

CalOptima Eligibility and Benefits Reference Guide

	Medi-Cal		OneCare	OneCare Connect
Medical Services	Call the member's health network under the member "Organization" field for authorization and billing requirements.		Call the member's health network under the member "Organization" field for authorization and billing requirements.	
CalOptima Behavioral Health Services (mild to moderate)	Call CalOptima 855-887-3885	For Kaiser members, call Kaiser 800-464-4000	Call CalOptima 855-877-3885	Call CalOptima 855-877-3885
OC Mental Health Plan (MHP) (Specialty Mental Health Services)	Call Beacon / County of Orange MHP 800-723-8641	For Kaiser members, call Kaiser 800-464-4000	Call CalOptima 855-877-3885	Call CalOptima 855-877-3885
Pharmacy Services	Call MedImpact 888-807-5705	For Kaiser members, call Kaiser 800-464-4000	Call MedImpact 888-807-5705	Call MedImpact 888-807-5705
Dental Services	Call Denti-Cal, Telephone Service Center: 800-423-0507 Patient Eligibility: 800-456-2387 POS/Internet Help Desk: 800-541-5555 (outside of California, please call 916-636-1980)		Call LIBERTY Dental 888-273-2997	Call LIBERTY Dental 888-273-2997
Vision Services	Call Vision Service Plan 800-877-7195	For Kaiser members, call Kaiser 800-464-4000	Call Vision Service Plan 800-877-7195	Call Vision Service Plan 800-877-7195
Long-term Support Services (LTSS)	Call CalOptima 714-246-8444	For Community-Based Adult Services (CBAS) referral for Kaiser members, call Kaiser 800-464-4000	Not a covered benefit	Call CalOptima 714-246-8444
Orange County California Children's Services (CCS) Program Eligible Services	Call Orange Independent 714-347-0300		Not a covered benefit	Not a covered benefit
Share of Cost (SOC) Information	Call the Department of Health Care Services (DHCS) Automated Eligibility Verification System (AEVS) – 1-800-456-AEVS (2387), or access the Electronic Data Systems (EDS) Point of Service (POS) device, CERTS software or Affiliate Computer Services (ACS), or check the Medi-Cal eligibility website at www.medi-cal.ca.gov . Call the Xerox Telephone Service Center at 800-541-5555 for further assistance if clarification is needed regarding the Share of Cost (SOC) information provided.		Not a covered benefit	Call the Department of Health Care Services (DHCS) Automated Eligibility Verification System (AEVS) – 1-800-456-AEVS (2387), or access the Electronic Data Systems (EDS) Point of Service (POS) device, CERTS software or Affiliate Computer Services (ACS), or check the Medi-Cal eligibility website at www.medi-cal.ca.gov . Call the Xerox Telephone Service Center at 800-541-5555 for further assistance if clarification is needed regarding the Share of Cost (SOC) information provided.