



DHCS Communication with Beneficiaries

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How Does DHCS Communicate With Beneficiaries?

There are five ways:

1. Informing Material Mailings
2. Telephone Call Center (TCC)
3. Outreach and Education
4. Customer Service Portal (CSP)
5. Managed Care Plans



Informing Material Mailings

There are two types of packets:

Voluntary: Voluntary packets are mailed to beneficiaries who have the choice to join a Medi-Cal Managed Care Health Plan or remain in regular Medi-Cal, called Fee-For-Service.

Mandatory: Mandatory packets are mailed to beneficiaries who must choose to enroll in a Medi-Cal Managed Care Health Plan or they will be defaulted into a plan.

When a completed choice form is received, the enrollment form is scanned for records and the health plan choice is captured. The confirmation notice with the health plan name is mailed to the beneficiary.



Telephone Call Center

After thirteen days of no contact from the beneficiary, a call campaign is generated:

1. Customer Service Representative (CSR) makes a follow-up phone call to beneficiary
2. CSR enrolls beneficiary into a health plan
3. Confirmation notice with health plan name is mailed to beneficiary

Note: Health Care Options (HCO) provides phone numbers and business hours so that the beneficiary can call a CSR for support.



Outreach and Education

- Health Care Options (HCO) program has 124 Presentation Sites in 35 Counties.
 - Presentation Sites are based in county social services, clinics, hospitals, health centers and community-based organizations
 - Each site is staffed with Enrollment Services Representatives (ESR)
- ESRs provide education and customer service assistance on Medi-Cal Managed Care related information
- ESRs provide individuals with free, unbiased information in one-on-one setting or group sessions
- ESRs use HCO resources to assist beneficiaries with special needs, including information regarding TDD\TTY, American Sign language, materials in Brail and large print
- ESRs also have the ability to enroll beneficiaries on-line



Customer Service Portal (CSP)

- CSP is an internet site that provides Health Care Options (HCO) program information and answers to frequently asked questions: www.healthcareoptions.dhcs.ca.gov
- The portal has the ability to provide access to:
 - Informing materials
 - Health plans
 - Eligibility status
 - Beneficiary enrollment information
 - Provider Information Network
- In addition, the portal has the capacity to request assistance from DHCS



Managed Care Plans

- DHCS requires contracted Managed Care Plans to send members or potential members fully-translated written informing materials, including but not limited to the following:
 1. Welcome Packets (upon enrollment)
 2. Member Services Guide (annually)
 3. Evidence of Coverage (annually)
 4. Provider Directory (annually)
 5. Enrollee Information
 6. Marketing Information
 7. Form Letters e.g., Health Information Form/Member Evaluation Tool
- DHCS mandates the language on informing materials based on State and Federal Codes and Regulations and minimum necessary Medi-Cal benefits as provided by the Managed Care Plans. Variable language is based on plan model type. Plans are able to provide additional language based on DHCS-approved added services and benefits to members.



Managed Care Plan Compliance

- DHCS ensures compliance with Managed Care Plans pursuant to contract requirements for informing materials through deliverables, submissions, policies, procedures, and reports
- All items are required to be reviewed and approved by DHCS prior to use and disbursement to Plan members. The Department creates review tools and templates to ensure all requirements of State and Federal Codes and Regulations are met
- DHCS will take corrective action as needed if non-compliance is determined