

Medi-Cal Health Homes Program

Member Toolkit



The Health Homes Program offers new, free services to help you get the health care you need. These services are part of your Medi-Cal benefits.

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Welcome to the Health Homes Program

Dear Member,

You qualify for new, free services to help you get the health care you need. You can get these services through the “Health Homes Program.” These services are part of your Medi-Cal benefits.

What services can I get?

This new program gives you a care team—including a care coordinator. Your care coordinator will work with you and your health providers, such as your doctors, specialists, pharmacists, case managers, and others. They will make sure everyone is informed about your health and the services you need. Your care team can also help you find and apply for services in the community, such as food and housing.

You don’t have to change your doctor or any of your other providers. Your care coordinator will help the providers you already have work together.

Your care team can help you:

- Find doctors and get an appointment.
- Better understand your prescription drugs.
- Set up transportation to your doctor visits.
- Get follow-up services after you leave the hospital.
- Find and apply for food benefits and housing.
- Connect you to other community programs and services.

How do I get these services?

If you want to get these services, call your Medi-Cal plan and tell them you want to be in the “Health Homes Program.” You can find the phone number for your Medi-Cal plan by going to www.dhcs.ca.gov and searching for “health care directory.”

Someone from your care team will contact you to talk about your health goals. They will also help you make a plan to get the care you need.

These services are free as part of your Medi-Cal benefits. Joining the Health Homes Program is your choice. You do not have to be in the program if you don’t want to. If you want to try this program, you can join now and stop at any time. If you have questions, contact your local health plan.

What Is the Health Homes Program?

The Health Homes Program offers new, free services to help you get the health care you need. These services are part of your Medi-Cal benefits.

If you join this program, you will have your own care team to support you as you work toward your health goals.

- Joining the Health Homes Program will not change or take away any Medi-Cal benefits you have now.
- You won't have to change your doctor or any of your providers.
- Your providers will get extra help to better coordinate your care, including a care coordinator and a care team.

Care Coordinator

A care coordinator is a trained professional. You can call them when you need help with your health care or getting services. Your care coordinator will help you set up a care team that includes all of your providers and your personal support system.

Your care coordinator can help you:

- Connect with all your doctors so that everyone is fully informed
- Find doctors and get appointments
- Better understand your prescription drugs and order prescription refills
- Get follow-up services after a hospital visit
- Set up transportation to your doctor visits
- Connect with other community programs and services



Care Team

Your care team will keep all of your providers fully informed, help you manage all of your health care services, and help you set goals for getting and staying healthy. Your care team will also help you find out if you need any health care or community services and apply for them.

For example, your care team can help you find and apply for:

- A place to live
- Food and nutrition benefits
- Employment counseling
- Legal services
- Child care
- Community-based long-term services and supports
- Disability services

You can apply for services provided by both county and community agencies. If you already have a case manager at a community agency, that person can be part of your care team. ■



Who Can Join the Health Homes Program?

Health Homes Program services are for Medi-Cal members with certain chronic health conditions. Your Medi-Cal plan will contact you if you qualify for the program. You can also call your Medi-Cal plan to find out if you qualify, or you can ask your doctor or clinic.

Do You Qualify for the Health Homes Program?

To qualify for the Health Homes Program, you have to meet all of these requirements.

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You can check at least one of the boxes below:

- You have at least two of these conditions: chronic obstructive pulmonary disease (COPD), diabetes, traumatic brain injury, chronic or congestive heart failure, coronary artery disease, chronic liver disease, chronic kidney disease, dementia, or substance use disorders.
- You have hypertension (high blood pressure) and one of these conditions: COPD, diabetes, coronary artery disease, or chronic or congestive heart failure.
- You have one of these conditions: major depression disorders, bipolar disorder, or psychotic disorders (including schizophrenia).
- You have asthma.

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You can check at least one of the boxes below:

- You have three or more of the conditions listed under #1.
- You stayed in the hospital in the last year.
- You visited the emergency department three or more times in the last year.
- You do not have a place to live.

If you want to know more, call your Medi-Cal plan and ask about the “Health Homes Program.” It is your choice to join. If you want to try the services, you can stop at any time.

You can find the phone number for your Medi-Cal plan by going to www.dhcs.ca.gov and searching for “health care directory.”

To find out how to join the Health Homes Program, see the other side of this sheet. ▼

How Do I Sign Up for the Health Homes Program?

If you want Health Homes services, you have to join the program. **But you are not required to get these services.** You can also stop the services at any time.

Joining the Health Homes Program Is Simple

All you have to do is call your Medi-Cal plan and tell them you want to join the “Health Homes Program.”

You can find the phone number for your Medi-Cal plan by going to www.dhcs.ca.gov and searching for “health care directory.”

You can also call Health Care Options at **1-800-430-4263** to get connected to your Medi-Cal plan over the phone.

You can also tell your doctor or clinic staff that you want to get Health Homes services.

What Happens Next?

After you tell your Medi-Cal plan that you want to join the Health Homes Program, a member of your care team will contact you. This discussion will be to talk about your health goals, needs, and current providers. You will be assigned a care coordinator who will work with you and your providers to make a plan for getting you the services you need. ■



The Health Homes Program

bit.ly/HealthHomes

What Are Health Homes Services?

Health Homes Services try to make it easier for you to get the care you need.

Coordinating Your Care

After you contact your Medi-Cal plan, they will assign you a care coordinator. Your care coordinator will talk with you about what care you need, and work with you to put together a care team.

Your care team can include:

- Your doctors and specialists
- Your pharmacist
- The medical equipment company you use
- A housing navigator
- Other people that you choose, such as your family or other support people

Keeping Everyone Up to Date

Your care coordinator can connect you to doctors and treatment, help you talk to doctors about your needs, and even go with you to appointments.

Your care coordinator can keep all of your providers up to date on your health and the services you receive.



Getting Tools to Help You Stay Healthy

You and your family can learn about the best ways to manage your health conditions. Your care coordinator can also connect you to self-help resources and other educational services.

Helping You Move From One Care Setting to Another

If you need to enter or leave a hospital or nursing facility, your care team will help you move safely and easily from one place to the other. Your care coordinator can help you with issues like:

- Learning how to take care of yourself after a hospital stay
- Making follow-up appointments
- Filling prescriptions
- Getting transportation to appointments

Your housing navigator may be able to help you find a temporary or permanent place to stay after you leave the hospital. ▼

What Are Health Homes Services?



Strengthening Your Support System

If you choose to include your family or friends on your care team, your care coordinator can make sure they know about your conditions and ways to help you. They may also be able to go with you to appointments.

Connecting You to Community Services

Many things affect health, not just going to the doctor or hospital. Your care coordinator can help you find and apply for the community resources that you need. These include food, temporary and permanent housing, work, child care, disability services, services to help you stay in your home, and others.



How Does Care Coordination Work?

More About Your Care Team

Your care team is built around you. It includes your care coordinator, as well as your doctors, nurses, pharmacists, and caregivers. Your care team can include a housing navigator, who can help you find and apply for temporary and permanent housing. Your care coordinator can also help you contact other people you trust, such as people from community organizations that provide meals or other services.

More About Your Health Action Plan

Together, you and your care team will write a "Health Action Plan." This plan can cover how you can get help with various needs, including:

- Physical health
- Mental health
- Addiction or substance abuse treatment
- Services that help you stay in your home (such as help with bathing, dressing, and household chores)
- Community programs, including food services and housing

Your plan will also note any other doctors that you see. The plan will be updated as you receive services and as your needs change.

Your Health Action Plan will be available to all of your providers, and anyone else who you choose. This lets your entire care team know how to help you reach your health goals. ■



The Health Homes Program

bit.ly/HealthHomes

Frequently Asked Questions

Will I lose any medical coverage or benefits if I join the Health Homes Program?

- No. The Health Homes Program is a new benefit for people who qualify. You will keep all of your existing benefits and rights as a Medi-Cal member. The Health Homes Program will be different from any care coordination or case management services you are getting now. If you join the Health Homes Program, your Medi-Cal plan will give you extra services and support to help improve your care.

Does it cost anything to join?

- No. These services are free. They are included as part of your Medi-Cal coverage.

How do I join?

- Call your Medi-Cal plan today to find out if you qualify. If you join, you can stop getting services at any time.

Will I have to change my doctors?

- No. You do not have to change your doctors to join the Health Homes Program. The program helps all your doctors have the same information about your health care needs and work together to coordinate your services. It also provides more people to support your care team, like a care coordinator and a housing navigator, if you need one.

What is a care coordinator and what do they do?

- A care coordinator is a trained professional, like a nurse or social worker. They will make sure that your doctors, pharmacists, and other providers work together to help you take care of your health. You can work with your care coordinator and even involve your family or friends if you want.
- Your care coordinator will:
 - Ask you what you need and try to help you get it
 - Be available for you to call and ask questions
 - Help you make appointments, arrange transportation, get approval for services, and check on prescriptions
 - Help you find the right providers, including specialists and mental health providers
 - Help you apply for services you may need to help you live independently (such as meal delivery, housing, and help with personal care)

Will this program help me find a place to live?

- Your care team can include a housing navigator. They can help you find and apply for temporary or permanent housing. The Health Homes Program can't help you pay for rent, but it could help you find and apply for housing programs that help pay for rent. ■

Still have questions? Call your health plan for more details.



Contact Information for Local Resources and Medi-Cal Plans

Health Homes resources in your county:

Managed Care Plan:

Local Organizations:

Other Local Resources:



Questions:



Know Your Rights & Responsibilities

As a member of a health plan, you have rights and responsibilities. You have these rights in all Medi-Cal plans and programs, including the Health Homes Program.

You have the right to:

- Be treated with dignity, free from discrimination on the basis of race, national origin, age, or gender.
- Get timely access to medically necessary services.
- Be told where, when, and how to get needed services.
- Take part in decisions about your care, including the right to refuse treatment or to choose someone to make decisions for you.
- Be treated by providers who have experience and expertise in your condition.
- Have your medical records, care plan, and treatment kept private.
- Get a copy of your medical records and care plan.
- Hire, fire, and manage your In-Home Supportive Services (IHSS) provider.
- Have someone help you receive the health care you need.
- Receive accessible care if you have a disability—including braille or large print, if wanted.
- Receive language services, including interpreters and documents in another language, if wanted.
- File an appeal for services that are denied or reduced, and file a grievance (complaint) about your health plan.



You have the responsibility to:

- Use providers in your health plan's network.
- Work with your provider and health plan to get prior authorization (pre-approval) for needed services.
- Tell your health plan about your care needs and concerns.
- Tell your health plan and your county Medi-Cal office about any changes in your contact information (if you move or change your phone number).

*For more information about all of your rights, call the Department of Managed Health Care at **1-888-466-2219**.* ■

