



JENNIFER KENT
DIRECTOR

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



EDMUND G. BROWN JR.
GOVERNOR

July 11, 2018

Second Letter

Important Information about your Medi-Cal Waiver Services

Dear Waiver Participant:

You are getting this letter because you get Waiver services in your home through the Home and Community-Based Alternatives (HCBA) Waiver. The HCBA Waiver is the new name for the Nursing Facility/Acute Hospital (NF/AH) Waiver. This is the second letter from the State telling you about changes to the HCBA Waiver.

Effective August 1, your Waiver services will be approved and managed by a local Waiver Agency.

Your Waiver Agency will be:

Waiver Agency: <Waiver Agency Name>

Phone Number: <Waiver Agency Phone#>

Why is this changing?

The HCBA Waiver changed so your waiver service providers work better together and work better for you. Through the Waiver Agency, you will have access to a team from your community that will support your needs.

What do I need to do?

Soon you will get a welcome letter from your local Waiver Agency that will help you with all of your Waiver services. Your Waiver Agency will schedule a visit with you to introduce themselves and find out more about your needs. Your Waiver Agency will ask about your current provider/s and treatment.

What is a Waiver Agency?

A Waiver Agency is an organization in your area that will work with you like your assigned, state nurse does today. Your Waiver Agency knows how to provide home and community-based services and will make sure the Waiver services you receive continue to meet your needs.

How does a Waiver Agency help me?

Benefits of a Waiver Agency include:

- Better access to services
- Faster service authorizations
- A local Care Management Team made up of a nurse and social worker that will work with you to create a Plan of Treatment that meets your needs

What if I don't want a Waiver Agency?

Waiver Agencies have a contract to do the administrative and care management tasks that used to be done by the Department of Health Care Services. Because you live in a Waiver Agency area, the only way to continue to get Waiver services is by working with the Waiver Agency. If you still do not want to work with the Waiver Agency in your area, you have the right to disenroll from the HCBA Waiver.

For help or more information

If you have questions about your options, please feel free to call 1-833-388-4551 Monday through Friday between 8:00AM and 5:00PM, excluding state holidays.

Please note: This change does not affect your Medi-Cal eligibility. You do not need to call your eligibility worker about these changes.

If you do not understand the information in this letter, please call 1-833-388-4551, (TTY 1-800-430-7077) for language assistance at no cost to you.

Frequently Asked Questions (FAQ)
About the Home and Community-Based Alternatives (HCBA) Waiver

1. What is the Home Community Based Alternatives (HCBA) Waiver?

The HCBA Waiver (formerly the Nursing Facility/Acute Hospital (NF/AH) Waiver) gives the State permission to deliver home and community-based services to eligible Medi-Cal beneficiaries living in, or who are at risk of being admitted to, a nursing care facility. Under the Waiver, participants receive comprehensive care management services to help them secure the long-term services and supports they need to remain safely in the community setting of their choice. The comprehensive care management services are provided by a care team made up of a nurse and social worker. The care management team coordinates Waiver and State Plan services (e.g., medical, behavioral health, In-Home Supportive Services, etc.), and arranges for other available long-term services and supports available in the local community. Care management and Waiver services are provided in the Participant's community-based residence, which can be privately owned, secured through a tenant lease arrangement, or the residence of a Participant's family member.

2. Why am I receiving this letter?

You received the letter because you are enrolled in the HCBA Waiver. The State sent the letter to you to tell you that changes are being made to the HCBA Waiver. The letter also gave you information about why the changes are being made and that your current Waiver services and providers are not changing. Finally, the letter told you that you do not need to do anything right now, and between July and August you will get a welcome letter from the Waiver Agency that will assume responsibility for your care management from the State where you live.

3. Why is this change happening?

The biggest reason the State is making changes to the Waiver is to let more people enroll and receive services. In order to open the Waiver to more people, the State is shifting the day-to-day administration of the Waiver from the State to nine local Waiver Agencies that will serve different service areas.

If you do not understand the information in this letter, please call 1-833-388-4551, (TTY 1-800-430-7077) for language assistance at no cost to you.

Before making any changes to the Waiver, the State did a lot of outreach with stakeholders & participants to ensure the changes address the needs of the people eligible to receive Waiver services. Shifting the administration of the Waiver from the State to the local level, will allow participants' needs to be addressed more quickly. The reason the Waiver Agencies can respond to participants' needs more quickly than case managers working for the State is because the Waiver Agencies are a part of the communities they serve. Waiver Agencies are knowledgeable of services and supports available in their communities, and they understand the risks and benefits to participants living there.

4. What is a Waiver Agency?

A Waiver Agency is an organization in your area that will work with you the same way your state nurse does today. DHCS is working closely with the nine organizations chosen to become HCBA Waiver Agencies to make sure that the transition does not disrupt you or your services.

In about two months, Waiver Agency: <Waiver Agency Name> will send you a follow-up letter to introduce themselves, give you their contact information, and include more information on what to expect from them in the future.

5. Will my services or providers change?

No changes will be made to the services you receive, or to the people who provide them when the Waiver Agencies take over the administration of the Waiver. All of the services and service providers that are included in your current Plan of Treatment will remain the same unless you, or your legal representative, decide that you want to make changes in your next Plan of Treatment.

Under the HCBA Waiver, all participants have the freedom to choose the services and qualified Medi-Cal service provider(s) they want.

6. What will be different after the Waiver Agencies take over for the State?

The biggest change you will notice when the Waiver Agencies take over from the State will be who you call when you have questions or require assistance. Instead of calling the Department of Health Care Services, you will call your Waiver Agency. And, you will work with the nurses and social workers at the Waiver Agencies when it is time to conduct your comprehensive assessment for determining ongoing eligibility for the Waiver. Finally, you will work with the same

If you do not understand the information in this letter, please call 1-833-388-4551, (TTY 1-800-430-7077) for language assistance at no cost to you.

nurse and social worker from the Waiver Agency when it's time for you to develop and submit a new Plan of Treatment.

For more information on the HCBA Waiver program and services; please visit:

[http://www.dhcs.ca.gov/services/ltc/Pages/Home-and-Community-Based-\(HCB\)-Alternatives-Waiver.aspx](http://www.dhcs.ca.gov/services/ltc/Pages/Home-and-Community-Based-(HCB)-Alternatives-Waiver.aspx)

If you do not understand the information in this letter, please call 1-833-388-4551, (TTY 1-800-430-7077) for language assistance at no cost to you.

Non-Discrimination Policy

Department of Health Care Services (DHCS) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. DHCS does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

DHCS:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Michele Villados, Deputy Director of the Office of Civil Rights, at (916) 440-7370, 711 (California State Relay), Email: CivilRights@dhcs.ca.gov.

If you believe that DHCS has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Michele Villados, Deputy Director of the Office of Civil Rights Department of Health Care Services, Office of Civil Rights PO Box 997413, MS 0009

Sacramento, CA 95899-7413

(916) 440-7370, 711 (California State Relay) Email: CivilRights@dhcs.ca.gov.

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Michele Villados, Deputy Director of the Office of Civil Rights, is available to help you.

You can also [file a civil rights complaint](#) with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through [the Office for Civil Rights Complaint Portal](#) or by mail or phone at:

U.S. Department of Health and Human Services 200 Independence Avenue SW.

Room 509F, HHH Building Washington, DC 20201

1-800-868-1019, 800-537-7697 (TDD).

[Complaint forms are available.](#)

If you do not understand the information in this letter, please call 1-833-388-4551, (TTY 1-800-430-7077) for language assistance at no cost to you.

Language Access

If you would like assistance with translation, call 1-833-388-4551 (TTY 1-800-430-7077)

برقم اتصل، الترجمة في المساعدة في ترغب كنت إذا 1-833-388-4551

Եթե թարգմանակարգան հարցում օգնություն կարիք ունեք, զանգահարեք 1-833-388-4551

ប្រសិនបើអ្នក កង់ នឹងនួយ មួយ របៀប ទូរស័ព្ទ ទេ ទេលខ 1-833-388-4551

如果您想要獲得外語翻譯協助，請撥打 1-833-388-4551

شماره با، دارید کمک به نیاز ترجمه با ارتباط در اگر 1-833-388-4551 تماس بگیريد

यिद आप अनुवाद संबंधी सहायता चाहते ह, तो 1-833-388-4551 पर कॉल कर

Yog tias koj xav tau kev pab txhais lus, hu rau 1-833-388-4551

通訳をご希望の場合は、1-833-388-4551 までお掛けください

통번역 도움이 필요하실 경우 1-833-388-4551 (으)로 연락하십시오

ਜੇ ਤੁਹਾਨੂੰ ੂ ਅਨੁਵਾਦ ਬਾਰੇ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ 1-833-388-4551 ' ਤੇ ਕਾਲ ਕਰੋ

Если Вы хотели бы получить помощь с переводом, звоните по телефону 1-833-388-4551

Si desea obtener ayuda con la traducción, llame al 1-833-388-4551

Kung inyong kailangan ng pagtulong sa pag-translate, tawagan ang 1-833-388-4551

หากคุณต้องการความช่วยเหลือในการแปลภาษาจากสาม กรุณาโทรติดต่อหมายเลข 1-833-388-4551

Nếu quý vị muốn trợ giúp thông dịch, gọi số 1-833-388-4551

If you do not understand the information in this letter, please call 1-833-388-4551, (TTY 1-800-430-7077) for language assistance at no cost to you.