

# DHCS



California Department of  
**HealthCareServices**

## **FREQUENTLY ASKED QUESTIONS ABOUT THE HEALTHY FAMILIES MOVE TO MEDI-CAL**

**Read this to find out about Medi-Cal  
services and learn about important  
phone numbers you may need**

## **What services does Medi-Cal cover?**

The Medi-Cal program covers the same services that the Healthy Families program now covers. Covered services include: medical visits, prescription drugs, dental, vision, mental health services, alcohol and drug treatment, and other behavioral health services.

Medi-Cal may provide some benefits outside of your child's Medi-Cal health plan, or by other programs, depending on what you qualify for.

## **What if I want to keep the primary care doctor my child has now?**

You may be able to keep your child's primary care doctor after the move to Medi-Cal. Ask your child's doctor if they work with the Medi-Cal managed care health plan. If the doctor does, your child can keep their doctor.

If the doctor doesn't work with a Medi-Cal health plan, and you want to keep that doctor, you can ask the plan for help. The plan will let your child keep seeing the doctor outside of Medi-Cal for up to 12 months after the move, if the doctor agrees to work with the Medi-Cal plan. If your child's primary care doctor won't work with the Medi-Cal health plan, you will need to find a new doctor after your child enrolls in the new Medi-Cal plan.

For help finding a new doctor, call your new Medi-Cal managed care health plan. You can find the number at [www.dhcs.ca.gov/individuals/Pages/MMCDHealthPlanDir.aspx](http://www.dhcs.ca.gov/individuals/Pages/MMCDHealthPlanDir.aspx)

## **Can I keep medical appointments, treatments, or surgeries that are already scheduled?**

Call your child's new Medi-Cal managed care health plan to ask about a medical appointment or an approved treatment or surgery that is scheduled to take place after the move to Medi-Cal on 8/1/13.

If your child is in treatment now for a diagnosed medical condition, is scheduled for surgery, or is a newborn, you can ask the plan to let you keep taking your child to the doctor who is treating the child now, even if that doctor does not work with Medi-Cal.

The doctor must be willing to work with the Medi-Cal health plan. The Medi-Cal health plan can help your child keep getting scheduled medical services.

## **How will my child get Medi-Cal services?**

Your child will get most Medi-Cal services through the Medi-Cal managed care health plan.

The Medi-Cal health plan will also cover:

### ***Vision***

- All vision checkups and services.

### ***Well child checkups***

- Well child checkups for children under age 21.

*Well child checkups* are visits to the doctor to make sure your child is growing up healthy, and to help identify any special medical needs your child may have. It's important to identify medical problems early, before they become bigger problems.

- Any diagnostic and treatment services your child needs.
- Other special services that the doctor says are medically necessary. For example, if it is medically necessary a child may get these services:
  - Private duty nursing services from a registered nurse (RN) or a licensed vocational nurse (LVN)
  - Case management
  - Pediatric day health care
  - Nutritional and mental health evaluations and services.

## **What services does Regular Medi-Cal cover?**

These are the services Regular Medi-Cal covers. They are separate from the Medi-Cal managed care health plan:

### ***Dental Services***

Denti-Cal provides dental services. Your child may see any dentist that accepts Denti-Cal.

## **What if I want to keep the dentist my child has now?**

Ask your dentist if he or she takes Denti-Cal. If the answer is “No”, you will have to find a new dentist.

## **Can I keep dental appointments that are already scheduled?**

If your child has a dental appointment that is scheduled for after the move to Medi-Cal, please call the Denti-Cal Beneficiary Customer Service line at **1-800-322-6384**, Monday through Friday, 8 a.m. to 5 p.m. The Denti-Cal program can tell you if your child can keep their current appointments, or can help you schedule new appointments.

## **How can I find a new dentist?**

You can call the Denti-Cal Beneficiary Customer Service line at **1-800-322-6384**, Monday through Friday, 8 a.m. to 5 p.m. A representative will help you find a new dentist near you, and you can make an appointment right away.

You can also visit the Denti-Cal website at [www.denti-cal.ca.gov](http://www.denti-cal.ca.gov) to find a dentist for your child, or contact your local Child Health and Disability Prevention (CHDP) Program. Find your local CHDP office at [www.dhcs.ca.gov/services/chdp](http://www.dhcs.ca.gov/services/chdp).

## ***Mental Health Services***

Your new Medi-Cal managed care health plan or county mental health department will provide mental health services. Medi-Cal offers the same benefits, but rules to qualify may be different. Your child may not be able to get all of the same services or same level of services in Medi-Cal that they got in Healthy Families.

If your child needs mental health services, please talk with the health plan or your child's doctor. If the plan can't cover your child's mental health needs, they will refer you to a mental health specialist or to the Medi-Cal mental health plan in your county.

If your child is getting mental health services now, the Medi-Cal health plan may keep providing them. If the service is not covered by the plan, your child should get it from a Medi-Cal doctor or mental health specialist who is not in the plan. Since your child's health plan is changing, your child's doctor or the location of services may change too. Please contact your child's mental health doctor as soon as possible to see where your child will get services.

If your child gets mental health services from the county mental health department now, the county will work with the Medi-Cal health plan to keep providing services.

If you have more questions, you can also call the DHCS Mental Health Ombudsman line at **1-800-896-4042**, Monday through Friday, 8 a.m. to 5 p.m.

## ***Alcohol and Drug Treatment Services***

If your child needs alcohol or drug treatment services, the Medi-Cal health plan will help you find them. Your child's doctor will assess their needs. The Medi-Cal health plan will refer your child to services.

Covered services include, but are not limited to:

- Outpatient group and individual counseling
- Intensive services
- Narcotic treatment services for persons age 18 or older
- Detox services in a hospital

## ***California Children's Services (CCS) Program***

The CCS program provides diagnostic and treatment services, medical case management, and physical and occupational therapy services to children under age 21 who qualify.

Here are some examples of chronic conditions that would qualify a child for CCS services:

- cystic fibrosis
- cerebral palsy
- cancer
- hemophilia
- heart disease
- traumatic injuries

CCS also provides medical therapy services at public schools.

- **If your child is receiving CCS services now, nothing will change. Your child will get the same CCS services.**

If you have questions about CCS, please call your local CCS program or find a list of local CCS programs at <http://www.dhcs.ca.gov/services/ccs/Pages/CountyOffices.aspx>

- **If you have questions about keeping or getting any of these services for your child, please call the doctor or health plan you have now.**

## ***Autism Services and Applied Behavior Analysis (ABA)***

ABA is a specific treatment for children on the autism spectrum. In Medi-Cal, ABA is only available through your local Regional Center. A Regional Center provides treatments, case managers, and assistance services for developmentally disabled people. If your child is autistic, contact your nearest Regional Center to see what services your child may be able to get. Contact your nearest Regional Center soon, it could take up to 120 days to see if your child qualifies for services. To find the Regional Center closest to your family, go to [www.dds.ca.gov/RC/RCList.cfm](http://www.dds.ca.gov/RC/RCList.cfm)

If your child does not qualify to get ABA from a Regional Center, your Medi-Cal health plan may be able to cover other services if they are considered medically necessary. They may also give you referrals to other services that can help your child.

Medi-Cal health plan services that can help your autistic child include:

- Physical Therapy
- Speech Therapy
- Occupational Therapy

## **Where can I call to report changes in my child's information?**

Call your local county social services or Medi-Cal office to keep your child's information up to date. Call them to report address and phone number changes, or to ask questions about annual eligibility reviews or for general Medi-Cal help.

To call your local county office, look for the phone number in your child's "Welcome to Medi-Cal" packet. You can also find your local county office at [www.benefitscal.com](http://www.benefitscal.com)

## **Will I have to pay a premium?**

Premiums are based on your family's income. Some families may not have to pay a premium.

Medi-Cal premiums are \$13 each month for each child, but no more than \$39 each month for all children in one family.

## **When will I find out if I have a premium?**

You will get a bill this month with your new premium amount. Your first bill will be a paper statement.

- If you pay your Healthy Families Program premiums using Electronic Fund Transfer (EFT) now, you will get a bill from Medi-Cal that has a new authorization form attached. Fill out and return the form if you would like to keep using EFT.
- If you use online banking to pay your premiums please update your account information with your first Medi-Cal bill.

**If you have questions about your family's premium, call Medi-Cal Premium Payments at 1-800-880-5305.**

## **How can I pay my premium?**

- You may pay by check, money order, or cash at any Western Union Convenience Pay location.
- You may pay by credit card, by phone, or online at <http://www.dhcs.ca.gov/services/Pages/Medi-CalPremiumPayments.aspx>
- You may still use EFTs to get the 25 percent monthly discount. Pay three months in advance to get the fourth month for free.

## What if I have more questions?

After the move to Medi-Cal, you can call the **State's Medi-Cal Ombudsman at 1-888-452-8609**, Monday through Friday, from 8 a.m. to 5 p.m. The call is free.

Call for any of these reasons:

- To ask for help with your child's Medi-Cal health plan or doctor or clinic. Please call your child's health plan first.
- To get help with changing your child's Medi-Cal health plan. Call Health Care Options first.
- To get advice about what to do if you do not agree with your child's treatment or services.
- To ask other questions about your plan or doctor or Medi-Cal.

Here are some other important numbers:

<b>Healthy Families Program member</b>	1-866-848-9166
<b>Denti-Cal Beneficiary Customer Service</b>	1-800-322-6384
<b>DHCS Mental Health Ombudsman</b>	1-800-896-4042
<b>Medi-Cal premium payments</b>	1-800-880-5305