTHY SAN DIEGO

**... and your Medi-Cal  
Managed Care Health Plan**



## **What is Healthy San Diego?**

Healthy San Diego is a program to inform persons on Medi-Cal about their health care choices. It reaches out to thousands of people each month who apply for or renew their benefits.

## **Why is this program needed?**

State law requires most people on Medi-Cal to join a health plan. This means they enroll in a plan that coordinates their medical services. The Healthy San Diego program provides the following information about joining a health plan.

- ✓ **How to enroll**
- ✓ **How services are provided**
- ✓ **How to use a health plan to get good care**

## **How does a Managed Care Health Plan work?**

You join a health plan at no cost to you. You select a doctor/clinic belonging to that plan. When you need care, you see the doctor you selected. Or, you may be referred to specialists, clinics, pharmacies and hospitals in your plan.

## **How do I know if I qualify for Medi-Cal?**

If you are unsure whether you qualify for Medi-Cal, call the ACCESS Customer Service Center toll-free at (866) 262-9881.

## **How do I join a health plan?**

When you qualify for Medi-Cal, you will be sent a packet. Complete the enrollment form, selecting a plan and doctor or clinic. If you need help or have questions, call a Health Care Options enrollment counselor listed on the back of this brochure (*middle panel*). If you do not choose a plan, by default, one will be selected for you.

If you want to keep your current doctor/clinic, call their office to find out which health plans he/she works with. You can also call each health plan's member services number to get a listing of all the doctors, hospitals, pharmacies and vision services they work with. If you do not select a doctor/clinic, by default, you will be assigned one by your health plan.

## **What if my doctor isn't in a health plan?**

If you are in treatment for a medical condition, such as pregnancy, and your doctor is not in a health plan, you may be able to stay with your doctor. You and your doctor must sign the Medical Exemption form and your doctor will fax it to Health Care Options.

## **Who doesn't have to join a plan?**

The following are not required to join a health plan but may do so if they choose:

- ✓ **Foster Care**
- ✓ **Adoptions**
- ✓ **Native Americans**

## **How long does it take to enroll?**

Once you complete the form and return it to Health Care Options in the envelope provided, it will take 15-45 days to process your paperwork. You will receive a notice in the mail from your health plan. In the meantime, you may receive medical care through the doctor/clinic you are currently seeing on a fee-for-service basis.

## **What happens if I don't like my health plan?**

You should first contact your health plan's membership office to see if they can resolve your concerns. If not, call a Health Care Options enrollment counselor at your local San Diego Family Resource Center (FRC) listed on the back of this brochure, and ask for a Medi-Cal Choice Form. Fill out the form, selecting another health plan, and send it in the envelope provided. The change will take effect in 15-45 days. You can also call the State Health Care Options number toll-free at (800) 430-4263.

## **In an emergency, can I disenroll?**

You may disenroll on an emergency basis. To do so, you must call one of the State Health Care Options numbers on the back and tell the person answering the phone that you are requesting an emergency disenrollment. This will be approved **only** if you have a very important medical reason.

## **How do I get behavioral health care?**

If you need basic behavioral health care, ask your plan or primary care doctor. If you need a specialist, ask your plan or call the Access & Crisis Line for 24 hour assistance, 7 days a week.....(888) 724-7240