



Month XX, 2012

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This Notice Contains Important New Information

We are sending you this Notice to give you important information about Community Based Adult Services (CBAS) and Enhanced Case Management.

The Department of Health Care Services (DHCS) sent you a notice telling you that you were found to be **not eligible** for CBAS. You can still appeal this decision, if you have not already done so. Please refer to your previous Notice of Ineligibility for instructions on how to file that appeal.

Please Note: *Although you have been found to be ineligible for CBAS, and you have the right to appeal that decision, DHCS is continuing to review your situation. Based on that additional review, you may receive further notice from DHCS, in the next few weeks, that would allow you to attend a CBAS center while the appeal of your ineligibility is going on.*

If I am not eligible for CBAS, are there other services I am eligible for?

Yes. Because you have been found ineligible for CBAS, you are automatically eligible to get other services when ADHC ends, known as **Enhanced Case Management** services. You are able to get Enhanced Case Management because of the settlement in the *Darling v. Douglas* lawsuit. You can read the settlement agreement online at:
<http://www.dhcs.ca.gov/services/medi-cal/Pages/ADHC/ADHC.aspx>.

What does Enhanced Case Management do?

Enhanced Case Management services will help people who are not eligible for CBAS to get the medical and social services they need after the Adult Day Health Care (ADHC) program ends on March 31, 2012.

What kinds of services can I receive through Enhanced Case Management?

Enhanced Case Management helps you access resources that may be available in your community for needs you may have. Some of the services that you may be referred to, or helped to get, are listed below. If you are enrolled in a managed health care plan, your managed health care plan may provide some of these services directly. Services you may need include:

- Behavioral health services
- Mental health services
- Home delivered meals
- Personal care
- Medications
- Nurse Advice Line
- In Home Support Services
- Help finding Wheelchairs, Walkers, Blood Pressure Monitors, and Scales
- Physical or Occupational Therapy
- Urgent Care Needs
- Non-Emergency Transportation

How do I receive Enhanced Case Management services?

It depends on whether or not you are enrolled in a managed health care plan:

If you **are** enrolled in a managed health care plan, before April 1, 2012, **your plan will contact you** to make a plan of care and provide you with any necessary referrals.

If you **are not** enrolled in a managed health care plan, before April 1, 2012, **APS Healthcare will contact you** to make a plan of care and provide you with Enhanced Case Management. You can call APS Healthcare at 1-800-693-6735 at any time for more information about Enhanced Case Management.

When can I start receiving Enhanced Case Management?

Before April 1, 2012, your managed health care plan or APS will assess your needs and develop a care plan to provide services to you and/or make referrals. You will have Enhanced Case Management starting on April 1, 2012.

Do I receive different Enhanced Case Management services if I am enrolled in a managed health care plan?

No. Enhanced Case Management services from managed health care plans or APS Healthcare will be the same.

If I still have some questions about Enhanced Case Management, who can I call?

You will have three options.

1. If you have any questions or concerns about this notice, you can call Disability Rights California at (800) 776-5746, TTY/TDD (800) 719-5798, or you can write to:

Disability Rights California
1330 Broadway, Suite 500 Oakland, CA 94612
Darling@disabilityrightsca.org

2. If you **are** enrolled in a managed health care plan, you can contact your managed health care plan for information about Enhanced Case Management.
3. If you **are not** enrolled in a managed health care plan, you can contact APS Healthcare at 1-800-693-6735 for information about Enhanced Case Management.

As a reminder: This Notice does not affect your eligibility or receipt of other Medi-Cal or Medicare services.