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11/30/2022

JOHN DOE:

You won't be enrolled in L.A. Care

You told us you don't want to enroll in Cal MediConnect to combine your Medicare and Medi-Cal benefits in one health plan. You will not be enrolled in Cal MediConnect again unless you want to be enrolled.

While you continue to get your services through Medi-Cal and Medicare, it may take up to 45 days to restore your records. Please tell your doctor(s) that if they need to submit claims for your health services and prescription drugs, there may be a slight delay.

How to keep your Medicare benefits the same

If you were enrolled in another Medicare health or prescription drug plan, you should automatically keep that plan.

If you don't get an enrollment acknowledgment letter from your Medicare plan within two (2) weeks of getting this letter, please contact your Medicare plan to confirm your enrollment. They may request a copy of this letter for their records.

However, if you were not in another Medicare health or prescription drug plan and don't join a Medicare health or prescription drug plan on your own, you'll continue to be covered under Medicare, and Medicare will enroll you in a Medicare Prescription Drug Plan. This is being done to make sure you do not lose prescription drug coverage.

You must choose a Medi-Cal health plan

You must have a health plan in order to continue to receive your Medi-Cal services, including Long Term Services and Supports (LTSS) that help you with on-going personal care needs.

If you have not already chosen a Medi-Cal health plan, call Health Care Options at 1-844-580-7272, Monday-Friday from 8am to 6pm. TTY users should call 1-800-430-7077. If you do not choose a plan, one will be chosen for you and we will notify you about your Medi-Cal health plan.

You can change your mind about Cal MediConnect

If you change your mind and want to join a Cal MediConnect plan, call Health Care Options at 1-844-580-7272, Monday-Friday from 8am to 6pm. TTY users should call 1-800-430-7077. You can join Cal MediConnect at any time.

Who should I call if I have questions about the Cal MediConnect plan?

If you have questions, call your plan's Member Services department or visit their website. Their information can be found on your Membership Card.

For help or more information

If you want to talk to a health insurance counselor about these changes and your choices, call the California Health Insurance Counseling & Advocacy Program (HICAP) at 1-800-434-0222.

If you have questions about Medicare, call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048. You can also visit www.Medicare.gov.

If you need help enrolling in a Cal MediConnect or Medi-Cal plan, please call Health Care Options at 1-844-580-7272, Monday-Friday from 8am to 6pm. TTY users should call 1-800-430-7077.

If you are in a plan and need further help, call the Cal MediConnect Ombudsman at 1-855-501-3077. This number will be operational starting 4/1/2014.

If you need this letter in another language or alternate format, like large print, audio, or Braille; or if you need help understanding this letter, please call Health Care Options at 1-844-580-7272, Monday-Friday from 8am to 6pm. TTY users should call 1-800-430-7077.