# Instructions to Health Plans

* [Plans should replace the word “Medicaid” with ” *Medi-Cal*”.]
* [Plans may add a cover page to the Summary of Benefits. Plans may include the marketing ID only on the cover page.]
* [Plans should replace the reference to “Member Services” with the term the plan uses]
* [Plans should note that any reference to a “Member Handbook” is also a reference to the Evidence of Coverage document.]
* [*For the “Limitations, exceptions, & benefit information” column, plans should provide specific information about need for referrals, need for prior authorization, utilization management restrictions for drugs, maximum out of pocket costs on services, permissible OON services, and applicable cost-sharing (if different than in-plan cost-sharing).*]
* [*For the “You need help living at home” category of services, indicate if services are only available to beneficiaries in a waiver program, in which case plans should indicate that State eligibility requirements may apply*.]
* [*The multi-language insert is a document that contains language translated into multiple languages (Spanish, Chinese, Tagalog, French, Vietnamese, German, Korean, Russian, Arabic, Italian, Portuguese, French Creole, Polish, Hindi, and Japanese) regarding the availability of interpreter services. Regardless of the CMS or State translation requirements, all plans must include the CMS created multi-language insert as specified in the Medicare Marketing Guidelines*.]
* [Plans may place a QR code on materials to provide an option for members to go online.]

## Description: Exclamation in boxThis is a summary of health services covered by <plan name> for <contract year>. This is only a summary. Please read the Member Handbook for the full list of benefits.

* <Plan’s legal or marketing name> is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees under the MediConnect Program. It is for people with both Medicare and Medicaid.
* Under <plan name> you can get your Medicare and Medi-Cal services in one health plan. A <plan name> care coordinator will help manage your health care needs.[Plans should change “care coordinator” to the term used by the state and/or plan.]
* This is not a complete list. The benefit information is a brief summary, not a complete description of benefits.   
  For more information you can call <plan name> Member Services or read the <plan name> Member Handbook.
* Limitations, [co-pays,], and restrictions may apply. For more information, call <plan name> Member Services   
  or read the <plan name> Member Handbook.
* Benefits, List of Covered Drugs, pharmacy and provider networks [and/or co-payments] may change on January 1 of each year.
* [For plans with co-pays: Co-pays for prescription drugs may vary based on the level of Extra Help you receive. Please contact the plan for more details.]
* You can get this information for free in other languages. Call <toll-free number>. The call is free. [The preceding sentence must be in English and all non-English languages that meet the Medicare or State thresholds for translation, whichever is most beneficiary friendly. The non-English disclaimer must be placed below the English version and in the same font size as the English version.]

### The following chart lists frequently asked questions.

| Frequently Asked Questions (FAQ) | Answers |
| --- | --- |
| What is a Cal MediConnect plan? | A MediConnect Plan is an organization made up of doctors, hospitals, pharmacies, providers of long-term services, and other providers. It also has care coordinators to help you manage all your providers and services. They all work together to provide the care you need. <Plan Name> (Medicare-Medicaid Plan) is a MediConnect Plan that provides benefits of Medi-Cal and Medicare to enrollees. [Plans should change “care coordinator” to the term used by the state and/or plan.] |
| What is a <plan name> care coordinator>? | A <plan name> care coordinator is one main person for you to contact. This person helps manage all your providers and services and makes sure you get what you need. [Plans should change “care coordinator” to the term used by the State and/or plan.] |
| What are long-term services and supports? | Long-term services and supports are help for people who need assistance to do everyday tasks like taking a bath, getting dressed, making food, and taking medicine. Most of these services are provided at your home or in your community but could be provided in a nursing home or hospital. |
| Will you get the same Medicare and Medicaid benefits in <plan name> that you get now? | You will get most of your covered Medicare and Medicaid benefits directly from <plan name>. You will work with a team of providers who will help determine what services will best meet your needs. This means that some of the services you get now may change. When you enroll in <Plan name>, you and your care team will work together to develop an Individualized Care Plan to address your health and support needs, reflecting your personal preferences and goals.  Also, if you are taking any Medicare Part D prescription drugs that <plan name> does not normally cover, you can get a temporary supply and we will help you to transition to another drug or get an exception for <plan name> to cover your drug if medically necessary. |
| Can you go to the same doctors you see now? | Often that is the case. If your providers (including doctors and pharmacies) work with <plan name> and have a contract with us, you can keep going to them. Providers who have an agreement with us are “in-network.” You must use the providers in <plan name>’s network. If you need urgent or emergency care or out-of-area dialysis services, you can use providers outside of <plan name>'s plan. [Plans may insert additional exceptions as appropriate.]  To find out if your doctors are in the plan’s network, call Member Services or read <plan name>’s *Provider and Pharmacy Directory*.  If <plan name> is new for you, we will work with you to develop an Individualized Care Plan to address your needs. You can continue seeing the doctors you go to now for [plans should discuss the state’s continuity of care requirement, e.g., for 12 months]. |
| What happens if you need a service but no one in <plan name>’s network can provide it? | Most services will be provided by our network providers. If you need a service that cannot be provided within our network, <plan name> will pay for the cost of an out-of-network provider. |
| Where is <plan name> available? | The service area for this plan includes: <name of county or counties> [plans should enter \* to denote partial county], <State>. You must live in [plans should enter: this area **or** one of these areas] to join the plan.  [Plans enter if applicable: \* denotes partial county] |
| Do you pay a monthly amount (also called a premium) under <plan name>? | You will not pay any monthly premiums to <plan name> for your health coverage. [If a plan has a monthly premium that was approved by CMS and the state, plans should discuss it here.] |
| What is prior authorization? | Prior authorization means that you must get approval from <plan name> before you can get a specific service or drug or see an out-of-network provider. <Plan name> may not cover the service or drug if you don’t get approval.  If you need urgent or emergency care or out-of-area dialysis services, you don't need to get approval first. <Plan name> can provide you with a list of services or procedures that require you to obtain prior authorization from <plan name> before the service is provided. |
| What is a referral? | A referral means that your primary care [insert the term the plan uses, e.g., Provider **or** Physician] must give you approval to see someone that is not your primary care provider. If you don’t get approval, <plan name> may not cover the services. There are certain specialists in which you do not need a referral, such as women’s health specialists. For more information on when a referral is necessary, see the Member Handbook. |
| What is Extra Help?  [If a plan is electing to reduce Part D co-payments to $0, the plan may delete this question.] | Extra Help is a program that helps you pay for your prescription drug program costs  such as copays. Your prescription drug copays under <plan name> already include the amount of Extra Help you qualify for. For more information about this extra help, contact your local Social Security Office, or call Social Security at 1-800-772-1213. TTY users should call 1-800-325-0778. |
| Who should you contact if you have questions or need help? | If you have general questions or questions about our plan, services, billing, or member cards, please call <plan name> Member Services. [Plans may modify the call-lines as appropriate.]  **CALL**: <Phone number(s)>  Calls to this number are free. <Days and hours of operation.> [Include information on the use of alternative technologies.]  Member Services also has free language interpreter services available for people who do not speak English.  **TTY**: <TTY/TDD or other phone number>  [Insert if the plan uses a direct TTY number: This number is for people who have hearing or speaking problems. You must have special telephone equipment to call it.]  Calls to this number are [Insert if applicable: not] free. <Days and hours of operation.>  [Insert if applicable: **If you have questions about your health, please call the <Nurse Advice Call line>** [Plans can use a plan-specific name for the Nurse Advice Call Line] |
| Who should you contact if you have questions or need help?  *(continued)* | [*Insert if applicable:*] If you have questions about your health, please call the <Nurse Advice Call Line>. [Plans can use a plan-specific name for the Nurse Advice Call Line]  **CALL**: <Phone number(s)>  Calls to this number are free. <Days and hours of operation.> [Include information on the use of alternative technologies.]  Member Services also has free language interpreter services available for people who do not speak English.  **TTY**: <TTY/TDD or other phone number>  Calls to this number are [Insert if applicable: not] free. <Days and hours of operation>.  [*Insert if applicable:*] If you need immediate behavioral health, please call the <Behavioral Health Crisis Line>. [Plans can use a plan-specific name for the Behavioral health Line]  **CALL**: <Phone number(s)>  Calls to this number are free. <Days and hours of operation.> [Include information on the use of alternative technologies.]  Member Services also has free language interpreter services available for people who do not speak English.  **TTY**: <TTY/TDD or other phone number>  Calls to this number are [Insert if applicable: not] free. <Days and hours of operation.> |

### The following chart is a quick overview of what services you may need, your costs and rules about the benefits.

| Health need or problem | Services you may need [This category includes examples of services that beneficiaries may need. The health plan should add or delete any services based on the services covered by the State.] | Your costs  for in-network providers | Limitations, exceptions, & benefit information (rules about benefits) [Plans should provide specific information about: need for referrals, need for prior authorization, utilization management restrictions for drugs, maximum out of pocket costs on services, and permissible OON services and applicable cost-sharing (if different than in-network cost-sharing).] |
| --- | --- | --- | --- |
| You want to see a doctor | Visits to treat an injury or illness | <$–> [Plans should insert cost-sharing where applicable] |  |
| Wellness visits, such as a physical | <$–> |  |
| Transportation to a doctor’s office | <$–> |  |
| Specialist care | <$–> |  |
| Care to keep you from getting sick, such as flu shots | <$–> |  |
| “Welcome to Medicare” preventive visit (one time only) | <$–> |  |
| You need medical tests | Lab tests, such as blood work | <$–> |  |
| X-rays or other pictures, such as  CAT scans | <$–> |  |
| Screening tests, such as tests to check for cancer | <$–> |  |
| You need drugs to treat your illness or condition  *There may be limitations on the types of drugs covered. Please see <plan name>’s List of Covered Drugs (Drug List) for more information.* | Generic drugs (no brand name) | [Plans should insert a single amount, multiple amounts, or a minimum/maximum range] for a [must be at least 30-day] supply.  [Plans may delete the following statements if they charge $0 for all generic drugs.] Co-pays for prescription drugs may vary based on the level of Extra Help you receive. Please contact the plan for more details. | [Plans must indicate if extended-day supplies are available at retail and/or mail order pharmacy locations and make clear that the cost sharing amount for these extended-day supplies is the same as for a one-month supply.] |
| You need drugs to treat your illness or condition  *(continued)*  *There may be limitations on the types of drugs covered. Please see <plan name>’s List of Covered Drugs (Drug List) for more information.* | Brand name drugs | [Plans should insert a single amount, multiple amounts, or a minimum/maximum range] for a [must be at least 30-day] supply.  [Plans may delete the following statements if they charge $0 for all brand name drugs: Co-pays for prescription drugs may vary based on the level of Extra Help you receive. Please contact the plan for more details.] |  |
| You need drugs to treat your illness or condition  *(continued)*  *There may be limitations on the types of drugs covered. Please see <plan name>’s List of Covered Drugs (Drug List) for more information.* | Over-the-counter drugs | [Plans should insert a single amount, multiple amounts, or a minimum/maximum range.] |  |
| Medicare Part B prescription drugs covered by *<*plan name*>*  Part B drugs include drugs given by your doctor in his or her office, some oral cancer drugs, and some drugs used with certain medical equipment. Read the Member Handbook for more information on these drugs*.* | <$–> |  |
| You need therapy after a stroke or accident | Occupational, physical, or speech therapy | <$–> |  |
| You need emergency care | Emergency room services | <$–> | [Plans must state that emergency room services must be provided OON and without prior authorization requirements.] |
| Ambulance services | <$–> |  |
| Urgent care | <$–> | [Plans must state that urgent care services must be provided OON and without prior authorization requirements.] |
| You need hospital care | Hospital stay | <$–> |  |
| Doctor or surgeon care | <$–> |  |
| You need help getting better or have special health needs | Rehabilitation services | <$–> |  |
| Medical equipment for home care | <$–> |  |
| Skilled nursing care | <$–> |  |
| You need eye care | Eye exams | <$–> |  |
| Glasses or contact lenses | <$–> |  |
| You need hearing or auditory services | Hearing screenings | <$–> |  |
| Hearing aids | <$–> |  |
| You have a chronic condition, such as diabetes or heart disease | Services to help manage your disease | <$–> |  |
| Diabetes supplies and services | <$–> |  |
| You have a mental health condition | Mental or behavioral health services | <$–> |  |
| You have a substance abuse problem | Substance abuse services | <$–> |  |
| You need long-term mental health services | Inpatient care for people who need mental health care | <$–> |  |
| You need durable medical equipment (DME) | Wheelchairs | <$–> |  |
| Canes | <$–> |  |
| Crutches | <$–> |  |
| Walkers | <$–> |  |
| Oxygen | <$–> |  |
|  |  |  |  |
| **You need help living at home** | Meals brought to your home | <$–> | [For all LTSS, indicate if services are only available to beneficiaries on a waiver.] |
| Home services, such as cleaning or housekeeping | <$–> |  |
| Changes to your home, such as ramps and wheelchair access | <$–> |  |
| Personal care assistant  (You may be able to employ your own assistant. Call Member Services for more information.) | <$–> |  |
| Training to help you get paid  or unpaid jobs | <$–> |  |
| Home health care services | <$–> |  |
| Services to help you live on  your own | <$–> |  |
| Adult day services or other support services | <$–> |  |
| You need a place to live with people available to help you | Assisted living or other housing services | <$–> |  |
| Nursing home care | <$–> |  |
| Your caregiver needs some time off | Respite care | <$–> |  |

### Other services <plan name> covers:

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| --- | --- |
| Other services <plan name> covers  (This is not a complete list. Call Member Services or read the Member Handbook to find out about other covered services.) | |
| [Insert special services offered by your program. This does not need to be a comprehensive list.] | [Plans *should include co-pays for listed services*.] |
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### Services <plan name> does not cover:

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| --- | --- |
| Services <plan name> does not cover  (This is not a complete list. Call Member Services to find out about other excluded services.) | |
| [Insert any excluded benefit categories. This does not need to be a comprehensive list. However, this should include benefit categories that are carved out of the plan.] |  |
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### Your rights as a member of the plan

As a member of <plan name>, you have certain rights. You can exercise these rights without being punished. You can also use these rights without losing your health care services. We will tell you about your rights at least once a year. For more information on your rights, please read the Member Handbook. Your rights include, but are not limited to, the following:

* **You have a right to respect, fairness and dignity.** This includes:
* The right to get covered services without concern about race, ethnicity, national origin, religion, gender, age, mental or physical disability, sexual orientation, genetic information, ability to pay, or ability to speak English
* The right to request information in other formats (e.g., audio CD-ROM, large print, cassette, Braille)
* The right to be free from any form of restraint or seclusion
* The right not to be billed by providers
* The right to have your questions and concerns answered completely and courteously.
* **You have the right to get information about your health care.** This includes information on treatment and your treatment options. This information should be in a format you can understand. These rights include getting information on:
* Description of the services we cover
* How to get services
* How much services will cost you
* Names of health care providers and care managers
* **You have the right to make decisions about your care, including refusing treatment.**   
  This includes the right:
* To choose a Primary Care Provider (PCP) and you can change your PCP at any time
* To see a women’s health care provider without a referral
* To get your covered services and drugs quickly
* To know about all treatment options, no matter what they cost or whether they are covered
* To refuse treatment, even if your doctor advises against it
* To stop taking medicine
* To ask for a second opinion. <Plan name> will pay for the cost of your second opinion visit.
* To create and apply an advance directive, such as a will or health care proxy.
* **You have the right to timely access to care that does not have any communication or physical access barriers.** This includes the right to:
* Get medical care timely
* Get in and out of a health care provider’s office. This means barrier free access for people with disabilities, in accordance with the Americans with Disabilities Act
* Have interpreters to help you communicate with your doctors and your health plan. Call <phone number> if you need help with this service.
* **You have the right to seek emergency and urgent care when you need it.** This means:
* You have the right to get emergency services, 24 hours a day, seven days a week, without prior approval in an emergency
* You have the right to see an out of network urgent or emergency care provider, when necessary
* **You have a right to confidentiality and privacy.** This includes:
* The right to ask for and receive a copy of your medical records in a way that you can understand and to ask for your records to be changed or corrected.
* The right to have your personal health information kept private.
* **You have the right to make complaints about your covered services or care.** This includes the right to:
* File a complaint or grievance against us or our providers. You also have the right to appeal certain decisions made by us or our providers.
* Ask for a state fair hearing from the State of California
* Get a detailed reason for why services were denied

For more information about your rights, you can read the <plan name> Member Handbook. If you have questions, you can also call <plan name> Member Services

### If you have a complaint or think we should cover something we denied

If you have a complaint or think <plan name> should cover something we denied, call <plan name> at   
<toll-free number>.You may be able to appeal our decision.

For questions about your rights, you can read the <plan name> Member Handbook. You can also call <plan name> Member Services.

[Plans should include contact information for complaints, grievances, and appeals.]

### If you suspect fraud

Most health care professionals and organizations that provide services are honest. Unfortunately, there may be some who are dishonest.

If you think a doctor, hospital, or other pharmacy is doing something wrong, please contact us.

* Call us at <plan name> Member Services. Phone numbers are on the cover of this summary.
* Or, call Medicare at 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048.   
  You can call these numbers for free, 24 hours a day, 7 days a week.
* [Plans may also insert additional State-based resources for reporting fraud.]