



About Cal MediConnect

Integrating Medicare and Medi-Cal to Improve Care

Cal MediConnect is an integrated system-of-care model that combines Medicare and Medi-Cal benefits into one package. Those members who participate in Cal MediConnect will now have greater assistance navigating the health care system. The program focuses on an integrated system where health care providers talk to each other, and the complexities and stress of arranging multiple medical appointments and transportation is alleviated by health plan staff who assist in coordinating care for members. This benefit package is designed to help the region’s most vulnerable individuals—those who qualify for both Medicare and Medi-Cal (dual eligible beneficiaries, also known as “Medi-Medi’s”).

The California Coordinated Care Initiative (CCI) and Cal MediConnect (CMC) is now being implemented in seven counties, including Los Angeles. Those eligible are typically low-income seniors with disabilities who have both Medicare and Medi-Cal.

Benefits for Patients

| Complete, Coordinated Care | More Benefits at No Extra Cost | Choice of Plans |
|---|--|---|
| <p>People with Medicare and Medi-Cal will no longer have to coordinate care all on their own, or experience the frustration of poor communication and support due to fragmented funding and services.</p> | <p>People with Medicare and Medi-Cal will receive all the coverage they have now, but it will be blended into ONE PLAN. They will also get extra benefits and more personal help.</p> | <p>L.A. Care is one of five well-respected health plans offering Cal MediConnect in Los Angeles County.</p> |
| <p>Additional Patient Benefits Include</p> | | |
| <ul style="list-style-type: none"> • Supplemental dental • Vision care, including eye glasses • Non-emergency transportation • Behavioral health services • Access to a regular source of care • Coordinated care among multiple entities • Services and member materials are provided in the member’s language • Customer service 24-hours a day, 7 days a week, including holidays • Help with chronic disease management • Additional resources such as a free nurse advice line and free health education classes | | |



L.A. Care
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| Medicare & Medi-Cal Separate: Fragmented | Under MediConnect: Coordinated |
|---|--|
| <ul style="list-style-type: none">• Two separate sets of benefits• Several health insurance cards• Several telephone numbers to call for support• Multiple physicians with little coordination or communication among them• Little help in finding physicians and specialists | <ul style="list-style-type: none">• One health plan• One health insurance card• One telephone number to call• Coordination between physicians, pharmacists, specialists and other providers• A care coordinator to help navigate |

Help Your Patients Get Educated

Empower your patients to get educated. Encourage them to take an active role in their health care so that they can make the choices that are right for them.

Recent research by the California Healthcare Foundation indicates that there are many positives when patients choose their own plan:

- They try to keep the same primary care physician
- They become more satisfied with their benefits
- They view their benefits and care quality as better after they make their choice

Cal MediConnect Enrollment

Your eligible patients can either:

Choose a Health Plan

An individual can participate in the program by choosing a participating Cal MediConnect health plan. All of the patient's Medi-Cal and Medicare benefits will be administered by the one health plan of their choice, which will better streamline and coordinate services and benefits.

Be Passively Enrolled

If an individual does not actively make a health plan choice, they will be automatically enrolled by the state based on the patient's individual history of care (determined by encounter data). This is referred to as "passive" enrollment. Patients can still opt out later even if they are passively enrolled.

Choose to Opt Out

Patients can choose not to participate in Cal MediConnect. However, they still must choose a Medi-Cal health plan in order to receive their Medi-Cal benefits, including their Managed Long-Term Services and Supports (MLTSS) benefits.

Even if your patient is a Medicare Advantage plan member, he or she will still need to choose a Medi-Cal health plan to receive the Managed Long-Term Services and Supports benefit.



Timeline

Dual eligible beneficiaries receive 90-day, 60-day and 30-day informational notices before their birthdate.

Ensuring Continuity of Care

If a patient chooses to participate in Cal MediConnect and the patient's physician is not contracted with a participating IPA or health plan, the physician can continue to provide care to the patient for:

| 6 Months | 12 Months |
|-------------------|-------------------|
| Medicare services | Medi-Cal services |

To participate in continuity of care, the following guidelines must be met:

- The enrollee or their representative requests continuity of care from the Cal MediConnect plan.
- There is a demonstrated preexisting relationship between the patient and the physician prior to enrollment in Cal MediConnect.
- The physician is willing to accept the Cal MediConnect plan rate or the applicable Medicare rate, whichever is higher, and agree to receive payment from the plan.
- There are no quality-of-care issues or a failure to meet federal or state requirements that would exclude the physician from the plan's network.

If you are seeing patients during the 6- or 12-month continuity of care period, or if your patients have opted out of Cal MediConnect, then you will be paid at the Medicare and Medi-Cal fee-for-service rates.

You can make a difference by helping your patients make an active, informed choice!

L.A. Care Health Plan's Role

Our mission is to provide access to quality health care for L.A. County's most vulnerable and low-income residents and to support the community safety net to achieve that goal. As one of the health plans offering Cal MediConnect in Los Angeles County, L.A. Care is the nation's largest publicly-operated plan with the experience to deliver services to dual eligible clients.

L.A. Care has been a leader in spearheading community collaborations to redesign the health care delivery system in our region. Serving over 1.6 million members, L.A. Care has a proven track record with this population and is successfully building on our extensive Cal MediConnect provider network and local stakeholder relationships to coordinate and streamline a full range of care.



L.A. Care
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L.A. Care's Commitment

L.A. Care is ready

L.A. Care is committed to designing and implementing a care delivery system for Cal MediConnect in Los Angeles County that better serves the needs of our dual eligibles.

We partner with the community

We regularly meet with physicians, advocates, caretakers, current members and other stakeholders to develop a comprehensive, culturally-sensitive coordinated care program. L.A. Care is collaborating with Neighborhood Legal Services to provide Cal MediConnect education and training for community-based organizations and advocates. We are hosting provider educational events to help physicians and their staff better understand the processes and changes.

We continually implement strategies to improve quality of care

L.A. Care has consistently met milestones in the implementation of Cal MediConnect, including the development of new policies and processes, and completion of the Center for Medicare and Medicaid Services (CMS) Readiness Review. And to fully understand the impact of Cal MediConnect on the dual eligibles we have invited Medi-Medi patients into our regular advisory and community meetings.

L.A. Care's Commitment

We strive to be an information hub

L.A. Care operates a website dedicated to the new program, designed to assist members as well as physicians. Our e-newsletter, "L.A. Care Connections," shares news and updates so that the community stays informed. For more information visit our website at www.calmediconnectla.org.

We put patients in the driver's seat

Making a decision about one's health care is personal and this is why L.A. Care focuses on our members' needs by allowing them to choose who is a part of their care team. Health care quality and outcomes can be improved when people are engaged in their care and supported by the right care coordination team.

Compassion is our guide

We firmly believe that transitioning these high-needs patients into a coordinated system of care is the right thing to do. The most vulnerable members of our community deserve the quality of care and simplified delivery system that L.A. Care has been providing for more than 17 years.

L.A. Care's Cal MediConnect Goals

- To coordinate all benefits and access to care under one health plan
- To improve health outcomes
- To ensure member empowerment and choice
- To prevent avoidable ER and hospital stays, unnecessary tests and medication interactions
- To help members live healthier at home for as long as possible and have access to appropriate services and support