



2023

Member Handbook

What you need to know about your benefits.

Member Services toll-free: 1-877-814-1861

www.cencalhealth.org

CenCal Health Combined Evidence of Coverage (EOC) and Disclosure form.



CenCal HEALTH[®]
Local. Quality. Healthcare.

Other languages and formats

Other languages

You can get this Member Handbook and other plan materials in other languages at no cost to you. We provide written translations from qualified translators. Call Member Services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711). The call is toll free. Read this Member Handbook to learn more about health care language assistance services, such as interpreter and translation services.

Other formats

You can get this information in other formats, such as braille, 20-point font large print, audio, and accessible electronic formats at no cost to you. Call Member Services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711). The call is toll free.

Interpreter services

CenCal Health provides oral interpretation services from a qualified interpreter, on a 24-hour basis, at no cost to you. You do not have to use a family member or friend



Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560). CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free. Or call the California Relay Line at 711. Visit online at www.cencalhealth.org

as an interpreter. We discourage the use of minors as interpreters, unless it is an emergency. Interpreter, linguistic and cultural services are available at no cost to you. Help is available 24 hours a day, 7 days a week. For language help or to get this handbook in a different language, call CenCal Health Members Services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711). The call is toll free.

(English)

ATTENTION: If you need help in your language call 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call CenCal Health Members Services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711). These services are free of charge.

العربية (Arabic)

لصتا . ن اجملا اب لكل رفاوتت ةيوعلل ا ةدعاسملا تامدخ نإف ، ةغلل ركذا ثدحتت تنك اذا : ةظوحلم
مكبل او مصلا فتاه مقر) 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 711).

Հայերեն (Armenian)

Ուժ արև ՌԹՅ ՌԼ: Եթե Ձեզ ոգնել թյուն է հարկավոր Ձեր
լեզվով, գանգահարեք 1-877-814-1861 (TTY/TDD: 1-833-556-
2560 or 711): Կան նաև օժանդակ միջոցներ և ծանայնություն
ներեր հաշմանդամները յունները և ներհան ձանց համար, օ
րինակ՝ Բրայլի գրատիպով և խոշորատառ տպագրված նյ
ուններ: Զանգահարեք 1-877-814-1861 (TTY/TDD: 1-833-556-2560
or 711): Այդ ծանայնություններն անվճար են :

简体中文标语 (Chinese)

请注意：如果您需要以您的母语提供帮助，请致电 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 711)。另外还提供针对残疾人士的帮助和服务，例如文盲和需要较大字体阅读，也是方便取用的。请致电 1-877-814-2560 (TTY:1-833-556-2560 or CA Relay 711)。这些服务都是免费的。

Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560).
CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free.
Or call the California Relay Line at 711. Visit online at www.cencalhealth.org



ਪੰਜਾਬੀ (Eastern Punjabi)

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1-877-814-1861 (1-833-556-2560 or CA Relay 711) 'ਤੇ ਕਾਲ ਕਰੋ।

हिंदी (Hindi)

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 711) पर कॉल करें।

Nqe Lus Hmoob Cob (Hmong)

CEEB TOOM: Yog koj xav tau kev pab txhais koj hom lus hu rau 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 711). Muaj cov kev pab txhawb thiab kev pab cuam rau cov neeg xiam oob qhab, xws li puav leej muaj ua cov ntawv su thiab luam tawm ua tus ntawv loj. Hu rau 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 711). Cov kev pab cuam no yog pab dawb xwb.

日本語表記 (Japanese)

注意日本語での対応が必要な場合は 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 711)へお電話ください。点字の資料や文字の拡大表示など、障がいをお持ちの方のためのサービスも用意しています。1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 711)へお電話ください。これらのサービスは無料で提供しています。

한국어 태그라인 (Korean)

유의사항: 귀하의 언어로 도움을 받고 싶으시면 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 711) 번으로 문의하십시오. 점자나 큰 활자로 된 문서와 같이 장애가 있는분들을 위한 도움과 서비스도 이용 가능합니다. 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 711) 번으로 문의하십시오. 이러한 서비스는 무료로 제공됩니다.

ພາສາລາວ (Lao)

ໄປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ຈະມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 711).



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Other Languages and formats

(Mien)

LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiex longc mienh tengx faan benx meih nyei waac nor douc waac daaih lorx taux 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 711). Liouh lorx jauv-louc tengx aengx caux nzie gong bun taux ninh mbuo wuaaic fangx mienh, beiv taux longc benx nzangc-pokc bun hlou mbiutc aengx caux aamz mborqv benx domh sou se mbenc nzoih bun longc. Douc waac daaih lorx 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 711). Naaiv deix nzie weih gong-bou jauv-louc se benx wang-henh tengx mv zuqc cuotv nyaanh oc.

ខ្មែរ (Mon-Khmer, Cambodian)

ប្រយ័ត្ន៖ បរិស្ថានជាអ្នកនិយាយ ភាសាខ្មែរ, បសវនករជំនួយខ្លួនក្នុងភាសា បោយមិនគិតថ្លៃ គឺអាចមានសំរាប់បរិស្ថាន។ ចូរ ទូរស័ព្ទ 1-877-814-1861 (TTY: CA Relay 711)។

فارسی Persian (Farsi)

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با (1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 711 تماس بگیرید.

Русский слоган (Russian)

ВНИМАНИЕ! Если вам нужна помощь на вашем родном языке, звоните по номеру 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 711). Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру 1-877-814-1861 (линия TTY: 1-833-556-2560 or CA Relay 711). Такие услуги предоставляются бесплатно.

Mensaje en español (Spanish)

ATENCIÓN: si necesita ayuda en su idioma, llame al 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 711). También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 711). Estos servicios son gratuitos.

Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560).
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(Tagalog)

ATENSIYON: Kung kailangan mo ng tulong sa iyong wika, tumawag sa 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 711). Mayroon ding mga tulong atserbisyo para sa mga taong may kapansanan, tulad ng mga dokumento sa braille at malaking print. Tumawag sa 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 711). Libre ang mga serbisyong ito.

ภาษาไทย (Thai)

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 711).

Примітка українською (Ukrainian)

УВАГА! Якщо вам потрібна допомога вашою рідною мовою, телефонуйте на номер 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 711). Люди з обмеженими можливостями також можуть скористатися допоміжними засобами та послугами, наприклад, отримати документи, надруковані шрифтом Брайля та великим шрифтом. Телефонуйте на номер 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 711). Ці послуги безкоштовні.

Khẩu hiệu tiếng Việt (Vietnamese)

CHÚ Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi số 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 711). Chúng tôi cũng hỗ trợ và cung cấp các dịch vụ dành cho người khuyết tật, như tài liệu bằng chữ nổi Braille và chữ khổ lớn (chữ hoa). Vui lòng gọi số 1-877-814-1861 (TTY: 1-833-556-2560 or CA Relay 711). Các dịch vụ này đều miễn phí.



Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560). CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free. Or call the California Relay Line at 711. Visit online at www.cencalhealth.org

Welcome to CenCal Health!

Thank you for joining CenCal Health. CenCal Health is a health plan for people who have Medi-Cal. CenCal Health works with the State of California to help you get the health care you need.

Member Handbook

This Member Handbook tells you about your coverage under CenCal Health. Please read it carefully and completely. It will help you understand and use your benefits and services. It also explains your rights and responsibilities as a member of CenCal Health. If you have special health needs, be sure to read all sections that apply to you.

This Member Handbook is also called the Combined Evidence of Coverage (EOC) and Disclosure Form. It is a summary of CenCal Health rules and policies and based on the contract between CenCal Health and Department of Health Care Services (DHCS). If you would like more information, call CenCal Health at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711).

Call Member Services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711) to ask for a copy of the contract between CenCal Health and DHCS. You may also ask for another copy of the Member Handbook at no cost to you or visit the CenCal Health website at www.cencalhealth.org to view the Member Handbook. You may also request, at no cost to you, a copy of the CenCal Health non-proprietary clinical and administrative policies and procedures, or how to access this information on the CenCal Health website.

Contact us

CenCal Health is here to help. If you have questions, call Member Services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711). CenCal Health is here Monday - Friday, 8:00 a.m. - 5:00 p.m. The call is toll free.

You can also visit online at any time at www.cencalhealth.org.

Thank you,
CenCal Health
4050 Calle Real
Santa Barbara, CA 93110

Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560).
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Table of contents

Other languages and formats	1
Other languages.....	1
Other formats.....	1
Interpreter services.....	1
Welcome to CenCal Health!	6
Member Handbook.....	6
Contact us.....	6
Table of contents	7
1. Getting started as a member	9
How to get help.....	9
Who can become a member.....	9
Identification (ID) cards.....	10
2. About your health plan	12
Health plan overview.....	12
How your plan works.....	13
Students who move to a new county or out of California.....	14
Continuity of care.....	15
Costs.....	17
3. How to get care	20
Getting health care services.....	20
Primary care provider (PCP).....	21
Provider network.....	24
Appointments.....	30
Getting to your appointment.....	30
Canceling and rescheduling.....	30
Payment.....	31
Referrals.....	32
Pre-approval (prior authorization).....	33
Second opinions.....	35
Sensitive care.....	35
Urgent care.....	38
Emergency care.....	39
Nurse advice line.....	40
Advance directives.....	41
Organ and tissue donation.....	41



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 Or call the California Relay Line at 711. Visit online at www.cencalhealth.org

Table of contents

4. Benefits and services	42
What your health plan covers.....	42
Medi-Cal benefits covered by CenCal Health.....	45
Other CenCal Health covered benefits and programs.....	67
Other Medi-Cal programs and services.....	73
Services you cannot get through CenCal Health or Medi-Cal.....	77
5. Child and youth well care	78
Pediatric services (Children under age 21).....	78
Well-child health check-ups and preventive care.....	78
Blood lead poisoning screening.....	80
Help getting child and youth well care services.....	80
Other services you can get through Fee-For-Service (FFS) Medi-cal.....	80
or other programs	
6. Reporting and solving problems	83
Complaints.....	83
Appeals.....	85
What to do if you do not agree with an appeal decision.....	86
State Hearings.....	86
Fraud, waste and abuse.....	87
7. Rights and responsibilities	89
Your rights.....	89
Your responsibilities.....	90
Notice of non-discrimination.....	91
Ways to get involved as a member.....	93
Notice of privacy practices.....	94
Notice about laws.....	100
Notice about Medi-Cal as a payer of last resort, other health coverage.....	100
and tort recovery	
Notice about estate recovery.....	100
Notice of Action.....	101
8. Important numbers and words to know	102
Important phone numbers.....	102
Words to know.....	103

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1. Getting started as a member

How to get help

CenCal Health wants you to be happy with your health care. If you have any questions or concerns about your care, CenCal Health wants to hear from you!

Member services

CenCal Health member services is here to help you. CenCal Health can:

- Answer questions about your health plan and CenCal Health covered services
- Help you choose or change a primary care provider (PCP)
- Tell you where to get the care you need
- Help you get interpreter services if you do not speak English
- Help you get information in other languages and formats
- Replace your health plan ID card
- Find a specialist
- Get information about prenatal care and well child care
- File a grievance or appeal
- Help you schedule appointments
- Help you get to the doctor or pharmacy
- Help with other services listed throughout this handbook

If you need help, call Member Services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711). CenCal Health is here Monday - Friday, 8:00 a.m. - 5:00 p.m. The call is toll free. CenCal Health must make sure that you wait less than 10 minutes when calling.

You can also visit online at any time at www.cencalhealth.org.

Who can become a member

You qualify for CenCal Health because you qualify for Medi-Cal and live in Santa Barbara or San Luis Obispo County. You can ask questions about qualifying for Medi-Cal at your local county health and human services office. Find your local office at www.dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspx.



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1 | Getting started as a member

You can also find the office closest to you in the section, “Important phone numbers” in this book. You may also qualify for Medi-Cal through Social Security because you are receiving SSI/SSP.

For questions about Social Security, call the Social Security Administration at 1-800-772-1213. Or visit <https://www.ssa.gov/locator/>.

Transitional Medi-Cal

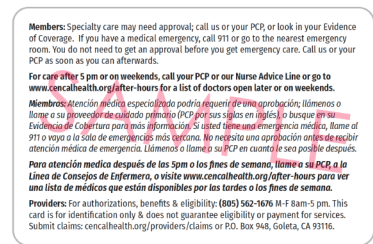
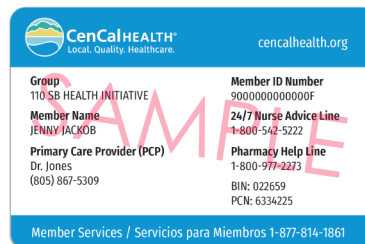
Transitional Medi-Cal is also called “Medi-Cal for working people.” You may be able to get Transitional Medi-Cal if you stop getting Medi-Cal because:

- You started earning more money.
- Your family started receiving more child or spousal support.

You can ask questions about qualifying for Transitional Medi-Cal at your local county health and human services office at <http://www.dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspx> or call Health Care Options at 1-800-430-4263 (TTY 1-800-430-7077 or 711).

Identification (ID) cards

As a member of CenCal Health, you will get a CenCal Health ID card. You must show your CenCal Health ID card and your Medi-Cal Benefits Identification Card (BIC), that the State of California sent you, when you get any health care services or prescriptions. You should carry all health cards with you at all times. Here are sample BIC and CenCal Health ID cards to show you what yours will look like:



If your CenCal Health ID card does not look like this, please contact CenCal Health Member Services. The first image is your State-issued, BIC Card. The images after the BIC, are the front and back of your CenCal Health ID card.

If you do not get your CenCal Health ID card within a few weeks after your enrollment date, or if your card is damaged, lost or stolen, call member services right away. CenCal

Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560).
CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free.
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Health will send you a new card at no cost to you. Call Member Services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711).



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2. About your health plan

Health plan overview

CenCal Health is the health plan for people who have Medi-Cal in these counties: Santa Barbara and San Luis Obispo. CenCal Health works with the State of California to help you get the health care you need.

CenCal Health is a County Organized Health System (COHS) Medi-Cal managed care plan and does not determine your eligibility for Medi-Cal. The Department of Social Services determines eligibility and you are automatically enrolled with CenCal Health, once you qualify.

You may talk with one of the CenCal Health member services representatives to learn more about the health plan and how to make it work for you. Call Member Services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711).

When your coverage starts and ends

When you enroll in CenCal Health, we will send you an ID card within two weeks of your enrollment date. You must show your CenCal Health ID card and your Medi-Cal Benefits Identification Card (BIC) when you get any health care services or prescriptions.

Your Medi-Cal coverage will need to be renewed every year. If your local county office cannot renew your Medi-Cal coverage using electronic sources, the county will send you a Medi-Cal renewal form. Complete this form and return it to your local county human services agency. You can return your information online, in person, or by phone or other electronic means if available in your county.

Your CenCal Health ID card will have the name and telephone number of your primary care provider (PCP). The back of this card will also have important numbers for emergency care, after-hours care and the 24/7 Nurse Advice Line.

When a doctor or hospital worker asks about your insurance coverage, tell them that you have Medi-Cal and that you are a member of CenCal Health. Always show both of your cards. Also tell the provider if you have any other health insurance.

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CenCal Health is the health plan for Medi-Cal members in Santa Barbara and San Luis Obispo Counties. Find your local office at <http://www.dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspx>.

CenCal Health eligibility may end if any of the following is true:

- You move out of Santa Barbara and San Luis Obispo Counties
- You no longer have Medi-Cal
- You are in jail or prison

If you lose your CenCal Health Medi-Cal coverage, you may still be eligible for Fee-for-Service (FFS) Medi-Cal coverage. If you are not sure if you are still covered by CenCal Health, please call Member Services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711).

Special considerations for American Indians in managed care

If you are an American Indian, you have the right to get health care services at an Indian Health Care Provider (IHCP). You may also stay with or disenroll from CenCal Health while getting health care services from these locations. For information on enrollment and disenrollment call Member Services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711).

How your plan works

CenCal Health is a managed care health plan contracted with DHCS. CenCal Health works with doctors, hospitals, and other health care providers in the CenCal Health service area to give health care to you, the member. While you are a member of CenCal Health, you may be eligible to get some additional services provided through FFS Medi-Cal. These include outpatient prescriptions, non-prescription drugs and some medical supplies through FFS Medi-Cal Rx.

Member Services will tell you how CenCal Health works, how to get the care you need, how to schedule provider appointments within standard access times, how to request no-cost interpreting services, and how to find out if you qualify for transportation services. Member Services can also help you with questions about your benefits, after-hours care and what to do if you receive a bill.

To learn more, call 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711). You can also find member service information online at www.cencalhealth.org.



Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560). CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free. Or call the California Relay Line at 711. Visit online at www.cencalhealth.org

Students who move to a new county or out of California

Emergency services and urgent care are available to all Medi-Cal enrollees statewide regardless of county of residence. Routine and preventive care are covered only in your county of residence. If you move to a new county in California to attend higher education, including college, CenCal Health will cover emergency room and urgent care services in your new county. You can also receive routine or preventive care in your new county but must notify your MCP. See below for further details.

If you are enrolled in Medi-Cal and are a student in a county that is different from your residence in California, you do not need to apply for Medi-Cal in that county.

If you temporarily move away from home to be a student in another county in California, there are two options available to you. You may:

- Notify your local county social services office listed in this book in the section “Important Numbers to Know” that you are temporarily moving to attend an institution of higher education and provide your address in the new county. The county will update the case records with your new address and county code in the State’s database. Use this choice if you want to get routine or preventive care in your new county. You may have to change health plans if CenCal Health does not operate in the county where you will attend college. CenCal Health operates in Santa Barbara and San Luis Obispo Counties. For questions and to prevent any delay in enrolling in the new health plan, call Health Care Options at 1-800-430-4263 (TTY 1-800-430-7077 or 711).

OR

- Choose not to change your health plan when you temporarily move to attend college in a different county. You will only be able to access emergency room and urgent care services in the new county for some conditions. To learn more, go to Chapter 3, “How to get care.” For routine or preventive health care, you would need to use the CenCal Health regular network of providers located in the head of the household’s county of residence.

If you are leaving California temporarily to be a student in another state and you want to keep your Medi-Cal coverage, contact your eligibility worker at your local county social services office. As long as you are eligible, Medi-Cal will cover emergency services and urgent care in another state. Medi-Cal will also cover emergency care that requires hospitalization in Canada and Mexico if the service is approved and the doctor and hospital meet Medi-Cal rules. Routine and preventive care services, including prescription drugs, are not covered outside of California. If you want Medicaid in another state, you will need to apply in that state. You will not be eligible for Medi-Cal and CenCal Health will not pay for your health care. Medi-Cal does not cover emergency, urgent or any other health care services outside of the United States, except for Canada and Mexico as noted in Chapter 3.

Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560).
CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free.
Or call the California Relay Line at 711. Visit online at www.cencalhealth.org



Continuity of care

Continuity of Care for a non-plan Provider

As a member of CenCal Health, you will get your health care from providers in CenCal Health's network. To find out whether the health care provider is in the MCP's network please see CenCal Health's website at www.cencalhealth.org or call Member Services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711). If the provider is not listed, they may not be in CenCal Health's network.

In some cases, you may be able to go to providers who are not in the CenCal Health network if you have moved from another plan or fee-for-service (FFS) or a provider that was in network is now out-of-network. This is called continuity of care.

Call CenCal Health and tell us if you need to visit a provider that is out-of-network. We will tell you if you have the right to continuity of care. You may be able to use continuity of care, for up to 12 months, or more in some cases, if all of the following are true:

- You have an ongoing relationship with the non-plan provider, prior to enrollment in CenCal Health
- You were seen by the non-plan provider at least once during the twelve (12) months prior to your enrollment with CenCal Health for a non-emergency visit
- The non-plan provider is willing to work with CenCal Health and agrees to CenCal Health's contractual requirements and payment for services
- The non-plan provider meets CenCal Health's professional standards

Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711) for more information.

If your providers do not join the CenCal Health network by the end of 12 months, do not agree to CenCal Health payment rates or do not meet quality of care requirements, you will need to switch to providers in the CenCal Health network. Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711) to discuss your options.

Continuity of Care for services

As a member of CenCal Health, you will get your Medi-Cal services from providers in CenCal Health's network. In some cases, you may be able to get continued access to Medi-Cal services if you are being treated for certain health conditions and the non-plan provider is not willing to continue to provide services or does not agree to CenCal Health's contractual requirements, payment, or other terms for providing care, then you will not be able to receive continued care from the provider. However, you may be able to keep getting services from a different provider in CenCal Health's network.



Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560). CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free. Or call the California Relay Line at 711. Visit online at www.cencalhealth.org

2 | About your health plan

Services CenCal Health provides for continuity of care include but are not limited to:

- Acute conditions (a medical issue that needs fast attention) – for as long as the condition lasts.
- Chronic physical and behavioral conditions (a health care issue you have for a long time) – for an amount of time required to finish the course of treatment and to arrange for a safe transfer to a new doctor in the CenCal Health network.
- Pregnancy – during the pregnancy and for up to 12 months after the end of pregnancy.
- Maternal mental health services for up to 12 months from the diagnosis or from the end of pregnancy, whichever is later.
- Care of a newborn child between birth and age 36 months for up to 12 months from the start date of the coverage or the date the provider’s contract ends with CenCal Health.
- Terminal illness (a life-threatening medical issue) – for as long as the illness lasts. Completion of covered services may exceed twelve (12) months from the time the provider stops working with CenCal Health.
- Performance of a surgery or other medical procedure from a non-plan provider as long as it is covered, medically necessary and is authorized by CenCal Health as part of a documented course of treatment and has been recommended and documented by the provider – surgery or other medical procedure to take place within 180 days of the provider’s contract termination date or 180 days from the effective date of coverage of a new member.

For other conditions that may qualify, contact CenCal Health Member Services.

Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711) for help selecting a contracted provider to continue with your care or if you have any questions or problems in receiving covered services from a provider who is no longer part of CenCal Health.

CenCal Health is not required to provide continuity of care for services not covered by Medi-Cal, durable medical equipment, transportation, other ancillary services, and carved-out service providers. To learn more about continuity of care and eligibility qualifications, and to hear about all available services, call Member Services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711).

Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560).
CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free.
Or call the California Relay Line at 711. Visit online at www.cencalhealth.org



Costs

Member costs

CenCal Health serves people who qualify for Medi-Cal. In most cases, CenCal Health members do not have to pay for covered services, premiums, or deductibles. Except for emergency care, urgent care, or sensitive care, you must get pre-approval from CenCal Health before you visit a provider outside the CenCal Health network. If you do not get pre-approval and you go to a provider outside of the network for care that is not emergency care, urgent care, or sensitive care, you may have to pay for care from providers who are out of the network. For a list of covered services, go to “Benefits and services.” You can also find the Provider Directory on the CenCal Health website at www.cencalhealth.org.

For members with long-term care and a share of cost

You may have to pay a share of cost each month for your long-term care services. The amount of your share of cost depends on your income and resources. Each month you will pay your own health care bills, including but not limited to Managed Long-Term Support Service (MLTSS) bills, until the amount that you have paid equals your share of cost. After that, your long-term care will be covered by CenCal Health for that month. You will not be covered by CenCal Health until you have paid your entire long-term care share of cost for the month. After you meet your share of cost for the month, you can go to any CenCal Health doctor. If you are a member with a share of cost, you do not need to choose a PCP.

How a provider gets paid

CenCal Health pays providers in these ways:

- Capitation payments
 - CenCal Health pays some providers a set amount of money every month for each CenCal Health member. This is called a capitation payment. CenCal Health and providers work together to decide on the payment amount.
- FFS payments (Fee-For-Service)
 - Some providers give care to CenCal Health members and then send CenCal Health a bill for the services they provided. This is called a FFS payment. CenCal Health and providers work together to decide how much each service costs.

To learn more about how CenCal Health pays providers, call 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711).

CenCal Health offers providers additional payment incentives through a Quality Incentive Program.



Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560). CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free. Or call the California Relay Line at 711. Visit online at www.cencalhealth.org

2 | About your health plan

If you receive a bill from a health care provider

Covered services are health care services that CenCal Health is responsible to pay for. If you get a bill for support services fees, copayments, or registration fees for a covered service, do not pay the bill. Call member services right away at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711).

Asking CenCal Health to pay you back for expenses

If you paid for services, you already received, you may qualify to be reimbursed (paid back) if you meet all of the following conditions:

- The service you received is a covered service that CenCal Health is responsible to pay for. CenCal Health will not reimburse you for a service that is not covered CenCal Health.
- You received the covered service after you became an eligible CenCal Health member.
- You ask to be paid back within one year from the date you received the covered service.
- You provide proof that you paid for the covered service, such as a detailed receipt from the provider.
- You received the covered service from a Medi-Cal enrolled provider in CenCal Health's network. You do not need to meet this condition if you received emergency services, family planning services, or another service that Medi-Cal allows out-of-network providers to perform without pre-approval.
- If the covered service normally requires pre-approval, you provide proof from the provider that shows a medical need for the covered service.

CenCal Health will tell you of its decision to reimburse you in a letter called a Notice of Action. If you meet all of the above conditions, the Medi-Cal-enrolled provider should pay you back for the full amount you paid. If the provider refuses to pay you back, CenCal Health will pay you back for the full amount you paid. We must reimburse you within 45 working days of receipt of the claim. If the provider is enrolled in Medi-Cal but is not in the CenCal Health network and refuses to pay you back, CenCal Health will pay you back, but only up to the amount that FFS Medi-Cal would pay. CenCal Health will pay you back for the full out-of-pocket amount for emergency services, family planning services, or another service that Medi-Cal allows to be provided by out-of-network providers without pre-approval. If you do not meet one of the above conditions, CenCal Health will not pay you back.

Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560).
CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free.
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CenCal Health will not pay you back if:

- You asked for and received services that are not covered by Medi-Cal, such as cosmetic services.
- The service is not a covered service for CenCal Health.
- You have an unmet Medi-Cal Share of Cost.
- You went to a doctor who does not take Medi-Cal and you signed a form that said you want to be seen anyway and you will pay for the services yourself.
- If you have Medicare Part D, copayments for prescriptions covered by your Medicare Part D plan.

If you pay for a service that you think CenCal Health should cover, you can file a member billing issue. Submit to CenCal Health, in writing, why you had to pay. Call 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711) for questions. CenCal Health will review your member billing issue and decide if you can get money back.

In order to process a reimbursement request, CenCal Health will ask you to give us proof that you paid or receipts for services you paid for out-of-pocket.



Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560).
CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free.
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3. How to get care

Getting health care services

PLEASE READ THE FOLLOWING INFORMATION SO YOU WILL KNOW FROM WHOM OR WHAT GROUP OF PROVIDERS HEALTH CARE MAY BE OBTAINED

You can begin to get health care services on your effective date of enrollment. Always carry your CenCal Health ID card, Medi-Cal Benefits Identification Card (BIC), and any other health insurance cards you have with you. Never let anyone else use your BIC or CenCal Health ID card.

New members with Medi-Cal coverage only must choose a primary care provider (PCP) in the CenCal Health network. New members with Medi-Cal and comprehensive other health coverage do not have to choose a PCP. The CenCal Health network is a group of doctors, hospitals and other providers who work with CenCal Health. You must choose a PCP within 30 days from the time you become a member in CenCal Health. If you do not choose a PCP, CenCal Health will choose one for you.

You may choose the same PCP or different PCPs for all family members in CenCal Health, as long as the PCP is available.

If you have a doctor you want to keep, or you want to find a new PCP, you can look in the Provider Directory. It has a list of all PCPs in the CenCal Health network. The Provider Directory has other information to help you choose a PCP. If you need a Provider Directory, call Member Services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711). You can also find the Provider Directory on the CenCal Health website at www.cencalhealth.org.

If you cannot get the care you need from a participating provider in the CenCal Health network, your PCP must ask CenCal Health for approval to send you to an out-of-network provider. This is called a referral. You do not need approval to go to an out-of-network provider to get sensitive services that are described under the heading “Sensitive care” later in this chapter.

Read the rest of this chapter to learn more about PCPs, the Provider Directory and the provider network.

Pharmacy benefits are now administered through the Fee-For-Service (FFS) Medi-Cal Rx program. To learn more, read the “Other Medi-Cal programs and services” section in Chapter 4.

Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560).
CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free.
Or call the California Relay Line at 711. Visit online at www.cencalhealth.org



Primary care provider (PCP)

You must choose a PCP within 30 days of enrolling in CenCal Health. Depending on your age and sex, you may choose a general practitioner, OB/GYN, family practitioner, internist or pediatrician as your primary care provider (PCP). A nurse practitioner (NP), physician assistant (PA) or certified nurse midwife may also act as your PCP. If you choose an NP, PA or certified nurse midwife, you may be assigned a doctor to oversee your care. If you are in both Medicare and Medi-Cal, or if you have comprehensive other health care insurance, you do not have to choose a PCP.

You can choose an Indian Health Care Provider (IHCP), Federally Qualified Health Center (FQHC) or Rural Health Clinic (RHC) as your PCP. Depending on the type of provider, you may be able to choose one PCP for your entire family who are members of CenCal Health, as long as the PCP is available.

Note: American Indians may choose an IHCP as their PCP, even if the IHCP is not in the CenCal Health network.

If you do not choose a PCP within 30 days of enrollment, CenCal Health will assign you to a PCP. If you are assigned to a PCP and want to change, call Member Services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711). The change happens the first day of the next month.

Your PCP will:

- Get to know your health history and needs
- Keep your health records
- Give you the preventive and routine health care you need
- Refer (send) you to a specialist if you need one
- Arrange for hospital care if you need it

You can look in the Provider Directory to find a PCP in the CenCal Health network. The Provider Directory has a list of IHCPs, FQHCs and RHCs that work with CenCal Health.

You can find the CenCal Health Provider Directory online at www.cencalhealth.org. Or you can request a Provider Directory to be mailed to you by calling Member Services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711). You can also call to find out if the PCP you want is taking new patients.

Choice of doctors and other providers

You know your health care needs best, so it is best if you choose your PCP.

It is best to stay with one PCP so they can get to know your health care needs. However, if you want to change to a new PCP, you can change anytime. You must choose a PCP who is in the CenCal Health provider network and is taking new patients.



Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560). CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free. Or call the California Relay Line at 711. Visit online at www.cencalhealth.org

3 | How to get care

Your new choice will become your PCP on the first day of the next month after you make the change. There are times when the new change will not be effective on the 1st day of the next month. This happens if the change request occurs after the monthly cut-off date. In these instances, the change becomes effective on the first day of the following month.

To change your PCP, call 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711).

CenCal Health may change your PCP if the PCP is not taking new patients, has left the CenCal Health network, does not give care to patients your age, or if there are quality concerns with the PCP that are pending resolution. CenCal Health or your PCP may also ask you to change to a new PCP if you cannot get along with or agree with your PCP, or if you miss or are late to appointments. If CenCal Health needs to change your PCP, CenCal Health will tell you in writing.

If your PCP changes, you will get a letter and new CenCal Health member ID card in the mail. It will have the name of your new PCP. Call member services if you have questions about getting a new ID card.

Some things to think about when picking a PCP:

- Does the PCP take care of children?
- Does the PCP work at a clinic I like to use?
- Is the PCP's office close to my home, work or children's school?
- Is the PCP's office near where I live and is it easy to get to the PCP's office?
- Do the doctors and staff speak my language?
- Does the PCP work with a hospital that I like?
- Does the PCP provide the services that I may need?
- Do the PCP's office hours fit my schedule?

Initial health assessment (IHA)

CenCal Health recommends that, as a new member, you visit your new PCP within the first 120 days for an initial health assessment (IHA). The purpose of the IHA is to help your PCP learn your health care history and needs. Your PCP may ask you some questions about your health history or may ask you to complete a questionnaire. Your PCP will also tell you about health education counseling and classes that may help you.

When you call to schedule your IHA appointment, tell the person who answers the phone that you are a member of CenCal Health. Give your CenCal Health ID number.

Take your BIC and CenCal Health ID card to your appointment. It is a good idea to take a list of your medications and questions with you to your visit. Be ready to talk with your

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CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free.
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PCP about your health care needs and concerns.

Be sure to call your PCP's office if you are going to be late or cannot go to your appointment.

If you have questions about IHA, call 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711).

Routine care

Routine care is regular health care. It includes preventive care, also called wellness or well care. It helps you stay healthy and helps keep you from getting sick. Preventive care includes regular checkups and health education and counseling. Children are able to receive much needed early preventive services like hearing and vision screenings, assessments of developmental process and many more services that are recommended by pediatricians' Bright Futures guidelines (https://downloads.aap.org/AAP/PDF/periodicity_schedule.pdf). In addition to preventive care, routine care also includes care when you are sick. CenCal Health covers routine care from your PCP.

Your PCP will:

- Give you most of your routine care, including regular checkups, shots, treatment, prescriptions and medical advice
- Keep your health records
- Refer (send) you to specialists if needed
- Order X-rays, mammograms, or lab work if you need them

When you need routine care, you will call your doctor for an appointment. Be sure to call your PCP before you get medical care unless it is an emergency. For an emergency, call **911** or go to the nearest emergency room.

To learn more about health care and services your plan covers, and what it does not cover, read "Benefits and services" and "Child and youth well care" in this handbook.

All CenCal Health providers can use aids and services to communicate with people with disabilities. They can also communicate with you in another language or format. Tell your provider or CenCal Health what you need.



Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560). CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free. Or call the California Relay Line at 711. Visit online at www.cencalhealth.org

Provider network

The provider network is the group of doctors, hospitals and other providers that work with CenCal Health. You will get most of your covered services through the CenCal Health network.

Note: American Indians may choose an IHCP as their PCP, even if the IHCP is not in the CenCal Health network.

If your PCP, hospital or other provider has a moral objection to providing you with a covered service, such as family planning or abortion, call Member Services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711). For more about moral objections, read the “Moral objection” section later in this chapter.

If your provider has a moral objection, they can help you find another provider who will give you the services you need. CenCal Health can also help you find a provider who will perform the service.

In-network providers

You will use providers in the CenCal Health network for most of your health care needs. You will get preventive and routine care from in-network providers. You will also use specialists, hospitals and other providers in the CenCal Health network.

To get a Provider Directory of in-network providers, call Member Services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711). You can also find the Provider Directory online at www.cencalhealth.org. To get a copy of the Contract Drug List, call Medi-Cal Rx at 800-977-2273 (TTY 800-977-2273 and press 5 or 711). Or visit the Medi-Cal Rx website at <https://medi-calrx.dhcs.ca.gov/home/>.

You must get pre-approval (prior authorization) from CenCal Health before you visit a provider outside the CenCal Health network, including inside the CenCal Health service area, except in the following situations:

- You need emergency services, in which case dial 911 or go to the nearest hospital
- You are outside the CenCal Health service area and need urgent care, in which case you can go to any urgent care facility
- You need family planning services, in which case you can go to any Medi-Cal provider without pre-approval
- You need mental health services, in which case you can go to either an in-network provider or a county mental health plan provider without pre-approval

If you are not in one of these situations, and you do not get pre-approval and get care from a provider outside of the network, you may have to pay for the care from providers who are out-of-network.

Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560).
CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free.
Or call the California Relay Line at 711. Visit online at www.cencalhealth.org



Out-of-network providers who are inside the service area

Out-of-network providers are those that do not have an agreement to work with CenCal Health. Except for emergency care, you may have to pay for care from providers who are out of the network. If you need covered health care services, you may be able to get them out of the network at no cost to you as long as they are medically necessary and not available in the network.

CenCal Health may approve a referral to an out-of-network provider if the services you need are not available in-network or are located very far from your home. If we give you a referral to an out-of-network provider, we will pay for your care.

For urgent care inside the CenCal Health service area, you must visit a CenCal Health network urgent care provider. You do not need pre-approval to get urgent care from an in-network provider. If you do not get pre-approval, you may have to pay for the urgent care you get from out-of-network provider inside the CenCal Health service area. For more information on emergency care, urgent care and sensitive care services, go to those headings in this chapter.

Note: If you are an American Indian, you can get care at an IHCP outside of our provider network without a referral.

If you need help with out-of-network services, call Member Services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711).

Outside the service area

If you are outside of the CenCal Health service area and need care that is not an emergency or urgent, call your PCP right away. Or call Member Services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711). CenCal Health's service area includes the counties of Santa Barbara and San Luis Obispo.

For emergency care, call **911** or go to the nearest emergency room. CenCal Health covers out-of-network emergency care. If you travel to Canada or Mexico and need emergency services requiring hospitalization, CenCal Health will cover your care. If you are traveling internationally outside of Canada or Mexico and need emergency services, urgent care, or any health care services CenCal Health will **not** cover your care.

If you paid for emergency services requiring hospitalization in Canada or Mexico, you can ask CenCal Health to pay you back. CenCal Health will review your request.

If you are in another State, including US territories (American Samoa, Guam, Northern Mariana Islands, Puerto Rico and the US Virgin Islands), you are covered for emergency care, but not all hospitals and doctors accept Medicaid (Medicaid is what Medi-Cal is called in other States). If you need emergency care outside of California,



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3 | How to get care

tell the hospital or emergency room doctor that you have Medi-Cal and are a CenCal Health member as soon as possible. Ask the hospital to make copies of your CenCal Health ID card. Tell the hospital and the doctors to bill CenCal Health. If you get a bill for services you received in another State, call CenCal Health immediately. We will work with the hospital and/or doctor to arrange for CenCal Health to pay for your care.

If you are outside of California and have an emergency need to fill outpatient prescription drugs, then please have the pharmacy call Medi-Cal Rx at 800-977-2273 for assistance.

Note: American Indians may get services at out-of-network IHCPs.

If you need health care services for a California Children’s Services (CCS) eligible medical condition and CenCal Health does not have a CCS-paneled specialist in the network who can provide the care you need, you may be able to go to a provider outside of the provider network at no cost to you. To learn more about the CCS program, read the Benefits and Services chapter of this handbook.

If you have questions about out-of-network or out-of-service-area care, call Member Services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711). If the office is closed and you want help from a representative, call CenCal Health’s Nurse Advice Line at 1-800-524-5222.

If you need urgent care out of the CenCal Health service area, go to the nearest urgent care facility. If you are traveling outside the United States and need urgent care, CenCal Health will not cover your care. For more information on urgent care, go to the “Urgent care” heading later in this chapter.

Doctors

You will choose your doctor to be your primary care provider (PCP) from the CenCal Health Provider Directory. The doctor you choose must be an in-network provider. To get a copy of the CenCal Health Provider Directory, call 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711). Or find it online at www.cencalhealth.org.

If you are choosing a new doctor, you should also call to make sure the PCP you want is taking new patients.

If you had a doctor before you were a member of CenCal Health, and that doctor is not part of the CenCal Health network, you may be able to keep that doctor for a limited time. This is called continuity of care. You can read more about continuity of care in this handbook. To learn more, call 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711).

If you need a specialist, your PCP will refer you to a specialist in the CenCal Health network. Some specialists do not require a referral. For more information on referrals, go to the “Referrals” heading later in this chapter.

Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560).
CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free.
Or call the California Relay Line at 711. Visit online at www.cencalhealth.org



Remember, if you do not choose a PCP, CenCal Health will choose one for you, unless you have comprehensive other health coverage in addition to Medi-Cal. You know your health care needs best, so it is best if you choose. If you are in both Medicare and Medi-Cal, or if you have other health care insurance, you do not have to choose a PCP.

If you want to change your PCP, you must choose a PCP from the CenCal Health Provider Directory. Be sure the PCP is taking new patients. To change your PCP, call 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711).

Hospitals

In an emergency, call **911** or go to the nearest hospital.

If it is not an emergency and you need hospital care, your PCP will decide which hospital you go to. You will need to go to a hospital that your PCP uses and is in the CenCal Health provider network. The hospitals in the CenCal Health network are listed in the Provider Directory.

Women's health specialists

You may go to a women's health specialist within CenCal Health network for covered care necessary to provide women's routine and preventive health care services. You do not need a referral from your PCP to get these services. For help finding a women's health specialist, you can call 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711). You may also call the 24/7 CenCal Health Nurse Advice Line at 1-800-524-5222.

Provider Directory

The CenCal Health Provider Directory lists providers that participate in the CenCal Health network. The network is the group of providers that work with CenCal Health.

The CenCal Health Provider Directory lists hospitals, PCPs, specialists, nurse practitioners, nurse midwives, physician assistants, family planning providers, Federally Qualified Health Centers (FQHCs), outpatient mental health providers, managed long-term services and supports (MLTSS), Freestanding Birth Centers (FBCs), Indian Health Care Providers (IHCPs) and Rural Health Clinics (RHCs).

The Provider Directory has CenCal Health in-network provider names, specialties, addresses, phone numbers, business hours and languages spoken. It tells if the provider is taking new patients. It also gives the level of physical accessibility for the building, such as parking, ramps, stairs with handrails, and restrooms with wide doors and grab bars. If you want information about a doctor's education, training, and board certification, please call 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711).



Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560). CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free. Or call the California Relay Line at 711. Visit online at www.cencalhealth.org

3 | How to get care

You can find the online Provider Directory at www.cencalhealth.org.

If you need a printed Provider Directory, call 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711).

You can find a list of pharmacies that work with Medi-Cal Rx in the Medi-Cal Rx Pharmacy Directory at <https://medi-calrx.dhcs.ca.gov/home/>. You can also find a pharmacy near you by calling Medi-Cal Rx at 1-800-977-2273 (TTY 800-977-2273 and press 5 or 711).

Timely access to care

Your in-network provider must offer you an appointment within the time frames listed below.

Sometimes waiting longer for care is not a problem. Your provider may give you a longer wait time if it would not be harmful to your health. It must be noted in your record that a longer wait time will not be harmful to your health.

Appointment Type	You Should Be Able to Get an Appointment Within:
Urgent care appointments that do not require pre-approval (prior authorization)	48 hours
Urgent care appointments that do require pre-approval (prior authorization)	96 hours
Non-urgent (routine) primary care appointments	10 business days
Non-urgent (routine) specialist care appointments	15 business days
Non-urgent (routine) mental health provider (non-doctor) care appointments	10 business days
Non-urgent (routine) mental health provider (non-doctor) follow-up care appointments	10 business days of last appointment
Non-urgent (routine) appointments for ancillary (supporting) services for the diagnosis or treatment of injury, illness or other health condition	15 business days

Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560).
CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free.
Or call the California Relay Line at 711. Visit online at www.cencalhealth.org



Other wait time standards	You should be able to get connected within:
Member services telephone wait times during normal business hours	10 minutes
Telephone wait times for Nurse Advice Line	30 minutes (connected to nurse)

Travel time or distance to care

CenCal Health must follow travel time or distance standards for your care. Those standards help to make sure you can get care without having to travel too long or too far from where you live. Travel time or distance standards depend on the county you live in.

If CenCal Health is not able to provide care to you within these travel time or distance standards, DHCS may approve a different standard, called an alternative access standard. For CenCal Health's time or distance standards for where you live, visit www.cencalhealth.org or call 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711).

If you need care from a provider and that provider is located far from where you live, call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711). They can help you find care with a provider located closer to you. If CenCal Health cannot find care for you with a closer provider, you can ask CenCal Health to arrange transportation for you to go to your provider, even if that provider is located far from where you live. If you need help with pharmacy providers, please call Medi-Cal Rx at 800-977-2273 (TTY 800-977-2273 and press 5 or 711).

It is considered far if you cannot get to that provider within the CenCal Health's travel time or distance standards for your county, regardless of any alternative access standard CenCal Health may use for your ZIP Code.



Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560). CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free. Or call the California Relay Line at 711. Visit online at www.cencalhealth.org

Appointments

When you need health care:

- Call your PCP
- Have your CenCal Health ID number ready on the call
- Leave a message with your name and phone number if the office is closed
- Take your BIC and CenCal Health ID card to your appointment
- Ask for transportation to your appointment, if needed
- Ask for language assistance or interpreting services, before your appointment to have the services at the time of your visit, if needed
- Be on time for your appointment, arriving a few minutes early to sign in, fill out forms and answer any questions your PCP may have
- Call right away if you cannot keep your appointment or will be late
- Have your questions and medication information ready in case you need them

If you have an emergency, call **911** or go to the nearest emergency room.

Getting to your appointment

If you don't have a way to get to and from your appointments for covered services, we can help arrange transportation for you. This service, called medical transportation, is **not** for emergencies. If you are having an emergency, call **911**. Medical transportation is available for services and appointments that are not related to emergency services and may be available at no cost to you.

Go to the section "Transportation benefits for situations that are not emergencies" for more information.

Canceling and rescheduling

If you can't make your appointment, call your provider's office right away. Most doctors ask you to call 24 hours (1 business day) before your appointment if you have to cancel. If you miss repeated appointments, your doctor may not want to have you as a patient anymore.

Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560).
CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free.
Or call the California Relay Line at 711. Visit online at www.cencalhealth.org



Payment

You do not have to pay for covered services. In most cases, you will not get a bill from a provider. You must show your CenCal Health ID card and your Medi-Cal BIC when you get any health care services or prescriptions, so your provider knows who to bill. You may get an Explanation of Benefits (EOB) or a statement from a provider. EOBs and statements are not bills.

If you do get a bill, call 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711). If you get a bill for prescriptions, call Medi-Cal Rx at 800-977-2273 (TTY 800-977-2273 and press 5 or 711). Or visit the Medi-Cal Rx website at <https://medi-calrx.dhcs.ca.gov/home/>. Tell CenCal Health the amount charged, the date of service and the reason for the bill. You are not responsible to pay a provider for any amount owed by CenCal Health for any covered service. You must get pre-approval (prior authorization) from CenCal Health before you visit a provider outside the CenCal Health network, including inside the CenCal Health service area, except in the following situations:

- You need emergency services, in which case dial 911 or go to the nearest hospital
- You need family planning services or services related to testing for sexually transmitted infections, in which case you can go to any Medi-Cal provider without pre-approval
- You need mental health services, in which case you can go to either an in-network provider or a county mental health plan provider without pre-approval
- You need urgent care services after CenCal Health's business hours of 8:00 a.m. – 5:00 p.m., Monday through Friday.

If you do not get pre-approval, you may have to pay for care from providers who are not in the network. If you need covered health care services, you may be able to get them at an out-of-network provider at no cost to you, as long as they are medically necessary, not available in the network and pre-approved by CenCal Health. For more information about emergency care, urgent care, and sensitive services, go to those headings in this chapter.

If you get a bill or are asked to pay a co-pay that you think you did not have to pay, call Member Services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711). If you pay the bill, you can file a member billing issue or request for reimbursement with CenCal Health. You will need to tell CenCal Health in writing why you had to pay for the item or service. CenCal Health will read your request and decide if you can get money back. For questions call Member Services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711).



Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560). CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free. Or call the California Relay Line at 711. Visit online at www.cencalhealth.org

3 | How to get care

If you receive services in the Veterans Affairs system or non-covered or unauthorized services received outside of California, you may be responsible for payment.

CenCal Health will not pay you back if:

- The services are not covered by Medi-Cal such as cosmetic services.
- You have an unmet Medi-Cal Share of Cost.
- You went to a doctor who does not take Medi-Cal and you signed a form that said you want to be seen anyway and you will pay for the services yourself.
- You asked to be paid back for co-pays for prescriptions covered by your Medicare Part D plan.

Referrals

Your PCP or another specialist will provide you a referral to visit a specialist within the time frame listed in the “Timely access to care” section of this handbook, if you need one. A specialist is a doctor who has extra education in one area of medicine. Your PCP will work with you to choose a specialist. Your PCP’s office can help you set up a time to go to the specialist.

Other services that might need a referral include in-office procedures, X-rays, lab work and surgery.

Your PCP may give you a form to take to the specialist. The specialist will fill out the form and send it back to your PCP. The specialist will treat you for as long as they think you need treatment. CenCal Health must approve your PCP’s referral:

- When you are referred to an out-of-network/non-contracted specialist. “Out-of-network/non-contracted” means a provider or facility that is outside the counties of Santa Barbara or San Luis Obispo, or that is inside, but does not have a contract with CenCal Health.
- When your child is sent to a specialist for a service that may be covered under the California Children’s Services (CCS) program.

If you have a health problem that needs special medical care for a long time, you may need a standing referral. This means you can go to the same specialist more than once without getting a referral each time.

If you have trouble getting a standing referral or want a copy of the CenCal Health referral policy, call Member Services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711).

Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560).
CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free.
Or call the California Relay Line at 711. Visit online at www.cencalhealth.org



You do not need a referral for:

- PCP visits
- Obstetrics/Gynecology (OB/GYN) visits
- Urgent or emergency care visits
- Adult sensitive services, such as sexual assault care
- Family planning services (to learn more, call Office of Family Planning Information and Referral Service at 1-800-942-1054)
- HIV testing and counseling (12 years or older)
- Sexually transmitted infection services (12 years or older)
- Chiropractic services (a referral may be required when provided by out-of-network FQHCs, RHCs and IHCPs)
- Initial mental health assessment
- Acupuncture (the first two services per month; additional appointments will need a referral)
- Podiatry services
- Lactation Services (first hour with a contracted provider)
- Nutrition Education (first visit with a contracted provider)

Minors can also get certain outpatient mental health services, sensitive services and substance use disorder services without parent’s consent. For more information read “Minor consent services” and “Substance use disorder treatment services” in this handbook.

Ready to quit smoking? Call English: 1-800-300-8086 or Spanish: 1-800-600-8191 to find out how. Or go to www.kickitca.org.

Pre-approval (prior authorization)

For some types of care, your PCP or specialist will need to ask CenCal Health for permission before you get the care. This is called asking for prior authorization, prior approval, or pre-approval. It means that CenCal Health must make sure that the care is medically necessary or needed.

Medically Necessary services are reasonable and necessary to protect your life, keep you from becoming seriously ill or disabled, or reduce severe pain from a diagnosed disease, illness or injury. For Members under the age of 21, Medi-Cal services includes care that is medically necessary to fix or help relieve a physical or mental illness or condition.



Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560). CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free. Or call the California Relay Line at 711. Visit online at www.cencalhealth.org

3 | How to get care

The following services always need pre-approval (prior authorization), even if you get them from a provider in the CenCal Health network:

- Hospitalization, if not an emergency
- Services out of the CenCal Health service area, if not an emergency or urgent
- Outpatient surgery
- Long-term care or skilled nursing services at a nursing facility
- Specialized treatments, imaging, testing, and procedures
- Medical transportation services when it is not an emergency. Emergency ambulance services do not require pre-approval.

Under Health and Safety Code Section 1367.01(h)(1), CenCal Health will decide routine pre-approvals (prior authorizations) within 5 working days of when CenCal Health gets the information reasonably needed to decide.

For requests in which a provider indicates or CenCal Health determines that following the standard timeframe could seriously endanger your life or health or ability to attain, maintain, or regain maximum function, CenCal Health will make an expedited (fast) pre-approval (prior authorization) decision. CenCal Health will give you notice as quickly as your health condition requires and no later than 72 hours after getting the request for services.

Pre-approval (prior authorization) requests are reviewed by clinical or medical staff, such as doctors, nurses and pharmacists.

CenCal Health does not pay the reviewers to deny coverage or services. If CenCal Health does not approve the request, CenCal Health will send you a Notice of Action (NOA) letter. The NOA letter will tell you how to file an appeal if you do not agree with the decision.

CenCal Health will contact you if CenCal Health needs more information or more time to review your request.

You never need pre-approval (prior authorization) for emergency care, even if it is out of the network and out of your service area. This includes labor and delivery if you are pregnant. You do not need pre-approval for certain sensitive care services. To learn more about sensitive care services, go to “Sensitive care” later in this chapter.

For questions about pre-approval (prior authorization), call Member Services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711).

Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560).
CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free.
Or call the California Relay Line at 711. Visit online at www.cencalhealth.org



Second opinions

You might want a second opinion about care your provider says you need or about your diagnosis or treatment plan. For example, you may want a second opinion if you are not sure you need a prescribed treatment or surgery, or you have tried to follow a treatment plan and it has not worked.

If you want to get a second opinion, we will refer you to a qualified network provider who can give you a second opinion. For help choosing a provider, call Member Services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711).

CenCal Health will pay for a second opinion if you or your network provider asks for it and you get the second opinion from a network provider. You do not need permission from CenCal Health to get a second opinion from a network provider. However, if you need a referral, your network provider can help you get a referral for a second opinion if you need one.

If there is no provider in the CenCal Health network to give you a second opinion, CenCal Health will pay for a second opinion from an out-of-network provider. CenCal Health will tell you within 5 business days if the provider you choose for a second opinion is approved. If you have a chronic, severe or serious illness, or face an immediate and serious threat to your health, including, but not limited to, loss of life, limb, or major body part or bodily function, CenCal Health will tell you in writing within 72 hours.

If CenCal Health denies your request for a second opinion, you may file a grievance. To learn more about grievances, go to the “Complaints” heading in the Chapter titled “Reporting and Solving Problems” in this handbook.

Sensitive care

Minor consent services

If you are under age 18, you can receive some services without a parent or guardian’s permission. These services are called minor consent services.

You may get the following services without your parent or guardian’s permission:

- Sexual assault services, including outpatient mental health care
- Pregnancy
- Family planning and birth control
- Abortion services



Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560). CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free. Or call the California Relay Line at 711. Visit online at www.cencalhealth.org

3 | How to get care

If you are 12 years old or older, you may also get these services without your parent or guardian's permission:

- Outpatient mental health care for:
 - Sexual assault
 - Incest
 - Physical assault
 - Child abuse
 - When you have thoughts of hurting yourself or others
- HIV/AIDS prevention, testing, and treatment
- Sexually transmitted infections prevention, testing, and treatment
- Substance use disorder treatment
 - For more information go to “Substance use disorder treatment services” in this handbook.

For pregnancy testing, family planning services, birth control services, or services for sexually transmitted infections, the doctor or clinic does not have to be part of the CenCal Health network. You can choose any Medi-Cal provider and go to them for these services without a referral or pre-approval (prior authorization). For minor consent services that are not specialty mental health services, you can go to an in-network provider without a referral and without pre-approval. Your PCP does not have to refer you and you do not need to get pre-approval from CenCal Health to get minor consent services that are covered under this Member Handbook.

Minor consent services that are specialty mental health services are not covered under this Member Handbook. Specialty mental health services are covered by the county mental health plan for the county where you live.

Minors can talk to a representative in private about their health concerns by calling the 24/7 CenCal Health Nurse Advice Line at 1-800-524-5222.

CenCal Health will not send information about getting sensitive services to parents or guardians. Please refer to the “Notice of Privacy Practices” section for information about how to request for confidential communications related to sensitive services.

Adult sensitive care services

As an adult (18 years or older), you may not want to go to your PCP for certain sensitive or private care. If so, you may choose any doctor or clinic for the following types of care:

- Family planning and birth control (including sterilization for adults 21 and older)
- Pregnancy testing and counseling
- HIV/AIDS prevention and testing

Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560).
CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free.
Or call the California Relay Line at 711. Visit online at www.cencalhealth.org



- Sexually transmitted infections prevention, testing and treatment
- Sexual assault care
- Outpatient abortion services

The doctor or clinic does not have to be part of the CenCal Health network. You can choose any Medi-Cal provider and go to them without a referral or pre-approval (prior authorization) for these services. Services from an out-of-network provider not related to sensitive care may not be covered. For help finding a doctor or clinic giving these services, or for help getting to these services (including transportation), you can call Member Services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711). You may also call the 24/7 CenCal Health Nurse Advice Line at 1-800-524-5222.

CenCal Health will not send information about getting sensitive services to other household members. Please refer to the “Notice of Privacy Practices” section for information about how to request for confidential communications related to sensitive services.

Moral objection

Some providers have a moral objection to some covered services. This means they have a right to not offer some covered services if they morally disagree with the services. If your provider has a moral objection, they will help you find another provider for the needed services. CenCal Health can also work with you to find a provider. Some hospitals and other providers do not provide one or more of the following services that may be covered under your plan contract and that you or your family member might need:

- Family planning;
- Contraceptive services, including emergency contraception;
- Sterilization, including tubal ligation at the time of labor and delivery;
- Infertility treatments;
- Abortion

You should obtain more information before you enroll. Call your prospective doctor, medical group, independent practice association, or clinic, or call CenCal Health at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711) to ensure that you can obtain the health care services that you need.

These services are available and CenCal Health must ensure you or your family member sees a provider or is admitted to a hospital that will perform the covered services. Call CenCal Health at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711) if you have questions or need help finding a provider.



Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560). CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free. Or call the California Relay Line at 711. Visit online at www.cencalhealth.org

Urgent care

Urgent care is **not** for an emergency or life-threatening condition. It is for services you need to prevent serious damage to your health from a sudden illness, injury or complication of a condition you already have. Most urgent care appointments do not need pre-approval (prior authorization) and are available within 48 hours of your request for an appointment. If the urgent care services you need require a pre-approval, you will be offered an appointment within 96 hours of your request.

For urgent care, call your PCP. If you cannot reach your PCP, call Member Services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711). Or you can call the CenCal Health Nurse Advice Line at 1-800-524-5222, to learn the level of care that is best for you.

You may also call the Nurse Advice Line if you experience any of the following medical concerns:

- You need help deciding if you need to make an appointment with your PCP or go to the Emergency Room or Urgent Care.
- You need to know more or have questions about medications, medical tests or procedures.
- You want to learn how to take care of a new or chronic condition.
- You have questions about how you or your family can stay healthy.
- Your mental health needs after business hours (hours outside of 8:00 a.m. – 5:00 p.m. Monday through Friday).

You can also go to our website at www.cencalhealth.org/afterhours for a list of CenCal Health doctors and clinics that are open weekdays after 5 p.m. or on weekends.

If you need urgent care out of the area, go to the nearest urgent care facility.

Urgent care needs could be:

- Cold
- Sore throat
- Fever
- Ear pain
- Sprained muscle
- Maternity services

You must get urgent care services from an in-network provider when you are inside CenCal Health's service area. You do not need pre-approval (prior authorization) for urgent care from in-network providers inside CenCal Health's service area. If you are outside the CenCal Health service area, but inside the United States, you do not need pre-approval to get urgent care. Go to the nearest urgent care facility. Medi-Cal does not cover urgent care services outside the United States. If you are traveling outside

Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560).
CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free.
Or call the California Relay Line at 711. Visit online at www.cencalhealth.org



the United States and need urgent care, we will not cover your care.

If you need mental health urgent care, call your county mental health plan or Member Services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711). You may call your county mental health plan in Santa Barbara County at 1-888-868-1649; for San Luis Obispo County call 1-800-838-1381 or CenCal Health any time from 8:00 a.m. – 5:00 p.m., Monday - Friday, or CenCal Health’s Nurse Advice Line at 1-800-524-5222 any time, 24 hours a day, 7 days a week. To find all counties’ toll-free telephone numbers online, visit <http://www.dhcs.ca.gov/individuals/Pages/MHPContactList.aspx>.

Your urgent care provider might give you medication as part of your urgent care visit. If you get medications as part of your visit, CenCal Health will cover the medications as part of your covered urgent care. If your urgent care provider gives you a prescription to take to a pharmacy, the Medi-Cal Rx program will cover the medications. To learn more about Medi-Cal Rx, go to the “Prescription drugs covered by Medi-Cal Rx” heading in the section “Other Medi-Cal programs and services” in Chapter 4.

Emergency care

For emergency care, call **911** or go to the nearest emergency room (ER). For emergency care, you do **not** need pre-approval (prior authorization) from CenCal Health.

Inside the United States, including any U.S. Territories, you have the right to use any hospital or other setting for emergency care.

Outside the U.S., only emergency services requiring hospitalization in Canada and Mexico are covered. Emergency care and other care in other countries are not covered.

Emergency care is for life-threatening medical conditions. This care is for an illness or injury that a prudent (reasonable) layperson (not a health care professional) with average knowledge of health and medicine could expect that, if you don’t get care right away, you would place your health (or your unborn baby’s health) in serious danger, or you risk serious harm to your body functions, body organ or body part. Examples may include, but are not limited to:

- Active labor
- Broken bone
- Severe pain
- Chest pain
- Trouble breathing
- Severe burn



Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560). CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free. Or call the California Relay Line at 711. Visit online at www.cencalhealth.org

3 | How to get care

- Drug overdose
- Fainting
- Severe bleeding
- Psychiatric emergency conditions, such as severe depression or suicidal thoughts (may be covered by county mental health plans)

Do not go to the ER for routine care or care that is not needed right away. You should get routine care from your PCP, who knows you best. If you are not sure if your medical condition is an emergency, call your PCP. You may also call the 24/7 CenCal Health free Nurse Advice Line at 1-800-524-5222.

If you need emergency care away from home, go to the nearest emergency room (ER), even if it is not in the CenCal Health network. If you go to an ER, ask them to call CenCal Health. You or the hospital to which you were admitted should call CenCal Health within 24 hours after you get emergency care. If you are traveling outside the U.S., other than to Canada or Mexico, and need emergency care, CenCal Health will **not** cover your care.

If you need emergency transportation, call 911. You do not need to ask your PCP or CenCal Health first before you go to the ER.

If you need care in an out-of-network hospital after your emergency (post-stabilization care), the hospital will call CenCal Health.

Remember: Do not call **911** unless it is an emergency. Get emergency care only for an emergency, not for routine care or a minor illness like a cold or sore throat. If it is an emergency, call **911** or go to the nearest emergency room.

CenCal Health Nurse Advice Line gives you free medical information and advice 24 hours a day, every day of the year. Call CenCal Health free Nurse Advice Line at 1-800-524-5222 or 711.

CenCal Health Nurse Advice Line

CenCal Health Nurse Advice Line gives you free medical information and advice 24 hours a day, every day of the year. Call CenCal Health's free Nurse Advice Line at 1-800-524-5222 or 711 to:

- Talk to a nurse who will answer medical questions, give care advice, and help you decide if you should visit a provider right away
- Get help with medical conditions such as diabetes or asthma, including advice about what kind of provider may be right for your condition

Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560).
CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free.
Or call the California Relay Line at 711. Visit online at www.cencalhealth.org



The Nurse advice line **cannot** help with clinic appointments or medication refills. Call your provider's office if you need help with these.

Advance directives

An advance health directive is a legal form. You can list on the form the health care you want in case you cannot talk or make decisions later on. You can list what care you do **not** want. You can name someone, such as a spouse, to make decisions for your health care if you cannot.

You can get an advance directive form at pharmacies, hospitals, law offices and doctors' offices. You may have to pay for the form. You can also find and download a free form online. You can ask your family, PCP or someone you trust to help you fill out the form.

You have the right to have your advance directive placed in your medical records. You have the right to change or cancel your advance directive at any time.

You have the right to learn about changes to advance directive laws. CenCal Health will tell you about changes to the state law no longer than 90 days after the change.

You can call CenCal Health at 1-877-814-1861 for more information.

Organ and tissue donation

You can help save lives by becoming an organ or tissue donor. If you are between 15 and 18 years old, you can become a donor with the written consent of your parent or guardian. You can change your mind about being an organ donor at any time. If you want to learn more about organ or tissue donation, talk to your PCP. You can also visit the United States Department of Health and Human Services website at www.organdonor.gov.



Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560). CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free. Or call the California Relay Line at 711. Visit online at www.cencalhealth.org

4. Benefits and services

What your health plan covers

This chapter explains your covered services as a member of CenCal Health. Your covered services are free as long as they are medically necessary and provided by a network provider. You must ask us for pre-approval (prior authorization) if the care is out-of-network except for certain sensitive services, emergency care and some urgent care services. Your health plan may cover medically necessary services from an out-of-network provider. But you must ask CenCal Health for pre-approval (prior authorization) for this. Medically necessary services are reasonable and necessary to protect your life, keep you from becoming seriously ill or disabled, or reduces severe pain from a diagnosed disease, illness or injury. For Members under the age of 21, Medi-Cal services include care that is medically necessary to fix or help relieve a physical or mental illness or condition. For more details on your covered services, call Member Services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711).

Members under 21 years old get extra benefits and services. Read Chapter 5: Child and youth well care for more information.

Some of the basic health benefits CenCal Health offers are listed below. Benefits with a star (*) may need pre-approval.

CenCal Health offers services such as:

- Acupuncture*
- Acute (short-term treatment) home health therapies and services
- Adult immunizations (shots)
- Allergy testing and injections
- Ambulance services for an emergency
- Anesthesiologist services
- Asthma prevention
- Audiology*
- Behavioral health treatments*
- Biomarker testing
- Cardiac rehabilitation
- Case Management
- Chiropractic services*
- Chemotherapy & Radiation therapy
- Cognitive health assessments
- Community health worker services
- Dental services - limited (performed by medical professional/PCP in a medical office)
- Dialysis/hemodialysis services
- Doula services
- Durable medical equipment (DME)*
- Dyadic care services

Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560).
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4 | Benefits and services

- Emergency room visits
- Enhanced Care Management
- Enteral and parenteral nutrition*
- Family planning office visits and counseling (you can go to a non-participating provider)
- Family therapy
- Habilitative services and devices*
- Hearing aids
- Home health care*
- Hospice care*
- Inpatient medical and surgical care*
- Lab and radiology*
- Long-term home health therapies and services*
- Maternity and newborn care
- Major organ transplant*
- Occupational therapy*
- Orthotics/prostheses*
- Ostomy and urological supplies
- Outpatient hospital services
- Outpatient mental health services
- Outpatient surgery*
- Palliative care*
- PCP visits
- Pediatric services
- Physical therapy*
- Podiatry services*
- Pulmonary rehabilitation
- Rapid Whole Genome Sequencing
- Rehabilitation services and devices*
- Skilled nursing services
- Specialist visits
- Speech therapy*
- Surgical services
- Telemedicine/Telehealth
- Transgender services*
- Urgent care
- Vision services*
- Women's health services

Definitions and descriptions of covered services can be found in Chapter 8, "Important numbers and words to know."



Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560). CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free. Or call the California Relay Line at 711. Visit online at www.cencalhealth.org

Medically necessary services are reasonable and necessary to protect your life, keep you from becoming seriously ill or disabled, or reduce severe pain from a diagnosed disease, illness or injury.

Medically necessary services include those services that are necessary for age-appropriate growth and development, or to attain, maintain, or regain functional capacity.

For Members under 21 years of age, a service is medically necessary if it is necessary to correct or ameliorate defects and physical and mental illnesses or conditions under the federal Early and Periodic Screening, Diagnostic and Treatment (EPSDT) benefit. This includes care that is necessary to fix or help relieve a physical or mental illness or condition or maintain the member's condition to keep it from getting worse.

Medically necessary services do not include:

- Treatments that are untested or still being tested
- Services or items not generally accepted as effective
- Services outside the normal course and length of treatment or services that don't have clinical guidelines
- Services for caregiver or provider convenience

CenCal Health will coordinate with other programs to ensure that you receive all medically necessary services, even if those services are covered by another program and not CenCal Health.

Medically necessary services include covered services that are reasonable and necessary to:

- Protect life;
- Prevent significant illness or significant disability;
- Alleviate severe pain;
- Achieve age-appropriate growth and development; and
- Attain, maintain, and regain functional capacity.

For Members less than 21 years of age, medically necessary services include all covered services, identified above, and any other necessary health care, diagnostic services, treatment, and other measures to correct or ameliorate defects and physical and mental illnesses and conditions, as required by the federal Early and Periodic Screening, Diagnostic and Treatment (EPSDT) benefit.

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EPSDT provides a broad range of prevention, diagnostic, and treatment services for low-income infants, children and adolescents under age 21. The EPSDT benefit is more robust than the benefit for adults and is designed to assure that children receive early detection and care, so that health problems are averted or diagnosed and treated as early as possible. The goal of EPSDT is to assure that individual children get the health care they need when they need it – the right care to the right child at the right time in the right setting.

CenCal Health will coordinate with other programs to ensure that you receive all medically necessary services, even if those services are covered by another program and not CenCal Health.

Medi-Cal benefits covered by CenCal Health

Outpatient (ambulatory) services

Adult immunizations

You can get adult immunizations (shots) from a network provider without pre-approval (prior authorization). CenCal Health covers those shots recommended by the Advisory Committee on Immunization Practices (ACIP) of the Centers for Disease Control and Prevention (CDC), including shots you need when you travel.

You can also get some adult immunization (shots) services in a pharmacy through Medi-Cal Rx. To learn more about the Medi-Cal Rx program, read the Other Medi-Cal programs and services section in this chapter.

Allergy care

CenCal Health covers allergy testing and treatment, including allergy desensitization, hypo-sensitization or immunotherapy.

Anesthesiologist services

CenCal Health covers anesthesia services that are medically necessary when you get outpatient care. This may include anesthesia for dental procedures when provided by an anesthesiologist, who may require pre-approval (prior authorization).



Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560). CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free. Or call the California Relay Line at 711. Visit online at www.cencalhealth.org

4 | Benefits and services

Chiropractic services

CenCal Health covers chiropractic services, limited to the treatment of the spine by manual manipulation. Chiropractic services are limited to two services per month in combination with acupuncture, audiology, occupational therapy and speech therapy services (limits do not apply to children under age 21). CenCal Health may pre-approve other services as medically necessary.

The following members are eligible for chiropractic services:

- Children under age 21
- Pregnant people through the end of the month that includes 60-days following the end of a pregnancy
- Residents in a skilled nursing facility, intermediate care facility, or subacute care facility
- All members when services are provided at county hospital outpatient departments, outpatient clinics, FQHCs or RHCs that are in the CenCal Health's network. Not all FQHCs, RHCs

Cognitive health assessments

CenCal Health covers an annual brief cognitive health assessment for members who are 65 years of age or older and are otherwise not eligible for a similar assessment as part of an annual wellness visit under the Medicare Program. A cognitive health assessment looks for signs of Alzheimer's disease or dementia.

Community health worker services

CenCal Health covers community health worker (CHW) services for individuals when recommended by a physician or other licensed practitioner to prevent disease, disability, and other health conditions or their progression; prolong life; and promote physical and mental health and efficiency. Services may include:

- Health education and training, including control and prevention of chronic or infectious diseases; behavioral, perinatal and oral health conditions; and injury prevention
- Health promotion and coaching, including goal setting and creating action plans to address disease prevention and management

Dialysis and hemodialysis services

CenCal Health covers dialysis treatments. CenCal Health also covers hemodialysis (chronic dialysis) services if your doctor submits a request and CenCal Health approves it.

Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560).
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Medi-Cal coverage does not include:

- Comfort, convenience, or luxury equipment, supplies and features
- Non-medical items, such as generators or accessories to make home dialysis equipment portable for travel

Doula services

CenCal Health covers doula services to include personal support to pregnant individuals and families throughout pregnancy, labor, and the postpartum period.

Dyadic care services

CenCal Health covers dyadic care services for members and their caregivers that are medically necessary.

Family Therapy

CenCal Health covers family therapy when medically necessary and composed of at least two family members.

Examples of family therapy include but not limited to:

- Child-parent psychotherapy (ages 0 through 5)
- Parent child interactive therapy (ages 2 through 12)
- Cognitive-behavioral couple therapy (adults)

Outpatient surgery

CenCal Health covers outpatient surgical procedures. Those needed for diagnostic purposes, procedures considered to be elective, and specified outpatient medical or dental procedures must have pre-approval (prior authorization).

Physician services

CenCal Health covers physician services that are medically necessary.

Podiatry (foot) services

CenCal Health covers podiatry services as medically necessary for diagnosis and medical, surgical, mechanical, manipulative and electrical treatment of the human foot. This includes the ankle and tendons that insert into the foot and the nonsurgical treatment of the muscles and tendons of the leg controlling the functions of the foot.



Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560).
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4 | Benefits and services

Treatment therapies

CenCal Health covers different treatment therapies, including:

- Chemotherapy
- Radiation therapy

Maternity and newborn care

CenCal Health covers these maternity and newborn care services:

- Breastfeeding education and aids
- Delivery and postpartum care
- Breast pumps and supplies
- Prenatal care
- Birthing center services
- Certified Nurse Midwife (CNM)
- Licensed Midwife (LM)
- Diagnosis of fetal genetic disorders and counseling
- Newborn care services

Telehealth services

Telehealth is a way of getting services without being in the same physical location as your provider. Telehealth may involve having a live conversation with your provider. Or telehealth may involve sharing information with your provider without a live conversation. You can receive many services through telehealth. However, telehealth may not be available for all covered services. You can contact your provider to learn which types of services may be available through telehealth. It is important that both you and your provider agree that the use of telehealth for a particular service is appropriate for you. You have the right to in-person services and are not required to use telehealth even if your provider agrees that it is appropriate for you.

Mental health services

Outpatient mental health services

The CenCal Health covers a member for an initial mental health assessment without needing pre-approval (prior authorization). You may get a mental health assessment at any time from a licensed mental health provider in the CenCal Health network without a referral.

Your PCP or mental health provider may make a referral for additional mental health screening to a specialist within the CenCal Health network to determine your level of impairment. If your mental health screening results determine you are in mild or moderate distress or have impairment of mental, emotional or behavioral functioning, CenCal Health can provide mental health services for you. CenCal Health covers mental health services such as:

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- Individual and group mental health evaluation and treatment (psychotherapy)
- Psychological testing when clinically indicated to evaluate a mental health condition
- Development of cognitive skills to improve attention, memory and problem solving
- Outpatient services for the purposes of monitoring medication therapy
- Outpatient laboratory, medications that are not already covered under the Medi-Cal Rx Contract Drug List (<https://medi-calrx.dhcs.ca.gov/home/>), supplies and supplements
- Psychiatric consultation
- Family Therapy

For help finding more information on mental health services provided by CenCal Health, call Member Services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711).

If your PCP or mental health provider cannot provide you treatment for a mental health disorder available in the CenCal Health network and within the times listed above in the “Timely access to care” section, CenCal Health will cover and help you arrange out-of-network services.

If your mental health screening results determine you may have a higher level of impairment and need specialty mental health services (SMHS), your PCP or your mental health provider will refer you to the county mental health plan to get an assessment and help you connect with the next step in the process.

To learn more, read “Other Medi-Cal programs and services” on page 74 under, “Specialty mental health services.”

Emergency services

Inpatient and outpatient services needed to treat a medical emergency

CenCal Health covers all services that are needed to treat a medical emergency that happens in the U.S. (including territories such as Puerto Rico, U.S. Virgin Islands, etc.). CenCal Health also covers emergency care that requires hospitalization in Canada or Mexico. A medical emergency is a medical condition with severe pain or serious injury. The condition is so serious that, if it does not get immediate medical attention, a prudent layperson could expect it to result in:

- Serious risk to your health; or
- Serious harm to bodily functions; or
- Serious dysfunction of any bodily organ or part; or



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4 | Benefits and services

- In the case of a pregnant person in active labor, meaning labor at a time when either of the following would occur:
 - There is not enough time to safely transfer you to another hospital before delivery.
 - The transfer may pose a threat to your health or safety or to that of your unborn child.

If a hospital emergency room gives you up to a 72-hour supply of an outpatient prescription drug as part of your treatment, the prescription drug will be covered as part of your covered Emergency Services. If a hospital emergency room provider gives you a prescription that you have to take to an outpatient pharmacy to be filled, Medi-Cal Rx will be responsible for the coverage of that prescription.

If a pharmacist at an outpatient pharmacy gives you an emergency supply of a medication, that emergency supply will be covered by Medi-Cal Rx and not CenCal Health. Have the pharmacy call Medi-Cal Rx at 800-977-2273 if they need help in giving you an emergency medication supply.

Emergency transportation services

CenCal Health covers ambulance services to help you get to the nearest place of care in emergency situations. This means that your condition is serious enough that other ways of getting to a place of care could risk your health or life. No services are covered outside the U.S., except for emergency services that require you to be in the hospital in Canada or Mexico. If you receive emergency ambulance services in Canada and Mexico and you are not hospitalized during that episode of care, your ambulance services will not be covered by CenCal Health.

Hospice and palliative care

CenCal Health covers hospice care and palliative care for children and adults, which help reduce physical, emotional, social and spiritual discomforts. Adults age 21 years or older may not receive both hospice care and palliative care services at the same time.

Hospice care

Hospice care is a benefit that services terminally ill members. Hospice care requires the member to have a life expectancy of 6 months or less. It is an intervention that focuses mainly on pain and symptom management rather than on a cure to prolong life.

Hospice care includes:

- Nursing services
- Physical, occupational or speech services
- Medical social services

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Or call the California Relay Line at 711. Visit online at www.cencalhealth.org



- Home health aide and homemaker services
- Medical supplies and appliances
- Some drugs and biological services (some may be available through FFS Medi-Cal Rx)
- Counselling services
- Continuous nursing services on a 24-hour basis during periods of crisis and as necessary to maintain the terminally ill member at home
- Inpatient respite care for up to five consecutive days at a time in a hospital, skilled nursing facility or hospice facility
- Short-term inpatient care for pain control or symptom management in a hospital, skilled nursing facility or hospice facility

Palliative care

Palliative care is patient and family-centered care that improves quality of life by anticipating, preventing and treating suffering. Palliative care does not require the member to have a life expectancy of six months or less. Palliative care may be provided at the same time as curative care.

Palliative care includes:

- Advance care planning
- Palliative care assessment and consultation
- Plan of care including all authorized palliative and curative care
- Plan of care team including, but not limited to:
 - Doctor of medicine or osteopathy
 - Physician assistant
 - Registered nurse
 - Licensed vocational nurse or nurse practitioner
 - Social worker
 - Chaplain
- Care coordination
- Pain and symptom management
- Mental health and medical social services

Adults who are age 21 or older cannot receive both palliative care and hospice care at the same time. If you are getting palliative care and meet the eligibility for hospice care, you can ask to change to hospice care at any time.



Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560). CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free. Or call the California Relay Line at 711. Visit online at www.cencalhealth.org

4 | Benefits and services

Hospitalization

Anesthesiologist services

CenCal Health covers medically necessary anesthesiologist services during covered hospital stays. An anesthesiologist is a provider who specializes in giving patients anesthesia. Anesthesia is a type of medicine used during some medical or dental procedures.

Inpatient hospital services

CenCal Health covers medically necessary inpatient hospital care when you are admitted to the hospital.

Rapid Whole Genome Sequencing

Rapid Whole Genome Sequencing (rWGS) is a covered benefit for any Medi-Cal member who is one year of age or younger and is getting inpatient hospital services in an intensive care unit. It includes individual sequencing, trio sequencing for a parent or parents and their baby, and ultra-rapid sequencing. rWGS is a new way to diagnose conditions in time to affect ICU care of children one year of age or younger.

Surgical services

CenCal Health covers medically necessary surgeries performed in a hospital.

The Postpartum Care Extension Program

The Postpartum Care Extension Program provides extended coverage for Medi-Cal members during both the pregnancy and after pregnancy.

The Postpartum Care Extension Program extends coverage by CenCal Health for up to 12 months after the end of the pregnancy regardless of income, citizenship, or immigration status and no additional action is needed.

Rehabilitative and habilitative (therapy) services and devices

This benefit includes services and devices to help people with injuries, disabilities or chronic conditions to gain or recover mental and physical skills.

We cover rehabilitative and habilitative services described in this section if all of the following requirements are met:

- The services are medically necessary
- The services are to address a health condition

Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560).
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- The services are to help you keep, learn, or improve skills and functioning for daily living
- You receive the services at an in-network facility, unless an in-network doctor determines that it is medically necessary for you to receive the services in another location, or an in-network facility is not available to treat your health condition.

Acupuncture

CenCal Health covers acupuncture services to prevent, modify or alleviate the perception of severe, persistent chronic pain resulting from a generally recognized medical condition. Outpatient acupuncture services (with or without electric stimulation of needles) are limited to two services per month, in combination with audiology, chiropractic, occupational therapy and speech therapy services when provided by a physician, dentist, podiatrist or acupuncturist (limits do not apply to children under age 21). CenCal Health may pre-approve (prior authorize additional services as medically necessary).

Audiology (hearing)

CenCal Health covers audiology services. Outpatient audiology is limited to two services per month, in combination with acupuncture, chiropractic, occupational therapy and speech therapy services (limits do not apply to children under age 21). CenCal Health may pre-approve (prior authorize) additional services as medically necessary.

Behavioral health treatments

CenCal Health covers behavioral health treatment (BHT) services for members under 21 years of age through the Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) benefit. BHT includes services and treatment programs, such as applied behavior analysis and evidence-based behavior intervention programs that develop or restore, to the maximum extent practicable, the functioning of an individual under 21 years old.

BHT services teach skills using behavioral observation and reinforcement, or through prompting to teach each step of a targeted behavior. BHT services are based on reliable evidence and are not experimental. Examples of BHT services include behavioral interventions, cognitive behavioral intervention packages, comprehensive behavioral treatment and applied behavioral analysis.

BHT services must be medically necessary, prescribed by a licensed doctor or psychologist, approved by the plan, and provided in a way that follows the approved treatment plan.



Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560). CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free. Or call the California Relay Line at 711. Visit online at www.cencalhealth.org

4 | Benefits and services

Cardiac rehabilitation

CenCal Health covers inpatient and outpatient cardiac rehabilitative services.

Durable medical equipment (DME)

CenCal Health covers the purchase or rental of DME supplies, equipment and other services with a prescription from a doctor, physician assistants, nurse practitioners, and clinical nurse specialists. Prescribed DME items may be covered as medically necessary to preserve bodily functions essential to activities of daily living or to prevent major physical disability.

Generally, CenCal Health does not cover the following:

- Comfort, convenience or luxury equipment, features and supplies, except for retail-grade breast pumps as described under “Breast pumps and supplies” under the heading “Maternity and newborn care in this chapter
- Items not intended for maintaining normal activities of daily living, such as exercise equipment (including devices intended to provide additional support for recreational or sports activities)
- Hygiene equipment, except when medically necessary for a Member under age 21
- Nonmedical items, such as sauna baths or elevators
- Modifications to your home or car
- Devices for testing blood or other body substances (however diabetes blood glucose monitors, continuous glucose monitors, test strips and lancets are covered by Medi-Cal Rx)
- Electronic monitors of the heart or lungs except infant apnea monitors
- Repair or replacement of equipment due to loss, theft, or misuse, except when medically necessary for a member under age 21
- Other items not generally used primarily for health care

However, in some cases, these items may be approved with Prior Authorization (Pre-Approval) submitted by your doctor.

Enteral and parenteral nutrition

These methods of delivering nutrition to the body are used when a medical condition prevents you from eating food normally. Enteral nutrition formulas and parenteral nutrition products may be covered through Medi-Cal Rx, when medically necessary. CenCal Health may cover enteral and parenteral pumps and tubing, when medically necessary.

Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560).
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Or call the California Relay Line at 711. Visit online at www.cencalhealth.org



Hearing aids

CenCal Health covers hearing aids if you are tested for hearing loss, the hearing aids are medically necessary, and have a prescription from your doctor. Coverage is limited to the lowest cost aid that meets your medical needs. CenCal Health will cover one hearing aid unless an aid for each ear is needed for results significantly better than you can get with one aid.

Hearing aids for Members under age 21

State law requires children who need hearing aid to be referred to the California Children's Services (CCS) program to determine if the child is eligible for CCS. If the child is eligible for CCS, CCS will cover the costs for medically necessary hearing aids. If the child is not eligible for CCS, we will cover medically necessary hearing aids as part of Medi-Cal coverage.

Hearing aids for Members age 21 and older

Under Medi-Cal, we cover the following for each covered hearing aid:

- Ear molds needed for fitting
- One standard battery package
- Visits to make sure the aid is working right
- Visits for cleaning and fitting your hearing aid
- Repair of your hearing aid

Under Medi-Cal, we will cover a replacement hearing aid if:

- Your hearing loss is such that your current hearing aid is not able to correct it
- Your hearing aid is lost, stolen, or broken and cannot be fixed and it was not your fault. You must give us a note that tells us how this happened.

For adults age 21 and older, Medi-Cal does not include:

- Replacement hearing aid batteries

Home health services

CenCal Health covers health services provided in your home, when prescribed by your doctor and found to be medically necessary.

Home health services are limited to services that Medi-Cal covers such as:

- Part-time skilled nursing care
- Part-time home health aide
- Skilled physical, occupational and speech therapy
- Medical social services
- Medical supplies



Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560). CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free. Or call the California Relay Line at 711. Visit online at www.cencalhealth.org

4 | Benefits and services

Medical supplies, equipment and appliances

CenCal Health covers medical supplies that are prescribed by doctor, physician assistants, nurse practitioners, and clinical nurse specialists. Some medical supplies are covered through FFS Medi-Cal Rx and not CenCal Health.

Medi-Cal coverage does not include the following:

- Common household items including, but not limited to:
 - Adhesive tape (all types)
 - Rubbing alcohol
 - Cosmetics
 - Cotton balls and swabs
 - Dusting powders
 - Tissue wipes
 - Witch hazel
- Common household remedies including, but not limited to:
 - White petrolatum
 - Dry skin oils and lotions
 - Talc and talc combination products
 - Oxidizing agents such as hydrogen peroxide
 - Carbamide peroxide and sodium perborate
- Non-prescription shampoos
- Topical preparations that contain benzoic and salicylic acid ointment, salicylic acid cream, ointment or liquid and zinc oxide paste
- Other items not generally used primarily for health care and which are regularly and primarily used by persons who do not have a specific medical need for them.

Occupational therapy

CenCal Health covers occupational therapy services, including occupational therapy evaluation, treatment planning, treatment, instruction, and consultative services.

Occupational therapy services are limited to two services per month in combination with acupuncture, audiology, chiropractic, and speech therapy services (limits do not apply to children under age 21). CenCal Health may pre-approve (prior authorize) additional services as medically necessary.

Orthotics/prostheses

CenCal Health covers orthotic and prosthetic devices and services that are medically necessary and prescribed by your doctor, podiatrist, dentist, or non-physician medical provider. This includes implanted hearing devices, breast prosthesis/mastectomy bras, compression burn garments and prosthetics to restore function or replace a body part, or to support a weakened or deformed body part.

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Ostomy and urological supplies

CenCal Health covers ostomy bags, urinary catheters, draining bags, irrigation supplies and adhesives. This does not include supplies that are for comfort, convenience or luxury equipment or features.

Physical therapy

CenCal Health covers medically necessary physical therapy services, including physical therapy evaluation, treatment planning, treatment, instruction, consultative services and application of topical medications.

Pulmonary rehabilitation

CenCal Health covers pulmonary rehabilitation that is medically necessary and prescribed by a doctor.

Skilled nursing facility services

CenCal Health covers skilled nursing facility services as medically necessary if you are disabled and need a high level of care. These services include room and board in a licensed facility with skilled nursing care on a 24-hour per day basis.

Speech therapy

CenCal Health covers speech therapy that is medically necessary. Speech therapy services are limited to two services per month, in combination with acupuncture, audiology, chiropractic and occupational therapy services (limits do not apply to children under age 21). CenCal Health may pre-approve (prior authorize) additional services as medically necessary.

Transgender services

CenCal Health covers transgender services (gender-affirming services) as a benefit when they are medically necessary or when the services meet the criteria for reconstructive surgery.

Clinical trials

CenCal Health covers routine patient care costs for patients accepted into Phase I, Phase II, Phase III or Phase IV clinical trials if it is related to the prevention, detection or treatment of cancer or other life-threatening conditions and if the study meets all requirements under Health and Safety Code 1370.6(d)(1). Medi-Cal Rx, a Medi-Cal FFS program, covers most outpatient prescription drugs. Read the “Outpatient prescription drugs” section later in this chapter for more information.



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Laboratory and radiology services

CenCal Health covers outpatient and inpatient laboratory and X-ray services when medically necessary. Various advanced imaging procedures, such as CT scans, MRI and PET scans, are covered based on medical necessity.

Preventive and wellness services and chronic disease management

The plan covers:

- Advisory Committee for Immunization Practices recommended vaccines
- Family planning services
- American Academy of Pediatrics Bright Futures recommendations (https://downloads.aap.org/AAP/PDF/periodicity_schedule.pdf)
- Asthma prevention services
- Preventive services for women recommended by the American College of Obstetricians and Gynecologists
- Help to quit smoking, also called smoking cessation services
- United States Preventive Services Task Force Grade A and B recommended preventive services

Family planning services are provided to members of childbearing age to enable them to determine the number and spacing of children. These services include all methods of birth control approved by the FDA. CenCal Health's PCP and OB/GYN specialists are available for family planning services.

For family planning services, you may also choose a Medi-Cal doctor or clinic not connected with CenCal Health without having to get pre-approval (prior authorization) from CenCal Health. Services from an out-of-network provider not related to family planning may not be covered. To learn more, call Member Services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711).

Read Chapter 5: Child and youth well care for preventive care information for youth 20 years old and younger.

Preventive Health Guidelines

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For Adults

Getting regular checkups can help you stay healthy and prevent disease. The following tests and immunizations (shots) are recommended for most adults. Talk with your doctor about which of the tests you need and when you should have them. Earlier or more frequent testing may be ordered if you have symptoms or if you are at high risk.

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Routine Health Exams	How Often
Cholesterol	Beginning at age 45 for women, and age 35 for men
Chlamydia and Gonorrhea Screening	For women if age 24 or younger and sexually active, and women age 25 and older at increased risk
Osteoporosis Test	Beginning at age 65 for women
Blood Pressure	Beginning at age 18 for men and women
Body Mass Index (BMI)	At regular checkups for all adults
HIV Test	For men and women ages 15 to 65, and all pregnant women
Depression Screening	For general adult population, including pregnant and postpartum women
Tuberculosis (TB) screening	For adults at increased risk
Hepatitis C Screening	For all adults ages 18 to 79
Prediabetes and Diabetes Screening	Asymptomatic adults ages 35 to 70 years old who have overweight or obesity

Cancer Screenings	How Often
Colorectal Cancer Screening	For men and women beginning at age 45 and continuing until age 75.
Cervical Cancer Screening (Pap Smear)	Every 3 to 5 years for women ages 21 to 65
Breast Cancer Screening (Mammogram)	Every 2 years for women 50 to 74

COVID-19	
COVID-19 Vaccine	2 doses of mRNA vaccine, given 4-8 weeks apart. Booster dose given 5 months after second dose. OR 1 dose of J&J vaccine. Booster dose of mRNA 2 months after original dose.



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4 | Benefits and services

Immunizations	How Often
Tetanus-Diphtheria-Pertussis (Td or Tdap)	1 dose Tdap, then Td booster every 10 years. Pregnant women should get a Tdap vaccine with each pregnancy.
Influenza (Flu Shot)	Every year for all adults
Pneumococcal (PCV15, PCV20, or PCV23)	1 dose after age 65
Zoster (RZV)	2 doses for age 50 or older
Measles, Mumps, Rubella (MMR)	1 or 2 doses for adults born in 1957 or later
Chicken Pox (VAR)	2 doses for adults with no history of immunity
Human Papillomavirus (HPV)	If not already completed, adults ages 19-26 should get 2 or 3 doses
Hepatitis B	For adults ages 19 to 59. 2, 2, or 4 doses depending on vaccine or condition

2022—This summary is based on the CDC Recommended Adult Immunization Schedule and select U.S. Preventive Services Task Force (USPSTF) recommendations. A complete list of USPSTF A and B recommendations is available at: www.uspreventiveservicestaskforce.org/. The complete CDC Immunization Schedule can be found at www.cdc.gov/vaccines. This document is updated annually; visit cencalhealth.org for the most recent version..

Preventive Health Guidelines

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For Your Child

It is important for your child to have regular checkups with their doctor and to get immunizations (shots). Immunizations help protect your child from serious diseases. This chart will help you know when your child needs screenings and immunizations. If your child has missed an immunization, talk with the doctor so your child can get caught up.

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Age	Visits & Screenings	Immunizations
INFANT		
At birth	Exam in hospital	Hepatitis B (HepB)
1 Month	Well-Child Visit, Hearing test	Between 1—2 months: HepB
2 Months	Well-Child Visit	Diphtheria, Tetanus, and Pertussis (DTaP), Pneumococcal (PCV13), Rotavirus (RV), Haemophilus influenzae type b (Hib), Polio (IPV)
4 Months	Well-Child Visit	DTaP, RV, Hib, PCV13, IPV
6 Months	Well-Child Visit	DTaP, PCV13, Hib, RV, Flu shot ¹ , COVID-19 ² Between 6—18 months: IPV
9 Months	Well-Child Visit	
12 Months	Well-Child Visit, Fluoride Varnish ³ , Blood Lead Screening	Between 12—15 months: Measles, Mumps, Rubella (MMR), Hib, PCV13, Chickenpox (VAR), HepB Between 12—23 months: Hepatitis A (HepA) (2 doses, 6 months apart)
15 Months	Well-Child Visit, Fluoride Varnish ³	Between 15—18 months: DTaP
18 Months	Well-Child Visit, Fluoride Varnish ³	



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4 | Benefits and services

Age	Visits & Screenings	Immunizations
CHILD		
2 Years	Well-Child Visit, Fluoride Varnish ³ , Blood Lead Screening	Flu shot ¹
30 Months	Well-Child Visit, Fluoride Varnish ³	
3 Years	Well-Child Visit, Fluoride Varnish ² , Vision test	Flu shot ¹
4 to 6 Years	Well-Child Visit, Fluoride Varnish ³ , Hearing & Vision tests	DTaP, MMR, IPV, VAR, Flu shot each year ¹
7 to 10 Years	Well-Child Visit Screenings for: Vision and Hearing	Flu shot each year ¹

Age	Visits & Screenings	Immunizations
ADOLESCENT		
11 to 12 Years	Well-Child Visit, Screenings for Vision, Hearing, Dyslipidemia ⁴ , Depression	Meningococcal, Human Papillomavirus (HPV) (2 doses for girls and boys), Tdap booster, Flu shot each year
13 to 21 Years	Well-Child Visit, Screenings for Vision, Hearing, Depression, Dyslipidemia ⁴ , STI/HIV (for ages 15 and older)	Flu shot each year, Meningococcal (at age 16)

2022 —These guidelines are based on the CDC Recommended Immunization Schedules and the American Academy of Pediatrics Recommendations for Preventive Pediatric Health Care, aap.org. This document is updated annually; visit www.cencalhealth.org for the most recent version.

¹ If this is a first time for a flu shot, children age 6 months to 8 years should get 2 doses separated by 4 weeks

² COVID-19 vaccination can be given starting at age 6 months. All children age 6 months to 18 years should receive COVID-19 vaccination according to CDC recommendation.

³ Once teeth are present, fluoride varnish may be applied every 3–6 months until age 5.

⁴ Dyslipidemia screening is for children between ages 9 and 11 and for adolescents 17 years of age and older.

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Preventive Guidelines Definitions

Hepatitis B (HepB):) Helps prevent infection from a virus that attacks the liver, which can cause liver cancer, liver failure, and even death. Your baby needs 3 doses of this vaccine.

Diphtheria Tetanus and Pertussis (DTaP): This vaccine protects against Diphtheria, Tetanus, and Pertussis, which are serious diseases caused by bacteria. Diphtheria can lead to breathing problems or paralysis. Tetanus (lockjaw) causes painful tightening of muscles all over the body. Pertussis (whooping cough) causes coughing spells so bad that it can lead to death, or make it very hard for infants to eat, drink, or breathe.

Pneumococcal (PCV13): Helps prevent pneumococcal disease, caused by bacteria that can cause ear infection, pneumonia, and meningitis.

Haemophilus influenzae type b (Hib): Prevents serious bacterial infections, like meningitis and pneumonia.

Inactivated Poliovirus (IPV): This vaccine protects against Poliovirus, a crippling and potentially deadly infectious disease.

Rotavirus (RV): This vaccine helps prevent vomiting and severe diarrhea in children caused by rotavirus.

Influenza (IIV): Also known as the “flu shot,” this protects against influenza, which can cause fever, body aches, chills, headache, and other more severe symptoms.

Measles, Mumps, and Rubella (MMR): Protects against measles, mumps, and rubella, which can all cause fever, rash, and other problems for small children.

Varicella (VAR): Prevents severe illness associated with the chickenpox virus. The vaccine is much safer than having the illness.

Hepatitis A (HepA): Protects against severe infection of the liver transmitted from contaminated food and water.

Human Papilloma Virus (HPV): 2 doses protects against several types of cancer, including cancer of the cervix, penis, anus, mouth/throat, and vagina. Girls and boys should receive two doses before their 13th birthday.

Meningococcal: Helps protect against the bacteria that causes serious infection of the brain and spinal cord.

Diabetes Prevention Program

The Diabetes Prevention Program (DPP) is an evidence-based lifestyle change program. This 12-month program is focused on lifestyle changes and designed to prevent or delay the onset of type 2 diabetes among individuals diagnosed with prediabetes. Members who meet criteria may qualify for a second year. The program



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4 | Benefits and services

provides education and group support. Techniques include, but are not limited to:

- Providing a peer coach
- Teaching self-monitoring and problem solving
- Providing encouragement and feedback
- Providing informational materials to support goals
- Tracking routine weigh-ins to help accomplish goals

Members must meet program eligibility requirements to join DPP. Call CenCal Health to learn more about the program and eligibility.

Reconstructive services

CenCal Health covers surgery to correct or repair abnormal structures of the body to improve or create a normal appearance to the extent possible. Abnormal structures of the body are those caused by congenital defects, developmental abnormalities, trauma, infection, tumors, disease, or breast reconstruction after a mastectomy. Some limitations and exceptions may apply.

Substance use disorder screening services

The plan covers:

- Alcohol misuse screenings and illicit-drug screenings

Go to “Substance use disorder treatment services” later in this chapter for treatment coverage through the county.

Vision benefits

The plan covers:

- Routine eye exam once every 24 months; Additional or more frequent eye exams are covered if medically necessary for members, such as those with diabetes.
- Eyeglasses (frames and lenses) once every 24 months; when you have a valid prescription.
- Replacement eyeglasses within 24 months if you have a change in prescription or your eyeglasses are lost, stolen, or broken (and cannot be fixed), and it was not your fault. You must give us a note that tells us how your eyeglasses were lost, stolen, or broken.
- Low vision devices for those with vision impairment that is not correctable by standard glasses, contact lenses, medicine, or surgery that interferes with a person’s ability to perform everyday activities (i.e., age-related macular degeneration)

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- Medically necessary Contact Lenses
Contact lens testing and contact lenses may be covered if the use of eyeglasses is not possible due to eye disease or condition (i.e., missing an ear). Medical conditions that qualify for special contact lenses include, but are not limited to, aniridia, aphakia, and keratoconus.

Transportation benefits for situations that are not emergencies

You are entitled to medical transportation if you have medical needs that do not allow you to use a car, bus or taxi to your appointments. Medical transportation can be provided for covered services and Medi-Cal covered pharmacy appointments. If you need medical transportation, you can request this by speaking to your doctor, dentist, podiatrist, or mental health or substance use disorder provider. Your provider will decide the correct type of transportation to meet your needs. If they find that you need medical transportation, they will prescribe it by completing a form and submit it to CenCal Health. Once approved, the approval is good for 12 months depending on the medical need. Additionally, there are no limits for how many rides you can get. Your doctor will need to reassess your medical need for medical transportation and re-approve every 12 months.

Medical transportation is an ambulance, litter van, wheelchair van or air transport. CenCal Health allows the lowest cost medical transportation for your medical needs when you need a ride to your appointment. That means, for example, if you can physically or medically be transported by a wheelchair van, CenCal Health will not pay for an ambulance. You are only entitled to air transport if your medical condition makes any form of ground transportation impossible.

Medical transportation must be used when:

- It is physically or medically needed as determined with a written authorization by a doctor or other provider because you are not able to physically or medically able to use a bus, taxi, car or van to get to your appointment.
- You need help from the driver to and from your residence, vehicle or place of treatment due to a physical or mental disability.

To ask for medical transportation that your doctor has prescribed for non-urgent (routine) appointments, please call CenCal Health at 1-877-814-1861 or Ventura Transit System at 1-855-659-4600 at least five business days (Monday-Friday) before your appointment. For urgent appointments, please call as soon as possible. Please have your member ID card ready when you call.



Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560). CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free. Or call the California Relay Line at 711. Visit online at www.cencalhealth.org

4 | Benefits and services

Limits of medical transportation: CenCal Health provides the lowest cost medical transportation that meets your medical needs to the closest provider from your home where an appointment is available. Medical transportation will not be provided if the service is not covered by Medi-Cal. If the appointment type is covered by Medi-Cal but not through the health plan, CenCal Health will help you schedule your transportation. A list of covered services is in this Member Handbook. Transportation is not covered outside of the network or service area unless pre-authorized by CenCal Health. For more information or to ask for medical transportation, please call CenCal Health at 1-877-814-1861 or Ventura Transit System at 1-855-659-4600.

Cost to member: There is no cost when transportation is arranged by CenCal Health.

How to get non-medical transportation

Your benefits include getting a ride to your appointments when the appointment is for a Medi-Cal covered service and you do not have any access to transportation. You can get a ride, at no cost to you, when you have tried all other ways to get transportation and are:

- Traveling to and from an appointment for a Medi-Cal service authorized by your provider; or
- Picking up prescriptions and medical supplies

CenCal Health allows you to use a car, taxi, bus or other public/private way of getting to your medical appointment for Medi-Cal-covered services. CenCal Health will cover the lowest cost of non-medical transportation type that meets your needs. Sometimes, CenCal Health can give reimbursement for rides in a private vehicle that you arrange. This must be approved by CenCal Health before you get the ride, and you must tell us why you cannot get a ride other ways, like the bus. You can tell us by calling us, by emailing, or in person. You cannot drive yourself and be reimbursed.

Mileage reimbursement requires all of the following:

- The driver's license of the driver
- The vehicle registration of the driver
- Proof of car insurance for the driver

To request a ride for services that have been authorized, call CenCal Health at 1-877-814-1861 or Ventura Transit System at 1-855-659-4600 at least five business days (Monday-Friday) before your appointment or call as soon as you can when you have an urgent appointment. Please have your member ID card ready when you call.

Note: American Indians may contact their local Indian Health Clinic to request non-medical transportation.

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Limits of non-medical transportation: CenCal Health provides the lowest cost non-medical transportation that meets your needs to the closest provider from your home where an appointment is available. Members cannot drive themselves or be reimbursed directly. For more information, please call CenCal Health at 1-877-814-1861 or Ventura Transit System at 1-855-659-4600.

Non-medical transportation does not apply if:

- An ambulance, litter van, wheelchair van, or other form of medical transportation is medically needed to get to a Medi-Cal covered service.
- You need assistance from the driver to and from the residence, vehicle or place of treatment due to a physical or medical condition.
- You are in a wheelchair and are unable to move in and out of the vehicle without help from the driver.
- The service is not covered by Medi-Cal.

Cost to member: There is no cost when non-medical transportation is arranged by CenCal Health.

Travel expenses: In certain instances, CenCal Health may cover travel expenses such as meals, hotel stays, and other related expenses if you have to travel for doctor's appointments that are not available near your home. This can also be covered for an accompanying attendant and a major organ transplant donor, if applicable. You need to request pre-approval (prior authorization) for these services by contacting CenCal Health at 1-877-814-1861 or Ventura Transit System at 1-855-659-4600.

Other CenCal Health covered benefits and programs

Long-term care services and supports

CenCal Health covers these long-term care benefits for members who qualify:

- Long-term care facility services as approved by CenCal Health
- Skilled nursing facility services as approved by CenCal Health

If you qualify for long-term care services, CenCal Health will make sure you are placed in a health care facility that provides the level of care most appropriate to your medical needs.

If you have questions about long-term care services, call Member Services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711).

Basic care management

CenCal Health will help coordinate and manage your health care needs and services at no cost to you. CenCal Health will coordinate your health care services to help ensure that you receive all medically necessary services, including prescription drugs, and behavioral health care services, even if those services are covered by another program



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4 | Benefits and services

and not CenCal Health. This includes care coordination across settings, such as if you need hospitalization and are discharged to your home or a skilled nursing facility.

If you have questions or concerns about your health or the health of your child, call Member Services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711).

Enhanced Care Management

CenCal Health covers Enhanced Care Management (ECM) services for members with highly complex needs. ECM is a benefit that provides extra services to help you get the care you need to stay healthy. It coordinates the care you get from different doctors. ECM helps coordinate primary care, acute care, behavioral health, developmental, oral health, community-based long-term services and supports (LTSS), and referrals to available community resources.

If you qualify, you may be contacted about ECM services. You can also call CenCal Health to find out if and when you can receive ECM. Or talk to your health care provider who can find out if you qualify for ECM and when and how you can receive it.

Covered ECM services

If you qualify for ECM, you will have your own care team, including a Lead Care Manager. This person will talk to you and your doctors, specialists, pharmacists, case managers, social services providers and others to make sure everyone works together to get you the care you need. A Lead Care Manager can also help you find and apply for other services in your community. ECM includes:

- Outreach and engagement
- Comprehensive assessment and care management
- Enhanced coordination of care
- Health promotion
- Comprehensive transitional care
- Member and family support services
- Coordination and referral to community and social supports

To find out if ECM may be right for you, talk to your CenCal Health representative or health care provider.

Cost to member

There is no cost to the member for ECM services.

Community Supports

Community Supports may be available under your Individualized Care Plan. Community Supports are medically appropriate and cost-effective alternative services

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or settings to those covered under the Medi-Cal State Plan. These services are optional for Members to receive. If you qualify, these services may help you live more independently. They do not replace benefits that you already get under Medi-Cal.

Community Supports covered by CenCal Health

Recuperative Care Program (RCP): This is a service available for members experiencing homelessness who are requiring some medical services and assistance with social determinates of health following hospital discharge. The intent for the RCP is to improve health outcomes and decrease use of emergency room and hospital care facilities. The medical care and social support services are available for those who meet criteria for up to 90 days, after a hospital stay.

Some Recuperative Care (RC) services offered to members are:

- Temporary housing
- Medical care
- Case management
- Self-management support
- Help with housing

Medically Tailored Meals Program / Medically Supportive Food

Medically Tailored Meals guarantee vulnerable members who have chronic health conditions access to medically appropriate meals designed by registered dieticians (RDs). Members who qualify will be provided two meals delivered to their homes for up to twelve weeks. These programs have demonstrated improved health outcomes and decreased health spending for outpatient and inpatient care.

The Medically Tailored Meals Program provides meals to members with a primary or secondary diagnosis of:

- Diabetes with an A1c 9 or above
- Congestive heart failure, stages C or D
- Chronic kidney disease, stages 3 or 4
- Who have had two inpatient hospital visit or two emergency room (ED) visits within 12 months
- Who have been discharged from a Skilled Nursing Facility within 12 months

Meals provided to each member are based on their medical needs, chronic conditions, and utilization.



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4 | Benefits and services

Housing Transition Navigation Services

Assist Members with navigating the barriers they face in obtaining housing.

Housing Transition Navigation Services include:

- Tenant screening and housing assessment that identifies the member's preferences and barriers related to successful tenancy. The assessment may include collecting information on the member's housing needs, potential housing transition barriers, and identification of housing retention barriers.
- Individualized housing support plan is to be developed based upon the housing assessment that addresses identified barriers, includes short- and long-term measurable goals for each issue, establishes the member's approach to meeting the goal, and identifies when other providers or services, both reimbursed and not reimbursed by Medi-Cal, may be required to meet the goal.
- Searching for housing and presenting options.
- Assisting in securing housing, including the completion of housing applications and securing required documentation (e.g., Social Security card, birth certificate, prior rental history).

Housing Deposits

Assist with identifying, coordinating, securing, or funding one-time services and modifications necessary to enable a person to establish a basic household that do not constitute room and board, such as:

- Security deposits required to obtain a lease on an apartment or home.
- Set-up fees/deposits for utilities or service access and utility arrearages.
- First month coverage of utilities, including but not limited to telephone, gas, electricity, heating, and water.

Housing Tenancy and Sustaining Services

This service provides tenancy and sustaining services, with a goal of maintaining safe and stable tenancy once housing is secured.

Housing Tenancy and Sustaining Services include:

- Providing early identification and intervention for behaviors that may jeopardize housing, such as late rental payment, hoarding, substance use, and other lease violations.
- Education and training on the role, rights, and responsibilities of the tenant and landlord.
- Coaching on developing and maintaining key relationships with landlords/property managers with a goal of fostering successful tenancy.

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Sobering Centers

These are alternative destinations for individuals who are found to be publicly intoxicated (due to alcohol and/or drug misuse) and would otherwise be transported to the emergency department or jail.

Sobering centers provide:

- Individuals, primarily those who are homeless or those with unstable living situations, with a safe, supportive environment to become sober.

If you need help or would like to find out what Community Supports may be available for you, call Member Services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711) or call your health care provider.

Major Organ Transplant

Transplants for children under age 21

CenCal Health must refer California Children’s Services (CCS) eligible children to a CCS-approved Special Care Center (SCC) for an evaluation within 72 hours of the child’s doctor or specialist identifying the child as a potential candidate for transplant. If SCC confirms the transplant would be needed and safe, CenCal Health will cover the transplant and related services.

Transplants for adults age 21 and older

If your doctor decides you may need a major organ transplant, CenCal Health will refer you to a qualified transplant center for an evaluation. If the transplant center confirms a transplant is needed and safe for your medical condition, CenCal Health will cover the transplant and other related services.

The following major organ transplants covered by CenCal Health include but are not limited to:

- Bone marrow
- Heart
- Heart/Lung
- Kidney
- Kidney/Pancreas
- Liver
- Liver/Small bowel
- Lung
- Pancreas
- Small bowel



Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560). CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free. Or call the California Relay Line at 711. Visit online at www.cencalhealth.org

4 | Benefits and services

Whole Child Model (WCM) Program

The WCM program incorporates California Children's Services (CCS) program covered services for Medi-Cal eligible CCS children and youth into CenCal Health. CCS is a state program that treats children under 21 years of age with certain health conditions, diseases, or chronic health problems and who meet the CCS program rules. If CenCal Health or your PCP believes you or your child has a CCS condition, they will be referred to the CCS county program to be assessed for eligibility. If you or your child is determined eligible for WCM, they will get their CCS care through CenCal Health.

CCS does not cover all health conditions. CCS covers most health conditions that physically disable or that need to be treated with medicines, surgery, or rehabilitation (rehab). Examples of CCS-eligible conditions include but are not limited to:

- Congenital heart disease
- Cancers
- Tumors
- Hemophilia
- Sickle cell anemia
- Thyroid problems
- Diabetes
- Serious chronic kidney problems
- Liver disease
- Intestinal disease
- Cleft lip/palate
- Spina bifida
- Hearing loss
- Cataracts
- Cerebral palsy
- Transplants including cornea
- Seizures under certain circumstances
- Rheumatoid arthritis
- Muscular dystrophy
- AIDS
- Severe head, brain or spinal cord injuries
- Severe burns
- Severely crooked teeth

CCS county program staff will decide if your child qualifies for CCS services. If your child qualifies to get this type of care, CCS providers working with CenCal Health will assign a personal care coordinator to help coordinate treatment for the CCS-eligible condition using a care team and care plan.

Transportation and travel expenses

You may be able to receive transportation, meals, lodging and other costs such as parking, tolls, etc. if you or your family needs assistance to get to a medical appointment related to a CCS-eligible condition and there is no other available resource. You should call CenCal Health and request approval (authorization) before you pay out of pocket for transportation meals and lodging since CenCal Health does provide non-medical and non-emergency medical transportation as noted in benefits and services. If your transportation or travel expenses are determined to be necessary and CenCal Health verifies that you attempted to get transportation through CenCal Health, you can receive reimbursement from CenCal Health, and we must reimburse you within 60 calendar days of you submitting the required receipts and documentation for transportation expenses.

Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560).
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Or call the California Relay Line at 711. Visit online at www.cencalhealth.org



Value-added services

CenCal Health Disease Management Programs

CenCal Health offers three disease management programs at no cost to you.

- ***Diabetes Condition Support***
- ***Heart Condition Support***
- ***Substance Use Disorder Support***

Who is eligible?

- CenCal Health Members
- 18 years and above
- Diagnosed with a cardiovascular disease, or
- Diagnosed with Diabetes
- Diagnosed with Substance Use Disorder

The programs provide enhanced health education for members and telephonic health coaching from a nurse. For more information, please call (805) 364-9330.

Health Education

CenCal Health offers health education resources and information as a benefit to you.

- Our health newsletter, Health Matters, is mailed to each household two to three times a year.
- You can also request information on a specific health topic, such as diabetes or asthma, by calling our Health Education Request Line at 1-800-421-2560 ext. 3126.

Members can use our free online health education library to learn about many different health topics at www.cencalhealth.org/health-and-wellness

Other Medi-Cal programs and services

Other services you can get through Fee-For-Service (FFS) Medi-Cal or other Medi-Cal programs

Sometimes CenCal Health does not cover services, but you can still get them through FFS Medi-Cal or other Medi-Cal programs. CenCal Health will coordinate with other programs to ensure that you receive all medically necessary services, even if those



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4 | Benefits and services

services are covered by another program and not CenCal Health. This section lists some of these services. To learn more, call Member Services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711).

Outpatient prescription drugs

Prescription drugs covered by Medi-Cal Rx

Prescription drugs given by a pharmacy are covered by Medi-Cal Rx, a Medi-Cal FFS program. Some drugs given by a provider in an office or clinic may be covered by CenCal Health. Your provider can prescribe you drugs that are on the Medi-Cal Rx Contract Drugs List.

Sometimes, a drug is needed and is not on the Contract Drug List. These drugs will need to be approved before they can be filled at the pharmacy. Medi-Cal Rx will review and decide these requests within 24 hours.

- A pharmacist at your outpatient pharmacy may give you a 72-hour emergency supply if they think you need it. Medi-Cal Rx will pay for the emergency medication supply given by an outpatient pharmacy.
- Medi-Cal Rx may say no to a non-emergency request. If they say no, they will send you a letter to tell you why. They will tell you what your choices are. Go to the “Complaints” section in Chapter 6 Reporting and solving problems for more information.

To find out if a drug is on the Contract Drug List or to get a copy of the Contract Drug List, call Medi-Cal Rx at 800-977-2273 (TTY 800-977-2273 and press 5 or 711), visit the Medi-Cal Rx website at <https://medi-calrx.dhcs.ca.gov/home/>.

Pharmacies

If you are filling or refilling a prescription, you must get your prescribed drugs from a pharmacy that works with Medi-Cal Rx. You can find a list of pharmacies that work with Medi-Cal Rx in the Medi-Cal Rx Pharmacy Directory at <https://medi-calrx.dhcs.ca.gov/home/>. You can also find a pharmacy near you or a pharmacy that can mail your prescription to you by calling Medi-Cal Rx at 800-977-2273 (TTY 800-977-2273 and press 5 or 711).

Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560).
CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free.
Or call the California Relay Line at 711. Visit online at www.cencalhealth.org



Once you choose a pharmacy, take your prescription to the pharmacy. Your provider may also send it to the pharmacy for you. Give the pharmacy your prescription with your Medi-Cal Benefits Identification Card (BIC). Make sure the pharmacy knows about all medications you are taking and any allergies you have. If you have any questions about your prescription, make sure you ask the pharmacist.

Members may also receive transportation services from CenCal Health to get to pharmacies. To learn more about transportation services, read “Transportation benefits for situations that are not emergencies” in this handbook.

Specialty mental health services

Some mental health services are provided by county mental health plans instead of CenCal Health. These include specialty mental health services (SMHS) for Medi-Cal members who meet criteria for SMHS. SMHS may include these outpatient, residential and inpatient services:

Outpatient services:

- Mental health services
- Medication support services
- Day treatment intensive services
- Day rehabilitation services
- Crisis intervention services
- Crisis stabilization services
- Targeted case management services
- Therapeutic behavioral services (covered for members under 21 years old)
- Intensive care coordination (ICC) (covered for members under 21 years old)
- Intensive home-based services (IHBS) (covered for members under 21 years old)
- Therapeutic foster care (TFC) (covered for members under 21 years old)

Residential services

- Adult residential treatment services
- Crisis residential treatment services

Inpatient services

- Acute psychiatric inpatient hospital services
- Psychiatric inpatient hospital professional services
- Psychiatric health facility services

To learn more about specialty mental health services, the county mental health plan provides, you can call your county mental health plan. To find all counties' toll-free telephone numbers online, visit <https://dhcs.ca.gov/individuals/Pages/MHPContactList.aspx>. If CenCal Health determines that you will need services from the county mental health plan, CenCal Health will help you connect with the county mental health plan services.



Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560). CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free. Or call the California Relay Line at 711. Visit online at www.cencalhealth.org

4 | Benefits and services

Substance use disorder treatment services

The county provides substance use disorder services to Medi-Cal members who meet criteria for these services. Members who are identified for substance use disorder treatment services are referred to their county department for treatment. To find all counties' telephone numbers online, visit https://dhcs.ca.gov/individuals/Pages/SUD_County_Access_Lines.aspx.

The County Alcohol and Drug Services covers:

- Outpatient substance use disorder services, including residential treatment services

If you need alcohol and drug services and you are not in crises, call and talk with your PCP first. Your PCP can provide alcohol misuse screening services, please see below for services offered by the County Drug and Alcohol Services Program.

Substance use disorder benefits

- Outpatient and Intensive Outpatient Treatment Services
- Residential Treatment Services
- Opioid Treatment Programs
- Medication Assisted Treatment (MAT)
- Withdrawal Management Services

Members who are in crises should call 911 or go to the nearest emergency room. For Alcohol and Drug services in Santa Barbara call, 1-888-868-1649. For drug and alcohol services in San Luis Obispo County call 1-800-838-1381.

Tri-Counties Regional Centers

Tri-Counties Regional Centers (TCRC) provides services and support to parents of developmentally disabled children and to developmentally disabled adults who reside in the Santa Barbara and San Luis Obispo area. TCRC helps with services that promote quality of life and the ability to live as independently as possible in the community. TCRC also can help CenCal Health members, and their families coordinate medical services. TCRC phone numbers are listed below:

- Santa Barbara 1-805-962-7881
- Santa Maria 1-805-922-4640
- San Luis Obispo 1-805-543-2833
- Atascadero 1-805-461-7402

Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560).
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Dental services

Medi-Cal Dental Program is the same as Fee-for-Service (FFS) Medi-Cal for your dental services. Before you get dental services, you must show your BIC to the dental provider and make sure the provider takes FFS Dental.

Medi-Cal Dental covers some dental services, including:

- Diagnostic and preventive dental hygiene (such as examinations, X-rays and teeth cleanings)
- Emergency services for pain control
- Tooth extractions
- Fillings
- Root canal treatments (anterior/posterior)
- Crowns (prefabricated/laboratory)
- Scaling and root planing
- Complete and partial dentures
- Orthodontics for children who qualify
- Topical fluoride

If you have questions or want to learn more about dental services, call the Medi-Cal Dental Program at 1-800-322-6384 (TTY 1-800-735-2922 or 711). You may also visit the Medi-Cal Dental Program website at <https://www.dental.dhcs.ca.gov> or <https://smilecalifornia.org/>

Services you cannot get through CenCal Health or Medi-Cal

There are some services that neither CenCal Health nor Medi-Cal will cover, including, but not limited to:

- In vitro fertilization (IVF), including but not limited to infertility studies or procedures to diagnose or treat infertility
- Fertility preservation
- Experimental services
- Home modifications
- Vehicle modifications
- Cosmetic surgery

CenCal Health may cover a non-benefit if medical necessity is established. Your provider must submit a Prior Authorization to CenCal Health's Utilization Management Department with the reasons why the non-benefit is medically needed.

To learn more call Member Services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711).



Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560). CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free. Or call the California Relay Line at 711. Visit online at www.cencalhealth.org

5. Child and youth well care

Child and youth members under 21 years old can get special health services as soon as they are enrolled. This makes sure they get the right preventive, dental, mental health, and developmental and specialty services. This chapter explains these services.

Pediatric services (Children under age 21)

Members under 21 years old are covered for needed care. The following list includes medically necessary services to treat or ameliorate defects and physical or mental diagnoses. Covered services include but are not limited to the list below:

- Well-child visits and teen check-ups (Important visits children need)
- Immunizations (shots)
- Behavioral health assessment and treatment
- Mental health evaluation and treatment, including individual, group and family psychotherapy (specialty mental health services are covered by the county)
- Lab tests, including blood lead poisoning screening
- Health and preventive education
- Vision services
- Dental services (covered under Medi-Cal Dental)
- Hearing services (covered by CCS for children who qualify. CenCal Health will cover services for children who do not qualify for CCS)

These services are called Early and Periodic Screening, Diagnostic and Treatment (EPSDT) services. EPSDT services that are recommended by pediatricians' Bright Futures guidelines (https://downloads.aap.org/AAP/PDF/periodicity_schedule.pdf) to help you or your child stay healthy are covered at no cost to you.

Well-child health check-ups and preventive care

Preventive care includes regular health check-ups, screenings to help your doctor find problems early, and counseling services to detect illnesses, diseases, or medical conditions before they cause problems. Regular check-ups help you or your child's doctor look for any problems. Problems can include medical, dental, vision, hearing,

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mental health, and any substance use (drug) disorders. CenCal Health covers check-ups to screen for problems (including blood lead level assessment) any time there is a need for them, even if it is not during your or your child's regular check-up.

Preventive care also includes shots you or your child need. CenCal Health must make sure that all enrolled children get needed shots at the time of any health care visit. Preventive care services and screenings are available at no cost and without pre-approval (prior authorization).

Your child should get check-ups at these ages:

- 2-4 days after birth
- 1 month
- 2 months
- 4 months
- 6 months
- 9 months
- 12 months
- 15 months
- 18 months
- 24 months
- 30 months
- Once a year from 3 to 20 years old

Well-child health check-ups include:

- A complete history and head-to-toe physical exam
- Age-appropriate shots (California follows the American Academy of Pediatrics Bright Futures Periodicity schedule https://downloads.aap.org/AAP/PDF/periodicity_schedule.pdf)
- Lab tests, including blood lead poisoning screening
- Health education
- Vision and hearing screening
- Oral health screening
- Behavioral health assessment

When a physical problem or mental health issue is found during a check-up or screening, there may be care that can fix or help the problem. If the care is medically necessary and CenCal Health is responsible for paying for the care, then CenCal Health covers the care at no cost to you. These services include:

- Doctor, nurse practitioner and hospital care
- Shots to keep you healthy
- Physical, speech/language and occupational therapies



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5 | Child and youth well care

- Home health services, which could be medical equipment, supplies and appliances
- Treatment for vision problems, including eyeglasses
- Treatment for hearing problems, including hearing aids when they are not covered by CCS
- Behavioral Health Treatment for autism spectrum disorders and other developmental disabilities
- Case management and health education
- Reconstructive surgery, which is surgery to correct or repair abnormal structures of the body caused by congenital defects, developmental abnormalities, trauma, infection, tumors or disease to improve function or create a normal appearance

Blood lead poisoning screening

All children enrolled in CenCal Health should get blood lead poisoning screening at 12 and 24 months or between the ages of 36 and 72 months if they were not tested earlier.

Help getting child and youth well care services

CenCal Health will help members under 21 years old and their families get the services they need. A CenCal Health care coordinator can:

- Tell you about available services
- Help find network providers or out-of-network providers, when needed
- Help make appointments
- Arrange medical transportation so children can get to their appointments
- Help coordinate care for services that are available through FFS Medi-Cal, such as:
 - Treatment and rehabilitative services for mental health and substance use disorders
 - Treatment for dental issues, including orthodontics

Other services you can get through Fee-For-Service (FFS) Medi-Cal or other programs

Dental check-ups

Keep your baby's gums clean by gently wiping the gums with a washcloth every day. At about four to six months, "teething" will begin as the baby teeth start to come in. You should make an appointment for your child's first dental visit as soon as their first tooth comes in or by their first birthday, whichever comes first.

Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560).
CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free.
Or call the California Relay Line at 711. Visit online at www.cencalhealth.org



The following Medi-Cal dental services are free or low-cost services for:

Babies ages 1 to 4

- Baby's first dental visit
- Baby's first dental exam
- Dental exams (every 6 months; every 3 months from birth to age 3)
- X-rays
- Teeth cleaning (every 6 months)
- Fluoride varnish (every 6 months)
- Fillings
- Tooth removal
- Emergency services
- Outpatient services
- *Sedation (if medically necessary)

Kids ages 5-12

- Dental exams (every 6 months)
- X-rays
- Fluoride varnish (every 6 months)
- Teeth cleaning (every 6 months)
- Molar sealants
- Fillings
- Root canals
- Emergency services
- Outpatient services
- *Sedation (if medically necessary)

Kids ages 13-20

- Dental exams (every 6 months)
- X-rays
- Fluoride varnish (every 6 months)
- Teeth cleaning (every 6 months)
- Orthodontics (braces) for those who qualify
- Fillings
- Crowns
- Root canals
- Tooth removal
- Emergency services
- Outpatient services
- Sedation (if medically necessary)



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5 | Child and youth well care

*Sedation and general anesthesia should be considered when it is documented why local anesthesia is not appropriate or contraindicated, and the dental treatment is pre-approved or does not need pre-approval (prior authorization).

Contraindications include, but are not limited to:

- Physical, behavioral, developmental, or emotional condition that prohibits the patient from responding to the provider's attempts to perform treatment
- Extensive restorative or surgical procedures
- An uncooperative child
- An acute infection at an injection site
- Failure of a local anesthetic to control pain

If you have questions or want to learn more about dental services, call the Medi-Cal Dental Program at 1-800-322-6384 (TTY 1-800-735-2922 or 711). You may also visit the Medi-Cal Dental Program website at <https://smilecalifornia.org/>.

Additional preventive education referral services

If you are worried that your child is having a hard time taking part and learning at school, talk to your child's Primary Care Doctor, teachers, or administrators at the school. In addition to your medical benefits covered by CenCal Health, there are services that the school must provide to help your child learn and not fall behind.

Examples of services that may be provided to help your child learn include:

- Speech and Language Services
- Psychological Services
- Physical Therapy
- Occupational Therapy
- Assistive Technology
- Social Work Services
- Counseling Services
- School Nurse Services
- Transportation to and from school

These services are provided by and paid for by the California Department of Education. Together with your child's doctors and teachers, you can make a custom plan that will best help your child.

Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560).
CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free.
Or call the California Relay Line at 711. Visit online at www.cencalhealth.org



6. Reporting and solving problems

There are two ways to report and solve problems:

- A **complaint** (or **grievance**) is when you have a problem with CenCal Health or a provider, or with the health care or treatment you got from a provider
- An appeal is when you don't agree with CenCal Health's decision to change your services or to not cover them

You have the right to file grievances and appeals with CenCal Health to tell us about your problem. This does not take away any of your legal rights and remedies. We will not discriminate or retaliate against you for complaining to us. Letting us know about your problem will help us improve care for all members.

You should always contact CenCal Health first to let us know about your problem. Call us between 8:00 a.m. – 5:00 p.m., Monday - Friday at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711). Tell us about your problem. You may also file a grievance in person, by mail or fax. Or online at: <https://www.cencalhealth.org/members/file-complaint/>

The California Department of Health Care Services (DHCS) Medi-Cal Managed Care Ombudsman can also help. They can help if you have problems joining, changing or leaving a health plan. They can also help if you moved and are having trouble getting your Medi-Cal transferred to your new county. You can call the Ombudsman Monday through Friday, between 8:00 a.m. and 5:00 p.m. at 1-888-452-8609.

You can also file a grievance with your county eligibility office about your Medi-Cal eligibility. If you are not sure who you can file your grievance with, call Member Services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711).

To report incorrect information about your additional health insurance, please call Medi-Cal Monday through Friday, between 8:00 a.m. and 5:00 p.m. at 1-800-541-5555.

Complaints

A complaint (or grievance) is when you have a problem or are unhappy with the services you are receiving from CenCal Health or a provider. There is no time limit to file a complaint. You can file a complaint with CenCal Health at any time by phone, in writing or online.



Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560). CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free. Or call the California Relay Line at 711. Visit online at www.cencalhealth.org

6 | Reporting and solving grievances

- **By phone:** Call CenCal Health at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711) between 8:00 a.m. – 5:00 p.m., Monday - Friday. Give your health plan ID number, your name and the reason for your complaint.
- **By mail:** Call CenCal Health at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711) and ask to have a form sent to you. When you get the form, fill it out. Be sure to include your name, health plan ID number and the reason for your complaint. Tell us what happened and how we can help you.

Mail the form to:
CenCal Health
Attn: Grievances & Appeals
4050 Calle Real
Santa Barbara, CA 93110

Your doctor's office will have complaint forms available.

- **Online:** Visit the CenCal Health website at www.cencalhealth.org/members/file-complaint/.

If you need help filing your complaint, we can help you. We can give you free language services. Call 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711).

Within 5 calendar days of getting your complaint, we will send you a letter telling you we got it. Within 30 days, we will send you another letter that tells you how we resolved your problem. If you call CenCal Health about a grievance that is not about health care coverage, medical necessity, or experimental or investigational treatment, and your grievance is resolved by the end of the next business day, you may not get a letter.

If you have an urgent matter involving a serious health concern, we will start an expedited (fast) review and provide you with a decision within 72 hours. To ask for an expedited review, call us at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711). Within 72 hours of receiving your complaint, we will make a decision about how we will handle your complaint and whether we will expedite your complaint. If we determine that we will not expedite your complaint, we will let you know that we will resolve your complaint within 30 days.

Complaints related to Medi-Cal Rx pharmacy benefits are not subject to the CenCal Health grievance process. Members can submit complaints about Medi-Cal Rx pharmacy benefits by calling 800-977-2273 (TTY 800-977-2273 and press 5 or 711) or going to <https://medi-calrx.dhcs.ca.gov/home/>.

Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560).
CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free.
Or call the California Relay Line at 711. Visit online at www.cencalhealth.org



Appeals

An appeal is different from a complaint. An appeal is a request for us to review and change a decision we made about your service(s). If we sent you a Notice of Action (NOA) letter telling you that we are denying, delaying, changing, or ending a service(s), and you do not agree with our decision, you can ask us for an appeal. Your PCP or other provider can also ask us for an appeal for you with your written permission.

You must ask for an appeal within 60 days from the date on the NOA you got from us. If we decided to reduce, suspend, or stop a service(s) you are getting now, you can continue getting that service(s) while you wait for your appeal to be decided. This is called Aid Paid Pending. To receive Aid Paid Pending, you must ask us for an appeal within 10 days from the date on the NOA or before the date we said your service(s) will stop, whichever is later. When you request an appeal under these circumstances, the service(s) will continue.

You can file an appeal by phone, in writing or online:

- **By phone:** Call CenCal Health at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711) between 8:00 a.m. – 5:00 p.m., Monday - Friday. Give your name, health plan ID number and the service you are appealing.
- **By mail:** Call CenCal Health at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711) and ask to have a form sent to you. When you get the form, fill it out. Be sure to include your name, health plan ID number and the service you are appealing.

Mail the form to:
CenCal Health
Attn: Grievances & Appeals
4050 Calle Real
Santa Barbara, CA 93110

Your doctor's office will have appeal forms available.

- **Online:** Visit the CenCal Health website at www.cencalhealth.org/members/file-complaint/.

If you need help asking for an appeal or with Aid Paid Pending, we can help you. We can give you free language services. Call Member Services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711).

Within 5 days of getting your appeal, we will send you a letter telling you we got it. Within 30 days, we will tell you our appeal decision and send you a Notice of Appeal Resolution (NAR) letter. If we do not provide you with our appeal decision within 30 days, you can request a State Hearing. The State Hearing has final say.



Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560). CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free. Or call the California Relay Line at 711. Visit online at www.cencalhealth.org

6 | Reporting and solving grievances

If you or your doctor wants us to make a fast decision because the time it takes to decide your appeal would put your life, health, or ability to function in danger, you can ask for an expedited (fast) review. To ask for an expedited review, call Member Services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711). We will make a decision within 72 hours of receiving your appeal.

What to do if you do not agree with an appeal decision

If you requested an appeal and got a NAR letter telling you we did not change our decision, or you never got a NAR letter and it has been past 30 days, you can:

- Ask for a **State Hearing** from the California Department of Social Services (CDSS), and a judge will review your case.

You will not have to pay for a State Hearing.

You are entitled to a State Hearing. The State Hearing has the final say.

The sections below have more information on how to ask for a State Hearing.

Complaints and appeals related to Medi-Cal Rx pharmacy benefits are not handled by CenCal Health. You can submit complaints and appeals about Medi-Cal Rx pharmacy benefits by calling 800-977-2273 (TTY 800-977-2273 and press 5 or 711).

If you do not agree with a decision related to your Medi-Cal Rx pharmacy benefit, you may ask for a State Hearing.

State Hearings

A State Hearing is a meeting with people from the California Department of Social Services (CDSS). A judge will help to resolve your problem or tell you that we made the correct decision. You have the right to ask for a State Hearing if you have already asked for an appeal with us and you are still not happy with our decision, or if you did not get a decision on your appeal after 30 days.

You must ask for a State Hearing within 120 days from the date on CenCal Health's NAR letter. However, if we gave you Aid Paid Pending during your appeal, and you want it to continue until there is a decision on your State Hearing, you must ask for a State Hearing within 10 days of our NAR letter, or before the date we said your service(s) will stop, whichever is later. If you need help making sure Aid Paid Pending will continue until there is a final decision on your State Hearing, contact CenCal Health between 8:00 a.m. – 5:00 p.m., Monday - Friday by calling Member Services at 1-877-814 1861. If you cannot hear or speak well, please call TTY/TDD 1-833-556-2560 or 711. Your PCP can ask for a State Hearing for you with your written permission.

Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560).
CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free.
Or call the California Relay Line at 711. Visit online at www.cencalhealth.org



Sometimes you can ask for a State Hearing without completing our appeal process.

For example, you can request a State Hearing without having to complete our appeal process, if we did not notify you correctly or on time about your service(s). This is called Deemed Exhaustion. Here are some examples of Deemed Exhaustion:

- We did not make a NOA letter available to you in your preferred language.
- We made a mistake that affects any of your rights.
- We did not give you a NOA letter.
- We made a mistake in our NAR letter.
- We did not decide your appeal within 30 days.
- We decided your case was urgent but did not respond to your appeal within 72 hours.

You can ask for a State Hearing by phone or mail.

- **By phone:** Call the CDSS Public Response Unit at 1-800-952-5253 (TTY 1-800-952-8349 or 711).
- **By mail:** Fill out the form provided with your appeals resolution notice.

Send it to:
California Department of Social Services
State Hearings Division
P.O. Box 944243, MS 09-17-37
Sacramento, CA 94244-2430

If you need help asking for a State Hearing, we can help you. We can give you free language services. Call Member Services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711).

At the hearing, you will give your side. We will give our side. It could take up to 90 days for the judge to decide your case. CenCal Health must follow what the judge decides.

If you want the CDSS to make a fast decision because the time it takes to have a State Hearing would put your life, health, or ability to function fully in danger, you or your PCP can contact the CDSS and ask for an expedited (fast) State Hearing. CDSS must make a decision no later than 3 business days after it gets your complete case file from CenCal Health.

Fraud, waste, and abuse

If you suspect that a provider or a person who gets Medi-Cal has committed fraud, waste, or abuse, it is your right to report it by calling the confidential toll-free number 1-800-822-6222 or submitting a complaint online at <https://www.dhcs.ca.gov/>.



Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560). CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free. Or call the California Relay Line at 711. Visit online at www.cencalhealth.org

6 | Reporting and solving grievances

Provider fraud, waste and abuse includes:

- Falsifying medical records
- Prescribing more medication than is medically necessary
- Giving more health care services than medically necessary
- Billing for services that were not given
- Billing for professional services when the professional did not perform the service
- Offering free or discounted items and services to members in an effort to influence which provider is selected by the member
- Changing member's primary care physician without the knowledge of the member

Fraud, waste and abuse by a person who gets benefits includes, but is not limited to:

- Lending, selling or giving a health plan ID card or Medi-Cal Benefits Identification Card (BIC) to someone else
- Getting similar or the same treatments or medicines from more than one provider
- Going to an emergency room when it is not an emergency
- Using someone else's Social Security number or health plan ID number
- Taking medical and non-medical transportation rides for non-healthcare related services, for services not covered by Medi-Cal, or when you do not have a medical appointment or prescriptions to pick up.

To report fraud, waste and abuse, write down the name, address and ID number of the person who committed the fraud, waste or abuse. Give as much information as you can about the person, such as the phone number or the specialty if it is a provider. Give the dates of the events and a summary of exactly what happened.

Send your report to:

CenCal Health
ATTN: Compliance Officer
4050 Calle Real
Santa Barbara, CA 93110
Compliance Hotline at 1-866-775-3944

Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560).
CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free.
Or call the California Relay Line at 711. Visit online at www.cencalhealth.org



7. Rights and responsibilities

As a member of CenCal Health, you have certain rights and responsibilities. This chapter explains these rights and responsibilities. This chapter also includes legal notices that you have a right to as a member of CenCal Health.

Your rights

These are your rights as a member of CenCal Health:

- To be treated with respect and dignity, giving due consideration to your right to privacy and the need to maintain confidentiality of your medical information.
- To be provided with information about the plan and its services, including covered services, practitioners, and member rights and responsibilities.
- To receive fully translated written member information in your preferred language, including all grievance and appeals notices.
- To make recommendations about CenCal Health's member rights and responsibilities policy.
- To be able to choose a primary care provider within CenCal Health's network.
- To have timely access to network providers.
- To participate in decision making with providers regarding your own health care, including the right to refuse treatment.
- To voice grievances, either verbally or in writing, about the organization or the care you got.
- To know the medical reason for CenCal Health's decision to deny, delay, terminate or change a request for medical care.
- To get care coordination.
- To ask for an appeal of decisions to deny, defer or limit services or benefits.
- To get no-cost interpreting services for your language.
- To get free legal help at your local legal aid office or other groups.
- To formulate advance directives.



Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560). CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free. Or call the California Relay Line at 711. Visit online at www.cencalhealth.org

7 | Rights and responsibilities

- To ask for a State Hearing if a service or benefit is denied and you have already filed an appeal with CenCal Health and are still not happy with the decision, or if you did not get a decision on your appeal after 30 days, including information on the circumstances under which an expedited hearing is possible.
- To access minor consent services.
- To get no-cost written member information in other formats (such as braille, large-size print, audio and accessible electronic formats) upon request and in a timely fashion appropriate for the format being requested and in accordance with Welfare & Institutions Code Section 14182 (b)(12).
- To be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.
- To truthfully discuss information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand, regardless of cost or coverage.
- To have access to and get a copy of your medical records, and request that they be amended or corrected, as specified in 45 Code of Federal Regulations §164.524 and 164.526.
- Freedom to exercise these rights without adversely affecting how you are treated by CenCal Health, your providers or the State.
- To have access to family planning services, Freestanding Birth Centers, Federally Qualified Health Centers, Indian Health Clinics, midwifery services, Rural Health Centers, sexually transmitted infection services and emergency services outside CenCal Health's network pursuant to the federal law.

Your responsibilities

CenCal Health members have these responsibilities:

- Learn how to use the CenCal Health plan and provide information CenCal Health needs to give you the best care possible.
- Follow the instructions and treatment plan you have agreed on with your health care provider.
- Cooperate with your providers and treat your providers and health plan staff with courtesy and respect.
- Always present your CenCal Health ID card when getting services.
- Help CenCal Health keep correct records by providing timely information regarding changes in address, family status, and other health care coverage.
- Notify CenCal Health as soon as possible if a provider bills you inappropriately.
- Understand your health problems and take part in making a treatment plan with your provider that you both agree on.

Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560).
CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free.
Or call the California Relay Line at 711. Visit online at www.cencalhealth.org



- Be on time for your appointments. If you must cancel a doctor's appointment or a transportation appointment, call the doctor's office or the transportation vendor at least 24 hours in advance.
 - Follow the timeframes required of the transportation vendor for scheduling rides to your appointments.
 - Call your PCP first when needing medical care, except in an emergency.
 - Follow recommendations for preventive care, yearly check-ups, and a healthy lifestyle.
-

Notice of non-discrimination

Discrimination is against the law. CenCal Health follows State and Federal civil rights laws. CenCal Health does not unlawfully discriminate, exclude people or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity or sexual orientation.

CenCal Health provides:

- Free aids and services to people with disabilities to help them communicate better, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats and other formats)
- Free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact CenCal Health between 8:00 a.m. – 5:00 p.m. Monday – Friday by calling 1-877-814-1861. Or, if you cannot hear or speak well, please call 1-833-556-2560 or 711 to use the California Relay Service.

How to file a grievance

If you believe that CenCal Health has failed to provide these services or unlawfully discriminated in another way on the basis of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity or sexual orientation, you can file a grievance with CenCal Health's Civil Rights Coordinator.



Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560). CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free. Or call the California Relay Line at 711. Visit online at www.cencalhealth.org

7 | Rights and responsibilities

You can file a grievance by phone, in writing, in person, or electronically:

- **By phone:** Contact between 8:00 a.m. – 5:00 p.m., Monday - Friday by calling 1-877-814-1861. Or, if you cannot hear or speak well, please call 1-833-556-2560 or 711 to use the California Relay Service.
- **In writing:** Fill out a complaint form or write a letter and send it to:

Civil Rights Coordinator - Compliance Department
4050 Calle Real, Santa Barbara, CA 93110
- **In person:** Visit your doctor's office or CenCal Health and say you want to file a grievance.
- **Electronically:** Visit CenCal Health's website at www.cencalhealth.org.

Office of Civil Rights – California Department of Health Care Services

You can also file a civil rights complaint with the California Department of Health Care Services, Office of Civil Rights by phone, in writing or electronically:

- **By phone:** Call 916-440-7370. If you cannot speak or hear well, please call 711 (Telecommunications Relay Service).
- **In writing:** Fill out a complaint form or send a letter to:

Deputy Director, Office of Civil Rights
Department of Health Care Services
Office of Civil Rights
P.O. Box 997413, MS 0009
Sacramento, CA 95899-7413

Complaint forms are available at
https://www.dhcs.ca.gov/Pages/Language_Access.aspx.

- **Electronically:** Send an email to CivilRights@dhcs.ca.gov.

Office of Civil Rights – U.S. Department of Health and Human Services

If you believe you have been discriminated against on the basis of race, color, national origin, age, disability or sex, you can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing or electronically:

Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560).
CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free.
Or call the California Relay Line at 711. Visit online at www.cencalhealth.org



- **By phone:** Call 1-800-368-1019. If you cannot speak or hear well, please call TTY 1-800-537-7697 or 711 to use the California Relay Service.
- **In writing:** Fill out a complaint form or send a letter to:
U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

Complaint forms are available at
<https://www.hhs.gov/ocr/complaints/index.html>.
- **Electronically:** Visit the Office for Civil Rights Complaint Portal at
<https://ocrportal.hhs.gov/ocr/cp>.

Ways to get involved as a member

CenCal Health wants to hear from you. Each quarter (every three months), CenCal Health has meetings to talk about what is working well and how CenCal Health can improve. Members are invited to attend. Come to a meeting!

CenCal Health – Community Advisory Board

CenCal Health has a group called the Community Advisory Board. This group is made up of members and community representatives just like you. You can join this group if you would like. The group talks about how to improve CenCal Health policies and is responsible for:

- Making suggestions to improve services offered by CenCal Health.
- Giving your opinions about new materials we create and use for members.
- Sharing information between the Plan, community partners and members.

If you would like to be a part of this group, call Member Services at 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711).

CenCal Health - CCS Whole Child Model Family Advisory Committee

CenCal Health has an advisory group called California Children's Services (CCS) Whole Child Model Family Advisory Committee. This group is made up of CCS children's family members, advocates, CCS local county staff, Medical Therapy Program staff and CenCal Health staff. The group talks about how to improve CenCal Health policies and is responsible for making suggestions directly to the Board of Directors of CenCal Health. The Family Advisory Committee meets every three months, in Santa Barbara and San Luis Obispo.



Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560). CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free. Or call the California Relay Line at 711. Visit online at www.cencalhealth.org

7 | Rights and responsibilities

If you would like to be a part of this group, call Member Services at 1-877-814-1861 (TTY 1-833-556-2560 or 711).

Notice of privacy practices

A statement describing CenCal Health policies and procedures for preserving the confidentiality of medical records is available and will be furnished to you upon request.

A Member who may consent to receive sensitive services is not required to obtain any other member's authorization to receive sensitive services or to submit a claim for sensitive services. CenCal Health will direct communications regarding sensitive services to a member's alternate designated mailing address, email address, or telephone number or, in the absence of a designation, in the name of the member at the address or telephone number on file. CenCal Health must not disclose medical information related to sensitive services to any other member without express written authorization from the member receiving care. CenCal Health will accommodate requests for confidential communication in the form and format requested, if it is readily producible in the requested form and format, or at alternative locations. A member's request for confidential communication related to sensitive services will be valid until the member revokes the request or submits a new request for confidential communications. You may request confidential communications pursuant to Civil Code section 56.107 subdivision (b) by submitting your request to:

CenCal Health
Attn: Privacy Office
4050 Calle Real
Santa Barbara, CA 93110
Phone: 1-877-814-1861
Fax: 1-805-681-8279
Email: privacy@cencalhealth.org.

THIS NOTICE DESCRIBES HOW HEALTH INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED. THIS NOTICE ALSO DESCRIBES HOW YOU CAN ACCESS THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560).
CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free.
Or call the California Relay Line at 711. Visit online at www.cencalhealth.org



NOTICE OF PRIVACY PRACTICES

WHY AM I RECEIVING THIS NOTICE

By law, CenCal Health must keep your Protected Health Information (PHI) safe. CenCal Health must also provide you with this notice of its legal duties and privacy practices about your PHI, abide by the terms of this notice, and notify members if their PHI was not secured properly. This notice tells you how CenCal Health protects your PHI, may use and disclose (share) your PHI, and your rights about your health information.

WHAT IS PHI

PHI is health information that has your name, Social Security number, or other information that can let others know who you are. Your PHI can be spoken, written or electronic. CenCal Health must protect your PHI.

HOW CENCAL HEALTH PROTECTS YOUR PHI

CenCal Health employees are trained to follow privacy and security policies and procedures, which limit access to your PHI. Only CenCal Health employees who need to access your PHI in order to perform their job duties are granted access. CenCal Health employees protect your PHI and will not discuss your information in public areas or with unauthorized persons.

CenCal Health takes physical and administrative measures to safeguard your PHI. For example, its employees must lock and store away PHI when not in use. CenCal Health employees promptly pick up PHI from fax machines, printers, and copiers so that PHI is only to be received or seen by those who need it.

Technical security measures to protect your PHI include data encryption and password protected devices, keycards, and communications.

HOW CENCAL HEALTH MAY USE AND DISCLOSE YOUR PHI

CenCal Health may use and disclose your PHI for health care purposes. Some of the information CenCal Health uses and discloses is:

- Your name
- Address
- Health care received
- The cost of your care
- Your medical history



Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560). CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free. Or call the California Relay Line at 711. Visit online at www.cencalhealth.org

7 | Rights and responsibilities

CenCal Health may use or disclose your PHI without your consent for the following purposes:

- **Treatment:** CenCal Health may use and disclose your PHI with doctors, dentists, pharmacies, hospitals, and others to get you the care you need.
- **Payment:** CenCal Health may use and disclose your PHI to make payments for healthcare services provided to you. CenCal Health may disclose PHI to other health plans, providers, and other entities (subject to federal privacy rules) for their payment purposes.
- **Health Care Operations:** CenCal Health may use and disclose your PHI to perform its health care operations such as audits, customer service, medical review of claims, and improvement activities.

OTHER PERMITTED OR REQUIRED DISCLOSURES OF YOUR PHI WITHOUT GIVEN CONSENT

- **As Required by Law:** CenCal Health may disclose your PHI when legally required to do so.
- **Public Health Activities:** CenCal Health may disclose your PHI to public health agencies for reasons such as preventing or controlling disease, injury, or disability.
- **Victims of Abuse, Neglect, or Domestic Violence:** CenCal Health may disclose your PHI to government agencies if there is reasonable belief of abuse, neglect, or domestic violence.
- **Health Oversight Activities:** CenCal Health may disclose your PHI to government oversight agencies (e.g., state insurance departments) for activities authorized by law.
- **Judicial and Administrative Proceedings:** CenCal Health may disclose your PHI in response to a court or administrative order. CenCal Health may also disclose your PHI in response to a subpoena, discovery request, or other lawful process.
- **Law Enforcement Official or a Correctional Institution:** CenCal Health may disclose your relevant PHI under limited circumstances to a law enforcement official or a correctional institution in response to a warrant or similar process. For instance, to identify or locate a suspect, if you are an inmate, or to provide information about the victim of a crime.
- **Coroners, Medical Examiners, and Funeral Directors:** CenCal Health may release your PHI to coroners or funeral directors as necessary to allow them to carry out their duties.
- **Organ, Eye, and Tissue Donation:** CenCal Health may disclose your PHI in connection with organ or tissue donation.

Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560).
CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free.
Or call the California Relay Line at 711. Visit online at www.cencalhealth.org



- **Research:** Under certain circumstances, CenCal Health may disclose your PHI for research purposes, provided certain measures have been taken to protect your privacy.
- **Threats to Health and Safety:** CenCal Health may disclose your PHI if the use or disclosure is necessary to prevent or lessen a serious or imminent threat to the health or safety of a person or the public.
- **Specialized Government Functions:** CenCal Health may disclose your PHI as required by military authorities or to authorized federal officials for national security and intelligence activities.
- **Workers' Compensation:** CenCal Health may disclose your PHI to the extent necessary to comply with state law for workers' compensation programs.

WHEN WRITTEN PERMISSION IS NEEDED

CenCal Health is required to obtain your written authorization to use or disclose your PHI for any other purpose not listed in this notice. You may revoke an authorization at any time, in writing.

YOUR PRIVACY RIGHTS

You have certain rights regarding your PHI that CenCal Health maintains. These rights include:

- **Right to Request Restrictions on the Use and Disclosure of Your PHI:** You have the right to request that CenCal Health restrict or limit the use or disclosure of your PHI for payment, treatment, or operations. CenCal Health is not required to agree to your request and may say “no” if it would affect your care.
- **Right to Access Your PHI:** You have the right to review or obtain copies of your PHI records, with some limited exceptions. Your request must be made in writing. CenCal Health may charge a fee for the costs of producing, copying, and mailing your requested information, but will tell you the cost in advance.
- **Right to Correct Your PHI:** You have the right to ask that information in your records be corrected. Your request must be made in writing and must include the reason you are seeking a change. CenCal Health may deny your request if the information is not created or kept by us. If CenCal Health denies your request to change a record, it will notify you in writing. You then have the right to submit a written statement of disagreement and CenCal Health has the right to respond to that statement.



Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560). CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free. Or call the California Relay Line at 711. Visit online at www.cencalhealth.org

7 | Rights and responsibilities

- **Right to an Accounting (Listing) of Disclosures:** You have the right to request a list of the times CenCal Health has disclosed your PHI including:
 - Date the request for disclosure was received
 - Name of the entity requesting the disclosure
 - A brief description of the PHI that was disclosed
 - A brief statement of the purpose of the disclosure

The list will cover the last six years unless you want a shorter timeframe. The list will not have information before April 14, 2003. The list will not include when CenCal Health shares information with you, with your permission, or for treatment, payment, or health plan operations.

- **Right to Receive Confidential Communications:** You have the right to request that CenCal Health contacts you in a specific way (e.g. home or office phone) or to send mail to a different address. CenCal Health will accommodate all reasonable requests.
- **Right to a Paper Copy of This Notice:** You have the right to ask for a paper copy of this notice at any time. You can call CenCal Health's Member Services Department at 1-877-814-1861 or find this notice on its website at: <https://www.cencalhealth.org/members/privacy-hipaa/>

FILE A COMPLAINT

If you believe that CenCal Health has not protected your PHI and wish to file a complaint or grievance, you have the right to file a complaint. You may file a complaint by contacting:

CenCal Health

Attn: Grievance and Appeals

4050 Calle Real

Santa Barbara, CA 93110

Phone: 1-877-814-1861

Fax: 1-805-692-1684

Online: <https://web.cencalhealth.org/OnlineGrievance/Index>

California Department of Health Care Services

Office of HIPAA Compliance

Attn: DHCS Privacy Officer

1501 Capitol Avenue, MS0010

P.O. Box 997413

Sacramento, CA 95899-7413

Phone: 916-445-4646

Fax: 916-440-7680

Email: DHCSPrivacyOfficer@dhcs.ca.gov

Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560).
CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free.
Or call the California Relay Line at 711. Visit online at www.cencalhealth.org



U.S. Department of Health and Human Services

Office for Civil Rights
Attn: Regional Manager
90 7th Street, Suite 4-100
San Francisco, CA 94103
Phone: 800-368-1019
Fax: 202-619-3818
Email: ocrmail@hhs.gov
Online: <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>

CenCal Health supports your right to protect the privacy of your PHI. CenCal Health will not retaliate against you or penalize you for filing a complaint.

CHANGES TO THIS NOTICE

CenCal Health reserves the right to change these privacy practices. Any time CenCal Health makes a material change to this notice, it will post the most updated version on its web site and mail you a paper copy within 90 days.

This notice has been updated and is effective September 27, 2019.

NOTICE IN ANOTHER LANGUAGE OR FORMAT

If you would like this notice in Spanish or in another format, contact CenCal Health's Member Services Department at:

CenCal Health
Attn: Member Services Department
4050 Calle Real
Santa Barbara, CA 93110
Phone: 1-877-814-1861
Fax: 1-805-692-1684

QUESTIONS

If you have questions about this Notice and want to learn more, please contact CenCal Health's Privacy Office at:

CenCal Health
Attn: Privacy Office
4050 Calle Real
Santa Barbara, CA 93110
Phone: 1-877-814-1861
Fax: 1-805-681-8279
Email: privacy@cencalhealth.org



Call member services at 1-877-814-1861 (TTY/TDD 1-833-556-2560). CenCal Health is here Mon – Fri, 8:00 a.m. – 5:00 p.m. The call is toll free. Or call the California Relay Line at 711. Visit online at www.cencalhealth.org

Notice about laws

Many laws apply to this Member Handbook. These laws may affect your rights and responsibilities even if the laws are not included or explained in this handbook. The main laws that apply to this handbook are state and federal laws about the Medi-Cal program. Other federal and state laws may apply too.

Notice about Medi-Cal as a payer of last resort, other health coverage and tort recovery

The Medi-Cal program complies with state and federal laws and regulations relating to the legal liability of third parties for health care services to members. CenCal Health will take all reasonable measures to ensure that the Medi-Cal program is the payer of last resort.

Medi-Cal members may have other health coverage (OHC), also referred to as private health insurance. As a condition of Medi-Cal eligibility, you must apply for and/or retain any available OHC when there is no cost to you.

Federal and state laws require Medi-Cal members to report OHC and any changes to an existing OHC. If you do not report OHC promptly, you may have to repay DHCS for any benefits paid erroneously. Submit your OHC online at <http://dhcs.ca.gov/OHC>. If you do not have access to the internet, OHC can be reported to your health plan, or by calling 1-800-541-5555 (TTY 1-800-430-7077 or 711; inside California), or 1-916-636-1980 (outside California). DHCS has the right and responsibility to collect for covered Medi-Cal services for which Medi-Cal is not the first payer. For example, if you are injured in a car accident or at work, auto or workers' compensation insurance may have to pay first, or reimburse Medi-Cal.

If you are injured, and another party is liable for your injury, you or your legal representative must notify DHCS within 30 days of filing a legal action or a claim. Submit your notification online:

- Personal Injury Program at <http://dhcs.ca.gov/PI>
- Workers Compensation Recovery Program at <http://dhcs.ca.gov/WC>

To learn more, call 1-916-445-9891.

Notice about estate recovery

The Medi-Cal program must seek repayment from estates of certain deceased members for Medi-Cal benefits received on or after their 55th birthday. Repayment includes fee-for-service and managed care premiums and capitation payments for

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nursing facility services, home and community-based services, and related hospital and prescription drug services received when the member was in inpatient in a nursing facility or was receiving home and community-based services. Repayment cannot exceed the value of a member's probated estate.

To learn more, go to the DHCS estate recovery website at <http://dhcs.ca.gov/er> or call 1-916-650-0590

Notice of Action

CenCal Health will send you a Notice of Action (NOA) letter any time CenCal Health denies, delays, terminates or modifies a request for health care services. If you disagree with the plan's decision, you can always file an appeal with CenCal Health. Go to the Appeals section above for important information on filing your appeal. When CenCal Health sends you a NOA it will inform you of all rights you have if you disagree with a decision we made.

Contents in Notices

If CenCal Health bases denials, delays, terminations, or changes in whole or in part on medical necessity, your NOA must contain the following:

- A statement of the action CenCal Health intends to take.
- A clear and concise explanation of the reasons for CenCal Health's decision.
- How CenCal Health came to their decision. This should include the criteria CenCal Health used.
- The medical reasons for the decision. CenCal Health must clearly state how the member's condition does not meet the criteria or guidelines.

Translations

CenCal Health is required to fully translate and provide written member information in common preferred languages, including all grievance and appeals notices.

The fully translated notice must include the medical reason for CenCal Health's decision to reduce, suspend, or stop a request for health care services.

If your preferred language is not available, the MCP is required to offer verbal assistance in your preferred language so that you can understand the information you receive.



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8. Important numbers and words to know

Important phone numbers

- **CenCal Health Member Services** 1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711)
- **Medi-Cal Rx** at 800-977-2273 (TTY 800-977-2273 and press 5 or 711)
- **CenCal Health Nurse Advice Line** 1-800-524-5222
- **CenCal Health Compliance Hotline** 1-866-775-3944
- **Behavioral Health & Wellness/Santa Barbara County** 1-888-868-1649
- **Behavioral Health & Wellness/San Luis Obispo County** 1-800-838-1381
- **National Suicide Prevention Lifeline** 1-800-273-8255 or 988
- **County Drug and Alcohol Services**
 - Santa Barbara County 1-805-681-5440
 - North San Luis Obispo County 1-805-461-6080
 - South San Luis Obispo County 1-805-781-4753
- **Ventura Transit Systems, Inc. (VTS)** 1-855-659-4600
- **Social Security Administration (SSA)** 1-800-772-1213
- **Medicare** 1-800-633-4227
- **Denti-Cal** 1-800-322-6384
- **California Children Services (CCS)**
 - Santa Barbara County 1-805-681-5360
 - San Luis Obispo County 1-805-781-5527
- **Department of Social Services (DSS) - Santa Barbara County**
 - Benefit Service Center 1-866-404-4007 or 1-844-289-4682

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- **Department of Social Services (DSS) - San Luis Obispo County**
 - Arroyo Grande 1-805-474-2000
 - San Luis Obispo 1-805-781-1600
 - Morro Bay 1-805-772-6405
 - Paso Robles 1-805-237-3110
 - Atascadero 1-805-461-6000
 - **Tri-Counties Regional Centers (TCRC)**
 - Santa Barbara 1-800-322-6994 / 1-805-962-7881
 - Santa Maria 1-800-266-9071 / 1-805-922-4640
 - San Luis Obispo 1-800-456-4153 / 1-805-543-2833
 - Atascadero 1-805-461-7402
 - **Health Insurance Counseling and Advocacy Program (HICAP)**
1-800-434-0222
 - **Senior Connections** 1-800-510-2020
 - **Adult Protective Services** 1-844-751-6729
 - **Family Planning, Access, Care & Treatment (Family PACT)** 1-800-942-1054
 - **AIDS Drug Assistance Program (ADAP)** 1-888-311-7632
 - **Poison Control** 1-800-222-1222
 - **In-Home Supportive Services/Resources (IHSS)** 1-800-400-1572 or 211
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Words to know

Active labor: The period of time when a woman is in the three stages of giving birth and either cannot be safely transferred in time to another hospital before delivery or a transfer may harm the health and safety of the woman or unborn child.

Acute: A medical condition that is sudden, requires fast medical attention and does not last a long time.

American Indian: An individual, defined at title 25 of the U.S.C. sections 1603(c), 1603(f), 1679(b) or who has been determined eligible, as an Indian, pursuant to 42 C.F.R. 136.12 or Title V of the Indian Health Care Improvement Act, to receive health care services from Indian Health Care Providers (Indian Health Service, an Indian Tribe, Tribal Organization, or Urban Indian Organization–I/T/U) or through referral under Contract Health Services.

Appeal: A member's request for CenCal Health to review and change a decision made about coverage for a requested service.

Benefits: Health care services and drugs covered under this health plan.

California Children's Services (CCS): A Medi-Cal program that provides services for children up to age 21 with certain diseases and health problems.



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8 | Important numbers and words to know

California Health and Disability Prevention (CHDP): A public health program that reimburses public and private health care providers for early health assessments to detect or prevent disease and disabilities in children and youth. The program helps children and youth access regular health care. Your PCP can provide CHDP services.

Case manager: Registered nurses or social workers who can help you understand major health problems and arrange care with your providers.

Certified Nurse Midwife (CNM): An individual licensed as a Registered Nurse and certified as a nurse midwife by the California Board of Registered Nursing. A certified nurse midwife is permitted to attend cases of normal childbirth.

Chiropractor: A provider who treats the spine by means of manual manipulation.

Chronic condition: A disease or other medical problem that cannot be completely cured or that gets worse over time or that must be treated so you do not get worse.

Clinic: A facility that members can select as a primary care provider (PCP). It can be either a Federally Qualified Health Center (FQHC), community clinic, Rural Health Clinic (RHC), Indian Health Clinic (IHC) or other primary care facility.

Community-based adult services (CBAS): Outpatient, facility-based services for skilled nursing care, social services, therapies, personal care, family and caregiver training and support, nutrition services, transportation, and other services for members who qualify.

Complaint: A member's verbal or written expression of dissatisfaction about CenCal Health, a provider, or quality of services provided. A complaint is the same as a grievance.

Continuity of care: The ability of a plan member to keep getting Medi-Cal services from their existing provider for up to 12 months, if the provider and CenCal Health agree.

Contract Drugs List (CDL): The approved drug list for Medi-Cal Rx from which your provider may order covered drugs you need.

Coordination of Benefits (COB): The process of determining which insurance coverage (Medi-Cal, Medicare, commercial insurance or other) has primary treatment and payment responsibilities for members with more than one type of health insurance coverage.

County Organized Health System (COHS): A local agency created by a county board of supervisors to contract with the Medi-Cal program. You are automatically enrolled in a COHS plan if you meet enrollment rules. Enrolled recipients choose their health care provider from among all COHS providers.

Copayment: A payment you make, generally at the time of service, in addition to the insurer's payment.

Coverage (covered services): The health care services provided to members of CenCal Health, subject to the terms, conditions, limitations and exclusions of the Medi-Cal contract and as listed in this Evidence of Coverage (EOC) and any amendments.

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DHCS: The California Department of Health Care Services. This is the State office that oversees the Medi-Cal program.

DMHC: The California Department of Managed Health Care. This is the State office that oversees managed care health plans.

Durable medical equipment (DME): Equipment that is medically necessary and ordered by your doctor or other provider. CenCal Health decides whether to rent or buy DME. Rental costs must not be more than the cost to buy.

Early and periodic screening, diagnostic, and treatment (EPSDT): EPSDT services are a benefit for Medi-Cal members under the age of 21 to help keep them healthy. Members must get the right health check-ups for their age and appropriate screenings to find health problems and treat illnesses early as well as any treatment to take care of or help the conditions that may be found in the check-ups.

Emergency medical condition: A medical or mental condition with such severe symptoms, such as active labor (go to definition above) or severe pain, that someone with a prudent layperson's knowledge of health and medicine could reasonably believe that not getting immediate medical care could:

- Place your health or the health of your unborn baby in serious danger
- Cause impairment to a body function
- Cause a body part or organ to not work right

Emergency room care: An exam performed by a doctor (or staff under direction of a doctor as allowed by law) to find out if an emergency medical condition exists. Medically necessary services needed to make you clinically stable within the capabilities of the facility.

Emergency medical transportation: Transportation in an ambulance or emergency vehicle to an emergency room to get emergency medical care.

Enrollee: A person who is a member of a health plan and gets services through the plan.

Established patient: A patient who has an existing relationship with a provider and has seen that provider within a specified amount of time established by the Plan.

Excluded services: Services that are not covered by the California Medi-Cal Program.

Experimental treatment: Drugs, equipment, procedures, or services that are in a testing phase with laboratory and/or animal studies prior to testing in humans. Experimental services are not undergoing a clinical investigation.

Family planning services: Services to prevent or delay pregnancy.

Federally Qualified Health Center (FQHC): A health center in an area that does not have many health care providers. You can get primary and preventive care at an FQHC.

Fee-For-Service (FFS) Medi-Cal: This means you are not enrolled in a managed care health plan. Under FFS, your doctor must accept "straight" Medi-Cal and bill Medi-Cal directly for the services you got.



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8 | Important numbers and words to know

Follow-up care: Regular doctor care to check a patient's progress after a hospitalization or during a course of treatment.

Fraud: An intentional act to deceive or misrepresent by a person who knows the deception could result in some unauthorized benefit for the person or someone else.

Freestanding Birth Centers (FBCs): Health facilities where childbirth is planned to occur away from the pregnant woman's residence that are licensed or otherwise approved by the state to provide prenatal labor and delivery or postpartum care and other ambulatory services that are included in the plan. These facilities are not hospitals.

Grievance: A member's verbal or written expression of dissatisfaction about CenCal Health, a provider, or the services provided. A complaint filed with CenCal Health about a network provider is an example of a grievance.

Habilitation services and devices: Health care services that help you keep, learn or improve skills and functioning for daily living.

Health care providers: Doctors and specialists such as surgeons, doctors who treat cancer or doctors who treat special parts of the body, and who work with CenCal Health or are in the CenCal Health network. CenCal Health network providers must have a license to practice in California and give you a service CenCal Health covers.

You usually need a referral from your PCP to go to a specialist. Your PCP must get pre-approval from CenCal Health before you get care from the specialist.

You do **not** need a referral from your PCP for some types of service, such as family planning, emergency care, OB/GYN care or sensitive services.

Health insurance: Insurance coverage that pays for medical and surgical expenses by repaying the insured for expenses from illness or injury or paying the care provider directly.

Home health care: Skilled nursing care and other services given at home.

Home health care providers: Providers who give you skilled nursing care and other services at home.

Hospice: Care to reduce physical, emotional, social and spiritual discomforts for a member with a terminal illness. Hospice care is available when the member has a life expectancy of 6 months or less.

Hospital: A place where you get inpatient and outpatient care from doctors and nurses.

Hospital outpatient care: Medical or surgical care performed at a hospital without admission as an inpatient.

Hospitalization: Admission to a hospital for treatment as an inpatient.

Indian Health Care Provider (IHCP): A health care program operated by the Indian Health Service (IHS), an Indian Tribe, Tribal Organization or Urban Indian Organization (I/T/U) as those terms are defined in Section 4 of the Indian Health Care Improvement Act (25 U.S.C. section 1603).

Inpatient care: When you have to stay the night in a hospital or other place for the medical care you need.

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Investigational treatment: A treatment drug, biological product or device that has successfully completed phase one of a clinical investigation approved by the FDA but that has not been approved for general use by the FDA and remains under investigation in an FDA approved clinical investigation.

Long-term care: Care in a facility for longer than the month of admission.

Managed care plan: A Medi-Cal plan that uses only certain doctors, specialists, clinics, pharmacies, and hospitals for Medi-Cal recipients enrolled in that plan. CenCal Health is a managed care plan.

Medi-Cal Rx: An FFS Medi-Cal pharmacy benefit service known as “Medi-Cal Rx” that provides pharmacy benefits and services, including prescription drugs and some medical supplies to all Medi-Cal beneficiaries.

Medical home: A model of care that will provide better health care quality, improve self-management by members of their own care and reduce avoidable costs over time.

Medical transportation: Transportation when you cannot get to a covered medical appointment and/or to pick up prescriptions by car, bus, train or taxi and your provider prescribes it for you. CenCal Health pays for the lowest cost transportation for your medical needs when you need a ride to your appointment.

Medically necessary (or medical necessity): Medically necessary care are important services that are reasonable and protect life. This care is needed to keep patients from getting seriously ill or disabled. This care reduces severe pain by treating the disease, illness or injury. For members under the age of 21, Medi-Cal medically necessary services includes care that is medically necessary to fix or help a physical or mental illness or condition, including substance use disorders, as set forth in Section 1396d(r) of Title 42 of the United States Code.

Medicare: The federal health insurance program for people 65 years of age or older, certain younger people with disabilities, and people with end-stage renal disease (permanent kidney failure that requires dialysis or a transplant, sometimes called ESRD).

Member: Any eligible Medi-Cal member enrolled with CenCal Health who is entitled to get covered services.

Mental health services provider: Licensed individuals who provide mental health and behavioral health services to patients.

Midwifery services: Prenatal, intrapartum, and postpartum care, including family planning care for the mother and immediate care for the newborn, provided by certified nurse midwives (CNM) and licensed midwives (LM).

Network: A group of doctors, clinics, hospitals, and other providers contracted with CenCal Health to provide care.

Network provider (or in-network provider): Go to “Participating provider.”

Non-covered service: A service that CenCal Health does not cover.



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8 | Important numbers and words to know

Non-medical transportation: Transportation when traveling to and from an appointment for a Medi-Cal covered service authorized by your provider and when picking up prescriptions and medical supplies.

Non-participating provider: A provider not in the CenCal Health network.

Other health coverage (OHC): Other health coverage (OHC) refers to private health insurance and service payers other than Medi-Cal. Services may include medical, dental, vision, pharmacy and/or Medicare supplemental plans (Part C & D).

Orthotic device: A device used as a support or brace affixed externally to the body to support or correct an acutely injured or diseased body part and that is medically necessary for the medical recovery of the member.

Out-of-area services: Services while a member is anywhere outside of the service area.

Out-of-network provider: A provider who is not part of the CenCal Health network.

Outpatient care: When you do not have to stay the night in a hospital or other place for the medical care you need.

Outpatient mental health services: Outpatient services for members with mild to moderate mental health conditions including:

- Individual or group mental health evaluation and treatment (psychotherapy)
- Psychological testing when clinically indicated to evaluate a mental health condition
- Outpatient services for the purposes of monitoring medication therapy
- Psychiatric consultation
- Outpatient laboratory, supplies and supplements

Palliative care: Care to reduce physical, emotional, social and spiritual discomforts for a member with a serious illness. Palliative care does not require the member to have a life expectancy of 6 months or less.

Participating hospital: A licensed hospital that has a contract with CenCal Health to provide services to members at the time a member gets care. The covered services that some participating hospitals may offer to members are limited by CenCal Health's utilization review and quality assurance policies or CenCal Health's contract with the hospital.

Participating provider (or participating doctor): A doctor, hospital or other licensed health care professional or licensed health facility, including sub-acute facilities that have a contract with CenCal Health to offer covered services to members at the time a member gets care.

Physician services: Services given by a person licensed under state law to practice medicine or osteopathy, not including services offered by doctors while you are admitted in a hospital that are charged in the hospital bill.

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Plan: Go to “Managed care plan.”

Post-stabilization services: Covered services related to an emergency medical condition that are provided after a member is stabilized to maintain the stabilized condition. Post-stabilization care services are covered and paid for. Out-of-network hospitals may need pre-approval.

Pre-approval (or prior authorization): Your PCP or other providers must get approval from CenCal Health before you get certain services. CenCal Health will only approve the services you need. CenCal Health will not approve services by non-participating providers if CenCal Health believes you can get comparable or more appropriate services through CenCal Health providers. A referral is not an approval. You must get approval from CenCal Health.

Prescription drug coverage: Coverage for medications prescribed by a provider.

Prescription drugs: A drug that legally requires an order from a licensed provider to be dispensed.

Primary care: Go to “Routine care.”

Primary care provider (PCP): The licensed provider you have for most of your health care. Your PCP helps you get the care you need. Some care needs to be approved first, unless:

- You have an emergency
- You need OB/GYN care
- You need sensitive services
- You need family planning services/birth control

Your PCP can be a:

- General practitioner
- Internist
- Pediatrician
- Family practitioner
- OB/GYN
- Indian Health Care Provider (IHCP)
- Federally Qualified Health Center (FQHC)
- Rural Health Clinic (RHC)
- Nurse practitioner
- Physician assistant
- Clinic

Prior authorization (pre-approval): Your PCP or other providers must get approval from CenCal Health before you get certain services. CenCal Health will only approve the services you need. CenCal Health will not approve services by non-participating providers if CenCal Health believes you can get comparable or more appropriate



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8 | Important numbers and words to know

services through CenCal Health providers. A referral is not an approval. You must get approval from CenCal Health.

Prosthetic device: An artificial device attached to the body to replace a missing body part.

Provider Directory: A list of providers in the CenCal Health network.

Psychiatric emergency medical condition: A mental disorder in which the symptoms are serious or severe enough to cause an immediate danger to yourself or others or you are immediately unable to provide for or use food, shelter or clothing due to the mental disorder.

Public health services: Health services targeted at the population as a whole. These include, among others, health situation analysis, health surveillance, health promotion, prevention services, infectious disease control, environmental protection and sanitation, disaster preparedness and response, and occupational health.

Qualified provider: Doctor qualified in the area of practice appropriate to treat your condition.

Reconstructive surgery: Surgery to correct or repair abnormal structures of the body to improve function or create a normal appearance to the extent possible. Abnormal structures of the body are those caused by a congenital defect, developmental abnormalities, trauma, infection, tumors, or disease.

Referral: When your PCP says you can get care from another provider. Some covered care services require a referral and pre-approval (prior authorization).

Rehabilitative and habilitative therapy services and devices: Services and devices to help people with injuries, disabilities, or chronic conditions to gain or recover mental and physical skills.

Routine care: Medically necessary services and preventive care, well child visits, or care such as routine follow-up care. The goal of routine care is to prevent health problems.

Rural Health Clinic (RHC): A health center in an area that does not have many health care providers. You can get primary and preventive care at an RHC.

Sensitive services: Services related to mental or behavioral health, sexual and reproductive health, family planning, sexually transmitted infections (STIs), HIV/AIDS, substance use disorder, sexual assault and abortions, gender affirming care, and intimate partner violence.

Serious illness: A disease or condition that must be treated and could result in death.

Service area: The geographic area CenCal Health serves. This includes the counties of Santa Barbara and San Luis Obispo.

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Skilled nursing care: Covered services provided by licensed nurses, technicians and/or therapists during a stay in a skilled nursing facility or in a member's home.

Skilled nursing facility: A place that gives 24-hour-a-day nursing care that only trained health professionals may give.

Specialist (or specialty doctor): A doctor who treats certain types of health care problems. For example, an orthopedic surgeon treats broken bones; an allergist treats allergies; and a cardiologist treats heart problems. In most cases, you will need a referral from your PCP to go to a specialist.

Specialty mental health services: Services for members who have mental health services needs that are a higher level of impairment than mild to moderate.

Terminal illness: A medical condition that cannot be reversed and will most likely cause death within one year or less if the disease follows its natural course.

Tort recovery: When benefits are provided or will be provided to a Medi-Cal member because of an injury for which another party is liable, DHCS recovers the reasonable value of benefits provided to the member for that injury.

Triage (or screening): The evaluation of your health by a doctor or nurse who is trained to screen for the purpose of determining the urgency of your need for care.

Urgent care (or urgent services): Services provided to treat a non-emergency illness, injury or condition that requires medical care. You can get urgent care from an out-of-network provider, if in-network providers are temporarily not available or accessible.



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