

## HEALTH CARE LINKAGE GUIDE

Adult Correctional Health staff are required to ensure continuity of care to incarcerated adults by providing appropriate health care linkage. This guide will assist staff in linking patients to health care services as appropriate to their circumstances and needs.

### MEDI-CAL ELIGIBILITY

Most patients who are low income are qualified for Medi-Cal. Medi-Cal is suspended when the patient is incarcerated for more than 30 days and must be reactivated for release.

Patients without Medi-Cal or other health care coverage should be referred for a Medi-Cal eligibility determination. There are a variety of channels to apply for Medi-Cal:

Sacramento County Department of Human Assistance (DHA)	<ul style="list-style-type: none"><li>• <u>By Phone</u>: (916) 874-3100</li><li>• <u>Online</u>: <a href="http://www.mybenefitscalwin.org">www.mybenefitscalwin.org</a></li><li>• <u>In Person</u> at selected DHA offices. See the DHA website at <a href="https://ha.sacounty.net/benefits/Pages/default.aspx#hi">https://ha.sacounty.net/benefits/Pages/default.aspx#hi</a></li></ul>
Covered California	<ul style="list-style-type: none"><li>• <u>By Phone</u>: 1-800-300-1506</li><li>• <u>Online</u>: <a href="http://www.CoveredCA.com">www.CoveredCA.com</a></li></ul>

The following agency is available to assist individuals in signing up for Medi-Cal or health care linkage:

Sacramento Covered	<ul style="list-style-type: none"><li>• <u>By Phone</u>: 1-866-850-4321</li><li>• <u>In Person</u>: By appointment only at most offices. Visit their website at <a href="https://www.sacramentocovered.org/enroll/">https://www.sacramentocovered.org/enroll/</a></li></ul>
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### Medi-Cal Managed Care Plan Enrollment

Once approved for Medi-Cal, most individuals will be in Fee for Service (FFS) Medi-Cal for 45 – 60 days prior to enrollment in a Medi-Cal Managed Care health plan. If the patient does not select a health plan, a plan will be assigned by a default algorithm.

Sacramento has a Geographic Managed Care Model with five health plans serving our county (Aetna Better Health, Anthem Blue Cross, Health Net, Molina Healthcare, and Kaiser).

If staff transition a patient on FFS Medi-Cal to a Federally Qualified Health Center (FQHC), staff at the FQHC can also assist the patient.

Health Care Options is the agency that processes Medi-Cal Managed Care enrollment and disenrollment. Methods to enroll in a managed care plan include:

- By Phone: Call Health Care Options at 1-800-430-4263
- By Mail: Mail completed enrollment forms to Health Care Options (address on form)

See the Health Care Options website for more information and specific health plan materials.  
Link: <https://www.healthcareoptions.dhcs.ca.gov/>

## PRIMARY CARE PROVIDER

Upon enrollment in a Medi-Cal Managed Care plan, the member must choose a primary care provider (PCP) who is within the plan's network and is accepting new patients. Each plan's Provider Directory may be obtained by calling the plan's Member Services or by visiting the Health Care Options website.

A member may choose a FQHC as his/her PCP. See the DHS Primary Health Division Medi-Cal Managed Care Resources webpage for a list of FQHCs (link on page 5). If the member does not choose a PCP within 30 days, the health plan will assign a PCP.

## SPECIALTY CARE

Medi-Cal Managed Care members need a referral from their assigned health plan PCP for most types of specialty care. Exception is OB/GYN care from in-network providers.

A member with a condition requiring ongoing care can request a standing referral from his/her PCP. Call the health plan Member Services with questions or issues about referrals.

## CARE COORDINATION

Medi-Cal Managed Care plans are required to provide comprehensive care management. Patients with the following may qualify for intensive care management services:

- Members with multiple chronic conditions; OR
- A chronic physical health condition AND a behavioral health diagnosis; OR
- Chronic condition (physical health or serious mental illness) AND chronic homelessness.

Often the members have multiple hospital emergency department admissions in the past year or an inpatient stay. Members may be referred to health plan case management programs through the contact numbers below:

Plan	Complex Care Management Contact Information
Aetna Better Health	Call <u>Member Services</u> at 1-855-772-9076
Anthem Blue Cross	Call <u>Anthem Care Management</u> at 1-888-334-0870
Health Net	River City Enrollees: Call <u>River City Case Mgmt.</u> at 1-800-928-1201
	All Other Members: Call <u>Member Services</u> at 1-800-675-6110
Kaiser	Call <u>GMC Care Coordination Program</u> at 916-486-5140
Molina	Call <u>Case Management</u> at 1-800-526-8196 ext. 127604

## **MILD TO MODERATE MENTAL HEALTH NEEDS**

Mental health is a split benefit within Medi-Cal Managed Care. Individuals with mild to moderate mental health needs should access services through their managed care health plan. Individuals with serious mental illness are served through County Mental Health.

See the Medi-Cal Managed Care Resources webpage for [Plan Member Services](#) and [Care Coordination Guides](#) for each health plan (link on page 5).

## **COUNTY MENTAL HEALTH SYSTEM OF CARE (MEDI-CAL)**

There is a separate system of care for adults with a serious mental illness (SMI) through County Mental Health Plan specialty services.

### **Mental Health Access Team**

*Request services and an over-the-phone assessment in order to be referred to a service provider.*

Monday – Friday, 8 a.m. – 5 p.m.

(916) 875-1055 or toll free (888) 881-4881

Fax (916) 875-1190

### **Guest House**

*This is not housing, it is the access point for services if the adult is homeless.*

Monday – Friday, 8 a.m. – 5 p.m.

600 Bercut Drive

Sacramento, CA 95811

(916) 440-1500

[www.elhogarinc.org](http://www.elhogarinc.org)

### **Mental Health Urgent Care Clinic**

*Provides services on a walk-in basis to individuals of all ages who are experiencing a mental health and/or co-occurring substance abuse crisis.*

Monday – Friday, 10 a.m. – 10 p.m.

Saturday – Sunday and Holidays, 10 a.m. – 6 p.m.

2130 Stockton Boulevard, Building 300, Sacramento, CA 95817

(916) 520-2460

Other key services are available on: <https://dhs.saccounty.net/BHS/Pages/Mental-Health-Services.aspx>

## **COUNTY SUBSTANCE USE PREVENTION & TREATMENT SERVICES (SUPT)**

There is a separate system of care for adults with Substance Use Disorders (SUD) through County SUPT.

Assessments and referrals are conducted in the jail. However, if patient is in the jail and needs residential care, s/he must participate in a preliminary assessment that can be conducted by Substance Use Prevention & Treatment System of Care staff. Assessments are conducted on a drop-in basis.

## **Substance Use Prevention & Treatment System of Care**

Email [SUPTSOC@saccounty.net](mailto:SUPTSOC@saccounty.net) to request an assessment (ASAM-like) and referral to the appropriate service level while individual is incarcerated.

System of Care Assessments – for those out of custody

8:00 a.m. – 5:00 p.m. (last assessment is at 4:00 p.m.)

Monday through Friday (excluding county holidays)

3321 Power Inn Road, Suite 120

Sacramento, California 95826

Phone: (916) 874-9754

Toll Free: (888) 881-4881

More information including a provider directory is available on their website:

<https://dhs.saccounty.net/BHS/Pages/SUPT/Substance-Use-Prevention-and-Treatment.aspx>

## **DENTAL MEDI-CAL MANAGED CARE**

Sacramento has mandatory managed care for dental services through three Dental Plans: Access Dental Plan, Health Net Dental and Liberty Dental Plan. Enrollment and disenrollment are processed through Health Care Options.

Contact information for each dental plan and other key dental resources are listed on these websites:

State Department of Health Care Services Medi-Cal Dental Program: [https://www.denti-cal.ca.gov/Beneficiaries/Dental\\_Managed\\_Care/DMC\\_Dental\\_Plan\\_Directory/](https://www.denti-cal.ca.gov/Beneficiaries/Dental_Managed_Care/DMC_Dental_Plan_Directory/)

First 5 Sacramento, Medi-Cal Dental Advisory Committee, “Sacramento Dental Resources:” <https://first5sacramento.saccounty.net/Meetings/Pages/Medi-CalDentalAdvisoryComm.aspx>

Individuals who are not yet enrolled in Dental Managed Care are FFS. Several FQHCs offer dental services to adults outside of managed care. See the Sacramento Dental Resources on the First 5 website (link above).

## **PHARMACY**

Medi-Cal Managed Care members must obtain prescription medications from a pharmacy in their plan’s network. Each plan has a formulary that lists medications covered without prior authorization. If a physician prescribes medication that is not on the formulary, prior authorization must be requested.

To find a pharmacy within a plan’s network or to view the formulary, visit the health plan’s Medi-Cal website or call Member Services. Each plan’s website and Member Services numbers are listed in [Plan Member Services](#) on the Medi-Cal Managed Care Resources webpage (link on page 5).

## VISION SERVICES

Medi-Cal Managed Care plans cover routine eye exams once every 24 months.

## TRANSPORTATION (Medi-Cal Managed Care)

Medi-Cal managed care plans are required to provide nonmedical transportation for *all Medi-Cal managed care services* including medical, dental, mental health, substance use disorder, and pharmacy services. Most plans require advance notice for non-urgent services. Contact Plan Member Services or see each plan's Care Coordination Guide on the Medi-Cal Managed Care Resource webpage (link below).

## RESOURCES

See the DHS Primary Health Division Medi-Cal Managed Care Resources webpage for the following resources. Link: <https://dhs.saccounty.net/PRI/Pages/Medi-Cal%20Managed%20Care%20Resources/GI-Medi-Cal-Managed-Care-Resources.aspx>

- Dental Member Services – Key contact information and links.
- FQHC List – Sacramento County FQHC locations, phone numbers, and websites.

Click on the specific health plan name for the following resources:

- Plan Member Services – Member services and advice nurse contact numbers.
- Care Coordination Guide – Member services, advice nurse, transportation, linguistic, care management, and discharge planning contact information.
- Health Plan Network – Contracted IPAs, hospitals, and pharmacy benefits manager.
- Urgent Care Clinic List – Contracted urgent care clinics with locations and hours.

### Medi-Cal Fee for Service

State DHCS also has nonmedical transportation for patients with *Fee for Service Medi-Cal*. See link since providers are continually added: <https://www.dhcs.ca.gov/services/medi-cal/Pages/Transportation.aspx>