



YOUR FAST START GUIDE



- How to Pick Your Doctor
- Scheduling Your First Appointment
- How to Get a Ride to Your Doctor
- Getting Care After 5pm or Weekends
- How to Get Your Prescriptions

WELCOME!

This brochure is a quick guide on how to use your health plan. For more details on your benefits, call our Member Services department or read your Member Handbook.

MEMBER SERVICES DEPARTMENT

Toll-free at 1-877-814-1861
Monday-Friday, 8 a.m. to 5 p.m.
[CA Relay at 711 or TTY at 1-833-556-2560]

YOUR ID CARD IS IMPORTANT!

Always show your CenCal Health ID card and Medi-Cal Benefits Identification card (BIC) when you get health care services or prescriptions.



Each CenCal Health member gets an ID card. If you have not received yours or have lost it, please call our Member Services department.

For details, see 2020 Member Handbook, page 11.

HOW TO PICK YOUR DOCTOR

Each member has a doctor called a **Primary Care Provider (PCP)**. This doctor gives you most of your care. Your PCP also sends you to a specialist if needed.



To pick your PCP, look in the **Provider Directory** and fill out and return the **PCP Selection Form**, or call our **Member Services department**.

You can change your PCP at any time. Call our Member Services department.

You will be sent an updated ID card that has your new PCP's name and phone number on it.

For details, see 2020 Member Handbook, page 26.

SCHEDULE YOUR FIRST APPOINTMENT NOW



Once you have a PCP, call and schedule your Initial Health Assessment – **even if you feel healthy!**

We need all new members to have an **Initial Health Assessment within 120 days (4 months) of enrollment. Don't wait!** Call your PCP for an appointment today.

For details, see 2020 Member Handbook, page 19.

HOW TO GET A RIDE TO YOUR DOCTOR OR PHARMACY



CenCal Health can help get you to and from medical visits and services, **at no cost**. You must call a few days before your appointment to schedule your ride.

For appointments located in Santa Barbara or San Luis Obispo Counties, **call 3 days before**.

For appointments located outside of Santa Barbara or San Luis Obispo Counties, **call 5 days before**.

TO SCHEDULE, CANCEL OR RESCHEDULE YOUR RIDE, call our Member Services department or Ventura Transit System as soon as possible.

Remember to call and cancel if you can't make it or no longer need a ride.

For urgent appointments or to cancel a ride outside of our Member Services hours, call Ventura Transit System as soon as possible, Monday-Friday, 7 a.m. to 7 p.m., and Saturday, 6 a.m. to 2 p.m., at 1-855-659-4600. **Have your CenCal Health ID card ready when you call.**



For special transportation needs due to a specific medical condition, your doctor will need to tell us in writing before your ride.

For details, see 2020 Member Handbook, page 54.

NEED URGENT CARE AFTER 5PM OR ON WEEKENDS?

First, call your PCP to ask if they are open on evenings or weekends. If they are, see them to get the care you need.

If not, please view the list in the **After-Hours Care Brochure**. You can also visit www.cencalhealth.org/after-hours to see a list of doctors available for urgent care.

For details, see 2020 Member Handbook, page 20.



Need medical advice right away, but a doctor isn't available?

You can talk to a Registered Nurse anytime, day or night. **Call our Nurse Advice Line at 1-800-524-5222.**

HOW TO GET YOUR PRESCRIPTIONS



CenCal Health pays for approved medications, durable medical equipment, and some over-the-counter medications with a prescription from your PCP.

CenCal Health works with over 100 pharmacies. Check the Provider Directory, or ask your pharmacy, "Do you take CenCal Health?"

For details, see 2020 Member Handbook, page 39.