



# Sonoma Developmental Center Closure

May 6, 2017

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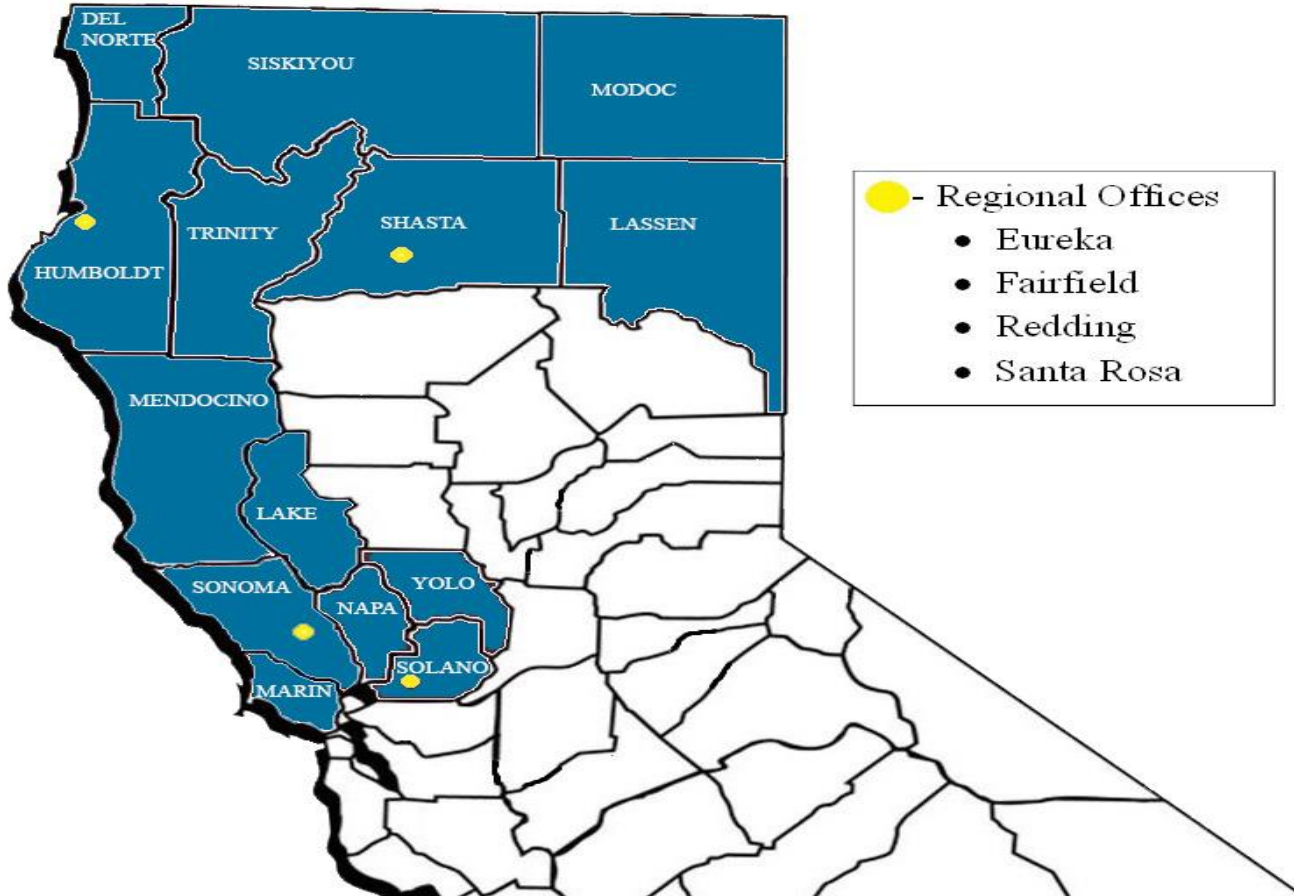
Linda Bohn

# Partnership Health Plan of California

- PHC contracts with California to provide Medi-Cal benefits for individuals in 14 Counties
- Medi-Cal managed health plan and works similar to an HMO.
- Enrollment in Partnership is mandatory for those who qualify for Medi-Cal in those 14 counties
- Non-Profit, County Organized Health System (COHS)
- Current Membership: 568,327 members as of 5/1/17



# About Us



## Mission:

*To help our members, and the communities we serve, be healthy.*

## Vision:

*To be the most highly regarded managed care plan in California.*

# Medi-Cal Benefits NOT covered by PHC

- Dental Care: Denti-Cal
- Alcohol & Other Drug Enhanced Services (AODS): County
- Moderate to Severe Mental Illness: County
- Medicare Services / Benefits: Medicare



# Enhanced Services Offered by PHC

## PHC offers these additional benefits & services that traditional Medi-Cal does not:

Pulmonary Rehabilitation

Podiatry

Weight Management

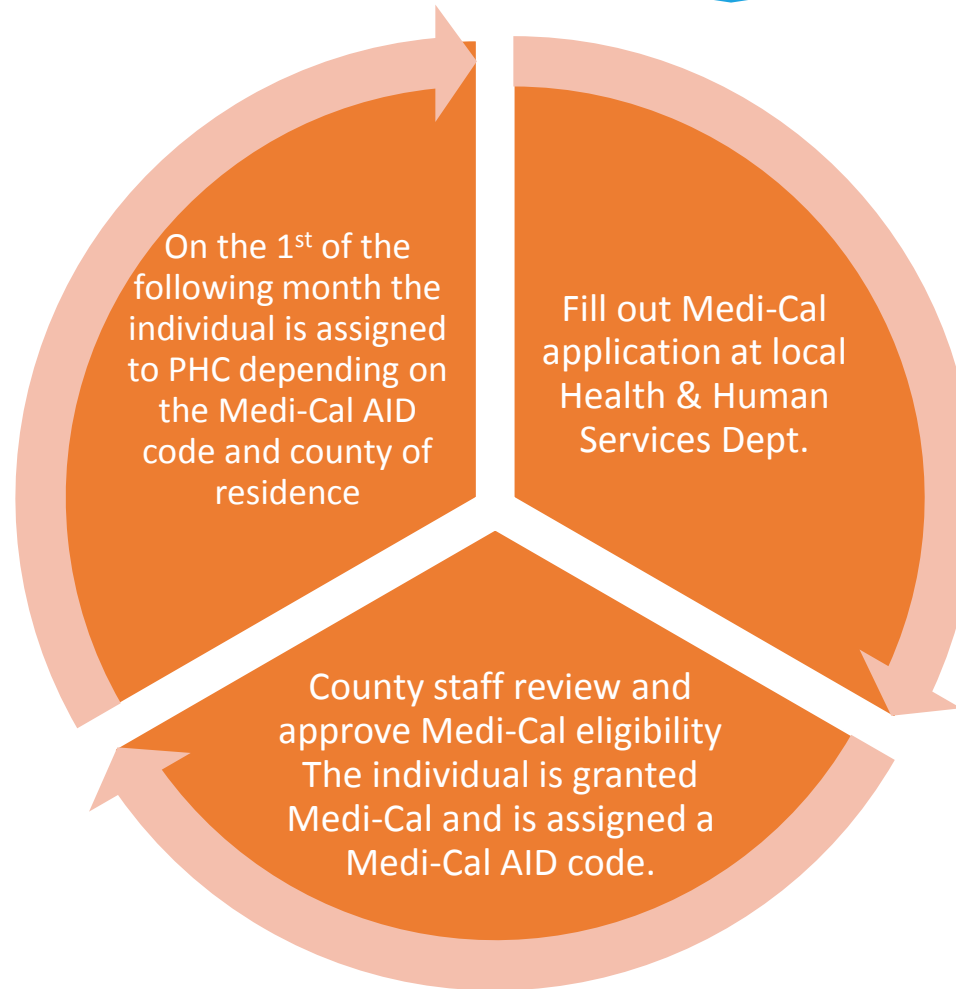
Glasses for Adults

Chiropractor

Clinical Support & Case Management: **Care Coordination Department**  
**1-800-809-1350**

Provider & Member Support: **Member Services Department 1-800-863-4155**

# How Do Individuals Get Enrolled in PHC?



# Enrollment FAQs

- **PHC cannot disenroll members from the health plan; only California State Ombudsman's office can do this for any member residing in one of our 14 counties.**
- **County Medi-Cal eligibility staff can update the Medi-Cal "resident county code" to remove PHC assignment for future months.**
- **If Medi-Cal renewal is delayed 60 days or less, the county will reassign to PHC with no gap in Medi-Cal coverage.**
- **If Medi-Cal renewal is delayed over 60 days, the county will wait to reassign to PHC until the 1<sup>st</sup> of the following month.**
- **Individuals will lose PHC eligibility if they do not follow up with their Medi-Cal eligibility worker at the county.**
- **State BIC (Benefits Identification Card) is not the same as PHC ID card and does not confirm PHC eligibility**





# New PHC Members

## Once Assigned to Partnership HealthPlan of California:

- During the 1<sup>st</sup> month, the member can see any Medi-Cal provider willing to bill PHC.
- During the 2<sup>nd</sup> month, the member will be auto assigned to a Primary Care Physician in PHC's network if one is not selected
- 2 mailings are sent to address on file





# First Member Mailing



4665 Business Center Drive  
Fairfield, California 94534

Dear Member,

Welcome to Partnership HealthPlan of California! As a Medi-Cal recipient you are automatically enrolled in Partnership HealthPlan of California (PHC).

Please read this letter carefully so that you understand how to use the information.

In the next 4-5 days you will receive a selection form, a list of primary care providers and a PHC Member Handbook.

**PHC Identification (ID) Card** - This ID card lists the name and phone number of your assigned primary care provider (PCP) and the date you are assigned to that provider. If you need care before that date, you can go to any Medi-Cal provider who is willing to bill PHC for Medi-Cal covered services. You must begin receiving medical care from your assigned PCP as of the "PCP Effective Date" printed on your identification card.

**Changing Your Primary Care Provider**

- If you **do not** want to be assigned to the PCP printed on the ID card, you can choose a different PCP from the Provider Directory you will receive in a few days. After you have picked your PCP, return the selection form to PHC, using the postage paid return envelope or call PHC's Member Services Department. If we receive your selection after the 25<sup>th</sup> of this month you will be required to see the primary care provider listed on the ID card until the first of the following month.
- If you **do** want to be assigned to the PCP printed on your ID card, you do not need to do anything, except call your PCP right away for a check-up. You should have a check-up within 120 days from the date you became eligible for Medi-Cal.

If you have any questions or if you are in the middle of treatment and/or have tests, procedures or surgeries scheduled, please call PHC's Member Services Department for help coordinating these services. You can reach us by calling (800) 863-4155. We are available to help you Monday - Friday, 8:00 a.m. - 5:00 p.m. TTY users should call the California Relay Service at (800) 735-2929 or call 711. You may request this letter in another format.

Don't forget to visit our website at [www.partnershiphp.org](http://www.partnershiphp.org).

Sincerely,

Member Services Department  
Partnership HealthPlan of California

Mr. Lee #MNC-1B  
Rev. Date 09/2014

## FRONT



Partnership HealthPlan of California (PHC)  
[www.partnershiphp.org](http://www.partnershiphp.org)

ID#: [REDACTED] PCP Eff: 03/01/2015

Member Name: [REDACTED]

PCP: Potowat Village Uihls

PCP Phone: (707) 825-5000 DOB: [REDACTED]

Mental Health: (855) 765-9703

24 Hour Advice Nurse: (866) 778-8873

PHC Member Services: (800) 863-4155, M-F 8am-5pm

## BACK

TTY (800) 735-2929 or 711

In case of emergency, call 911 or go to the nearest hospital emergency room. Prior Authorization is not required.

### For Provider and Pharmacy Use Only

PBM: MedImpact, Plan SPH01, RX BIN 003585, PCN 36200, Person code 01; Kaiser members use Kaiser PBM

Eligibility Verification\PCP Assignment: (800) 557-5471

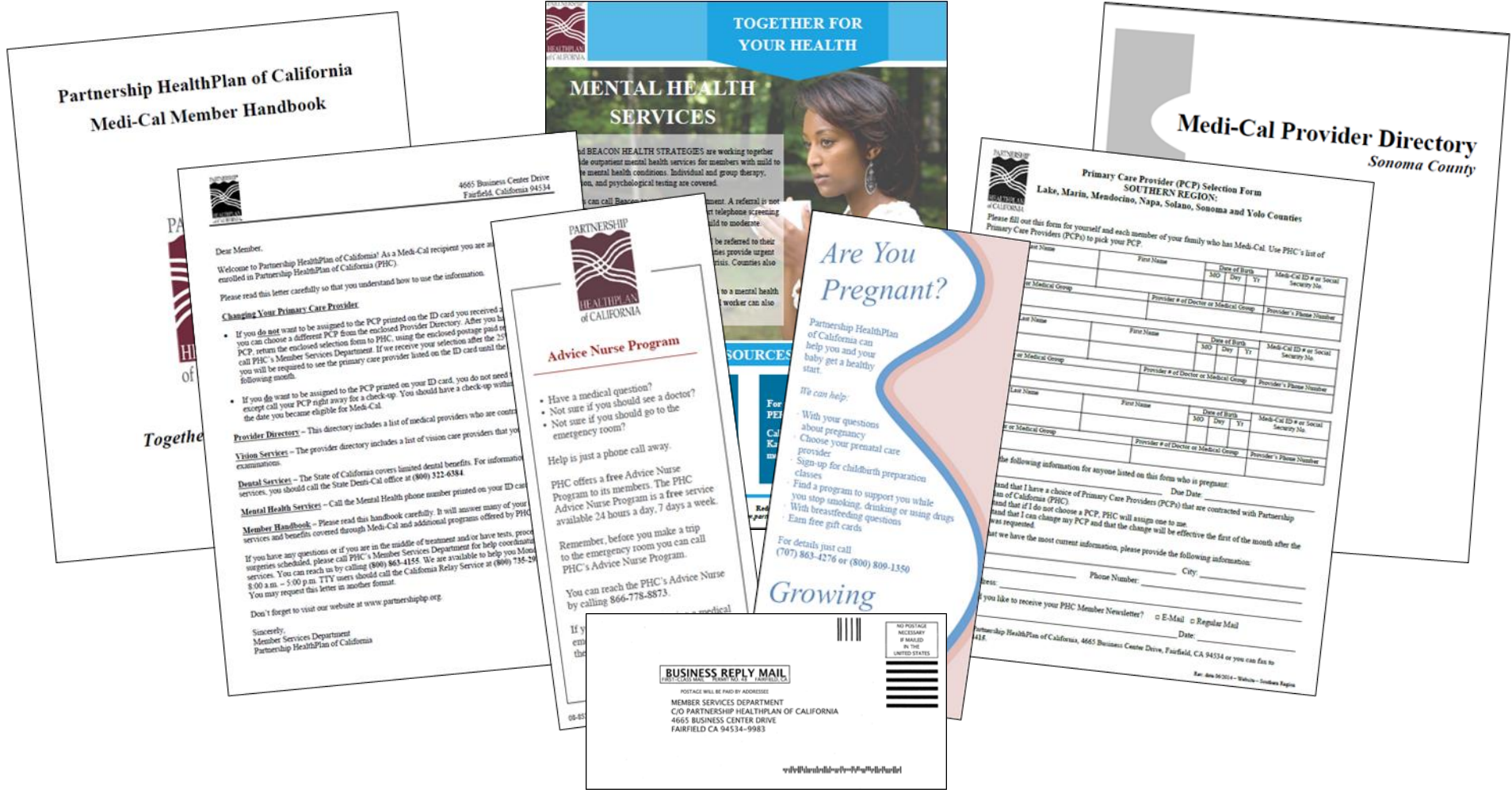
Submit Medical Claims to: Partnership HealthPlan of California, P.O. BOX 1368, Suisun City, CA 94585-1368

First Mailing Includes:

Welcome Letter & Member ID Card

Contact information to call PHC and select a Primary Care Physician (PCP)

# 2<sup>nd</sup> Member Mailing



**Partnership HealthPlan of California  
 Medi-Cal Member Handbook**

4665 Business Center Drive  
 Fairfield, California 94534

**MENTAL HEALTH SERVICES**

**Are You Pregnant?**

**Medi-Cal Provider Directory  
 Sonoma County**

**Primary Care Provider (PCP) Selection Form  
 SOUTHERN REGION:  
 Lake, Marin, Mendocino, Napa, Solano, Sonoma and Yolo Counties**

**Advice Nurse Program**

- Have a medical question?
- Not sure if you should see a doctor?
- Not sure if you should go to the emergency room?

PHC offers a free Advice Nurse Program to its members. The PHC Advice Nurse Program is a free service available 24 hours a day, 7 days a week.

Remember, before you make a trip to the emergency room you can call PHC's Advice Nurse Program.

You can reach the PHC's Advice Nurse by calling 866-778-8873.

**Business Reply Mail**

POSTAGE WILL BE PAID BY ADDRESSEE

MEMBER SERVICES DEPARTMENT  
 C/O PARTNERSHIP HEALTHPLAN OF CALIFORNIA  
 4665 BUSINESS CENTER DRIVE  
 FAIRFIELD CA 94534-9983

**NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES**

# Member Services Department



**1-800-863-4155**  
**Monday – Friday**  
**8:00 am – 5:00pm**

[www.partnershiphp.org](http://www.partnershiphp.org)

- Information about health benefits
- Select / Change PCP
- Order a new PHC ID Card
- Request a Member Handbook or Provider Directory
- Problems getting appointments
- Schedule translation or interpreting services
- Bills in mail
- Complaints
- Questions or Problems with Prescriptions



PHC Member Services Cannot:

- Access state MEDS system for eligibility or benefits
- Clear a Medi-Cal Share of Cost
- Change demographics: name, date of birth, language code, gender or address
- Change coding if member has other insurance such as Medicare or a commercial plan

# PHC's Continued Partnerships for the SDC Closure

- **Supporting SDC's and Regional Centers' on-going efforts**
- **Active participation for mutual clients: SDC, Regional Centers & PHC**
- **Leveraging PHC's existing provider network for services when needed**
- **Assisting with connecting to resources and tools when needed**
- **Continued education and information to community partners**



# PHC Care Coordination Support & Services



- Case Management Services when needed: Telephonic, Face-to-Face, and Maternal-Child Teams
- Transportation Assistance
- Embedded Beacon Staff & Assigned PHC staff to assist with Mild to Moderate Mental Health Screening & Access
- Assigned PHC staff to each Regional Center & SDC Closure Workgroup





# PHC Care Coordination Departments

## Northern Region Office

Redding, CA

**1-800-809-1350**

[CCHelpDeskREDDING@partnershiphp.org](mailto:CCHelpDeskREDDING@partnershiphp.org)

## Southern Region Office

Fairfield, CA

**1-800-809-1350**

[CareCoordination@partnershiphp.org](mailto:CareCoordination@partnershiphp.org)

# Coordination of Benefits for Dual Coverage: Medicare and Medi-Cal

## Medicare – Primary Insurance

A – Inpatient

B – Outpatient

C – Medicare Advantage \*

D - Drugs

## Medi-Cal (Partnership) – Secondary Insurance

Medi-Cal Services  
Medi-Cal provider

20% billed to PHC, State FFS, or  
County of Residence MCP

## Regional Center – Payer of Last Resort

Services & Support for life - beyond those of  
Medical Care or Services



# Key Points for Dual Coverage

- Present **ALL ID Cards** to all providers each time: PCPs, Specialists, Pharmacies, etc.
- Individuals may only have certain parts of Medicare: A only, A&B only, etc.
- 20% Medicare copay should be billed to PHC (if assigned) the state (if in Fee For Service Medi-Cal) or the Health plan the member is assigned to if not in PHC's 14 counties
- PHC does not determine Medicare eligibility. Medicare questions to Medicare at: 1-800-633-4227 or online MyMedicare.gov



## Explore Our Website [www.partnershiphp.org](http://www.partnershiphp.org)

The screenshot displays the Partnership HealthPlan of California website. The top navigation bar includes links for Members, Участники, Provider Online Services, PARx, Help, and Contact Us. The main header features the logo and a search bar. Below the header is a secondary navigation bar with links for HOME, MEMBERS, PROVIDERS, ABOUT US, and COMMUNITY. The main content area is titled "Home | Members | Medi-Cal" and features a sidebar with a list of services: MEDI-CAL, HEALTHY KIDS, MEMBER HANDBOOK, MEMBER NEWSLETTER, MEMBER BENEFITS, FIND A DOCTOR, HEALTH EDUCATION, MANAGING PAIN SAFELY, MENTAL HEALTH SERVICES, LANGUAGE ASSISTANCE, VISUALLY AND HEARING IMPAIRED, COMPLAINTS, GRIEVANCE, APPEALS, & HEARINGS, NOTICE OF PRIVACY POLICY - HIPAA, RIGHTS AND RESPONSIBILITIES, and CONTACT US. The main content area includes a "MEDI-CAL" heading, a paragraph stating that the PHC Member Services Department serves over 500,000 members and aims to provide exceptional service, and an "About" section with a list of topics: Who is Partnership HealthPlan of California, About Member Services Department, What Do Your Benefits Cover?, and Frequently Asked Questions (FAQ). Below this are two columns: "Getting Care" with a list of services like picking a Primary Care Provider, making appointments, referrals, pharmacy services, and prior authorization; and "Important Documents" with a list including the Provider Directory, Member Handbook, Appointment Wait Time Standards, Member Newsletter, and California Advance Health Care Directive.

# Questions

