



State of California — Health and Human Services  
**Department of Health Care Services**

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00/00/2014

## Important Medi-Cal Changes that Impact You

**Starting 12/1/2014, you must enroll in a  
Medi-Cal health plan to get your Medi-Cal services.**

### **What is a Medi-Cal health plan?**

A Medi-Cal health plan is a managed care plan that works with a group of specific doctors, hospitals, pharmacies, and providers. All your Medi-Cal benefits and services are available through the health plan's network of providers. You must see one of those providers for your Medi-Cal health care services. You do not have to pay anything extra to be in a Medi-Cal health plan.

### **Will I be able to get the same services that I get now?**

Yes. You will still get all of the medical care you need, including access to specialists. In some cases, you might need to see a different provider for your care.

### **Do I need to change my doctor(s)?**

Maybe. You may be able to keep seeing your doctor and go to the same hospital if they are in the same network as the health plan. Ask your doctor(s) which plan they work with. When you enroll, choose the plan that your doctor(s) work with.

### **What if my doctor(s) do not work with the plan(s)?**

If your doctor does not work with either plan, you may be able to keep seeing that doctor for up to 12 months if the doctor and the plan agree to work together. In some cases, you may be able to continue seeing your doctor even longer if you have a specific health condition. Under certain conditions, you might qualify to remain in regular Medi-Cal.

You and your doctor must file a Medical Exemption Request (MER) to remain in regular Medi-Cal. This form will be included in the enrollment packet you will receive in early October. Clinical staff will review your request and make a determination. You will be notified of the decision. For more information about continuing care with your doctor who does not work with the plans, go to:

**<http://www.dhcs.ca.gov/services/Pages/ContinuityOfCare.aspx>**



## **What do I need to do?**

Start researching your choices now. You must choose a Medi-Cal health plan before 11/12/2014. You do not have to enroll today. You will receive more information on how to enroll in the next 30 days. Your Medi-Cal benefits will be provided through the health plan you chose starting 12/1/2014.

## **What if I don't do anything?**

If you do not choose a Medi-Cal health plan, one will be chosen for you. Once you are enrolled, your new health plan will send you a membership card and a welcome packet with more information about your plan. You can change your plan anytime.

## **What about the care I get through a special Medi-Cal program?**

If you get care through a waiver or receive specialty mental health services, that care will not change. You must still select a Medi-Cal health plan for all other care.

## **I am already in a Medi-Cal health plan. Do I need to do anything?**

No. If you are in a health plan for your Medi-Cal services you do not need to do anything. Your health care will stay the same.

## **For more information or to choose a plan.**

If you need this letter in another language or alternate format such as large print, audio, or Braille, need help enrolling in a health plan, or need a health plan Choice Form, please call:

### **Health Care Options**

1-800-430-4263

TTY: 1-800-430-7077

Monday-Friday, 8:00 a.m. - 5:00 p.m.

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

## **What if I have a problem with Medi-Cal, a health plan, or getting the care I need?**

- Call the Department of Managed Health Care Help Center: 1-888-466-2219
- Call the Medi-Cal Managed Care Ombudsman: 1-888-452-8609
- Ask for a Medi-Cal State Hearing: 1-800-952-5253

**If you or your family member(s) have any questions,  
call Health Care Options toll-free at the numbers listed below:**

LANGUAGE	TELEPHONE	LANGUAGE	TELEPHONE
<b>English</b>	1-800-430-4263	<b>Korean</b> 한국어	1-800-576-6883
<b>Arabic</b> اللغة العربية	1-800-576-6881	<b>Mandarin</b> 國語	1-800-576-6885
<b>Armenian</b> Հայերեն	1-800-840-5032	<b>Russian</b> Русский	1-800-430-7007
<b>Cambodian</b> ភាសាខ្មែរ	1-800-430-5005	<b>Spanish</b> <b>Español</b>	1-800-430-3003
<b>Cantonese</b> 粵語	1-800-430-6006	<b>Tagalog</b> <b>Tagalog</b>	1-800-576-6890
<b>Farsi</b> فارسی	1-800-840-5034	<b>Vietnamese</b> Tiếng Việt	1-800-430-8008
<b>Hmong</b> <b>Hmoob</b>	1-800-430-2022	<b>Other Languages</b>	1-800-430-4263

**TTY/TDD 1-800-430-7077**