



# MEDI-CAL MANAGED CARE OVERVIEW

September 2016

---

Sandy Damiano, PhD  
Deputy Director  
DHHS Primary Health

# Eligibility & Enrollment

- ▶ Open year round
- ▶ Based on income and family size
- ▶ Simplified procedures
- ▶ Income and other eligibility information verified electronically when possible
- ▶ Once enrolled, need to renew annually

Exception – income and asset rules apply to some programs.

# Eligibility & Enrollment

## Eligibility Channels:

- ▶ Online, in person, by phone, mail in

## Where to apply:

- ▶ County Department of Human Assistance (DHA) – online, in person, phone, mail
- ▶ Covered California – online, phone, mail

Enrollment assistance is available through certified enrollment counselors at community based agencies.

# Eligibility & Enrollment

- ▶ Notice of Action (NOA) – County Eligibility or Covered California sends a letter called a “Notice of Action (NOA).”
- ▶ Plan Choice Information & Form – Health Care Options (HCO) is an Enrollment Broker. They assist with plan choice. Plan must be selected within 30 days to avoid default plan assignment.
- ▶ ID Card and Health Plan Materials – Health Plan provides the beneficiary an ID card, Primary Care Medical Home, & health plan information.

# Medi-Cal Managed Care Health Plans

- ▶ Contracted by the State Department of Health Care Services (DHCS)
- ▶ Geographic Managed Care (GMC) Model
  - Anthem Blue Cross
  - Health Net
  - Molina Healthcare
  - Kaiser Permanente
  - New Plans – UnitedHealthcare & Aetna effective July 2017 (target date for go live)

# Plan Networks Differ

- ▶ Kaiser – Closed Network
- ▶ Anthem & Health Net – Primarily contract through Independent Provider Associations (IPA)
- ▶ Molina – Molina Medical Groups, IPAs, & direct provider contracts
- ▶ Hospital Contracts – Differ per Plan

# Independent Provider Association (IPA)

- ▶ **Definition** – Network of physicians (solo practitioners and groups of physicians) who agree to participate in an association to contract with managed care plans, and also vendors.
- ▶ **Roles** – Delegated network management and care coordination.
- ▶ **Details** – See Power Point Presentation materials (Medi-Cal Managed Care Advisory Committee Meetings June & July 2012).

# IPAs with GMC Enrollment

- ▶ Employee Health Systems Medical Group (EHS)
- ▶ River City Medical Group
- ▶ Hill Physician Medical Group
- ▶ Northern California Physicians Medical Group

# Plan Member Services

- ▶ Informing materials
- ▶ Member Service Line
- ▶ Interpretation, accessible formats
- ▶ Beneficiary protections such as grievance and fair hearing
- ▶ Transportation when needed

# Access Standards

- ▶ Urgent care – 48 hours
- ▶ Primary care – 10 business days
- ▶ Specialty referral – 15 business days

## Each Plan has:

- ▶ Member Service Lines
- ▶ 24 Hour RN Advice Lines
- ▶ Urgent Care Centers

# Core Services

- ▶ Outpatient (Ambulatory) services
- ▶ Emergency services
- ▶ Hospitalization
- ▶ Maternity, Newborn Care
- ▶ Mental Health and Substance Use Disorder Services
- ▶ Prescription drugs
- ▶ Rehabilitative, Habilitative services and devices
- ▶ Laboratory services
- ▶ Preventative, Wellness & Chronic Disease Mgt.
- ▶ Pediatric services

# What are “Carve Outs?”

- ▶ “Carve outs” are services not offered within the scope of the health plan
- ▶ What are they in Sacramento?
  - Mental Health Specialty
  - Drug Medi-Cal
  - Dental
  - California Children's Services

# Mental Health Benefits

## Through Health Plans –

*Serves individuals with low to moderate mental health needs*

- ▶ Individual and Group evaluation & treatment
- ▶ Psychological testing – when clinically indicated
- ▶ Outpatient services (for monitoring drug therapy)
- ▶ Outpatient laboratory, drugs, supplies and supplements
- ▶ Psychiatric consultation

# Mental Health Benefits

Through County Mental Health Plan (MHP) –  
*Serves individuals with serious mental health needs*

- ▶ Mental Health (MH) Specialty services
- ▶ MHP Specialty has established points of access
- ▶ Authorization is based on medical necessity (defined target population, functional impairment)

# Substance Use Disorder Benefits

- ▶ Screening, brief intervention & referral provided by primary care providers.
- ▶ Drug Medi-Cal operates as a “carve out” from managed care plans.
- ▶ Service providers certified by the state and counties.
- ▶ Services that will be available to Medi-Cal beneficiaries: Outpatient Drug-Free Services, Narcotic Treatment Services, Intensive Outpatient Treatment, Residential Substance Use Disorder Services, Voluntary Inpatient Detoxification

# Dental Managed Care

- ▶ Plan Selection through Health Care Options
- ▶ Dental Managed Care Plans include:
  - Access Dental Health
  - Health Net
  - Liberty Dental
- ▶ For more information on dental services, visit the DHCS Dental Managed Care webpage

# Administrative Plan Functions

- ▶ Provider Network
- ▶ Case Management / Care Coordination
- ▶ Utilization Review
- ▶ Claims
- ▶ Quality Improvement System
- ▶ Reporting
- ▶ Coordination with local Health and Mental Health Departments

# What is a Primary Care Medical Home?

- ▶ May be a physician provider or a clinic
- ▶ Primary and preventative health care
- ▶ Chronic disease management
- ▶ Core provider essential to patient care
- ▶ Care coordination – specialty referrals, post-hospitalization follow-up, across other systems such as Specialty Mental Health (County MH Plan)

# Changes since 2011

- ▶ Seniors and Persons with Disabilities (SPD)
- ▶ Community Based Adult Services (CBAS)
- ▶ Healthy Families
- ▶ Low Income Health Program (LIHP)
- ▶ Rural Expansion
- ▶ Expanded Medi-Cal
- ▶ Expanded Mental Health Benefits
- ▶ Behavioral Health Treatment (BHT)
- ▶ Drug Medi-Cal - Organized Delivery System
- ▶ Coverage for All Children (SB75) - May 2016

# Eligibility & Enrollment Resources

- ▶ Covered California

[www.coveredca.com](http://www.coveredca.com)

Phone: 800-300-1506

- ▶ County DHA Eligibility

[www.dha.saccounty.net](http://www.dha.saccounty.net)

Apply online: [www.mybenefitscalwin.org](http://www.mybenefitscalwin.org)

Phone: 916-874-3100

- ▶ Health Care Options (Health Plans and Dental Plans)

[www.healthcareoptions.dhcs.ca.gov](http://www.healthcareoptions.dhcs.ca.gov)

Phone: 800-430-4263 / TTY: 800-430-7077

Other Languages: 800-430-4263

---

# Key links

Sacramento County

Medi-Cal Managed Care Advisory Committee

<http://www.dhhs.saccounty.net/PRI/Pages/PRI-Home.aspx>

State Department of Health Care Services

<http://www.dhcs.ca.gov/Pages/default.aspx>