

MEMBER SERVICES

In this section of the Provider Manual, we have enclosed information that will hopefully make caring for our members easier and more productive. CenCal Health hopes that by better understanding our members' rights and responsibilities, language needs, and cultural differences, our PCPs will be better able to care for the members on their case management list.

For your convenience we have included information on how our members become eligible, and why some of them may have a "Share of Cost" (SOC), which pertains only to our Medi-Cal membership. We thought we would share a copy of the Member's Rights and Responsibilities which members of all CenCal Health programs receive. You will also find a guide for "Resources for the Disabled and Special Needs" with the available local community services and their phone numbers.

Also, to assist you and your staff with the language and cultural barriers that can impede services, we have included information on Linguistic services available, including the Language Line, a Point Chart for correctly identifying a patient's primary language preference, and how to correctly utilize an interpreter. We have included a list of useful questions that are recommended that providers ask when caring for a patient who comes from a different cultural background than their own.

REMEMBER: Our Member Services Department is available to assist our providers with eligibility questions, PCP selection, any member concerns, and to make arrangements for interpreter services. You may contact them at (805) 685-9525 or (800) 421-2560, extension 1001, Monday through Friday, 8:00 am to 5:00 pm.

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