

Medi-Cal Health Homes Program

MEMBER TOOLKIT

This Member Toolkit covers key information about the California Medi-Cal Health Homes Program for Medi-Cal beneficiaries and other consumers. Medi-Cal managed care plans and Community-Based Care Management Entities can use these materials to educate consumers about the program.



Toolkit Contents

1. Health Homes Program Overview
2. What is the Health Homes Program?
3. Who Provides Health Homes Program Services?
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The Health Homes Program

bit.ly/HHPInformation

Health Homes Program Overview

The Health Homes Program (HHP) offers extra services at no cost to Medi-Cal members with certain chronic health and/or mental health issues who have high health care needs or do not have a place to live.

How Can the HHP Help You?

If you qualify, the HHP will give you health care services and other help to meet your needs. You will have a team that helps you with things like:

- Making a plan to get the care you need
- Finding doctors and making appointments
- Keeping all your doctors updated about your health needs and wishes
- Connecting you to community and social services that you need (like food and housing)

These extra services are offered as part of your current Medi-Cal plan.

The Medi-Cal services you get now will **not change** or be taken away. You can still see your **same doctors**, but now you can get **extra help**.



Who Can Get HHP Services?

To get HHP services, you must meet all 3 of these requirements:

- 1** Be enrolled in a Medi-Cal managed care health plan
- 2** Have certain chronic health and/or mental health conditions
- 3** Have been in the hospital, had visits to the emergency department, or do not have a place to live

If you qualify, getting HHP services is your choice.

The HHP is for Medi-Cal Health Plan Members

You must be enrolled in a Medi-Cal health plan to access HHP services. If you need help enrolling into a Medi-Cal plan, you can call Health Care Options at 1-800-430-4263.

Who Provides HHP Services?

You are given your own care team that works together to help you get the services you need. Your care team will be led by a care coordinator, who is your main point of contact.

Your care team includes people you choose, like your:

- Doctors, specialists, & nurses
- Pharmacists & nutritionists
- Social service case managers
- Caregivers & personal support system



How Do Qualified Medi-Cal Members Access HHP Services?

There are 3 ways to access HHP services:

- 1** Your doctor, your Medi-Cal plan, or another health care provider may contact you
- 2** Your doctor tells your Medi-Cal health plan you may qualify
- 3** You can call your Medi-Cal health plan for information and to see if you qualify



To learn more about the HHP:

- 1.** Call your Medi-Cal health plan. To find the phone number, check your Medi-Cal ID card or go to bit.ly/plandirectory and click on your county.
- 2.** Call Health Care Options at 1-800-430-4263 (TTY 1-800-430-7077).
- 3.** Ask your doctor or clinic about the program.

What is the Health Homes Program?

The Health Homes Program (HHP) offers extra services at no cost to Medi-Cal members with certain chronic health and/or mental health issues who have high health care needs or do not have a place to live.



How Can the HHP Help You?

If you qualify, the HHP gives you health care services and other help to meet your needs. You will have your own care team that works together to help you with things like:

- Finding doctors and making appointments
- Keeping all your doctors updated about your health needs and wishes
- Understanding your medications and getting refills
- Connecting you to community and social services that you need (like food and housing)

What Services Does the HHP Offer?

Your care team helps you:

- 1 Make a Plan** to help you meet your health goals
- 2 Connect and Update Your Doctors** about the services you get and your needs and wishes
- 3 Get Information** on how to manage your health issues
- 4 Move you Safely from One Care Place to Another**, such as in and out of a hospital or nursing home and where you live
- 5 Work with your Support People** so they know how to help you
- 6 Connect You to Community and Social Services** such as food, housing, job training, child care, and disability-related services

These extra services are offered as part of your Medi-Cal health plan. The Medi-Cal services you get now will **not change** or be taken away. You can still see your **same doctors**, but now you can get **extra help**.

You can stop the services at any time by calling your health plan.

Who Can Get HHP Services?

To get HHP services, you must meet all 3 of these requirements:

- 1 Be enrolled in a Medi-Cal managed care health plan
- 2 Have certain chronic health conditions, including:
 - a. Health issues (like asthma, diabetes, kidney disease, heart failure, or substance use disorders); and/or
 - b. Mental health issues (like major depression, bipolar disorder, or schizophrenia)
- 3 Have been in the hospital, had visits to the emergency department, or do not have a place to live



If you qualify, getting HHP services is your choice.



The HHP is for Medi-Cal Health Plan Members

You must be enrolled in a Medi-Cal health plan to access HHP services.

If you need help enrolling into a Medi-Cal plan, you can call Health Care Options at 1-800-430-4263.

What is the Health Homes Program?

Who Provides HHP Services?

You will get a care team that works together to help you get the services you need. Your care team is built around your needs and wishes. It includes people like your:

- Doctors
- Specialists
- Nurses
- Pharmacists
- Social service case managers
- Caregivers
- Others

Your care team will be led by a care coordinator, who is your main point of contact. This team leader could be from your doctor's office, your Medi-Cal health plan, or another health care provider or community organization.



What Happens Next?

If you qualify and you choose to get HHP services, someone from your care team will contact you. They will talk to you about:

- Your health goals and care needs
- Your current doctors and other health care workers that help you
- Social services you get, like food and in-home support, and other help you need

How Can You Get HHP Services?

There are 3 ways to get HHP services:

- 1** Your doctor, your Medi-Cal plan, or another health care provider may contact you
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- 3** You can call your Medi-Cal health plan for information and to see if you qualify

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Who Provides Health Homes Program Services?

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Who Provides HHP Services?

You can get HHP services from your doctor's office, your Medi-Cal health plan, or another health care provider or community organization.

The HHP will give you a care team that works together to help you get the health care and social services you need.



Who is on the Care Team?

Your care team is built around your needs and wishes. Your care team is led by a care coordinator, who is your main point of contact. You can call them when you need help.

Your care coordinator will take the lead in helping you build your care team. Your care team can include your:

- Doctors and specialists
- Nurses
- Pharmacist
- Medical equipment company
- Family members, caregivers, and/or other support people if you wish
- Case manager through a community or county program
- Someone to help you find a place to live



Who Provides Health Homes Program Services?

How Does Your Care Team Work?

Your care team can give you any HHP services you need. Your care team helps:

- Make a **plan** for you to get and stay healthy
- Keep all your doctors **up to date** on your health needs and goals
- Give you **information** about the best ways to take care of your health issues
- **Move you** safely and easily from one care setting to another
- **Find and apply for community and social services** that could help you

To learn more about the HHP:

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2. Call Health Care Options at 1-800-430-4263 (TTY 1-800-430-7077).
3. Ask your doctor or clinic about the program.



What Services Does the Health Homes Program Offer?

The Health Homes Program (HHP) offers extra services at no cost to Medi-Cal members with certain chronic health and/or mental health issues who have high health care needs or do not have a place to live.



What Services are Offered?

The HHP offers 6 types of services that help you with your health. These services are explained below.

1 Make a Plan

Together, you and your care team will make your own Health Action Plan. This plan will cover the doctors you see, the services you get, and the care you need.

Your Health Action Plan can cover things like:

- Doctors you see
- Your physical and mental health needs
- Your oral health needs
- Your substance use treatment needs
- Services you need to help you stay in your home (like help with bathing, dressing, cleaning, and cooking)
- Community and social services you get and need (like food and housing services)

This plan helps your entire care team understand what you need to reach your health goals.

What Services Does the Health Homes Program Offer?

2 Connect and Update Your Doctors

You will be given a care team, including a care coordinator, who keeps all your doctors up to date on your health and the services you get.

Your care coordinator can also help you:

- Figure out your health needs and wishes
- Make appointments and check on prescriptions and refills
- Find the right doctors
- Arrange transportation to doctor visits
- Apply for services to help you live independently, like meal delivery, housing services, and help with personal care



3 Give You Information

You, your caregivers, and other people who support you can learn about the best ways to help you take care of your health issues.

What Services Does the Health Homes Program Offer?



4 Move you Safely from One Care Place to Another

If you need to enter or leave a hospital, nursing facility, or another care setting, your care team will help you move safely and easily from one place to the other. They can help you with issues like:

- Learning how to take care of yourself after a hospital stay
- Making follow-up doctor visits
- Filling prescriptions
- Getting transportation to appointments
- Applying for and finding a temporary or permanent place to stay

5 Help Your Support People

Your care team can make sure your family, caregivers, and support people who help you know about your health issues and the best ways to help you. They can also work with your care team to help you.

6 Connect You to Community and Social Services

The HHP helps you get other non-health services too. Your care team can help you find and apply for community and social programs that you need.

These include:

- Food
- Temporary and permanent housing
- Job training
- Child care
- Disability-related services
- Resources to help you stay in your home

To learn more about the HHP:

1. Call your Medi-Cal health plan. To find the phone number, check your Medi-Cal ID card or go to bit.ly/plandirectory and click on your county.
2. Call Health Care Options at 1-800-430-4263 (TTY 1-800-430-7077).
3. Ask your doctor or clinic about the program.



Frequently Asked Questions



Will I lose any Medi-Cal health plan benefits if I join the Health Homes Program?

No. If you join the Health Homes Program (HHP), you keep your current Medi-Cal benefits. You also keep your current doctors.

Joining the HHP gives you extra help getting the care you need and reaching your health goals, but it does not take away coverage that you already have.

If you qualify, getting HHP services is your choice. You can stop the services at any time by calling your health plan.

Do Health Homes Program services cost extra?

No. The HHP does not cost you anything. If you join, the services are included as part of your current Medi-Cal plan.

How do I get more information?

Call your Medi-Cal plan for more information and to see if you qualify. You can also ask your doctor or clinic about the program.

Will I have to change my doctors?

No. You do not have to change your doctors to get HHP services. The program helps all your doctors and other providers share information about your health care needs and work together to help you meet your health goals.



What is a care coordinator and how do they help me?

A care coordinator is a staff person from your doctor's office, your Medi-Cal health plan, or from another health care or social service provider. They will make sure your doctors, pharmacists, and other providers work together to help you meet your health goals.

Your care coordinator also helps you:

- Connect you to doctors and services
- Talk to your doctors about your needs
- Share information with your doctors
- Go with you to appointments if you want



Will this program help me find a place to live?

Your care team includes a person who can help you find and apply for a temporary or permanent place to live. While the HHP cannot pay your rent, it can help you find and apply for housing programs that help pay for rent.

Still have questions?

Call your Medi-Cal health plan for more information. To find the phone number, check your Medi-Cal health plan ID card or go to bit.ly/plandirectory.

You can also call Health Care Options at 1-800-430-4263 (TTY 1-800-430-7077) for information.



Member Worksheet

Before you contact your Medi-Cal health plan about the Health Homes Program (HHP), use this worksheet to write down important information to share with your health plan and any questions you have.

What Medi-Cal health plan do you have? _____

If you do not know if you have a Medi-Cal health plan or you want to enroll in a health plan, call Health Care Options at 1-800-430-4263 (TTY 1-800-430-7077).

Who are your current doctors and other health care providers? _____

What health care issues have you not seen a doctor for? _____

What local community and social service organizations do you already work with? _____

What help do you need with things like food, housing, or support where you live? _____

What questions do you have about the HHP? _____



Your Rights & Responsibilities

As a member of a health plan, you have certain rights and responsibilities. These apply to all Medi-Cal plans and programs, including the Health Homes Program (HHP).

You have the right to:

- Be treated with dignity, free from discrimination on the basis of race, national origin, age, or gender
- Get timely access to medically necessary services
- Be told where, when, and how to get needed services
- Take part in decisions about your care, including the right to refuse treatment or to choose someone to make decisions for you
- Be treated by providers who have experience and expertise in your condition.
- Have your medical records, care plan, and treatment kept private
- Get a copy of your medical records and care plan
- Hire, fire, and manage your In-Home Supportive Services (IHSS) provider
- Have someone help you receive the health care you need
- Receive accessible care if you have a disability—including braille or large print, if wanted
- Receive language services, including interpreters and documents in another language, if wanted
- File an appeal for services that are denied or reduced and file a grievance (complaint) about your health plan

You have the responsibility to:

- Use doctors and other providers in your health plan's network
- Work with your doctor, other providers, and health plan to get prior authorization (pre-approval) for needed services
- Tell your health plan about your care needs and concerns
- Tell your health plan and your county Medi-Cal office about any changes in your contact information (if you move or change your phone number)

For more information about all of your rights, call the Medi-Cal Office of the Ombudsman at 1-888-452-8609.

If you qualify, joining the Health Homes Program is your choice. You do not have to get these services if you do not want to. If you want to try these services, you can stop them at any time.

