



A Public Agency

OneCare Connect CalOptima

Better. Together.

OneCare Connect Cal MediConnect Plan (Medicare-Medicaid Plan)

New Member Orientation 2022

Our Mission

To provide members with access to quality health care services delivered in a cost-effective and compassionate manner

What Is OneCare Connect?

- OneCare Connect Cal MediConnect Plan (Medicare-Medicaid Plan) is made up of doctors, hospitals, pharmacies, providers of long-term services and other providers
- It is a Medicare-Medicaid Plan that manages your Medicare, Medi-Cal and drug benefits in a managed care setting
- OneCare Connect provides coverage for your Medicare and Medi-Cal health care and pharmacy benefits that are not covered by Medicare

Who Is Eligible for OneCare Connect?

- Medicare and Medi-Cal recipients who:
 - Are eligible for Medicare Parts A, B and D
 - Live in Orange County
 - Are at least 21 years old
 - Have no other health insurance
 - Have full scope Medi-Cal (No Share of Cost*)

* Beneficiaries who are eligible to join OneCare Connect have a monthly Medi-Cal Share of Cost (SOC) and reside in a Long-Term Care (LTC) facility or are in the Multipurpose Senior Services Program (MSSP) or receive In-Home Supportive Services (IHSS)

OneCare Connect Services

- Customer Service:

- Helps you access and understand your benefits
- Helps you get your medicine
- Tells you about community resources

- Your Personal Care Coordinator (PCC):

- Creates an individual care plan (ICP) with you
- Helps you with your health assessment
- Coordinates your care

- 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 Connect Identification Card

 OneCare Connect CalOptima A Public Agency Better. Together.	MedicareRx Prescription Drug Coverage
OneCare Connect Cal MediConnect Plan (Medicare-Medicaid Plan) is a managed care plan that contracts with both Medicare and California Medicaid	
Member Name: <Cardholder Name>	RxBIN: 015574
Member ID: <Cardholder ID#>	RxPCN: ASPROD1
Date of Birth: <Member DOB>	RxGroup: CAT02
Effective Date: <Date Card Issued>	
PCP Name: <PCP Name>	
Health Network: <HN Name>	
Health Network Phone #: <HN Phone>	H8016-001

Emergency: Dial 911	
Customer Service: 1-855-705-8823	TTY: 711
Website: www.caloptima.org/onecareconnect	
Behavioral Health: 1-855-877-3885	
24-Hour Nurse Advice: 1-844-447-8441	
Pharmacy Help Desk: 1-855-705-8823	
Non-Medical Transportation: 1-855-306-0590	
Send Claims to:	
Medical: OneCare Connect PO Box 11065 Orange, CA 92856	Pharmacy: MedImpact Healthcare Systems PO Box 509108 San Diego, CA 92150-9108
Claim Inquiry: 1-714-246-8885	Pharmacy Help Desk: 1-800-819-5480

Lost Your Card?
Call OneCare Connect
Toll-free: **1-855-705-8823 (TTY 711)**
24 hours a day, 7 days a week

If You Lose Your Medi-Cal Eligibility

- If you lose Medi-Cal eligibility, you will no longer be eligible for OneCare Connect
- If Medi-Cal assigns you a Share of Cost and you are not in LTC, MSSP or IHSS, you will no longer be eligible for OneCare Connect
- If this happens, OneCare Connect will send you a letter telling you the date of your enrollment and when your eligibility will end

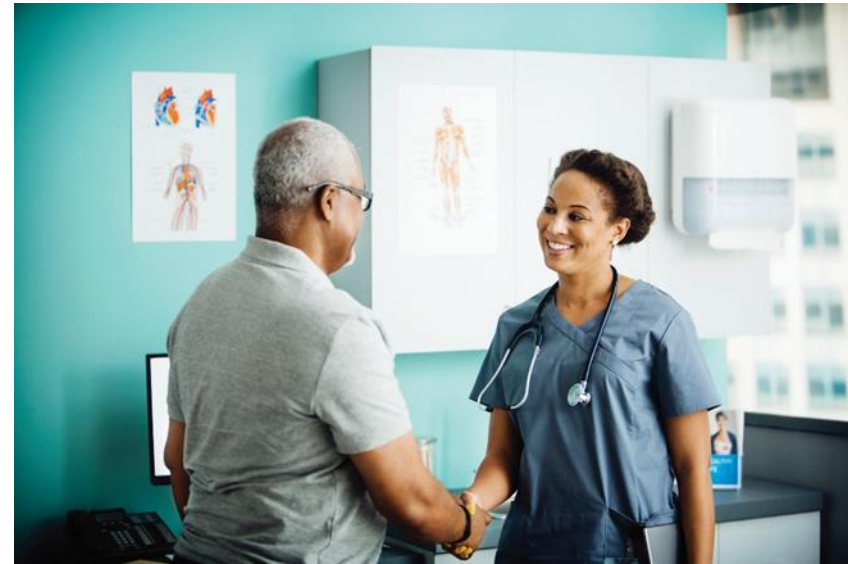
Your Primary Care Provider (PCP)

- 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 PCP (cont.)

- You should schedule your first visit with your PCP within 90 days of enrollment
- PCP refers and submits authorizations for:
 - Specialty care
 - Special services
 - Medicines
- Call OneCare Connect 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

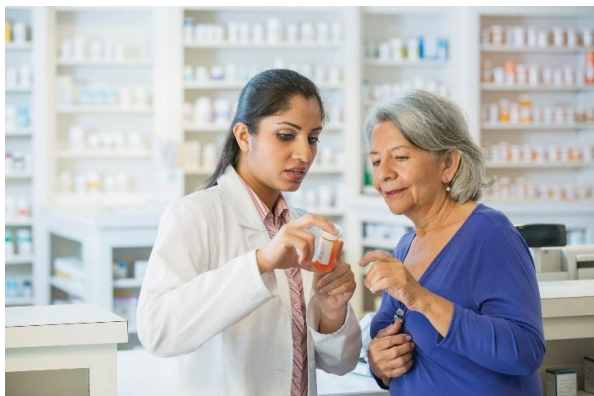
Nurse Advice Phone Line

- Call the Nurse Advice Phone Line anytime you need it
 - **1-844-447-8441 (TTY 1-844-514-3774)**
 - If you need health advice, call your doctor or health network first
 - If you cannot reach your doctor, you can call our Nurse Advice Phone Line 24 hours a day, 7 days a week
 - Call 911, if you think you have a medical or psychiatric emergency or go to the nearest hospital
- The nurse can also help you find out what care you need
 - Figure out your symptoms and what you can do. Give you facts about non-urgent and urgent care. Refer you to see your doctor, go to urgent care or visit the hospital
- No-cost interpreter services in more than 200 languages

Prior Authorization

- Prior authorization is required for certain services from the health network or OneCare Connect
- 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 Connect ID card at the pharmacy
- Co-pays: Generic and brand-name prescription and refills:
 - \$0 until drug costs reach \$4,430, then co-pays for:
 - Generic = \$0
 - Brand-name = \$0, \$4.00 or \$9.85
 - When total out-of-pocket costs reach \$7,050, you will pay \$0 co-pay for the remainder of the calendar year
 - Co-pay amounts 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 Connect
- Excluded drugs:
 - Non-prescription and some over-the-counter (OTC) drugs
 - Drugs used to promote fertility
 - Drugs used for cosmetic purposes or to promote hair growth
 - Drugs used for the treatment of sexual or erectile dysfunction

Medical Supplies

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



Behavioral Health Services

- Behavioral Health at **1-855-877-3885 (TTY 711)**
 - \$0 co-payment for Medicare-covered inpatient mental health care services
 - \$0 co-payment 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 Connect ID card
- You may use urgent care for non-life-threatening emergencies if your doctor is not available
 - Use an urgent care that is with your health network
- Call the Nurse Advice Phone Line 24 hours a day, 7 days a week
 - Call: **1-844-447-8441** or (TTY **1-844-514-3774**)
 - No-cost interpreter services
 - If you need health advice, call your doctor first or your health network

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 care, urgent care and emergency transportation outside of the U.S., OneCare Connect 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 Connect Customer Service at least 5 days before your visit



Transportation Benefit

- Unlimited transportation to plan-approved locations for the following:
 - Medically necessary covered services
 - Picking up drug prescriptions
 - Picking up medical supplies and other medically necessary covered equipment
 - Trips to and from the gym as the health club membership is offered as a supplemental benefit
- Toll-free number: **1-855-306-0590 (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

Over-the-Counter (OTC) Allowance

- \$0 cost to you
- \$70 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 toll-free at 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 Connect member
- 1 routine eye exam every year
- Up to \$300 for contact lenses or eyeglasses (frames and lenses) every 2 years

Dental Services Through Medi-Cal Dental

- To get dental services, contact Medi-Cal Dental
 - 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 in Spanish, Vietnamese, Farsi, Korean, Chinese and Arabic 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 or OneCare Connect Customer Service at least 1 week before your scheduled visit

If You Receive a Bill

- OneCare Connect members are NOT responsible for outstanding balances for covered services
- If you received a bill, call OneCare Connect for assistance:
 - Toll-free: **1-855-705-8823 (TTY 711)**
24 hours a day, 7 days a week

Filing a Complaint

Contact Us	
Call:	1-855-705-8823 (TTY 711) 24 hours a day, 7 days a week
Write to:	CalOptima Grievance and Appeals 505 City Parkway West Orange, CA 92868
Website:	www.caloptima.org/onecareconnect

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 Connect:**
1-855-705-8823 (TTY 711)
24 hours a day, 7 days a week



Cal MediConnect Ombudsman

- The Ombudsman program is a state-sponsored consumer protection program for Cal MediConnect plan members
- It provides services in addition to the appeals and grievance processes already available through your OneCare Connect plan
- The Ombudsman program is designed to:
 - Provide help in filing appeals and complaints
 - Help research and resolve problems with Cal MediConnect plans
 - Offer resources and programs as needed
 - Phone number: 1-855-501-3077 (TTY 1-855-847-7914)
 - Hours of operation: 9 a.m. to 5 p.m., Monday through Friday

CalOptima Fraud Hotline

- Anonymous
- You do not have to give your name to report fraudulent activity
- Call toll-free **1-877-837-4417** (TTY 711) 24 hours a day, 7 days a week

Questions?

Disclaimer

- OneCare Connect Cal MediConnect Plan (Medicare-Medicaid) is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees. OneCare Connect complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.
- This is not a complete list. The benefit information is a brief summary, not a complete description of benefits. Limitations, co-pays, and restrictions may apply. For more information, call OneCare Connect Customer Service or read the OneCare Connect Member Handbook. Benefits and/or co-payments may change on January 1 of each year.

Disclaimer (cont.)

- **English:** ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call **1-855-705-8823** (TTY 711).
- **Spanish:** ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-855-705-8823** (TTY 711).
- **Vietnamese:** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-855-705-8823** (TTY 711).
- **Chinese:** 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-855-705-8823** (TTY 711).

Disclaimer (cont.)

- **Korean:** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-855-705-8823 (TTY 711)**번으로 전화해 주십시오.

Farsi: ○

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. باشماره **1-855-705-8823 (TTY 711)** تماس بگیرید.

Arabic: ○

ملحوظة: إذا كنت تتحدث بلغة أخرى غير الإنجليزية، فإن خدمات المساعدة اللغوية تتوفر لك بالمجان. اتصل على الرقم **1-855-705-8823 (TTY 711)**.