STATE OF CALIFORNIA—HEALTH AND WELFARE AGENCY

PETE WILSON, Governor

DEPARTMENT OF HEALTH SERVICES
714/744 P STREET
P.O. BOX 942732
SACRAMENTO, CA 94234-7320
(916) 657-2941

Superseded by 94-13

January 5, 1994

TO: All County Welfare Directors
All County Administrative Officers
All County Medi-Cal Program Specialists/Liaisons

Letter No.: ~~93-91~~ 94-04

DISENROLLMENT FROM MEDI-CAL HEALTH CARE PLANS

The purpose of this letter is to clarify the policy regarding disenrollment from a Medi-Cal health care plan.

Medi-Cal beneficiaries who are dissatisfied with their health care plan must first directly contact the plan either in person or by telephone to request a disenrollment form.

If requested by telephone, a form is sent directly to the beneficiary to be completed, signed, and returned to the plan for processing. Beneficiaries who enroll in health care plans receive a membership services guide within seven days of the date of Medi-Cal eligibility. The guide includes information regarding the plan's telephone number, office location, and hours that plan staff are available to handle grievances and disenrollments.

If the beneficiary complains of repeated unsuccessful attempts to disenroll from a health care plan, the county eligibility worker or the beneficiary may contact enrollment and disenrollment technician at the State Department of Health Services, Medi-Cal Managed Care Division (Financial and Membership Services Unit) using any of the following numbers:

(916) 657-0317	(916) 657-0315
(916) 657-0306	(916) 657-3645

NOTE: This process should only be used after all other attempts to disenroll through the plan have failed.

Enclosed is a listing of all Medi-Cal health care plans with addresses and membership phone numbers for directing the beneficiary to the proper plan.

If you have any questions concerning this letter, please contact Ms. Anna Tenderella of the Medi-Cal Managed Care Division at (916) 657-4443.

Sincerely,

ORIGINAL SIGNED BY,

Frank S. Martucci, Chief
Medi-Cal Eligibility Branch

Enclosure

PLAN CODE	PLAN NAME	PLAN ADDRESS (MAIN OFFICE)	MEMBERSHIP SERVICES PHONE NUMBER	PLAN CODE
2	CIGNA	505 North Brand Blvd. Glendale, CA 91203	(800) 344-0557	2
3	FHP, Inc.	18000 Studebaker Rd., 9th Floor Cerritos, CA 90701	(800) 451-4915	3
5	FHP, Inc.	18000 Studebaker Rd., 9th Floor Cerritos, CA 90701	(800) 451-4915	5
6	Foundation Health Plan	333 S. Arroyo Parkway Pasadena, CA 91105	(818) 683-6300	6
12	Watts/United Health Plan	3405 W. Imperial Hwy Inglewood, CA 90303	(310) 671-3465	12
18	Universal Care	1600 E. Hill Street Signal Hill, CA 90806	(800) 635-6668	18
19	Universal Care	1600 E. Hill Street Signal Hill, CA 90806	(800) 635-6668	19
28	Kaiser Foundation (South)	393 East Walnut Pasadena, CA 91188-8324	Call Local Kaiser Office	28
29	Community Health Group	4380 Otay Valley Road, Suite 205 Chula Vista, CA 92011	(619) 422-0422	29
32	Watts/United Health Plan	3405 W. Imperial Hwy Inglewood, CA 90303	(310) 671-3465	32
35	Watts/United Health Plan	3405 W. Imperial Hwy Inglewood, CA 90303	(310) 671-3465	35
36	Watts/United Health Plan	3405 W. Imperial Hwy Inglewood, CA 90303	(310) 671-3465	36
45	Contra Costa Health Plan	595 Center Ave., Suite 100 Martinez, CA 94553	(510) 313-6072	45
55	OnLok Senior Health Services	1441 Powell Street San Francisco, CA 94133	(415) 989-2578	55
66	Foundation Health Plan	333 S. Arroyo Parkway Pasadena, CA 91105	(818) 683-6300	66
67	Foundation Health Plan	333 S. Arroyo Parkway Pasadena, CA 91105	(818) 683-6300	67
68	Foundation Health Plan	333 S. Arroyo Parkway Pasadena, CA 91105	(818) 683-6300	68

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76	Kaiser Foundation (South)	393 East Walnut Street Pasadena, CA 91188-8324	Call Local Kaiser Office	76
77	Kaiser Foundation (South)	393 East Walnut Street Pasadena, CA 91188-8324	Call Local Kaiser Office	77
78	Kaiser Foundation (South)	393 East Walnut Street Pasadena, CA 91188-8324	Call Local Kaiser Office	78
79	Kaiser Foundation (South)	393 East Walnut Street Pasadena, CA 91188-8324	Call Local Kaiser Office	79
80	Kaiser Foundation (North)	1950 Franklin Street, 15th Floor Oakland, CA 94604-12916	Call Local Kaiser Office	80
81	Kaiser Foundation (North)	1950 Franklin Street, 15th Floor Oakland, CA 94604-12916	Call Local Kaiser Office	81
82	Kaiser Foundation (North)	1950 Franklin Street, 15th Floor Oakland, CA 94604-12916	Call Local Kaiser Office	82
84	Kaiser Foundation (North)	1950 Franklin Street, 15th Floor Oakland, CA 94604-12916	Call Local Kaiser Office	84
85	Kaiser Foundation (North)	1950 Franklin Street, 15th Floor Oakland, CA 94604-12916	Call Local Kaiser Office	85
86	Kaiser Foundation (North)	1950 Franklin Street, 15th Floor Oakland, CA 94604-12916	Call Local Kaiser Office	86
87	Kaiser Foundation (North)	1950 Franklin Street, 15th Floor Oakland, CA 94604-12916	Call Local Kaiser Office	87
90	Kaiser Foundation (North)	1950 Franklin Street, 15th Floor Oakland, CA 94604-12916	Call Local Kaiser Office	90
98	Comm Health Plan/LA County	313 N.Figueroa Street, 6th Floor West Los Angeles, CA 90012	(213) 240-8165	98
101	Kaiser Foundation (North)	1950 Franklin Street, 15th Floor Oakland, CA 94604-12916	Call Local Kaiser Office	101
200	SCAN	521 East Fourth Street Long Beach, CA 90802		200
201	SCAN	521 East Fourth Street Long Beach, CA 90802		201
202	SCAN	521 East Fourth Street Long Beach, CA 90802		202

PLAN CODE	PLAN NAME	PLAN ADDRESS (MAIN OFFICE)	MEMBERSHIP SERVICES PHONE NUMBER	PLAN CODE
203	SCAN	521 East Fourth Street Long Beach, CA 90802		203
502	Santa Barbara Health Initiative	720 Santa Barbara Street, Suite B Santa Barbara, CA 93101	(800) 421-2560	502
503	Health Plan of San Mateo	1500 Fashion Island Blvd., Suite 300 San Mateo, CA 94404	(800) 750-4776	503
601	San Francisco City & Co.	3450 Third Street, Bldg. 1A San Francisco, CA 94124		601
803	ProCare	2525 Camino Del Rio South, Suite 300 San Diego, CA 92108	(800) 933-6601	803
804	Molina Medical Centers	One Golden Shore Dr. Long Beach, CA 90802	(800) 526-8196	804
805	Primary Care Medical Group	509 South I Street, Suite A Madera, CA 93637	(209) 673-9020	805
809	W. Jayasinghe, M.D./LAMC	2010 Wilshire Blvd., Suite 706 Los Angeles, CA 90057	(213) 483-2636	809
811	Alpha	301 North Prairie Avenue, Suite 415 Los Angeles, CA 90301	(213) 732-3030	811
812	California Family Care (So.)	11722 S. Wilmington Ave. Los Angeles, CA 90059	(213) 249-7608	812
813	Cal-Care Medical Group	500 West Willow Street Long Beach, CA 90806	(310) 427-1700	813
815	Comm Amb Care/Comm Care +	3131 Santa Anita Ave El Monte, CA 91733-3067	(818) 575-1997	815
820	Practicare	2707 South Central Avenue Los Angeles, CA 90011	(818) 353-4867	820
821	Affiliated Physicians Medical Group	1900 Tyler Ave., Suite C-168 S. El Monte, CA 91733	(818) 448-8175	821
822	California Health Centers (Formerly Panorama)	8215 Van Nuys Blvd., Suite 106 Panorama City, CA 91402	(818) 901-1444	822
825	ProCare	2525 Camino Del Rio South, Suite 300 San Diego, CA 92108	(800) 933-6601	825
826	Cohen/Tower Health Services	13737 Artesia Boulevard Cerritos, CA 90701	(310) 926-6662	826

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831	ProCare	2525 Camino Del Rio South, Suite 300 San Diego, CA 92108	(800) 933-6601	831
832	ProCare	2525 Camino Del Rio South, Suite 300 San Diego, CA 92108	(800) 933-6601	832
833	ProCare	2525 Camino Del Rio South, Suite 300 San Diego, CA 92108	(800) 933-6601	833
834	ProCare	2525 Camino Del Rio South, Suite 300 San Diego, CA 92108	(800) 933-6601	834
836	Cohen/Tower Health Services	13737 Artesia Boulevard Cerritos, CA 90701	(310) 926-6662	836
838	Cohen/Tower Health Services	13737 Artesia Boulevard Cerritos, CA 90701	(310) 926-6662	838
839	Cohen/Tower Health Services	13737 Artesia Boulevard Cerritos, CA 90701	(310) 926-6662	839
840	Cohen/Tower Health Services	13737 Artesia Boulevard Cerritos, CA 90701	(310) 926-6662	840
841	Molina Medical Centers	One Golden Shore Dr. Long Beach, CA 90802	(800) 526-8196	841
842	Molina Medical Centers	One Golden Shore Dr. Long Beach, CA 90802	(800) 526-8196	842
843	Molina Medical Centers	One Golden Shore Dr. Long Beach, CA 90802	(800) 526-8196	843
844	Molina Medical Centers	One Golden Shore Dr. Long Beach, CA 90802	(800) 526-8196	844
845	Molina Medical Centers	One Golden Shore Dr. Long Beach, CA 90802	(800) 526-8196	845
846	Community Prime Care	4380 Otay Valley Rd., Suite 206 Chula Vista, CA 92011	(619) 428-3204	846
847	Foundation Health Plan	333 S. Arroyo Parkway Pasadena, CA 91105	(818) 683-6200	847
848	Sequoia Community Health	2790 South Elm Avenue Fresno, CA 93706	(209) 233-3467	848

PLAN CODE	PLAN NAME	PLAN ADDRESS (MAIN OFFICE)	MEMBERSHIP SERVICES PHONE NUMBER	PLAN CODE
849	California Family Care (No.)	2647 E. 14th Street Oakland, CA 94601-1511	(510) 533-1248	849
850	Foundation Health Plan	333 S. Arroyo Parkway Pasadena, CA 91105	(818) 683-6300	850
851	Foundation Health Plan	333 S. Arroyo Parkway Pasadena, CA 91105	(818) 683-6300	851
852	Family Practice Associates	4205 Fairmont Avenue San Diego, CA 92105	(619) 523-2273	852
853	Center for Elders Independence	1411 E. 31st Street, Ward B2 Oakland, CA 94602	(510) 436-7702	853
854	Sutter Senior Care (PLTCCM)	2800 L Street Sacramento, CA 95816	(916) 733-8835	854
855	Molina Medical Centers	One Golden Shore Dr. Long Beach, CA 90802	(800) 526-8196	855
856	Crown City Medical Group	2657 E. Washington Blvd. Pasadena, CA 91107	(818) 798-9157	856
857	Molina Medical Centers	One Golden Shore Dr. Long Beach, CA 90802	(800) 526-8196	857
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860	Molina Medical Centers	One Golden Shore Dr.	(800) 526-8196	860