



California Health Care Options Program

Medi-Cal Managed Care

Our Program Objective

- **Health Care Options (HCO) Program objective**
 - *To ensure that all Medi-Cal applicants/beneficiaries are provided accurate, unbiased and current information regarding the health care options available in their geographical locations to enable them to make informed health care choices*



Session Objectives

- To understand the HCO program role in the Medi-Cal managed care system
- To highlight the importance of consistent utilization of the HCO referral process
- To foster unity and partnership with state and local community agencies
- To highlight local HCO program resources
- To understand recent enhancements in HCO program delivery





HCO Program Overview

HCO Program Overview

What is the Health Care Options Program?

- A state funded Medi-Cal managed care education and enrollment program



- A program supervised by the California Department of Health Care Services (DHCS)



- A program administered by MAXIMUS Inc., the California enrollment contractor
 - *Helping Government Serve the People in California since 1997*



HCO Program Resources

Field Operations Department

- Enrollment Service Representatives (ESRs) provide education, enrollment, and customer service assistance on Medi-Cal Managed Care related issues
- ESRs provide individuals with free, unbiased information in one-on-one settings or group sessions
- ESRs are located in county social services sites, clinics, hospitals, health centers, and community-based health organizations



HCO Program Resources “cont.”

Central Operations Department

- **HCO Call Center**
 - Toll-free language line assistance
 - 13 threshold languages
 - Monday – Friday from 8:00 a.m. – 5:00 p.m.



- **Mailhouse Department**
 - HCO informing materials available in 13 threshold languages
 - User friendly format



California HCO Demographics

Medi-Cal Population

In California, the HCO program serves an estimated 2.5 million Medi-Cal participants per year

- The HCO program target population consists of two classifications of Medi-Cal participants:
 - Mandatory
 - Voluntary
- Mandatory participants *must* join a Medi-Cal health plan if they receive CalWORKs benefits or Medi-Cal only without a “share of cost”
- Voluntary participants *may* join a Medi-Cal health plan if they receive Medi-Cal benefits due to age, blindness, foster care or adoptive aid programs, disability, or SSI/SSP



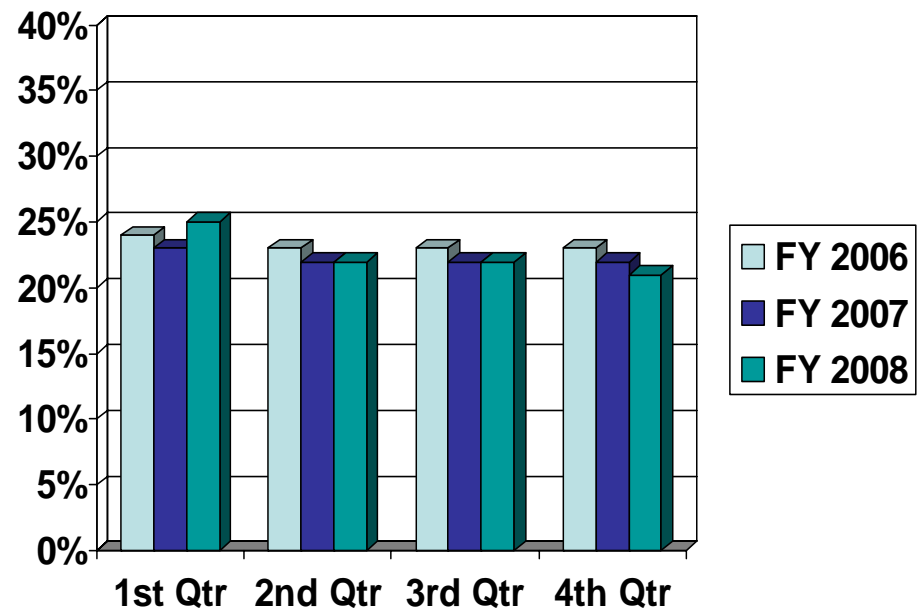
The Default Population

What is a “default?” – an automatic computer assignment into a health plan due to an applicant’s failure to make a choice

- Mandatory participants who do not choose a Medi-Cal health plan within 30 days are automatically assigned a plan by the State
- Between 2006 and 2008, 741,247 Californians or approximately one in every four Medi-Cal recipients did not make a health plan choice

Impact of Default

- Defaults can disrupt continuity of health care services, change provider/patient relationships, and cause unintended barriers to care





HCO Referral Process

The HCO Referral Process

Community agencies can partner with the HCO program by consistently referring all Medi-Cal managed care inquiries to your local HCO site by utilizing the HCO referral process

- The HCO referral process is designed to partner with key community agencies to empower their Medi-Cal participants with the best tools and information to make an informed choice
- **Who Should Refer?**
 - County/Eligibility Staff
 - Community-based Organizations
 - Certified Application Assistants (CAAs)
 - Providers
 - Any agency serving the Medi-Cal population



Role of Community Partners

The HCO program collaborates with recognized community partners to increase health plan choice rates and enhance enrollment satisfaction

- Statewide, our community partners are the primary source for client referrals
- ESRs currently provide approximately 14,000 educational presentations *per month* at community sites
- The HCO program provides outreach and education services to key eligibility groups and hard to reach beneficiaries with onsite HCO services, participation in health fairs, and other outreach events



Utilizing the HCO Referral Process

Why Should I Refer?

- Some participants may not be aware they have been defaulted to a health plan until they encounter barriers in accessing their Medi-Cal benefits
- HCO referral participation addresses the following concerns on behalf of your clients:
 - Enrollment/Disenrollment
 - Changing Providers
 - Expedited Disenrollment Request
 - Customer Service & Problem Resolution
 - Referrals to Partnering Programs



HCO Referral Methods

Community agencies can refer to the HCO program by a variety of methods

- Referral processes can differ from county-to-county
- Type of Referrals
 - Verbal Referral Process
 - Paper-based Referral Process
 - Automated Referral Process





HCO Program Delivery System

HCO Program Delivery Highlights

Enhanced System Delivery

- Multi-channel approach
 - Customer Service Portal (website)
 - Self-service options
 - Provider Information Network (PIN)
 - Plan information
 - Downloadable enrollment forms
 - Telephone Interactive Voice Response (IVR) System with self-service options
 - Telephone enrollment for new eligibles



HCO Website

www.healthcareoptions.dhcs.ca.gov

- How to navigate Medi-Cal managed care system
- County specific presentation schedules
- Enrollment forms
- Provider Information Network (PIN)
- Information available in Spanish

The screenshot shows the homepage of the Medi-Cal Managed Care Health Care Options website. At the top, the URL www.healthcareoptions.dhcs.ca.gov is displayed in blue. The header includes the CA.GOV logo, the text "Medi-Cal Managed Care Health Care Options", and a search bar with a "GO" button. A navigation menu contains links for Home, HCO Program, Presentation Sites, Enrollment, Providers & Plans, Surveys, and Useful Links. An arrow points from the "Plan information" text to the "Providers & Plans" link. Below the navigation, there is a banner for the Office of Governor Jerry Brown with a "Visit his Website" link. The main content area features a "Welcome to Medi-Cal Managed Care Health Care Options" message, a "MISSION" section, and a "Hot Topics and the Latest News" section with links to "Provider Information Network (PIN) - Is Now Available" and "Seniors & Persons with Disabilities (SPD)". A sidebar on the left contains "QUICK LINKS" such as "Live Help!", "Frequently Asked Questions", "Download Forms", "Contact Us", "Medi-Cal", and "Medi-Cal Managed Care Division (MMCD)". An "en español" button is located at the bottom of the sidebar. The footer includes the DHCS logo, the "Get Healthy California" logo, and a note that the program is administered by the Department of Health Care Services (DHCS).



What Questions Do You Have?

- **Open forum**

