



Revised DHCS Choice Packet and MCPs Welcome Packet

Managed Care Operations Division



Regulatory Background

- **Senate Bill 137 (late 2016)**
 - Quarterly hard copy provider directory updates
 - Additional provider types
 - Enhanced provider information
- **CFR 42 §438 (July 2017)**
 - State Choice Packets and Health Plan Welcome Packets must include standardized Member Handbook, formulary, and provider directory
 - Monthly hard copy provider directory updates
 - Minimum 12-point font
 - Additional provider types



Objective

DHCS goal is to ensure beneficiaries can quickly and easily obtain the most current information when making a plan choice and joining a plan, including the choice of providers.

DHCS is focused on:

- Communicating more efficiently through DHCS choice packets and plan welcome packets
- Reducing the amount of paper materials sent to beneficiary
- Increasing the availability of electronic materials
- Access to more updated materials
- Making paper available to those that may need it or upon request.



Regulatory Flexibility

CFR 42 438.10 allows for Member Handbook, formulary and provider directory to be provided electronically

Certain requirements must be met in order to provide information electronically:

- 1) Document must be in a readily accessible format
- 2) Information must be available on the state and/or Health Plan's website in a prominent location
- 3) Information must be able to electronically retained and printed
- 4) Enrollee must be informed that may receive the information in paper form without charge upon request
- 5) All requests must be fulfilled within 5 business days



Operational Impact

- Since SB 137 and CFR 438.10 State Choice Packets have grown more than 700%
- Packets have grown from less than an inch to ranges of four to thirteen inches depending on county
- Packets are no longer able to fit in all mail boxes potentially causing delays in delivery
- Information overload for beneficiaries, drawing attention away from action necessary



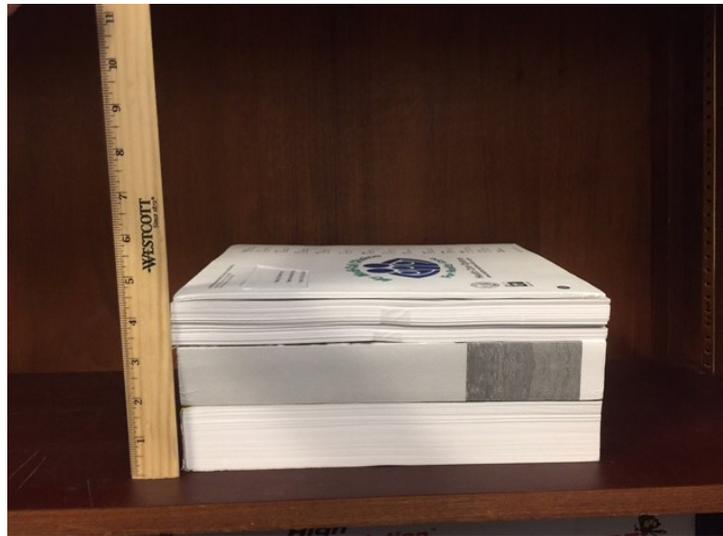
Current Choice Packet

2-Plan Choice Packet

- 2 plans
- 4 – 5 inches thick

Contains:

- Choice booklet
- 2 provider directories
- 2 formularies
- 2 Member Handbooks



GMC Choice Packet

- 7 Plans
- 12 - 13 inches thick

Contains:

- Choice booklet
- 7 provider directories
- 7 formularies
- 7 Member Handbooks





Stakeholder Feedback

- Health Plan and Stakeholder feedback was received late 2017
- Stakeholders include CAHP, individual plans, consumer advocates and other individual feedback
- Stakeholder feedback was focused around a few key areas including:
 - Non-MAGI/SPD continue to receive provider directories
 - Non electronic route for requesting paper materials
 - Ability for members to opt of not receiving paper materials
 - Non-English website usability



Revised DHCS Choice Packet and MCPs Welcome Packet

DHCS		Health Plans	
SPD Packet	Non-SPD Packet	SPD Packet	Non-SPD Packet
Choice booklet	Choice booklet	Welcome materials	Welcome materials
Insert/Flyer	Insert/Flyer	Insert/Flyer/Other noticeable communication	Insert/Flyer/Other noticeable communication
*Personalized Provider Directory (PPD)		Provider Directory or Personalized Directory	

Insert/Flyer/Other noticeable communication to inform beneficiaries Member Handbook, formulary and provider directory is available online or by request.

* PPD will be targeted towards beneficiaries residence and provide random list of providers available within 10 miles of beneficiary. PPD will only produce up to 150 providers.



DHCS Sample Insert



Want More Information on Health Plan Doctors, Pharmacies, and Services Offered?

You can get information about which Doctors and Pharmacies each plan works with, as well as which services they offer, by visiting the website or by calling the toll free number below.

 Visit our website and go to the Health Plan Materials page: www.healthcareoptions.dhcs.ca.gov

Call Health Care Options toll free at:
1-800-430-4263
Monday through Friday
8:00 a.m. to 5:00 p.m.
TTY/TDD users, call 1-800-430-7077

 A customer service representative can help you get materials with information about Health Care Plans and Services, Doctors, and Prescription Drugs.

If you need this information in another language or different format, like large print, audio, or Braille, please call Health Care Options at 1-800-430-4263, Monday-Friday from 8am to 5pm. TTY users should call 1-800-430-7077.

 California Department of Health Care Services

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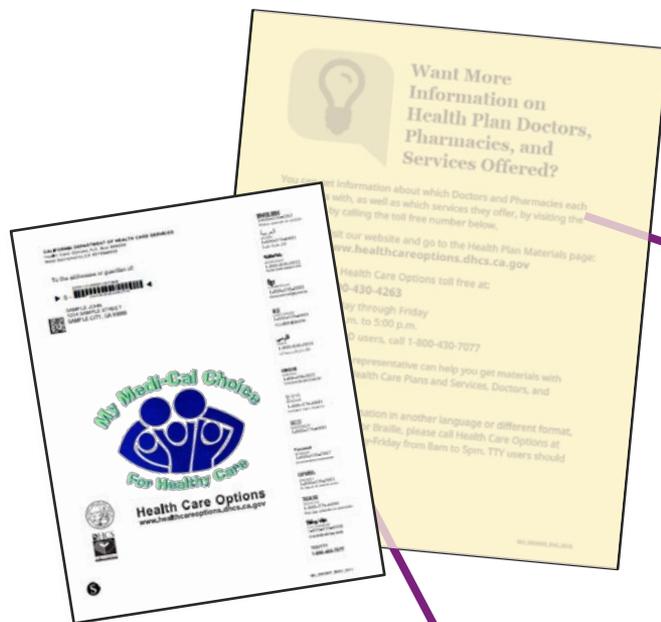
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Beneficiary Support System



Request by Mail



Call Center Request



Online Access

www.healthcareoptions.dhcs.ca.gov





Next Steps

- DHCS will survey stakeholders and Health Plans on color choice for insert
- DHCS will begin implementing the process for potential implementation in Fall 2018.
- Release policy to health plans in the next 60 days on process for submitting proposals and review/approval.



Questions?