Low Income Health Program (LIHP) Transition to Medi-Cal - Incorrect Provider Assignment

Some LIHP enrollees have been incorrectly assigned to a new Primary Care Provider (PCP) or have selected a health plan that does not contract with their current provider. If a former LIHP enrollee has been incorrectly assigned to a new PCP or is not able to access their current PCP due to their plan choice, please follow the steps below:

1. Contact Member Services at the assigned plan (click the "Contact Information for LIHP Enrollees" link on the LIHP website for Member Services information) **OR**, if the patient needs to change his/her health plan to continue receiving services from the current PCP, contact the Health Care Options Information Line at 619-515-6584.

2. Enter the patient information in the form below and fax to AmeriChoice Medical Management Services, Attention: Cynthia Sommers UM RN, at 855-394-7927. Staff at AmeriChoice will coordinate with Eligibility to review and update the provider information.

ASO staff will coordinate with County and health plan staff as appropriate and follow up when provider assignment issues are addressed.

DATE REPORTED:

Last Name	First Name	DOB	SSN	Enrollee on Medi-Cal site (Y or N)	Date of last search on Medi-Cal site	Provider assigned by DHCS	Provider the patient requested	Current Status

Note: Press "Enter" to add an additional line of text.

1/21/2014

Last Name	First Name	DOB	SSN	Enrollee on Medi-Cal site (Y or N)	Date of last search on Medi-Cal site	Provider assigned by DHCS	Provider the patient requested	Current Status

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1/21/2014