



January 2015

Dear CalOptima Member:

Welcome to CalOptima!

As of January 1, 2015 you will be receiving your health care benefits from CalOptima Medi-Cal. You previously received your health care benefits from Covered California. This letter is sent to you so that you know your health insurance has changed to CalOptima Medi-Cal.

In the next week, you will get an ID card and more information about CalOptima. Please look over this information right away.

Ask your current doctor if they work with CalOptima. If your doctor does, you may keep your doctor with CalOptima. If your doctor doesn't work with CalOptima, and you want to keep that doctor, you can ask CalOptima for help. You may be able to keep your doctor that you have through Covered California for up to 12 months.

If you have health care appointments or treatments scheduled, please call your doctor's office to see if they accept CalOptima Medi-Cal. If you have a prior authorization for treatment, CalOptima may honor it for up to 60 days or until a new review is done by your doctor.

We can help answer your questions about CalOptima Medi-Cal. If you have questions, please call CalOptima's Customer Service department at **1-714-246-8500** or toll-free at **1-888-587-8088**, Monday through Friday, from 8 a.m. to 5:30 p.m. We have staff who speak your language. TDD/TTY users can call toll-free at **1-800-735-2929**. You can also visit our website at www.caloptima.org.

Sincerely,

CalOptima Customer Service