



CenCal HEALTH™

The Regional Health Authority

Frequently Asked Questions about Health Initiative (Medi-Cal)

As a new member, what information will I be receiving from CenCal Health?

As your new health plan, CenCal Health will be mailing you a new member packet.

The packet will include:

- Copy of your Health Plan identification card;
- Member Handbook (which explains the program, services, and benefits);
- Provider Directory (list of doctors and specialist);
- Form to pick a Primary Care Provider;
- Other information about health education and immunizations and a news-letter.

If you have questions, call the Member Services Department at **1-877-814-1861**, Monday through Friday, 8am to 5pm.

Hearing impaired members can call the California Relay at 711.

What is a Primary Care Provider – (PCP)?

Most members will need to select a Primary Care Provider (PCP). A PCP is a doctor or clinic that will provide all your primary medical care. If you need services that your PCP cannot provide, they will refer you to a specialist who can provide those services. If you do not select a PCP, you will automatically be assigned to one so that you are guaranteed access to medical care.

What if I don't like the Primary Care Provider (PCP) I'm assigned to? Can I change?

It is important to establish a good relationship with your PCP. Your health care requires a team effort between you and your doctor. If you would like to change to another PCP, call a Member Services Representative and ask them to help you change to a new PCP. You can request to change your PCP at anytime. The change of PCP will be effective the first day of the next month.

What if I need to see a specialist?

When you need to see a specialist or get special services, your Primary Care Provider (PCP) will refer you to the specialist. If you think you should see a specialist and your PCP does not agree that you need a referral, you should discuss this completely with them. If you are still not satisfied after talking with your doctor, you can call a Member Services Representative to talk about your concerns and file a complaint and/or change to a new PCP.

How will I know what doctors I can see?

Each new member is mailed a Provider Directory. This Directory is a list of health care providers who are available to you as a member of the CenCal Health. The Directory includes Primary Care Providers, specialists, and pharmacies.

How do I know if my medications are covered?

One of your benefits as a CenCal Health member is being able to get medications you need as part of your medical care. You will need a prescription from your doctor for any medication, including “over the counter” medications that are covered as a health plan benefit. Each health plan doctor has a list of the drugs and medications that are covered by the health plan; this list is called a formulary. You can find a copy of this formulary on our website at cencalhealth.org or call a Member Services Representative if you would like a copy of the formulary mailed to you. Medicare Part D members continue receiving their medications through their Part D Pharmacy Plan.

What if I have other insurance or Medicare?

If you have other health insurance or Medicare in addition to Medi-Cal, you must use your other insurance or Medicare first. Your other insurance, for example, Medicare or Blue Cross, will be your primary insurance and Medi-Cal will be your secondary insurance. Your primary insurance will always be billed first before Medi-Cal.

You should present all insurance information, your Medi-Cal Card, your CenCal Health Identification Card, and any other insurance or Medicare cards when receiving medical care. If you are established or assigned to a doctor under your other insurance plan, ask the doctor if he accepts Medi-Cal and if he is willing to be your Primary Care Provider. If the doctor agrees, you can select him as your Primary Care Provider under your insurance/Medicare and CenCal Health.

Can I choose not to be a member of CenCal Health?

The State of California determined that Santa Barbara and San Luis Obispo Counties would become part of a County Organized Health System. As a result, Medi-Cal beneficiaries cannot choose to leave CenCal Health. CenCal Health is the oldest managed care plan in the nation and has been in Santa Barbara County for 25 years, providing its members with excellent care and customer service. We are committed

to providing our members excellent care and customer service as your local community health plan.

What benefits are not provided by CenCal Health?

The following Medi-Cal benefits are not provided or managed by CenCal Health:

- **Dental** (1-800-322-6384);
- **Child Health and Prevention Program (CHDP)**(SLO-781-5502; SB-681-5130);
- **California Children’s Services (CCS)**(SLO-781-5527; SB-681-5360);
- **Alcohol, Drug and Mental Health Services** (SLO-1-800-838-1381; SB-1-888-868-1649).

These services are Medi-Cal benefits, but will be managed directly by the State of California.

What is the advantage of being a member of CenCal Health?

The following is a list of the services offered by CenCal Health that are not offered by the State Medi-Cal program:

- Additional benefits which include nutrition services, lactation (breastfeeding) services, and disease management and education programs for expectant mothers, members with diabetes or asthma, and an obesity program for children.
- A wider range of medications on our formulary than the State formulary.
- A limit of 7 prescriptions per month without prior authorization as compared to only 6 prescriptions with the State Medi-Cal program.
 - A **local** dedicated Member Services Department, whose staff of Bilingual (English / Spanish) Member Services Representatives will provide help (advocate) for members with the following:
 - Understanding how the health plan works
 - Replacing a health plan identification card
 - Choosing or changing their Primary Care Provider
 - Finding a specialist
 - Obtaining information about prenatal care and well child care
 - Filing a complaint
 - Resolving a pharmacy issue
 - Arranging interpreter services and transportation to medical appointments
 - Assist with billing problems