PLAN MATTERS

HOW TO GET THE MOST FROM YOUR BENEFITS

CenCal HEALTH®
Local. Quality. Healthcare.

SPRING 2025

La versión en español está adentro.

CenCal Health
4050 Calle Real
Santa Barbara, CA 93110

Standard Presort
US Postage
PAID
Santa Barbara, CA
Permit No. 625

Supporting Your Health Every Step of the Way

Whether you're a longtime member or a brand new CenCal Health member, we're happy to serve you. Our goal is to provide you with the support you need to use your benefits. Our team can help connect you to our many resources.

In this issue, you'll find information about the services available to you through CenCal Health. Learn about:

- Your Initial Health Appointment and choosing a Primary Care Provider (PCP)
- Free transportation options
- Online tools to make getting care easier
- Pharmacy benefits
- Enhanced Care Management and Community Supports
- And more!

Have questions about your benefits? Our Member Services team is here to help. Call us toll-free at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711), Monday through Friday, 8 a.m. to 5 p.m., or visit **www.cencalhealth.org**.

We're here to support you on your health journey!

Don't Forget: Complete Your Health Risk Survey

If you received a health survey from CenCal Health in the mail, please complete it and send it back.

You can also find it online in your personal Member Account at **https://memberportal.cencalhealth.org**.

These surveys help us to connect you to services that can support your personal health needs. They can also help your doctor learn about your current and past medical history.

This newsletter is not intended to replace professional medical advice, diagnosis, or treatment. If you have concerns or questions about specific content that may affect your health, please contact your health care provider. All photos are stock photos. Professional models shown.

New to CenCal Health? Schedule Your First Appointment Today!

If you are a new CenCal Health member, call your PCP to schedule your Initial Health Appointment.

It's important to meet with your doctor in the first four months of becoming a member, even if you feel healthy! Your doctor can help coordinate your care. They can also provide recommended preventive care services.

Member Services can help you choose a doctor from the Provider Directory. This directory also includes nearby specialists, pharmacies, and hospitals. Call Member Services at the toll-free number at the bottom of this page.

Scan the QR code to review the Provider Directory for Members online:
www.cencalhealth.org/provider-directory

Create Your Personal Member Account

Get Online Access

CenCal Health offers personal Member Accounts for members 18 years and older! You can view and manage your Medi-Cal benefits securely on a computer, tablet, or phone. You can use your account to view medical information, see suggested appointments, complete surveys and forms, and more.

To create your free account today:

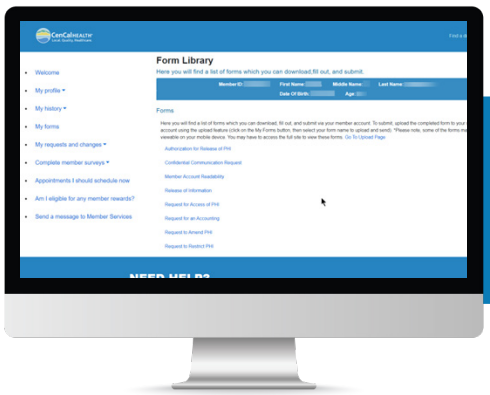
1. **Open your mobile phone's camera**
2. **Point it to the QR code below, then click the link that appears**
3. **Create an account**

You can also go online: **https://memberportal.cencalhealth.org**

Explore the New Forms Library

A new Forms Library is now available in your Personal Member Account. You can use this feature to download, fill out, and submit requested information online.

- Go to **"My Forms"** to find different forms available to members.
- To upload a form for review, go to the left-hand menu. Select **"My requests and changes."** Then, select **"Upload documents."**
- From the upload page, you can submit your completed form.



Be sure to check back often — this library continues to grow!

Call Member Services toll-free at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711)
Monday through Friday, 8 a.m. to 5 p.m.

Better Health Through Community Supports

What are Community Supports?

Community Supports can help you beyond your basic health needs. You may qualify for support with housing, personal care, getting food, and more. These services can help you stay healthy at no cost to you.

Community Supports offered by CenCal Health include help with:

Housing

Housing supports include resources to help you stay in your home or find housing. You may be eligible for assistance with things like:

- Security deposits
- Moving expenses
- Utilities set-up fees
- Landlord coordination
- Resources to avoid eviction

Keeping You Safe at Home

Help is available to keep you safe, healthy, and independent at home. You may be eligible to receive things like:

- Meal and grocery deliveries
- In-home support help
- Accessibility updates to your home (grab bars, ramps, wheelchair accessibility)
- Asthma support
- Help with daily tasks
- Short-term relief for caregivers

Safe Transitions

Assistance is available to support you through different life transitions. You may be eligible to receive help with:

- Short-term housing and care after a hospital stay
- Sobering services
- Mentoring
- Help to move into assisted living
- And more

How Can I Get Community Supports?

Talk to your doctor or CenCal Health Member Services to find out if you qualify. We can help you take the next steps to get you the support you need. Members may also self-refer.

Learn More About the 14 Community Supports Available

Call our Member Services Department at the number listed at the bottom of this page or visit our website: **www.cencalhealth.org/members/calaim**

Scan the QR code to learn more about Community Supports online:

Call Member Services toll-free at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711)
Monday through Friday, 8 a.m. to 5 p.m.

Enhanced Care Management: Personalized Support to Meet Your Health Needs

CenCal Health offers Enhanced Care Management (ECM) to help you manage your health and health-related care. ECM provides case management to coordinate your care needs at no cost to you. This includes physical, mental health, dental, and social needs. ECM can also help connect you to community resources.

ECM services are designed to help members with certain needs.

Homeless	Members experiencing homelessness or at risk of homelessness
High Utilization	Members at risk for avoidable hospital or emergency department utilization
Serious Mental Health/Substance Use Disorder (SMH/SUD)	Members with serious mental health (SMH) and/or substance use disorder (SUD) needs
Justice Involved	Members transitioning from incarceration
Institutional/Long-Term Care	Members living in the community and at risk for long-term care institutionalization
Skilled Nursing Facility to Community	Adult nursing facility residents transitioning to the community
Enrolled in California Children's Services (CCS)/Whole Child Model (WCM)	Children and youth enrolled in California Children's Services (CCS) or CCS/Whole Child Model (WCM) with additional needs
Child Welfare	Children and youth involved in child welfare
Intellectual/Developmental Disabilities	Members with intellectual or developmental disabilities
Birth Equity	Members who are pregnant or postpartum with racial and ethnic disparities

How Can I Get Enhanced Care Management?
Talk to your doctor or call CenCal Health Member Services to find out if you qualify. CenCal Health can help you take the next steps to get you the support you need. Members may also self-refer.

Learn More
Call our Member Services Department at the number listed at the bottom of this page or visit our website: **www.cencalhealth.org/members/calaim**

Protecting What Matters Most

Your Privacy Rights

Your privacy is important to us! By law, CenCal Health must keep your Protected Health Information (PHI) safe. To learn about how CenCal Health protects your PHI, please review your Member Handbook. Go to the section "Health Notice of Privacy Practices" in Chapter 7: **www.cencalhealth.org/member-handbook/**

This section also outlines:

- Your rights under the Health Insurance Portability and Accountability Act (HIPAA)
- Other privacy regulations

If you have questions or need help, please contact our Privacy Office:

- **Phone: 1-877-814-1861**
- **Email: privacy@cencalhealth.org**

Report Fraud, Waste, and Abuse

If you suspect that a provider or a person who gets Medi-Cal benefits has committed fraud, waste, or abuse, please report it:

- **Toll-Free Hotline: 1-866-775-3944**
  You may remain anonymous
- **Online: qrco.de/EthicsPointCCH**

For examples, refer to the “Fraud, Waste, and Abuse” section in Chapter 6 of your Member Handbook.

Using Telehealth Services

Sometimes, getting to an appointment can be hard. When challenges arise, telehealth can be a helpful option. It can make it easier to see your doctor without leaving your home.

Telehealth appointments are a way to get medical services without being in the same physical place as your doctor. Telehealth services may involve talking to your doctor by phone or video. You may also share information with your doctor without a live conversation, such as through secure text messaging. You can get many services through telehealth.

Telehealth can help keep you healthy by making it easier to see your doctor and get care.

Talk to your doctor or call Member Services to find out if you can make a telehealth appointment.

Need a Ride? We Can Help

As a CenCal Health member, you can get free transportation to your health appointments or pharmacy. CenCal Health provides two types of transportation through Ventura Transit System (VTS). All transports are round trip.

Non-Medical Transportation (NMT):

- For members without transportation who need rides to appointments for Medi-Cal-covered services
- Includes rides to pick up prescriptions or medical supplies
- Includes private or public vehicles

Non-Emergency Medical Transportation (NEMT):

- For members with medical and physical conditions requiring specialized transport
- Includes ambulance, wheelchair, gurney, or air transport
- Requires a prescription and a doctor's authorization

All NEMT trips include door-to-door services.

Going to your appointment, the driver will:

- Help you from the front door to the vehicle.
- Help you get from the vehicle to your appointment location.

Returning from your appointment, the driver will:

- Help you from your appointment to the vehicle.
- Help you from the vehicle to the front door of your drop-off location.

Find out if you qualify for free transportation to your health appointments:

- Call CenCal Health's Member Services Department at the toll-free number listed at the bottom of this page.
- Call VTS directly at 1-855-659-4600 (TTY/TDD 711).

Know Your Pharmacy Benefits

Pharmacy benefit:
Medication you get from a pharmacy.

To learn more about covered medications and to find a pharmacy:

- Visit **https://medi-calrx.dhcs.ca.gov/member/** or
- Call Medi-Cal Rx Customer Service at 1-800-977-2273

Medical Pharmacy benefit, Physician Administered Drugs (PAD):
Medication injected or infused at your doctor's office or healthcare facility.

The PAD drug list is updated quarterly. To find updates or information about an approval request for a PAD:

- Visit **www.cencalhealth.org/members/your-pharmacy-benefits/** or
- Call CenCal Health Member Services at 1-877-814-1861

You Can Make a Difference

Join CenCal Health's Community Advisory Board!

Would you like to represent CenCal Health members on our Community Advisory Board? It also offers input into the design and content of programs and materials. It's a great chance to make a difference in your community. Call Member Services to learn how to apply!

Programs to Improve Your Health & Wellness

As a CenCal Health member, you can access services and programs to help improve your health and wellness. CenCal Health offers many programs to members through a Population Health Management Program.

These include:

Wellness and Prevention Program

- Provides resources to support your physical and mental health
- Includes health education campaigns and materials sent by mail or available online

Disease Management Program

- Members with certain health conditions are eligible
- Includes personalized programs that work with you to create a focused plan
- Aims to meet your health needs and keep you healthy

Health Management for Children

- All members under 21 are encouraged to go to yearly preventive visits with their doctor
- Children should complete all recommended screenings and exams
- This program ensures access to medical, emotional, and social support
- CenCal Health coordinates health and social services for children

The Whole Child Model Program

- Children with certain health conditions may qualify
- This program is part of California Children's Services (CCS)
- CenCal Health will assign a personal care coordinator to help coordinate treatment

Care Management Program

- Care Management is an inclusive, member-centered program
- Provides support to use healthcare services and gain access to state programs
- This program can connect you to community-based resources, long-term services, and support

Community Support Programs

- These are optional services that can help you with needs like nutrition or housing
- They are available in addition to your benefits with CenCal Health

Learn more about these programs

- Call CenCal Health Member Services at the number listed at the bottom of this page or
- Call the Community Supports Department at 805-562-1698

Interpretation Services for Members

Interpretation services are available to you. Member Services can help you get care and health guidance in your preferred language.

Member Services can:

- Connect members to on-demand phone interpreters in over 230 languages.
- Help providers schedule interpretation directly for their members.
- Help Spanish-speaking members on a Spanish phone line.
- Schedule face-to-face interpretation for appointments in Spanish (defined criteria), American Sign Language (ASL), and Mixteco variants.

To learn more or to request interpreter services, call Member Services.

How to Get Written Information in Ways That Work For You

Language should never be a barrier to accessing your care or understanding the information you receive in writing from CenCal Health. We can help you with written translation needs in different languages and formats.

Members can also choose a different format for their health plan materials.

Alternative Format Selections (AFS) include:

- Large print (20-point font)
- Data CD
- Audio CD
- Braille
- Other selections considered

For all written language translation and alternative format requests, call Member Services.

Would You Like Help Putting Food on the Table?

If you receive Medi-Cal benefits, you may qualify for the CalFresh program.

CalFresh provides monthly benefits that you can use to buy food. The benefits are loaded on an Electronic Benefit Transfer (EBT) card. This card looks and works like a debit card at most grocery stores, and many neighborhood stores and farmers markets.

Applying for CalFresh is fast and confidential. You can apply online at **https://benefitscal.com**. You can use the website to apply for, view, and renew benefits for health coverage and food assistance. Your county Department of Social Services (DSS) will get your application and contact you to set up an interview. After the interview, if you qualify, you will get an EBT card within 30 days. You can use this card to buy groceries.

If you have any questions, please contact your local DSS office. To locate the office nearest you, visit:

- Santa Barbara County: **https://bit.ly/contactSBCDSS**
- San Luis Obispo County: **https://bit.ly/contactSLODSS**

Call Member Services toll-free at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711)
Monday through Friday, 8 a.m. to 5 p.m.