



New Member Orientation 2023

Our Mission

To serve member health with excellence and dignity, respecting the value and needs of each person.

Our Vision

By 2027, remove barriers to health care access for our members, implement same-day treatment authorizations and real-time claims payments for our providers, and annually assess members' social determinants of health.

What Is OneCare?

- OneCare is a (HMO D-SNP) Medicare, Medi-Cal Plan that covers all your Medicare services and coordinates all your Medi-Cal services
- OneCare provides coverage for your Medicare, Medi-Cal and pharmacy benefits
- OneCare also provides supplemental benefits that are not covered by Medicare

Who Is Eligible for OneCare?

- Medicare and Medi-Cal recipients who:
 - Are eligible for Medicare Parts A, B and D
 - Are age 21 or older
 - Have full scope Medi-Cal (No Share of Cost)
 - Live in Orange County

OneCare Services

- Customer Service:
 - Helps you access and understand your benefits
 - Helps you get your medicines
 - Tells you about community resources
- Your primary care provider (PCP) and health network:
 - Provide or arrange routine and specialty care
 - Provide one-on-one case management
 - Request and authorize specialty care or services



OneCare Identification Card

	OneCare CalOptima Health	MedicareRx Prescription Drug Coverage
<small>OneCare (HMO D-SNP), a Medicare Medi-Cal Plan, CalOptima Health, A Public Agency</small>		
Member Name: <Cardholder Name>	RxBIN: 015574	
Member ID: <Cardholder ID#>	RxPCN: ASPROD1	
Personal care coordinator Phone: <PCC Phone>	RxGroup: CAT04	
Health Network: <HN Name>		
Health Network Phone: <HN Phone>		
PCP Group/Name: <PCP Name>		
PCP Phone: <PCP Phone>		
H5433-001		

If you have a life-threatening emergency, call 911 or go to the nearest emergency room. Contact your health network to find out how to access your health network's urgent care services.	
Customer Service: 1-877-412-2734	TTY: 711
Behavioral Health: 1-855-877-3885	
24-Hour Nurse Advice: 1-844-447-8441	
Non-Medical Transportation: 1-866-612-1256	
Vision Services: 1-800-877-7195	
Medi-Cal Dental Program: 1-800-322-6384	
Website: caloptima.org/OneCare	
Send Claims to:	
Medical: OneCare PO Box 11065 Orange, CA 92856	Pharmacy: MedImpact Health Care Systems PO Box 509108 San Diego, CA 92150-9108

Lost Your Card?

Request a replacement on the
CalOptima Health Member Portal at
www.caloptima.org

Or

Call OneCare
Toll-free: **1-877-412-2734 (TTY 711)**
24 hours a day, 7 days a week

If You Lose Your Medi-Cal Eligibility

- If you lose Medi-Cal eligibility or do not meet your Medi-Cal Share of Cost, you will no longer be eligible for OneCare
- If this happens, OneCare will send you a letter saying your enrollment will end in 6 months unless you regain Medi-Cal eligibility
- During the 6-month time period:
 - You will **not** have Medi-Cal benefits
 - You may choose to disenroll from OneCare
- After 5 months without full Medi-Cal eligibility, you will get a final disenrollment letter from us explaining your options

Your Primary Care Provider (PCP)

- Provides care for illness, routine exams and preventive care at \$0 co-pay
- Requests authorization for durable medical equipment (DME) such as wheelchairs, walkers, etc.
- Requests authorization for supplies such as diapers, catheters, skin care cream, etc.



Your Primary Care Provider (cont.)

- You should schedule your 1st visit with your PCP within 90 days of enrollment
- PCP refers and submits authorizations for:
 - Specialty care
 - Special services
 - Medicines
- Call OneCare to change your PCP or health network
- You can change your PCP or health network monthly



Online Access at www.caloptima.org



- CalOptima's website makes it easier for you to find what you need on any device
- It also has a secure online member portal so you can:
 - Update your personal information
 - Request a new ID card
 - Print a copy of your ID card
 - Change your health network or PCP

Prior Authorization

- Prior authorization is required for certain services from the health network or OneCare
- Responses for routine referrals will be received within 14 calendar days
- Responses for urgent referrals will be received within 72 hours

Medicines

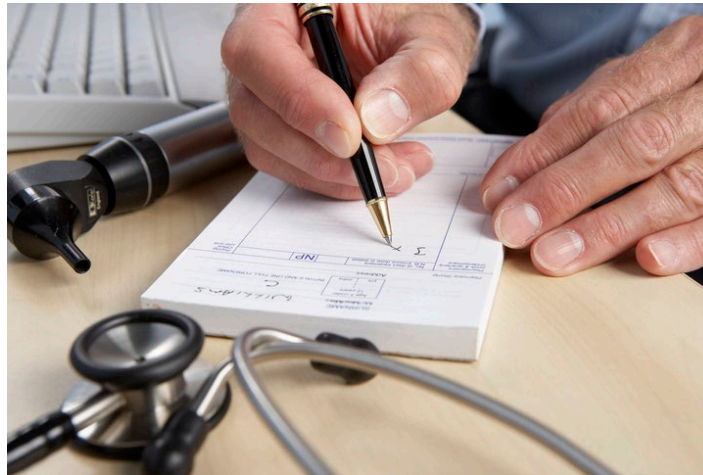
- Use your Provider Directory, check online or call Customer Service to find a contracted pharmacy
- Show your OneCare ID card at the pharmacy
- Co-pays for generic and brand-name prescriptions and refills:
 - \$0 until drug costs reach \$4,660, then co-pays:
 - Generic will be \$0
 - Brand-name will be \$0, \$4.30 or \$10.35
 - When total out-of-pocket costs reach \$7,400, you will pay \$0 co-pay for the remainder of the calendar year
 - Co-pays will depend on your Low-Income Cost Sharing level
 - Only 1 co-pay for up to a 90-day supply of maintenance drugs

Medicines (cont.)

- Prior authorization, step therapy, quantity limits
- In some cases, you can get a temporary supply during the first 90 days of your membership in OneCare
- Excluded drugs:
 - Non-prescription or some over-the-counter (OTC) drugs
 - Drugs used to promote fertility
 - Drugs used for cosmetic purposes or to promote hair growth

Medical Supplies

- Prescription required from your doctor
- Must be filled at a OneCare-contracted pharmacy or medical supplier
- Call OneCare Customer Service to coordinate with your doctor and the pharmacist or medical supplier to get your supplies



Behavioral Health Services

- Call Behavioral Health toll-free at **1-855-877-3885 (TTY 711)**
 - \$0 co-pay for Medicare-covered inpatient mental health care services
 - \$0 co-pay for Medicare-covered outpatient mental health care



Emergency and Urgent Care Services

- If you have a life-threatening or disabling illness or injury:
 - Call 911 or go to the **nearest** emergency room
 - Make sure you show your OneCare ID card
- You may use urgent care for non-life-threatening emergencies if your doctor is not available
 - Use an urgent care center that is in your health network
- Call the Nurse Advice Line 24 hours a day, 7 days a week
 - Call: **1-844-447-8441** (TTY **1-844-514-3774**)
 - No-cost interpreter services
 - If you need health advice, call your doctor or health network first

Emergency and Urgent Care Services (cont.)

- If you are outside of Orange County and need medicine, use a chain pharmacy to fill prescriptions
- If you need emergency, urgent care or emergency transportation outside of the U.S., OneCare will reimburse you up to \$100,000 per year

Non-Emergency Medical Transportation

- Ambulance and wheelchair van services available for medical visits
- Available when physical condition makes travel by public or private transportation impossible
- For this type of transportation, please call OneCare Customer Service at least 5 days before your visit



Non-Medical Transportation

- Unlimited transportation to plan-approved locations for the following:
 - Medically necessary covered services
 - Picking up prescribed medicines
 - Picking up medical supplies and other medically necessary covered equipment
 - Trips to and from the gym as part of the health club membership supplemental benefit
- Toll-free number: **1-866-612-1256 (TTY 711)**
 - Call to schedule 8 a.m. to 8 p.m., Monday through Friday
 - Schedule your transportation at least 2 business days before your visit

Health and Fitness

- The Exercise and Healthy Aging program benefit is offered at \$0 cost
- Choose any contracted fitness center and the Home Fitness program
 - National network of 14,000+ fitness centers, including 24 Hour Fitness, L.A. Fitness, Curves and Gold's Gym
 - The Home Fitness program offers more than 30 unique options, including a Fitbit Connected kit
 - You can receive up to 1 home kit per benefit year
- Ways to enroll:
 - Go to www.silverandfit.com
 - Call Silver & Fit toll-free at 1-877-427-4788 (TTY 711), Monday through Friday, 5 a.m. to 6 p.m.
- Talk to your doctor before you start or change your exercise routine

In-Home Support Services- Companion Care

- Members are eligible for up to 90 hours of services per year
- Transportation: doctor appointments, grocery shopping and medication delivery
- Household chores: light cleaning, organizing and laundry
- Companionship: conversation, board games, reading and laundry
- Technical guidance: teach new technologies, install devices and telehealth
- Exercise and activity: walking, biking and transportation to the gym
- Assistance from a distance: Virtual visits including grocery and medication delivery

Over-the-Counter (OTC) Allowance

- \$0 cost to you
- \$80 benefit allowance per quarter (every 3 months) to buy products and supplies
- You should have received an OTC mail order catalog with details on the items you can buy and how to order
- You can use this benefit to order non-prescription items such as cold and cough medicines, bandages and other products listed in the OTC mail order catalog

OTC Allowance (cont.)

- Items will be shipped directly to your home
- The benefit becomes valid on the first day of each quarter (January, April, July and October)
- Any remaining balance does not carry over
- To place your order, call 1-855-299-5410 (TTY 711)

Supplemental Vision Benefit

- Vision services offered through Vision Service Plan (VSP)
- Use your Provider Directory or check online to find participating VSP optometrists
- Or call VSP toll-free at 1-800-877-7195 (TTY 711), 24 hours a day, 7 days a week
- Identify yourself as a OneCare member
- 1 routine eye exam every year
- Up to \$250 for contact lenses or eyeglasses (frames and lenses) every year

Dental Services Through Medi-Cal Dental

- To get dental services, contact Medi-Cal Dental
 - 1-800-322-6384 (TTY 1-800-735-2922)
Monday–Friday, 8 a.m. to 5 p.m.
 - <https://dental.dhcs.ca.gov/find-a-dentist/home>



Translation and Interpreter Services

- Translation and interpreter services are available at no cost to you
- Translated plan documents are available at no cost to you
- Telephonic and face-to-face interpreter services are available in all languages, including American Sign Language
 - To schedule face-to-face interpreter services, call your health network at least 1 week before your scheduled visit

If You Receive a Bill...

- OneCare members are NOT responsible for outstanding balances for covered services
- If you received a bill, call OneCare for assistance:
 - Toll-free: **1-877-412-2734** (TTY **711**)
24 hours a day, 7 days a week

Filing a Complaint

Contact Us

Call:

1-877-412-2734 (TTY 711)
24 hours a day, 7 days a week

Write to:

CalOptima Health Grievance
and Appeals
505 City Parkway West
Orange, CA 92868

Website:

www.caloptima.org/OneCare

Changing Your Contact Information

Immediately notify:

- 1. OC Social Services Agency:**
1-800-281-9799 (TTY 711)
8 a.m. to 5 p.m., Monday through Friday
- 2. Social Security Administration:**
1-800-772-1213 (TTY 1-800-325-0778)
8 a.m. to 7 p.m., Monday through Friday
- 3. OneCare:**
1-877-412-2734 (TTY 711)
24 hours a day, 7 days a week



CalOptima Health Fraud Hotline

- It's anonymous — you do not have to give your name to report fraudulent activity
- Call toll-free at **1-855-507-1805** (TTY **711**) 24 hours a day, 7 days a week

Questions?



Disclaimer

- OneCare (HMO D-SNP), a Medicare Medi-Cal Plan, is a Medicare Advantage organization with a Medicare contract. Enrollment in OneCare depends on contract renewal. OneCare complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.
- This presentation is not a complete description of benefits. Call OneCare Customer Service toll-free at **1-877-412-2734 (TTY 711)** for more information.
- ATTENTION: If you speak a language other than English, language assistance services are available at no cost to you. Call **1-877-412-2734 (TTY 711)**.



OneCare

CalOptima Health

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