

# CenCal Health Community Partner D-SNP Introduction Town Hall

Responses to Town Hall held on 4/20



In alignment with the requirements of CalAIM and reflecting CenCal Health's Strategic Priorities, CenCal Health will be offering a Medicare Advantage Dual Special Needs Plan (D-SNP) beginning in January 2026. The plan, known as CenCal CareConnect, will integrate care for members who have both Medicare and Medi-Cal, ensuring that when a beneficiary enrolls in this D-SNP, their Medicare and Medi-Cal benefits are effectively managed under one comprehensive plan.

CenCal Health's D-SNP will be an exclusively aligned enrollment model, meaning only those residents receiving Medi-Cal through CenCal Health and also eligible for Medicare can select our D-SNP. This exclusive alignment allows CenCal Health to enhance our capacity to deliver integrated care and better meet our members' diverse and unique circumstances.

## 1. What is the connection between D-SNPs and Medi-Medi plans?

A: A Dual Special Needs Plan is a Medi-Medi plan, as it provides coverage for members eligible for both Medi-Cal and Medicare.

## 2. How does CenCal CareConnect coverage work if the member needs to move out of the county/service area?

A: The process depends on whether the move is temporary or permanent. If the move is permanent, Medicare guidelines apply. For instance, if an individual is enrolled in a D-SNP, such as CenCal CareConnect, and subsequently relocates to a different county, they will enter a special enrollment period. During this time, the member will need to disenroll from their D-SNP. Following disenrollment, they will have the opportunity to enroll in a different plan, opt for original Medicare, or select a standard Medicare Advantage plan.

## 3. What is California Integrated Care Management?

A: California Integrated Care Management (CICM) refers to the California-specific requirements for integrated care coordination for specific vulnerable populations covered by D-SNPs as determined by the state.

## 4. Do the current Enhanced Care Management (ECM) providers need to contract with CenCal Health for CICM?

A: No, existing ECM providers are not required to sign a contract for CICM. However, it is recommended for them to do so, especially for new providers. Our goal is to ensure continuity of care for our dual-eligible members.

## 5. Will CenCal CareConnect be available on the Medicare Plan Finder at medicare.gov?

A: Yes, CenCal CareConnect will be available for enrollment on the Medicare Plan Finder.

## 6. Will D-SNP plans follow traditional Medicare rules regarding the three-midnight requirement for skilled nursing facility (SNF) placement?

A: Medicare is the primary payer for individuals eligible for both Medicare and Medi-Cal (dual-eligible members), and it has specific rules governing payment for skilled nursing facility care. Generally, Medicare covers SNF stays for a limited number of days, and for any coinsurance costs, Medi-Cal will cover the amount once Medicare's authorized days have been used up. If there is a continued medical necessity for SNF care beyond this period, Medi-Cal can cover custodial care at the SNF.

## 7. How does someone with Medicare qualify for a D-SNP?

A: To qualify for a D-SNP, an individual must be dually eligible for both Medicare and Medi-Cal. This means they must have Medicare coverage and meet the eligibility criteria for Medi-Cal.

## 8. Who will be in the CenCal CareConnect provider network?

A: CenCal Health has engaged with more than 40 types of providers and facilities, and we are continuing to expand our network. Our provider network includes primary care providers as well as specialists in cardiology, physical therapy, oncology, and behavioral health. Additionally, our CenCal CareConnect network includes hospitals and skilled nursing facilities.

## 9. Where can I learn more about CenCal CareConnect?

A: To learn more about CenCal CareConnect, here are some helpful resources:

- Contact CenCal Health's Provider Relations Department: For questions or to schedule a meeting, you may reach us at [DSNP@cencalhealth.org](mailto:DSNP@cencalhealth.org) or 1-805-562-1059.
- Visit CenCal Health's D-SNP page for providers at [cencalhealth.org/providers/medicare-d-snp](https://cencalhealth.org/providers/medicare-d-snp).
- You can also visit the California Department of Health Care Services' Medi-Medi page at [dhcs.ca.gov/services/Pages/Medi-Medi-Outreach.aspx](https://dhcs.ca.gov/services/Pages/Medi-Medi-Outreach.aspx).