



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



EDMUND G. BROWN JR.  
GOVERNOR

October 1, 2012

TO: ALL COUNTY WELFARE DIRECTORS Letter No.: 12-28  
ALL COUNTY ADMINISTRATIVE OFFICERS  
ALL COUNTY MEDI-CAL PROGRAM SPECIALIST/LIAISONS  
ALL COUNTY MENTAL HEALTH DIRECTORS  
ALL COUNTY HEALTH EXECUTIVES  
ALL COUNTY MEDS LIAISONS

SUBJECT: Health Care Options (HCO) Presentations  
(Ref: All County Welfare Directors Letter (ACWDL) No. 01-06)

The purpose of this ACWDL is to provide clarification regarding the requirement for each applicant or beneficiary to attend an HCO presentation.

**Background Information**

California established a method for informing Medi-Cal beneficiaries of the options for receiving Medi-Cal benefits in areas where Medi-Cal managed care plans are operating. This process for informing beneficiaries is referred to as the HCO Program. Welfare and Institutions Code (W & I), Section 14016.5(a), states in part, "...each applicant or beneficiary shall personally attend a presentation at which the applicant or beneficiary is informed of the managed care and fee-for-service options available regarding methods of receiving Medi-Cal benefits. The county shall ensure that each beneficiary or applicant attends this presentation."

**Implementation Instructions**

In accordance with W & I Code, Section 14016.5(a), the county is responsible for referring each applicant, case name, or beneficiary to an HCO presentation for instruction regarding Medi-Cal managed care medical and/or dental plans.

All county social services offices in Medi-Cal Managed Care Two-Plan and Geographic Managed Care counties have the responsibility to ensure each applicant, case name, and predetermined eligible beneficiary is afforded the opportunity to make an informed Medi-Cal medical and/or dental plan choice.

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Referrals shall include, but not be limited to, case name and case contact information from all application services whether they are walk-in, online, telephone, mail-in, etc.

HCO Program education is available to all social service agencies. For more information regarding HCO Program services or to learn about additional services provided by HCO, please contact your county's HCO Regional Manager listed below.

<b>Counties</b>	<b>Regional Manager</b>	<b>Phone #'s</b>	<b>Email Address</b>
Kern, Riverside, Kings, Madera, San Bernardino, Tulare, and Fresno	Linda Cantu Central CA	(661) 633-7201	<a href="mailto:lindacantu@maximus.com">lindacantu@maximus.com</a>
Alameda, Contra Costa, Sacramento, San Francisco, San Joaquin, Santa Clara, and Stanislaus	Lili Zahedani Northern CA	(916) 364-2009	<a href="mailto:lilizahedani@maximus.com">lilizahedani@maximus.com</a>
Los Angeles	Mark Pearson Southern CA	(213) 283-2069	<a href="mailto:markapearson@maximus.com">markapearson@maximus.com</a>
San Diego	Debra Fitzgerald	(858) 492-2221	<a href="mailto:Debra.Fitzgerald@sdcounty.ca.gov">Debra.Fitzgerald@sdcounty.ca.gov</a>

If you have any questions regarding this ACWDL, please contact Gary Myers of the Health Care Options Branch of the Department of Health Care Services at (916) 464-5740.

Sincerely,

Original Signed By

Azadeh Fares, Chief (Acting)  
Medi-Cal Eligibility Division