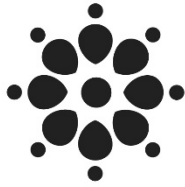


CONTRA COSTA
HEALTH



Medi-Cal Member Handbook



What you need to know about your benefits

Contra Costa Health Plan (CCHP)
Combined Evidence of Coverage (EOC) and Disclosure Form

2024

Contra Costa County



595 Center Avenue, Suite 100 • Martinez, California 94553 • 1-877-661-6230

www.ContraCostaHealthPlan.org

3. How to get care

Sensitive care

Minor consent services

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

You may get these services without your parent or guardian's permission:

- **Services for rape and other sexual assaults**
- ~~Sexual assault services, including outpatient mental health care~~
- Pregnancy **testing and counseling**
- Family planning
- **Contraception services such as** birth control **(excludes sterilization)**
- Abortion services

If you are 12 years old or older, you may also get these services without your parent's 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~~
- Outpatient mental health services based on your maturity level and ability to participate in your own health care
- HIV/AIDS **counseling**, prevention, testing, and treatment
- Sexually transmitted infections prevention, testing, and treatment **which may include sexually transmitted diseases such as syphilis, gonorrhea, chlamydia, and herpes simplex.**
- Substance use disorder treatment **for drug and alcohol abuse including screening, assessment, intervention, and referral services**



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

Errata

- To learn more, read “Substance Use Disorder Treatment services” in Chapter 4 of 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 in the CCHP network. You can choose any Medi-Cal provider and go to them for these services without a referral or pre-approval (prior authorization). **For more information related to family planning services, please reference the “Preventive and Wellness Services and Chronic Disease Management” in Chapter 4 of this handbook.**

For minor consent services that are ~~not specialty~~ **outpatient** mental health services, you can go to an in-network **or out-of-network** provider without a referral and without pre-approval (prior authorization). Your PCP does not have to refer you and you do not need to get pre-approval (prior authorization) from CCHP to get covered minor consent services.

Minor consent services that are specialty mental health services are not covered. 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 CCHP Advice Nurse. Advice Nurses can help you twenty-four (24) hours a day, three hundred sixty five (365) days a year. CCHP Advice Nurse: 1-877-661-6230 (Option 1) (TTY 711).

CCHP will not send information about getting sensitive services to parents or guardians. To learn more about how to ask for confidential communications related to sensitive services, read “Notice of privacy practices” in Chapter 7 of this handbook.



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

4. Benefits and services

What your health plan covers

This chapter explains your covered services as a member of CCHP. Your covered services are free as long as they are medically necessary and provided by an in-network provider. You must ask us for pre-approval (prior authorization) if the care is out-of-network except for certain sensitive services, out-of-area urgent care, and emergency care. Your health plan might cover medically necessary services from an out-of-network provider, but you must ask CCHP 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 reduce 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 on your covered services, call 1-877-661-6230 (Option 2) (TTY 711).

Members under 21 years old get extra benefits and services. To learn more, read Chapter 5, “Child and youth well care.”

Some of the basic health benefits CCHP offers are listed below. Benefits with a star (*) need pre-approval (prior authorization). ~~Benefits with a number next to the star (*) need pre-approval after an initial number of visits are exceeded. Some benefits may require either a provider referral alone or a provider referral in addition to CCHP pre-approval.~~



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

Errata

- Acupuncture^{≥10*}
- 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*
- Chiropractic services^{≥10*}
- Chemotherapy & Radiation therapy
- Cognitive health assessments
- Community health worker services
- Dental services - limited (performed by medical professional/primary care provider (PCP) in a medical office)
- Dialysis/hemodialysis services
- Doula services
- Durable medical equipment (DME)*
- Dyadic services
- Emergency room visits
- Enteral and parenteral nutrition*
- Family planning office visits and counseling (you can go to a non-participating provider)
- 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



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

Errata

Medi-Cal benefits covered by CCHP

Maternity and newborn care

CCHP covers these maternity and newborn care services:

- Birthing center services
- Breast pumps and supplies
- Breastfeeding education and aids
- **Care coordination**
- Certified Nurse Midwife (CNM)
- **Counseling**
- Delivery and postpartum care
- Diagnosis of fetal genetic disorders and counseling
- Doula Services
- Licensed Midwife (LM)
- Maternal mental health services
- Newborn care
- **Nutrition education**
- Pregnancy-related health education
- Prenatal care
- **Social and mental health assessments and referrals**
- **Vitamin and mineral supplements**



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Other languages and formats

Other languages

You can get this Member Handbook and other plan materials in other languages at no cost to you. CCHP provides written translations from qualified translators. Call 1-877-661-6230 (Option 2) (TTY 711). The call is 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 1-877-661-6230 (Option 2) (TTY 711). The call is free.

Interpreter services

CCHP provides oral interpretation services from a qualified interpreter, on a 24-hour basis, at no cost to you.



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

You do not have to use a family member or friend 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 1-877-661-6230 (Option 2) (TTY 711). The call is free.

English

ATTENTION: If you need help in your language, call 1-877-661-6230 (TTY: 711). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call 1-877-661-6230 (TTY: 711). These services are free.

العربية (Arabic)

1-877-661-6230 يُرجى الانتباه: إذا احتجت إلى المساعدة بلغتك، فاتصل بـ 1-877-661-6230 (TTY: 711). تتوفر أيضًا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل (TTY: 711) 1-877-661-6230 المستندات المكتوبة بطريقة بريـل والخط الكبير. اتصل بـ 1-877-661-6230 (TTY: 711). هذه الخدمات مجانية.

Հայերեն պիտակ (Armenian)

ՈՒՇԱԴՐՈՒԹՅՈՒՆ: Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, զանգահարեք 1-877-661-6230 (TTY: 711): Կան նաև օժանդակ միջոցներ ու ծառայություններ հաշմանդամություն ունեցող անձանց համար, օրինակ՝ Բրայլի գրատիպով ու խոշորատառ տպագրված նյութեր: Չանգահարեք 1-877-661-6230 (TTY: 711): Այդ ծառայություններն անվճար են:



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

ឃ្លាសម្គាល់ជាភាសាខ្មែរ (Cambodian)

ចំណាំ: បើអ្នក ត្រូវ ការជំនួយ ជាភាសា របស់អ្នក សូម ទូរស័ព្ទទៅលេខ 1-877-661-6230 (TTY: 711)។ ជំនួយ និង សេវាកម្ម សម្រាប់ ជនពិការ ដូចជាឯកសារសរសេរជាអក្សរផុស សម្រាប់ជនពិការភ្នែក ឬឯកសារសរសេរជាអក្សរពុម្ពធំ ក៏អាចរកបានផងដែរ។ ទូរស័ព្ទមកលេខ 1-877-661-6230 (TTY: 711)។ សេវាកម្មទាំងនេះមិនគិតថ្លៃឡើយ។

简体中文标语 (Simplified Chinese)

请注意：如果您需要以您的母语提供帮助，请致电 1-877-661-6230 (TTY: 711)。我们另外还提供针对残疾人士的帮助和服务，例如盲文和大字体阅读，提供您方便取用。请致电 1-877-661-6230 (TTY: 711)。这些服务都是免费的。

مطلب به زبان فارسی (Farsi)

1-877-661-6230 خواهيد به زبان خود کمک دریافت کنید، با توجه: اگر می ها و خدمات مخصوص افراد دارای تماس بگیريد. کمک (TTY: 711) معلولیت، مانند نسخه های خط بریل و چاپ با حروف بزرگ، نیز موجود است. تماس بگیريد. این خدمات رایگان ارائه (TTY: 711) 1-877-661-6230 با شوند. می

हिंदी टैगलाइन (Hindi)

ध्यान दें: अगर आपको अपनी भाषा में सहायता की आवश्यकता है तो 1-877-661-6230 (TTY: 711) पर कॉल करें। अशक्तता वाले लोगों के लिए सहायता और सेवाएं, जैसे ब्रेल और बड़े प्रिंट में भी दस्तावेज़ उपलब्ध हैं। 1-877-661-6230 (TTY: 711) पर कॉल करें। ये सेवाएं नि: शुल्क हैं।



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

Nqe Lus Hmoob Cob (Hmong)

CEEB TOOM: Yog koj xav tau kev pab txhais koj hom lus hu rau 1-877-661-6230 (TTY: 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 1-877-661-6230 (TTY: 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 1-877-661-6230 (TTY: 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。1-877-661-6230 (TTY: 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 1-877-661-6230 (TTY: 711) 번으로 문의하십시오. 점자나 큰 활자로 된 문서와 같이 장애가 있는 분들을 위한 도움과 서비스도 이용 가능합니다. 1-877-661-6230 (TTY: 711) 번으로 문의하십시오. 이러한 서비스는 무료로 제공됩니다.



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

ແທກໄລພາສາລາວ (Laotian)

ປະກາດ:

ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໃຫ້ໂທຫາເບີ 1-877-661-6230 (TTY: 711).

ຍັງມີຄວາມຊ່ວຍເຫຼືອແລະການບໍລິການສໍາລັບຄົນພິການ ເຊັ່ນເອກະສານທີ່ເປັນອັກສອນນູນແລະມິໂຕພິມໃຫຍ່ ໃຫ້ໂທຫາເບີ 1-877-661-6230 (TTY: 711).

ການບໍລິການເຫຼົ່ານີ້ບໍ່ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ.

Mien (Mien)

LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiemx longc mienh tengx faan benx meih nyei waac nor douc waac daaih lorx taux 1-877-661-6230 (TTY: 711).

Liouh lorx jauv-louc tengx aengx caux nzie gong bun taux ninh mbuo wuaaic fangx mienh, beiv taux longc benx nzangc-pokc bun hluo mbiutc aengx caux aamz mborqv benx domh sou se mbenc nzoih bun longc. Douc waac daaih lorx 1-877-661-6230 (TTY: 711). Naaiv deix nzie weih gong-bou jauv-louc se benx wang-henh tengx mv zuqc cuotv nyaanh oc.

ਪੰਜਾਬੀ ਟੈਗਲਾਈਨ (Punjabi)

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਾਲ ਕਰੋ 1-877-661-6230 (TTY: 711). ਅਪਾਰਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ। ਕਾਲ ਕਰੋ 1-877-661-6230 (TTY: 711). ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ।



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

Русский слоган (Russian)

ВНИМАНИЕ! Если вам нужна помощь на вашем родном языке, звоните по номеру 1-877-661-6230 (линия ТТУ: 711). Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру 1-877-661-6230 (линия ТТУ:711). Такие услуги предоставляются бесплатно.

Mensaje en español (Spanish)

ATENCIÓN: si necesita ayuda en su idioma, llame al 1-877-661-6230 (TTY: 711). También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al 1-877-661-6230 (TTY: 711). Estos servicios son gratuitos.

Tagalog (Tagalog)

ATENSIYON: Kung kailangan mo ng tulong sa iyong wika, tumawag sa 1-877-661-6230 (TTY: 711). Mayroon ding mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumento sa braille at malaking print. Tumawag sa 1-877-661-6230 (TTY: 711). Libre ang mga serbisyong ito.



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

แท็กไลน์ภาษาไทย (Thai)

โปรดทราบ: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ กรุณาโทรศัพทไปที่หมายเลข 1-877-661-6230 (TTY: 711) นอกจากนี้ ยังพร้อมให้ความช่วยเหลือและบริการต่าง ๆ สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ ที่เป็นอักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพทไปที่หมายเลข 1-877-661-6230 (TTY: 711) ไม่มีค่าใช้จ่ายสำหรับบริการเหล่านี้

Примітка українською (Ukrainian)

УВАГА! Якщо вам потрібна допомога вашою рідною мовою, телефонуйте на номер 1-877-661-6230 (TTY: 711). Люди з обмеженими можливостями також можуть скористатися допоміжними засобами та послугами, наприклад, отримати документи, надруковані шрифтом Брайля та великим шрифтом. Телефонуйте на номер 1-877-661-6230 (TTY: 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 1-877-661-6230 (TTY: 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 1-877-661-6230 (TTY: 711). Các dịch vụ này đều miễn phí



Welcome to Contra Costa Health Plan (CCHP)!

Thank you for joining Contra Costa Health Plan (CCHP). CCHP is a health plan for people who have Medi-Cal. CCHP works with the State of California to help you get the health care you need.

You can best use our services at CCHP when you know how to use our Health Plan.

- CCHP is a federally qualified “Health Maintenance Organization” (HMO). CCHP has been caring for Contra Costa County residents since 1973.
- CCHP contracts with the California Department of Health Care Services (DHCS) to give certain health care services to Medi-Cal members who choose CCHP.
- Getting health care from a health care service plan may be new to you, so please read this booklet carefully and get to know all the terms and conditions of your health coverage.

Facilities, Doctor Visits and Outpatient Services

When you join CCHP’s Medi-Cal program, you can choose your Primary Care Physician (PCP) from:

- *Regional Medical Center Network (RMCN)* - county’s Health Centers, doctors and other providers who practice at those centers,
- *Community Provider Network (CPN)* - doctors and other providers from private practices in the community, or
- If you pick a PCP in the RMCN, your primary care will be at one of our county Health Centers in Antioch, Bay Point, Brentwood, Concord, Martinez, Pittsburg, North Richmond and San Pablo. Other professional services or doctor visits, and services outside a hospital may be given by providers in the RMCN or CPN. Your hospital



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care will be at Contra Costa Regional Medical Center (CCRMC) in Martinez. CCRMC is open every day and can give you full services including:

- Obstetrics,
 - Emergency room care,
 - Intensive care,
 - Specialty programs in geriatrics and more.
- If you pick a PCP in the CPN, your primary care will be in community clinics or the private office of a community provider. Your hospital care will be given either at the CCRMC or at a community hospital that has an agreement with CCHP. Other professional services or doctor visits, and services outside a hospital may be given by providers in the CPN or RMCN. If you get services from a community hospital with an agreement with CCHP, your PCP (or Specialty Care Physician to whom you have been referred) must admit you to the community hospital and have privileges there.

Please keep in mind that some providers may not be taking new patients at this time. If the provider you pick is not taking new patients, call Member Services for help in picking another PCP from the Provider Directory.

Member Handbook

This Member Handbook tells you about your coverage under CCHP. Please read it carefully and completely. It will help you understand your benefits, the services available to you, and how to get the care you need. It also explains your rights and responsibilities as a member of CCHP. 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 CCHP's rules and policies and is based on the contract between CCHP and the Department of Health Care Services (DHCS). If you would like more information, call CCHP at 1-877-661-6230 (Option 2) (TTY 711).

In this Member Handbook, CCHP is sometimes referred to as "we" or "us." Members are sometimes called "you." Some capitalized words have special meaning in this Member Handbook.

To ask for a copy of the contract between CCHP and DHCS, call 1-877-661-6230



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

(Option 2) (TTY 711). You may ask for another copy of the Member Handbook at no cost to you. You can also find the Member Handbook on the CCHP website at www.ContraCostaHealthPlan.org. You can also ask for a free copy of the CCHP non-proprietary clinical and administrative policies and procedures. They are also on the CCHP website.

Contact us

CCHP is here to help. If you have questions, call 1-877-661-6230 (Option 2) (TTY 711). CCHP is here Monday – Friday, 8am – 5pm. The call is free.

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

Thank you,
Contra Costa Health Plan
595 Center Ave Ste 100
Martinez, CA 94553



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

Table of contents

| | |
|---|-----------|
| Other languages and formats | 1 |
| Other languages | 1 |
| Other formats | 1 |
| Interpreter services | 1 |
| Welcome to CCHP!..... | 8 |
| Member Handbook | 9 |
| Contact us | 10 |
| Table of contents..... | 11 |
| 1. Getting started as a member..... | 14 |
| How to get help..... | 14 |
| Who can become a member..... | 15 |
| Identification (ID) cards..... | 15 |
| 2. About your health plan..... | 17 |
| Health plan overview | 17 |
| How your plan works | 18 |
| Changing health plans..... | 19 |
| Students who move to a new county or out of California..... | 19 |
| Continuity of care..... | 21 |
| Costs | 23 |
| 3. How to get care | 26 |
| Getting health care services | 26 |
| Primary care provider (PCP)..... | 27 |
| Provider network..... | 30 |
| Appointments..... | 38 |
| Getting to your appointment | 38 |
| Canceling and rescheduling | 39 |
| Payment | 39 |
| Referrals..... | 40 |



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

| | |
|---|------------|
| Pre-approval (prior authorization)..... | 42 |
| Second opinions..... | 43 |
| Sensitive care..... | 44 |
| Urgent care..... | 46 |
| Emergency care..... | 48 |
| Nurse Advice Line..... | 49 |
| Advance directives..... | 50 |
| Organ and tissue donation..... | 50 |
| 4. Benefits and services..... | 51 |
| What your health plan covers..... | 51 |
| Medi-Cal benefits covered by CCHP..... | 54 |
| Other CCHP covered benefits and programs..... | 73 |
| Other Medi-Cal programs and services..... | 86 |
| Services you cannot get through CCHP or Medi-Cal..... | 92 |
| Evaluation of new and existing technologies..... | 93 |
| 5. Child and youth well care..... | 94 |
| Pediatric services (Children under age 21)..... | 94 |
| Well-child health check-ups and preventive care..... | 95 |
| Blood lead poisoning screening..... | 96 |
| Help getting child and youth well care services..... | 96 |
| Other services you can get through Fee-for-Service (FFS) Medi-Cal or other programs..... | 97 |
| 6. Reporting and solving problems..... | 99 |
| Complaints..... | 100 |
| Appeals..... | 101 |
| What to do if you do not agree with an appeal decision..... | 103 |
| Complaints and Independent Medical Reviews (IMR) with the Department of Managed Health Care (DMHC)..... | 104 |
| State Hearings..... | 105 |
| Fraud, waste, and abuse..... | 106 |
| 7. Rights and responsibilities..... | 108 |
| Your rights..... | 108 |
| Your responsibilities..... | 109 |
| Notice of non-discrimination..... | 110 |
| Ways to get involved as a member..... | 112 |



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

Table of contents

| | |
|--|------------|
| Notice of privacy practices..... | 113 |
| Notice about laws | 126 |
| Notice about Medi-Cal as a payer of last resort, other health coverage, and tort recovery..... | 126 |
| Notice about estate recovery..... | 127 |
| Notice of Action | 128 |
| Other legal notices..... | 128 |
| 8. Important numbers and words to know..... | 130 |
| Important phone numbers | 130 |
| Words to know..... | 130 |



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

1. Getting started as a member

How to get help

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

Member services

CCHP member services is here to help you. CCHP can:

- Answer questions about your health plan and CCHP 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
- Tell you how to access electronic or hard copies of your CCHP ID card or other member materials
- Help resolve issues you may have in accessing health services
- Help you file an appeal if you disagree with a health plan decision
- Help you file a complaint or grievance about the health plan or a provider
- Help update your contact information in our system

If you need help, call 1-877-661-6230 (Option 2) (TTY 711). CCHP is here Monday through Friday, 8 a.m. to 5 p.m.. The call is free. CCHP must make sure you wait less than 10 minutes when calling.

You can also visit Member Services online at any time at www.ContraCostaHealthPlan.org.

CCHP also encourages you to sign up for a MyChart member portal account at mychart.cchealth.org. You can access MyChart through a web browser or a mobile app.

The member portal gives you access to these following features and more:

- the ability view or change your assigned primary care provider (PCP)



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

- an electronic CCHP ID card that you can either show on your smart phone *or* download and print
 - claims history
 - important messages from CCHP
-

Who can become a member

Every state may have a Medicaid program. In California, Medicaid is called **Medi-Cal**.

You qualify for CCHP because you qualify for Medi-Cal and live in Contra Costa County. Please call Contra Costa County Employment Human Services Development (EHSD) service center at 1-877-663-3225 for help with getting Medi-Cal. You might also qualify for Medi-Cal through Social Security because you are getting SSI or SSP.

For questions about enrollment, call Health Care Options at 1-800-430-4263 (TTY 1-800-430-7077 or 711). Or go to <http://www.healthcareoptions.dhcs.ca.gov/>

For questions about Social Security, call the Social Security Administration at 1-800-772-1213. Or go to <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, or
- Your family started getting 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 CCHP, you will get our CCHP ID card. You must show your CCHP ID card **and** your Medi-Cal Benefits Identification Card (BIC) when you get health care services or prescriptions. Your BIC card is the Medi-Cal Benefits Card sent to you by

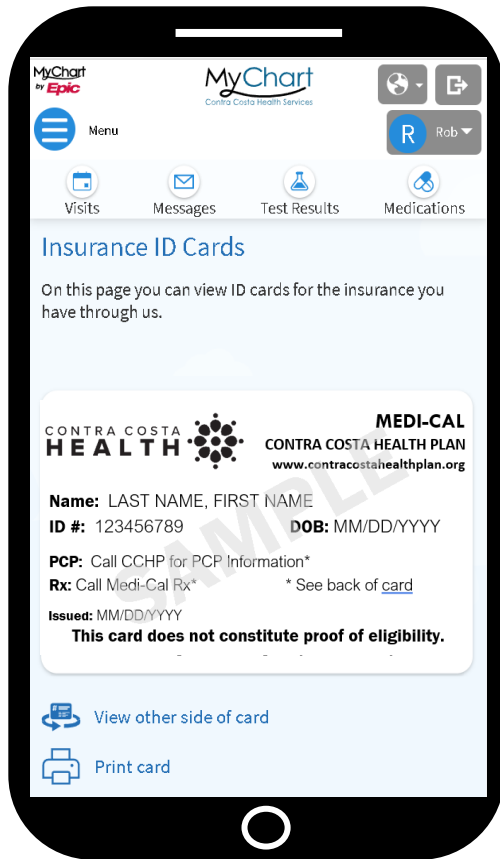


Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

the State of California. You should always carry all health cards with you. Your BIC and CCHP Identification (ID) cards look like these:



| | |
|---|---|
| <p>CONTRA COSTA HEALTH  MEDI-CAL CONTRA COSTA HEALTH PLAN www.contracostahealthplan.org</p> <p>Name: LAST NAME, FIRST NAME ID #: 123456789 DOB: MM/DD/YYYY</p> <p>PCP: Call CCHP for PCP Information* Rx: Call Medi-Cal Rx* * See back of card</p> <p>Issued: MM/DD/YYYY</p> <p>This card does not constitute proof of eligibility.</p> | <p>FOR A LIFE THREATENING EMERGENCY CALL 911 Emergency providers will be paid without prior authorization.</p> <p>Member Call Center: 1-877-661-6230 (#1) 24-Hour Advice Nurse, (#2) Member Services, (#3) Pharmacy Services, (#4) Behavioral/Mental Health Services, (#5) County Health Center Appointments, (#6) Marketing, (#9) Check Eligibility/PCP</p> <p>Provider Call Center: 1-877-800-7423 (#1) Check Eligibility/PCP, (#2) Pharmacy, (#3) Authorizations/Referrals, (#4) Interpreters, (#5) Claims, (#6) Provider Relations, (#7) Member Services</p> <p>Medi-Cal Rx Call Center: 1-800-977-2273 Medi-Cal Rx covers prescription drugs obtained at a pharmacy. www.Medi-CalRx.dhcs.ca.gov</p> <p>www.contracostahealthplan.org</p> |
|---|---|



You can also access your CCHP ID card online through MyChart. Sign up for a MyChart account at mychart.cchealth.org. You can show an electronic copy of your ID card on your mobile phone, or you can download and print a copy of your CCHP ID card any time.

If you do not get your CCHP ID card within a few weeks after your enrollment date, or if your card is damaged, lost, or stolen, call member services right away. CCHP will send you a new card at no cost to you. Call 1-877-661-6230 (Option 2) (TTY 711).



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

2. About your health plan

Health plan overview

CCHP is a health plan for people who have Medi-Cal in these counties: Contra Costa County. CCHP works with the State of California to help you get the health care you need.

Talk with one of the CCHP member services representatives to learn more about the health plan and how to make it work for you. Call 1-877-661-6230 (Option 2) (TTY 711).

When your coverage starts and ends

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

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

You can end your CCHP coverage and choose Kaiser Permanente health plan if you meet certain criteria. For help choosing Kaiser as your Medi-Cal plan, call Health Care Options at 1-800-430-4263 (TTY 1-800-430-7077 or 711). Or go to www.healthcareoptions.dhcs.ca.gov. You can also ask to end your Medi-Cal.

CCHP is a health plan for Medi-Cal members in Contra Costa County. Find your local office at <http://www.dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspx>.

CCHP eligibility may end if any of the following is true:

- You move out of Contra Costa County



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

- You no longer have Medi-Cal
- You become eligible for a waiver program that requires you to be enrolled in Fee-for-Service (FFS) Medi-Cal
- You are in jail or prison

If you lose your CCHP Medi-Cal coverage, you may still qualify for FFS Medi-Cal coverage. If you are not sure if you are still covered by CCHP, call 1-877-661-6230 (Option 2) (TTY 711).

Special considerations for American Indians in managed care

American Indians have a right to not enroll in a Medi-Cal managed care plan. Or they may leave their Medi-Cal managed care plan and return to FFS Medi-Cal at any time and for any reason.

If you are an American Indian, you have the right to get health care services at an Indian Health Care Provider (IHCP). You can also stay with or disenroll (drop) from CCHP while getting health care services from these locations. To learn more about enrollment and disenrollment, call 1-877-661-6230 (Option 2) (TTY 711).

CCHP must provide care coordination for you, including out-of-network case management. If you ask to get services from an IHCP and there is no available in-network IHCP, CCHP must help you find an out-of-network IHCP. To learn more, read “Provider network” in Chapter 3 of this handbook.

How your plan works

CCHP is a managed care health plan contracted with DHCS. CCHP works with doctors, hospitals, and other health care providers in the CCHP service area to provide health care to our members. As a member of CCHP, you may qualify for some services provided through FFS Medi-Cal. These include outpatient prescriptions, non-prescription drugs, and some medical supplies through Medi-Cal Rx.

Member services will tell you how CCHP works, how to get the care you need, how to schedule provider appointments in during office hours, how to request no-cost interpreting and translation services or written information in alternative formats, and how to find out if you qualify for transportation services.

To learn more, call 1-877-661-6230 (Option 2) (TTY 711). You can also find member service information online at www.ContraCostaHealthPlan.org.



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

Changing health plans

You can leave CCHP and join Kaiser Permanente health plan in your county of residence if you meet certain criteria. To find out more about the criteria to join Kaiser and choose it as your Medi-Cal plan, call Health Care Options at 1-800-430-4263 (TTY 1-800-430-7077 or 711). You can call between 8 a.m. and 6 p.m. Monday through Friday. Or go to <https://www.healthcareoptions.dhcs.ca.gov>.

It takes up to 30 days or more to process your request to leave CCHP and enroll in another plan in your county. To find out the status of your request, call Health Care Options at 1-800-430-4263 (TTY 1-800-430-7077 or 711).

If you want to leave CCHP sooner, you can call Health Care Options to ask for an expedited (fast) disenrollment.

Members who can request expedited disenrollment include, but are not limited to, children getting services under the Foster Care or Adoption Assistance programs, members with special health care needs, and members already enrolled in Medicare or another Medi-Cal or commercial managed care plan.

You can ask to leave CCHP by contacting your local county health and human services office. Find your local 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). In some special cases, Member Services must help you end your membership quickly. This is called an emergency disenrollment or expedited disenrollment. It will take about three days for an expedited disenrollment to go through.

Students who move to a new county or out of California

You can get emergency care and urgent care anywhere in the United States, including the U.S. Territories. Routine and preventive care are covered only in your county of residence. If you are a student who moves to a new county in California to attend higher education, including college, CCHP will cover emergency room and urgent care services in your new county. You can also get routine or preventive care in your new county, but you must notify your MCP. Read more below.



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

If you are enrolled in Medi-Cal and are a student in a different county from the California county where you live, 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, you have two choices. You can:

- Tell your eligibility worker at Contra Costa County Employment Human Services Development (EHSD) that you are temporarily moving to attend a school for higher education and give them your address in the new county. The county will update the case records with your new address and county code. You must do this if you want to keep getting routine or preventive care while you live in a new county. If CCHP does not serve the county where you will attend college, you might have to change health plans. For questions and to prevent delay joining the new health plan, call Health Care Options at 1-800-430-4263 (TTY 1-800-430-7077 or 711).

Or

- If CCHP does not serve the new county where you attend college, and you do not change your health plan to one that serves that county, you will only get emergency room and urgent care services for some conditions in the new county. To learn more, read Chapter 3, “How to get care.” For routine or preventive health care, you would need to use the CCHP network of providers located in the head of 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 Contra Costa County Employment Human Services Development (EHSD) service center at ehsd.org/help or 1-866-663-3225. As long as you qualify, Medi-Cal will cover emergency services and urgent care in another state. If CCHP approves the service and the doctor and hospital meet Medi-Cal rules, Medi-Cal will also cover emergency care that requires hospitalization in Canada and Mexico.

Routine and preventive care services, including prescription drugs, are not covered when you are outside of California. You will not qualify for Medi-Cal. CCHP will not pay for your health care. If you want Medicaid in another state, you will need to apply in that state. 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 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

Continuity of care

Continuity of care for an out-of-network provider

As a member of CCHP, you will get your health care from providers in CCHP's network. To find out if a health care provider is in the CCHP's network, read a copy of our provider directory. The provider directory is available on our website as an electronic pdf file or you can request a hard copy. You can also use our online provider search tool. Go to www.ContraCostaHealthPlan.org or cchealth.org/FindAProvider. Providers not listed in the directory may not be in the CCHP network.

In some cases, you might be able to get care from providers who are not in the CCHP network. If you were required to change your health plan or to switch from FFS to managed care, or you had a provider who was in network but is now outside the network, you might be able to keep your provider even if they are not in the CCHP network. This is called continuity of care.

If you need to get care from a provider who is outside the network, call CCHP to ask for continuity of care. You may be able to get continuity of care for up to 12 months or more if all of these are true:

- You have an ongoing relationship with the out-of-network provider before enrollment in CCHP
- You went to the out-of-network provider for a non-emergency visit at least once during the 12 months before your enrollment with CCHP
- The out-of-network provider is willing to work with CCHP and agrees to CCHP's contract requirements and payment for services
- The out-of-network provider meets CCHP's professional standards
- The out-of-network provider is enrolled and participating in the Medi-Cal program

To learn more, call member services at 1-877-661-6230 (Option 2) (TTY 711).

If your providers do not join the CCHP network by the end of 12 months, do not agree to CCHP payment rates, or do not meet quality of care requirements, you will need to change to providers in the CCHP network. To discuss your choices, call member services at 1-877-661-6230 (Option 2) (TTY 711).

CCHP is not required to provide continuity of care for an out-of-network provider for certain ancillary (supporting) services such as radiology, laboratory, dialysis centers, or transportation. You will get these services with a provider in CCHP's network.



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

To learn more about continuity of care and if you qualify, call member services.

Completion of covered services from an out-of-network provider

As a member of CCHP, you will get covered services from providers in CCHP’s network. If you are being treated for certain health conditions at the time you enrolled with CCHP or at the time your provider left CCHP’s network, you might also still be able to get Medi-Cal services from an out-of-network provider.

You might be able to continue care with an out-of-network provider for a specific time period if you need covered services for these health conditions:

| Health condition | Time period |
|--|---|
| Acute conditions (a medical issue that needs fast attention) | For as long as your acute condition lasts |
| Serious chronic physical and behavioral conditions (a serious health care issue you have had for a long time) | For an amount of time required to finish your course of treatment and to safely move you to a new doctor in the CCHP network |
| Pregnancy and postpartum (after birth) care | During your pregnancy and 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 your pregnancy, whichever is later |
| Care of a newborn child between birth and 36 months old | For up to 12 months from the start date of the coverage or the date the provider’s contract ends with CCHP |
| Terminal illness (a life-threatening medical issue) | For as long as your illness lasts. You may still get services for more than 12 months from the date you enrolled with CCHP or the time the provider stops working with CCHP |
| Performance of a surgery or other medical procedure from an out-of-network provider as long as it is covered, medically necessary, and authorized by | The surgery or other medical procedure must take place within 180 days of the provider’s contract termination date or 180 days from the effective date of your |



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

| | |
|---|----------------------|
| CCHP as part of a documented course of treatment and recommended and documented by the provider | enrollment with CCHP |
|---|----------------------|

For other conditions that might qualify, call CCHP Member Services.

If an out-of-network provider is not willing to keep providing services or does not agree to CCHP’s contract requirements, payment, or other terms for providing care, you will not be able to get continued care from the provider. You may be able to keep getting services from a different provider in CCHP’s network.

For help choosing a contracted provider to continue with your care or if you have questions or problems getting covered services from a provider who is no longer in CCHP’s network, call member services at 1-877-661-6230 (Option 2) (TTY 711).

CCHP is not required to provide continuity of care for services Medi-Cal does not cover or that are covered under Medi-Cal’s contract with DHCS. To learn more about continuity of care, eligibility, and available services, call member services.

Costs

Member costs

CCHP serves people who qualify for Medi-Cal. In most cases, CCHP members do not have to pay for covered services, premiums, or deductibles.

If you are an American Indian, you do not have to pay enrollment fees, premiums, deductibles, co-pays, cost sharing, or other similar charges. MCPs must not charge any American Indian member who gets an item or service directly from an IHCP or through a referral to an IHCP or reduce payments due to an IHCP by the amount of any enrollment fee, premium, deductible, copayment, cost sharing, or similar charge.

Except for emergency care, urgent care, or sensitive care, you must get pre-approval (prior authorization) from CCHP before you visit a provider outside the CCHP network. If you do not get pre-approval (prior authorization) and you go to a provider outside the network for care that is not emergency care, urgent care, or sensitive care, you might have to pay for care you got from that provider. For a list of covered services, read Chapter 4, “Benefits and services” in this handbook. You can also find the Provider Directory on the CCHP website at www.ContraCostaHealthPlan.org.



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

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

You might 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 Long-Term Support Service (LTSS) bills, until the amount you have paid equals your share of cost. After that, CCHP will cover your long-term care for that month. You will not be covered by CCHP until you have paid your entire long-term care share of cost for the month.

How a provider gets paid

CCHP pays providers in these ways:

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

To learn more about how CCHP pays providers, call 1-877-661-6230 (Option 2) (TTY 711).

If you get a bill from a health care provider

Covered services are health care services that CCHP must pay. 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 1-877-661-6230 (Option 2) (TTY 711).

If you get a bill from a pharmacy for a prescription drug, supplies, or supplements, call Medi-Cal Rx Customer Service at 1-800-977-2273, 24 hours a day, 7 days a week. TTY users can call 711, Monday through Friday, 8 a.m. to 5 p.m. You can also go to the Medi-Cal Rx website at <https://medi-calrx.dhcs.ca.gov/home/>.



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

Asking CCHP to pay you back for expenses

If you paid for services that you already got, you might qualify to be reimbursed (paid back) if you meet **all** of these conditions:

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

CCHP will tell you if they will reimburse you in a letter called a Notice of Action (NOA). 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, CCHP 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 CCHP network and refuses to pay you back, CCHP will pay you back, but only up to the amount that FFS Medi-Cal would pay. CCHP 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 (prior authorization). If you do not meet one of the above conditions, CCHP will not pay you back.

CCHP will not pay you back if:

- You asked for and got services that are not covered by Medi-Cal, such as cosmetic services
- The service is not a covered service for CCHP
- 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 have Medicare Part D co-pays for prescriptions covered by your Medicare Part D plan



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

3. How to get care

Getting health care services

Read this chapter to learn about finding health care providers.

You can start getting health care services on your effective date of enrollment in CCHP. Always carry with you your CCHP Identification (ID) card, Medi-Cal Benefits Identification Card (BIC), and any other health insurance cards. Never let anyone else use your BIC or CCHP ID card.

New members with only Medi-Cal coverage must choose a primary care provider (PCP) in the CCHP network. New members with both Medi-Cal and comprehensive other health coverage do not have to choose a PCP.

The CCHP network is a group of doctors, hospitals, and other providers who work with CCHP. You must choose a PCP within 30 days from the time you become a member of CCHP. If you do not choose a PCP, CCHP will choose one for you.

You can choose the same PCP or different PCPs for all family members in CCHP, as long as the PCP is available.

If you have a doctor you want to keep, or you want to find a new PCP, go to the Provider Directory for a list of all PCPs and other providers in the CCHP network. The Provider Directory has other information to help you choose a PCP. If you need a Provider Directory, call 1-877-661-6230 (Option 2) (TTY 711). You can also find the Provider Directory on the CCHP website at www.ContraCostaHealthPlan.org.

If you cannot get the care you need from a participating provider in the CCHP network, your PCP or specialist in CCHP's network must ask CCHP for approval to send you to an out-of-network provider. This is called a referral. You do not need a referral to go to an out-of-network provider to get sensitive care services listed 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.



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

The Medi-Cal Rx program administers outpatient prescription drug coverage. To learn more, read “Other Medi-Cal programs and services” in Chapter 4.

Primary care provider (PCP)

Your primary care provider (PCP) is the licensed provider you go to for most of your health care. Your PCP also helps you get other types of care you need. You must choose a PCP within 30 days of enrolling in CCHP. Depending on your age and sex, you can choose a general practitioner, OB/GYN, family practitioner, internist, or pediatrician as your PCP.

A nurse practitioner (NP), physician assistant (PA), or certified nurse midwife can also act as your PCP. If you choose an NP, PA, or certified nurse midwife, you can be assigned a doctor to oversee your care. If you are in both Medicare and Medi-Cal, or if you also have other comprehensive 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 might be able to choose one PCP for yourself and your other family members who are members of CCHP, as long as the PCP is available.

Note: American Indians can choose an IHCP as their PCP, even if the IHCP is not in the CCHP network.

If you do not choose a PCP within 30 days of enrollment, CCHP will assign you to a PCP. If you are assigned to a PCP and want to change, call 1-877-661-6230 (Option 2) (TTY 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 CCHP network. The Provider Directory has a list of IHCPs, FQHCs, and RHCs that work with CCHP.



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

You can find the CCHP Provider Directory online at www.ContraCostaHealthPlan.org. Or you can request a Provider Directory to be mailed to you by calling 1-877-661-6230 (Option 2) (TTY 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. If you want to change to a new PCP, you can change anytime. You must choose a PCP who is in the CCHP provider network and is taking new patients.

Your new choice will become your PCP within 1 business day after you request the change. If the PCP is not taking new patients, we will not be able to make the change unless you tell us you have seen the PCP before or believe the PCP will make an exception for you (or your child). If this happens, the change will only take place after the PCP tells us they will accept you (or your child) as a patient.

To change your PCP, call 1-877-661-6230 (Option 2) (TTY 711) or use the online form at cchealth.org/ChangePCP. You may also change your PCP on your own through the MyChart member portal at mychart.cchealth.org.

CCHP can change your PCP if the PCP is not taking new patients, has left the CCHP network, does not give care to patients your age, or if there are quality concerns with the PCP that are not resolved. CCHP or your PCP might 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 CCHP needs to change your PCP, CCHP will tell you in writing.

If your PCP changes, you will get a letter in the mail. Call member services if you have questions about your new PCP or if you want a different PCP.

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 my 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 I like?
- Does the PCP provide the services I need?



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

- Do the PCP's office hours fit my schedule?
- Does the PCP work with specialists I use?

Initial Health Appointment (IHA)

CCHP recommends that, as a new member, you visit your new PCP within 120 days for an Initial Health Appointment (IHA). The purpose of the IHA is to help your PCP learn your health care history and needs. Your PCP might ask you 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 can help you.

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

Take your BIC and CCHP ID card to your appointment. It is a good idea to take a list of your medicine and questions with you to your visit. Be ready to talk with your 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 1-877-661-6230 (Option 2) (TTY 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, health education, and counseling.

CCHP recommends that children, especially, get regular routine and preventive care. CCHP members can get all recommended early preventive services recommended by the American Academy of Pediatrics and the Centers for Medicare and Medicaid Services. These screenings include hearing and vision screening, which can help ensure healthy development and learning. For a list of pediatrician-recommended services, read the "Bright Futures" guidelines from the American Academy of Pediatrics at https://downloads.aap.org/AAP/PDF/periodicity_schedule.pdf.

Routine care also includes care when you are sick. CCHP covers routine care from your PCP.



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

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 Chapter 4, “Benefits and services” and Chapter 5, “Child and youth well care” in this handbook.

All CCHP 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 CCHP what you need.

Provider network

The Medi-Cal provider network is the group of doctors, hospitals, and other providers that work with CCHP to provide Medi-Cal covered services to Medi-Cal members.

CCHP is a managed care health plan. You must get most of your covered services through the CCHP from our in-network providers. You can go to an out-of-network provider without a referral or pre-approval for emergency care or for family planning services. You can also go to an out-of-network provider for out-of-area urgent care when you are in an area that we do not serve. You must have a referral or pre-approval for all other out-of-network services, or they will not be covered.

Note: American Indians can choose an IHCP as their PCP, even if the IHCP is not in the CCHP 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 1-877-661-6230 (Option 2) (TTY 711). For more about moral objections, read “Moral objection” later in this chapter.



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

If your provider has a moral objection to giving you covered health care services, they can help you find another provider who will give you the services you need. CCHP can also help you find a provider who will perform the service.

In-network providers

You will use providers in the CCHP 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 CCHP network.

To get a Provider Directory of in-network providers, call 1-877-661-6230 (Option 2) (TTY 711). You can also find the Provider Directory online at www.ContraCostaHealthPlan.org or cchealth.org/FindAProvider. To get a copy of the Contract Drugs List, call Medi-Cal Rx at 1-800-977-2273 (TTY 1-800-977-2273) and press 5 or 711. Or go to the Medi-Cal Rx website at <https://medi-calrx.dhcs.ca.gov/home/>.

You must get pre-approval (prior authorization) from CCHP before you go to a provider outside the CCHP network, including inside the CCHP service area, except in these cases:

- If you need emergency care, call 911 or go to the nearest hospital.
- If you are outside the CCHP service area and need urgent care, go to any urgent care facility.
- If you need family planning services, go to any Medi-Cal provider without pre-approval (prior authorization).
- If you need mental health services, go to an in-network provider or a county mental health plan provider, without pre-approval (prior authorization).

If you are not in one of the cases listed above and you do not get pre-approval (prior authorization) before getting care from a provider outside the network, you might be responsible for paying for any care you got from out-of-network providers.

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

Out-of-network providers are health care providers that do not have an agreement to work with CCHP. Except for emergency care, you might have to pay for any care you get from out-of-network providers. If you need medically necessary health care services that are not available in the network, you might be able to get them from an out-of-network provider at no cost to you.

CCHP may approve a referral to an out-of-network provider if the services you need are



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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 CCHP service area, you must go to a CCHP in-network urgent care provider. You do not need pre-approval (prior authorization) to get urgent care from an in-network provider. You do need to get pre-approval (prior authorization) to get urgent care from an out-of-network provider inside the CCHP service area.

If you get urgent care from an out-of-network provider inside CCHP service area, you might have to pay for that care. You can read more about emergency care, urgent care, and sensitive care services 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. An out-of-network IHCP can also refer American Indian members to an in-network provider without first requiring a referral from an in-network PCP.

If you need help with out-of-network services, call 1-877-661-6230 (Option 2) (TTY 711).

Outside the service area

If you are outside of the CCHP service area and need care that is **not** an emergency or urgent, call your PCP right away. Or call 1-877-661-6230 (Option 2) (TTY 711). CCHP's service area is Contra Costa County.

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

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

If you are in another state or are in a US Territory such as American Samoa, Guam, Northern Mariana Islands, Puerto Rico, or US Virgin Islands, you are covered for emergency care. Not all hospitals and doctors accept Medicaid. (Medi-Cal is what Medicaid is called in California only.) If you need emergency care outside of California, tell the hospital or emergency room doctor as soon as possible that you have Medi-Cal and are a member of CCHP.

Ask the hospital to make copies of your CCHP ID card. Tell the hospital and the doctors



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to bill CCHP. If you get a bill for services you got in another state, call CCHP right away. We will work with the hospital and/or doctor to arrange for CCHP to pay for your care.

If you are outside of California and have an emergency need to fill outpatient prescription drugs, have the pharmacy call Medi-Cal Rx at 1-800-977-2273.

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

If you have questions about out-of-network or out-of-service-area care, call 1-877-661-6230 (Option 2) (TTY 711). If the office is closed and you want help from a representative, call CCHP's Advice Nurse. Advice Nurses can help you twenty-four (24) hours a day, three hundred sixty five (365) days a year. **CCHP Advice Nurse: 1-877-661-6230 (Option 1) (TTY 711).**

If you need urgent care out of the CCHP service area, go to the nearest urgent care facility. If you are traveling outside the United States and need urgent care, CCHP will not cover your care. For more on urgent care, read "Urgent care" later in this chapter.

How managed care works

CCHP is a managed care plan. CCHP provides care to members who live or work in Contra Costa County. In managed care, your PCP, specialists, clinic, hospital, and other providers work together to care for you.

CCHP contracts with medical groups to provide care to CCHP members. A medical group is made up of doctors who are PCPs and specialists. The medical group works with other providers such as laboratories and durable medical equipment suppliers. The medical group is also connected with a hospital. Check your CCHP ID card for the names of your PCP, medical group, and hospital.

When you join CCHP, you choose or are assigned to a PCP. Your PCP is part of a medical group. Your PCP and medical group direct the care for all of your medical needs. Your PCP may refer you to specialists or order lab tests and X-rays. If you need services that require pre-approval (prior authorization), CCHP will review the pre-approval (prior authorization) and decide whether to approve the service.

In most cases, the specialists and other health professionals who work with you will be in the same medical group as your PCP. Except for emergencies, you must also get hospital care from the hospital connected with the medical group of the doctor caring for you.

Sometimes, you might need a service that is not available from a provider in the medical



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group. In that case, your PCP will refer you to a provider who is in another medical group or is outside the network. Your PCP will ask for pre-approval (prior authorization) for you to go to this provider.

In most cases, you must have prior authorization from CCHP before you can go to an out-of-network provider. You do not need pre-approval (prior authorization) for emergency services, family planning services, or in-network mental health services.

Members who have both Medicare and Medi-Cal

Members who have both Medicare and Medi-Cal can continue to see any of their Medicare providers. Medi-Cal enrollment in CCHP should not affect any services you get from Medicare or your Medicare Advantage plan. If you get Medicare through a Medicare Advantage health plan:

- Refer to your Medicare Advantage plan’s Evidence of Coverage (EOC) for information about the services that are covered under your Medicare plan.
- You will need to see providers in your Medicare Advantage plan’s network for any Medicare covered service.

If you get services that are covered under Medi-Cal, but not covered under Medicare, then that is the only time you need to use CCHP’s in-network providers for Medi-Cal. The only exceptions are listed in the previous “In-network providers” section.

Doctors

You will choose a doctor from the CCHP Provider Directory as your PCP. The doctor you choose must be an in-network provider. To get a copy of the CCHP Provider Directory, call 1-877-661-6230 (Option 2) (TTY 711). Or find it online at www.ContraCostaHealthPlan.org or cchealth.org/FindAProvider.

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

If you had a doctor before you were a member of CCHP, and that doctor is not part of the CCHP network, you might 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 1-877-661-6230 (Option 2) (TTY 711).

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



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

Remember, if you do not choose a PCP, CCHP will choose one for you, unless you have other comprehensive 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 from CCHP.

If you want to change your PCP, you must choose a PCP from the CCHP Provider Directory. Be sure the PCP is taking new patients. To change your PCP, call 1-877-661-6230 (Option 2) (TTY 711) or use the online form at cchealth.org/ChangePCP. You may also change your PCP on your own through the MyChart member portal at mychart.cchealth.org.

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 CCHP provider network. The Provider Directory lists the hospitals in the CCHP network.

Women's health specialists

You can go to a women's health specialist in CCHP's network for covered care necessary to provide women's routine care services. You do not need a referral or authorization from your PCP to get these services. For help finding a women's health specialist, you can call 1-877-661-6230 (Option 2) (TTY 711). You can also call the 24/7 CCHP Advice Nurse at 1-877-661-6230 (Option 1) (TTY 711). You can also look for a women's health specialist in our provider directory or online search tool at cchealth.org/FindAProvider.

Provider Directory

The CCHP Provider Directory lists providers in the CCHP network. The network is the group of providers that work with CCHP.

The CCHP Provider Directory lists hospitals, PCPs, specialists, nurse practitioners, nurse midwives, physician assistants, family planning providers, FQHCs, outpatient mental health providers, managed long-term services and supports (MLTSS), and Freestanding Birth Centers (FBCs).

The Provider Directory has CCHP in-network provider names, specialties, addresses, phone numbers, business hours, and languages spoken. It tells you if the provider is taking new patients. It also gives the physical accessibility for the building, such as



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parking, ramps, stairs with handrails, and restrooms with wide doors and grab bars. To learn more about a doctor’s education, training, and board certification, call 1-877-661-6230 (Option 2) (TTY 711).

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

If you need a printed Provider Directory, call 1-877-661-6230 (Option 2) (TTY 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 1-800-977-2273) and press 5 or 711.

Timely access to care

Your in-network provider must provide timely access to care based on your health care needs. At minimum, they must offer you an appointment listed in the time frames in the table below.

| 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 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.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) |

Sometimes waiting longer for an appointment is not a problem. Your provider might 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. Also, if you prefer to wait for a later appointment that will better fit your schedule or go to another provider of your choice, your provider or your CCHP will respect your wish.

The standards for appointment availability do not apply to preventive care. Your doctor may recommend a specific schedule for preventive services, depending on your needs. The specific standards listed above also do not apply to periodic follow-up care for ongoing conditions or standing referrals to specialists.

Tell us if you need interpreter services when you call CCHP or when you get covered services. Interpreter services, including sign language, are available at no cost to you. We highly discourage the use of minors or family members as interpreters. To learn more about interpreter services we offer, call 1-877-661-6230 (Option 2) (TTY 711).

If you need interpreter services, including sign language, at a Medi-Cal Rx pharmacy, call Medi-Cal Rx Customer Service at 1-800-977-2273, 24 hours a day, 7 days a week. TTY users can call 711, Monday through Friday, 8 a.m. to 5 p.m.

Travel time or distance to care

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

If CCHP is not able to provide care to you within these travel time or distance standards, DHCS may allow a different standard, called an alternative access standard. For CCHP's time or distance standards for where you live, visit www.ContraCostaHealthPlan.org. Or call 1-877-661-6230 (Option 2) (TTY 711).

If you need care from a provider located far from where you live, call member services at 1-877-661-6230 (Option 2) (TTY 711). They can help you find care with a provider



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

located closer to you. If CCHP cannot find care for you from a closer provider, you can ask CCHP 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, call Medi-Cal Rx at 1-800-977-2273 (TTY 1-800-977-2273) and press 5 or 711.

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

Appointments

When you need health care:

- Call your PCP
- Have your CCHP ID number ready on the call
- Leave a message with your name and phone number if the office is closed
- Take your BIC and CCHP ID card to your appointment
- Ask for transportation to your appointment, if needed
- Ask for needed language assistance or interpreting services before your appointment to have the services at the time of your visit
- Be on time for your appointment, arrive 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

If you have an emergency, call **911** or go to the nearest emergency room. If you need help deciding how urgently you need care and your PCP is not available to speak with you, call the Nurse Advice Line at 1-877-661-6230 (Option 1) (TTY 711).

Getting to your appointment

If you don't have a way to get to and from your appointments for covered services, CCHP can help arrange transportation for you. Depending on your situation, you may qualify for either Medical Transportation or for Non-Medical Transportation. These transportation services are not for emergencies and may be available at no cost to you.

If you are having an emergency, call **911**. Transportation is available for services and



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appointments not related to emergency care. They may be available at no cost to you. To learn more, read, “Transportation benefits for situations that are not emergencies” below.

Canceling and rescheduling

If you can't get to your appointment, call your provider's office right away. Most doctors require you to call 24 hours (1 business day) before your appointment if you have to cancel. If you miss repeated appointments, your doctor might stop providing care to you and you will have to find a new doctor.

Payment

You do **not** have to pay for covered services unless you have a share of cost for long-term care. To learn more, read “For members with long-term care and a share of cost” in Chapter 2. In most cases, you will not get a bill from a provider. You must show your CCHP ID card and your Medi-Cal BIC when you get health care services or prescriptions, so your provider knows who to bill. You can 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 1-877-661-6230 (Option 2) (TTY 711). If you get a bill for prescriptions, call Medi-Cal Rx at 1-800-977-2273 (TTY 1-800-977-2273) and press 5 or 711. Or visit the Medi-Cal Rx website at <https://medi-calrx.dhcs.ca.gov/home/>.

Tell CCHP the amount you are being charged, the date of service, and the reason for the bill. You do not need to pay providers for any amount owed by CCHP for any covered service. You must get pre-approval (prior authorization) from CCHP before you visit an out-of-network provider except when:

- 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 (prior authorization)
- You need mental health services, in which case you can go to an in-network provider or to a county mental health plan provider without pre-approval (prior authorization)

If you get care from an out-of-network provider and you did not get pre-approval (prior authorization) from CCHP, you might have to pay for the care you got. If you need to get



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medically necessary care from an out-of-network provider because it is not available in the CCHP network, you will not have to pay as long as the care is a Medi-Cal covered service and you got pre-approval (prior authorization) from CCHP for it. To learn more 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 you don't think you have to pay, call 1-877-661-6230 (Option 2) (TTY 711). If you pay the bill, you can file a claim form with CCHP. You will need to tell CCHP in writing why you had to pay for the item or service. CCHP will read your claim and decide if you can get money back.

For questions or to ask for a claim form, call 1-877-661-6230 (Option 2) (TTY 711).

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

CCHP 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

If you need a specialist for your care, your PCP or another specialist will give you a referral to one. A specialist is a provider who focuses on one type of health care service. The doctor who refers you will work with you to choose a specialist. To help make sure you can go to a specialist in a timely way, DHCS sets time frames for members to get appointments. These time frames are listed in "Timely access to care" in this handbook. Your PCP's office can help you set up an appointment with a specialist.

Other services that might need a referral include in-office procedures, X-rays, lab work, and other services with doctors or providers who are not in CCHP's network.

Your PCP might 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.

If you have a health problem that needs special medical care for a long time, you might



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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 CCHP referral policy, call 1-877-661-6230 (Option 2) (TTY 711).

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 the 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
- Mental / behavioral health services
- Podiatry
- A routine eye exam with an optometrist once every 24 months

Minors can also get certain outpatient mental health services, sensitive services, and substance use disorder services without parent's consent. To learn more, read "Minor consent services" in this chapter and "Substance use disorder treatment services" in Chapter 4 of this handbook.

California Cancer Equity Act referrals

Effective treatment of complex cancers depends on many factors. These include getting the right diagnosis and getting timely treatment from cancer experts. If you are diagnosed with a complex cancer, the new California Cancer Care Equity Act allows you to ask for a referral from your doctor to get cancer treatment from an in-network National Cancer Institute (NCI)-designated cancer center, NCI Community Oncology Research Program (NCORP)-affiliated site, or a qualifying academic cancer center.

If CCHP does not have an in-network NCI-designated cancer center, CCHP will allow you to ask for a referral to get cancer treatment from one of these out-of-network



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centers in California, if one of the out-of-network centers and CCHP agree on payment, unless you choose a different cancer treatment provider.

If you have been diagnosed with cancer, contact CCHP to find out if you qualify for services from one of these cancer centers.

Ready to quit smoking? To find learn about services in English, call 1-800-300-8086. For Spanish, call 1-800-600-8191.

To learn more, go to www.kickitca.org.

Pre-approval (prior authorization)

For some types of care, your PCP or specialist will need to ask CCHP for permission before you get the care. This is called asking for pre-approval or prior authorization. It means CCHP must make sure the care is medically necessary (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 age 21, Medi-Cal services include care that is medically necessary to fix or help relieve a physical or mental illness or condition.

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

- Hospitalization, if not an emergency
- Services out of the CCHP service area, if not an emergency or urgent care
- 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
- Mental / behavioral health beyond 8 visits a year
- Specialty provider visits beyond 7 visits in 12 months
- Home Health services, including home infusion
- Tertiary Care Center services (e.g., UCSF, Stanford, Lucile Packard)

Emergency ambulance services do not require pre-approval (prior authorization).

Under Health and Safety Code Section 1367.01(h)(1), CCHP has 5 business days from



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when CCHP gets the information reasonably needed to decide (approve or deny) pre-approval (prior authorization) requests. For requests a provider made or when CCHP finds that following the standard time frame could seriously endanger your life or health or ability to attain, maintain, or regain maximum function, CCHP will make an expedited (fast) pre-approval (prior authorization) decision.

CCHP will give you notice as quickly as your health condition requires and no later than 72 hours after getting the request for services.

Clinical or medical staff such as doctors, nurses, and pharmacists review pre-approval (prior authorization) requests.

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

CCHP will contact you if CCHP 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 or out of your service area. This includes labor and delivery if you are pregnant. You do not need pre-approval (prior authorization) for certain sensitive care services. To learn more about sensitive care services, read "Sensitive care" later in this chapter.

For questions about pre-approval (prior authorization), call 1-877-661-6230 (Option 2) (TTY 711).

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 might want a second opinion if you want to make sure your diagnosis is correct, 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 in-network provider who can give you a second opinion. For help choosing a provider, call 1-877-661-6230 (Option 2) (TTY 711).

CCHP will pay for a second opinion if you or your in-network provider asks for it, and you get the second opinion from an in-network provider. You do not need pre-approval



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(prior authorization) from CCHP to get a second opinion from an in-network provider. Your in-network provider can help you get a referral for a second opinion if you need one.

If there is no provider in the CCHP network who can give you a second opinion, CCHP will pay for a second opinion from an out-of-network provider. CCHP 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 have an immediate and serious threat to your health, including, but not limited to, loss of life, limb, or major body part or bodily function, CCHP will tell you in writing within 72 hours.

If CCHP denies your request for a second opinion, you can file a grievance. To learn more about grievances, read “Complaints” in Chapter 6 of this handbook.

Sensitive care

Minor consent services

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

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

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

If you are 12 years old or older, you may also get these services without your parent’s 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
 - To learn more, read “Substance use disorder treatment services” in



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Chapter 4 of 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 in the CCHP 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 (prior authorization). Your PCP does not have to refer you and you do not need to get pre-approval (prior authorization) from CCHP to get covered minor consent services.

Minor consent services that are specialty mental health services are not covered. 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 CCHP Advice Nurse. Advice Nurses can help you twenty-four (24) hours a day, three hundred sixty five (365) days a year. CCHP Advice Nurse: 1-877-661-6230 (Option 1) (TTY 711).

CCHP will not send information about getting sensitive services to parents or guardians. To learn more about how to ask for confidential communications related to sensitive services, read “Notice of privacy practices” in Chapter 7 of this handbook.

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. You can choose any doctor or clinic for these types of care:

- Family planning and birth control including sterilization for adults 21 and older
- Pregnancy testing and counseling
- HIV/AIDS prevention and testing
- Sexually transmitted infections prevention, testing, and treatment
- Sexual assault care
- Outpatient abortion services

For sensitive care, the doctor or clinic does not have to be in the CCHP network. You can choose to go to any Medi-Cal provider for these services without a referral or pre-approval (prior authorization) from CCHP. If you got care not listed here as sensitive care from an out-of-network provider, you might have to pay for it.

If you need help finding a doctor or clinic for these services, or help getting to these services (including transportation), call 1-877-661-6230 (Option 2) (TTY 711). Or call



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

the 24/7 CCHP Advice Nurse. Advice Nurses can help you twenty-four (24) hours a day, three hundred sixty five (365) days a year. CCHP Advice Nurse: 1-877-661-6230 (Option 1) (TTY 711).

CCHP will not disclose medical information related to sensitive services to any other member without written authorization from you, the member receiving care. To learn more about how to ask for confidential communications related to sensitive services, read “Notice of privacy practices” in Chapter 7.

Moral objection

Some providers have a moral objection to some covered services. 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. CCHP can also help you find a provider.

Some hospitals and providers do not provide one or more of these services even if they are covered by Medi-Cal:

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

To make sure you choose a provider who can give you the care you and your family needs, call the doctor, medical group, independent practice association, or clinic you want. Or call CCHP at 1-877-661-6230 (Option 2) (TTY 711). Ask if the provider can and will provide the services you need.

These services are available to you. CCHP will make sure you and your family members can use providers (doctors, hospitals, clinics) who will give you the care you need. If you have questions or need help finding a provider, call CCHP at 1-877-661-6230 (Option 2) (TTY 711).

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



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complication of a condition you already have. Most urgent care appointments do not need pre-approval (prior authorization). If you ask for an urgent care appointment, you will get an appointment within 48 hours. If the urgent care services you need require a pre-approval (prior authorization), you will get an appointment within 96 hours of your request.

For urgent care, call your PCP. If you cannot reach your PCP, call 1-877-661-6230 (Option 2) (TTY 711). Or you can call the 24/7 CCHP Advice Nurse, to learn the level of care that is best for you. Advice Nurses can help you twenty-four (24) hours a day, three hundred sixty five (365) days a year. **CCHP Advice Nurse: 1-877-661-6230 (Option 1) (TTY 711).**

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 CCHP's service area. You do not need pre-approval (prior authorization) for urgent care from in-network providers inside CCHP's service area. If you are outside the CCHP service area, but inside the United States, you do not need pre-approval (prior authorization) 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 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 1-877-661-6230 (Option 2) (TTY 711). Call your county mental health plan or your CCHP Behavioral Health Organization any time, 24 hours a day, 7 days a week. To find all counties' toll-free telephone numbers online, go to:

<http://www.dhcs.ca.gov/individuals/Pages/MHPContactList.aspx>.

If you get medicines as part of your covered urgent care visit, CCHP will cover them as part of your covered visit. If your urgent care provider gives you a prescription to take to



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a pharmacy, Medi-Cal Rx will decide if it is covered. To learn more about Medi-Cal Rx, read “Prescription drugs covered by Medi-Cal Rx” in “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 CCHP.

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

If you are outside the United States, only emergency care 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. This includes risking serious harm to your bodily functions, body organs or body parts. Examples may include, but are not limited to:

- Active labor
- Broken bone
- Severe pain
- Chest pain
- Trouble breathing
- Severe burn
- Drug overdose
- Fainting
- Severe bleeding
- Psychiatric emergency conditions, such as severe depression or suicidal thoughts (this 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 can also call the 24/7 CCHP Advice Nurse at 1-877-661-6230 (Option 1) (TTY 711).

If you need emergency care away from home, go to the nearest ER even if it is not in



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the CCHP network. If you go to an ER, ask them to call CCHP. You or the hospital that admitted you should call CCHP within 24 hours after you get emergency care. If you are traveling outside the United States other than to Canada or Mexico and need emergency care, CCHP will **not** cover your care.

If you need emergency transportation, call **911**. You do not need to ask your PCP or CCHP 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 CCHP.

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.

CCHP Nurse Advice Line gives you free medical information and advice 24 hours a day, every day of the year. Call 1-877-661-6230 (Option 1) (TTY 711).

Nurse Advice Line

CCHP Nurse Advice Line can give you free medical information and advice 24 hours a day, every day of the year. Call 1-877-661-6230 (Option 1) (TTY 711) to:

- Talk to a nurse who will answer medical questions, give care advice, and help you decide if you should go to 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

The Nurse Advice Line **cannot** help with routine clinic appointments or medicine refills. Call your provider's office if you need help with these.

The Nurse Advice Line can connect with an interpreter if you do not speak English. Please call our 24 / 7 Nurse advice line if you need medical advice and your regular doctor is not available.



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

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. You can also 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 might have to pay for the form. You can also find and download a free form online at cchealth.org/CCHPmaterials. 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. CCHP will tell you about changes to the state law no longer than 90 days after the change.

To learn more, you can call CCHP at 1-877-661-6230 (Option 2) (TTY 711).

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 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

4. Benefits and services

What your health plan covers

This chapter explains your covered services as a member of CCHP. Your covered services are free as long as they are medically necessary and provided by an in-network provider. You must ask us for pre-approval (prior authorization) if the care is out-of-network except for certain sensitive services, out-of-area urgent care, and emergency care. Your health plan might cover medically necessary services from an out-of-network provider, but you must ask CCHP 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 reduce 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 on your covered services, call 1-877-661-6230 (Option 2) (TTY 711).

Members under 21 years old get extra benefits and services. To learn more, read Chapter 5, “Child and youth well care.”

Some of the basic health benefits CCHP offers are listed below. Benefits with a star (*) need pre-approval (prior authorization). Benefits with a number next to the star (*) need pre-approval after an initial number of visits are exceeded. Some benefits may require either a provider referral alone or a provider referral in addition to CCHP pre-approval.



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- Acupuncture^{>7*}
- 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^{>7*}
- Behavioral health treatments*
- Biomarker testing*
- Cardiac rehabilitation*
- Chiropractic services^{>7*}
- Chemotherapy & Radiation therapy
- Cognitive health assessments*
- Community health worker services
- Dental services - limited (performed by medical professional/primary care provider (PCP) in a medical office)
- Dialysis/hemodialysis services
- Doula services
- Durable medical equipment (DME)*
- Dyadic services^{>20*}
- Emergency room visits
- Enteral and parenteral nutrition*
- Family planning office visits and counseling (you can go to a non-participating provider)
- 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^{>7*}
- Orthotics/prostheses*
- Ostomy and urological supplies
- Outpatient hospital services
- Outpatient mental health services
- Outpatient surgery*
- Palliative care*
- PCP visits
- Pediatric services
- Physical therapy^{>7*}
- Podiatry services^{>7*}
- Pulmonary rehabilitation
- Rapid Whole Genome Sequencing
- Rehabilitation services and devices*
- Skilled nursing services*
- Specialist visits^{>7*}
- Speech therapy^{>7*}
- Surgical services
- Telemedicine/Telehealth
- Transgender services*
- Urgent care
- Vision services*
- Women's health services

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



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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 improve 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**

CCHP coordinates with other programs to be sure you get all medically necessary services, even if those services are covered by another program and not CCHP.

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, or
- Attain, maintain, and regain functional capacity

For members younger than 21 years old, medically necessary services include all



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covered services listed above plus any other necessary health care, diagnostic services, treatment, and other measures to correct or improve defects and physical and mental illnesses and conditions, the federal Early and Periodic Screening, Diagnostic and Treatment (EPSDT) benefit requires.

EPSDT provides prevention, diagnostic, and treatment services for low-income infants, children, and adolescents under age 21. EPSDT covers more services than the benefit for adults. It is designed to make sure children get early detection and care to prevent or diagnose and treat health problems. The EPSDT goal is to make sure every child gets the health care they need when they need it – the right care to the right child at the right time in the right setting.

CCHP will coordinate with other programs to make sure you get all medically necessary services, even if another program covers those services and CCHP does not. Read “Other Medi-Cal programs and services” in this chapter.

Medi-Cal benefits covered by CCHP

Outpatient (ambulatory) services

Adult immunizations

You can get adult immunizations (shots) from an in-network provider without pre-approval (prior authorization). CCHP covers 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 Medi-Cal Rx, read “Other Medi-Cal programs and services” in this chapter.

Allergy care

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

Anesthesiologist services

CCHP 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).



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Chiropractic services

CCHP covers chiropractic services, limited to the treatment of the spine by manual manipulation. A provider referral for chiropractic services is needed for the initial visit and up to 6 follow-up visits (or 7 visits total). Limits do not apply to children under age 21. CCHP may pre-approve additional services as medically necessary.

These members qualify for chiropractic services:

- Children under age 21
- Pregnant people through the end of the month that includes 60-days after 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, Federally Qualified Health Center (FQHCs), or Rural Health Clinics (RHCs) in the CCHP's network. Not all FQHCs, RHCs, or county hospitals offer outpatient chiropractic services.

Cognitive health assessments

CCHP covers a yearly cognitive health assessment for members 65 years old or older who do not otherwise qualify for a similar assessment as part of a yearly wellness visit under the Medicare program. A cognitive health assessment looks for signs of Alzheimer's disease or dementia.

Community health worker services

CCHP covers community health worker (CHW) services for individuals when recommended by a doctor 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

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



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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

CCHP covers doula services for members who are pregnant or were pregnant in the past year when recommended by a physician or licensed practitioner. Medi-Cal does not cover all doula services. Doulas are birth workers who provide health education, advocacy, and physical, emotional, and non-medical support for pregnant and postpartum persons before, during, and after childbirth, including support during miscarriage, stillbirth, and abortion.

Dyadic services

CCHP covers medically necessary dyadic behavioral health (DBH) care services for members and their caregivers. A dyad is a child and their parents or caregivers. Dyadic care serves parents or caregivers and child together. It targets family well-being to support healthy child development and mental health.

Dyadic care services include DBH well-child visits, dyadic comprehensive Community Supports services, dyadic psycho-educational services, dyadic parent or caregiver services, dyadic family training, and counseling for child development, and maternal mental health services.

Outpatient surgery

CCHP covers outpatient surgical procedures. For some procedures, you will need to get pre-approval (prior authorization) before getting those services. Diagnostic procedures and certain outpatient medical or dental procedures are considered elective. You must get pre-approval (prior authorization).

Physician services

CCHP covers physician services that are medically necessary.

Podiatry (foot) services

CCHP covers podiatry services as medically necessary for diagnosis and for medical, surgical, mechanical, manipulative, and electrical treatment of the human foot. This includes treatment for the ankle and for tendons connected to the foot. It also includes



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nonsurgical treatment of the muscles and tendons of the leg that controls the functions of the foot.

Treatment therapies

CCHP covers different treatment therapies, including:

- Chemotherapy
- Radiation therapy

Maternity and newborn care

CCHP covers these maternity and newborn care services:

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

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 by phone, video, or other means. Or telehealth may involve sharing information with your provider without a live conversation. You can get many services through telehealth.

Telehealth may not be available for all covered services. You can contact your provider to learn which services you can get through telehealth. It is important that you and your provider agree that using telehealth for a service is appropriate for you. You have the right to in-person services. You are not required to use telehealth even if your provider agrees that it is appropriate for you.



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Mental health services

Outpatient mental health services

CCHP covers initial mental health assessments without needing pre-approval (prior authorization). You can get a mental health assessment at any time from a licensed mental health provider in the CCHP network without a referral.

Your PCP or mental health provider might make a referral for more mental health screening to a specialist in the CCHP network to decide the level of care you need. If your mental health screening results find you are in mild or moderate distress or have impaired mental, emotional, or behavioral functioning, CCHP can provide mental health services for you. CCHP covers mental health services such as:

- 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 medicine therapy
- Outpatient laboratory services
- Outpatient medicines that are not already covered under the Medi-Cal Rx Contract Drugs List (<https://medi-calrx.dhcs.ca.gov/home/>), supplies and supplements
- Psychiatric consultation
- Family therapy which involves at least 2 family members. Examples of family therapy include, but are not limited to:
 - Child-parent psychotherapy (ages 0 through 5)
 - Parent child interactive therapy (ages 2 through 12)
 - Cognitive-behavioral couple therapy (adults)

For help finding more information on mental health services provided by CCHP, call 1-877-661-6230 (Option 2) (TTY 711). If you are not sure what treatment you need or if need help finding a mental health provider, call the County's 24 hour ACCESS phone line at 1-877-661-6230 (Option 4) (TTY 711) or 1-888-678-7277 (TTY 711).

If treatment you need for a mental health disorder is not available in the CCHP network or your PCP or mental health provider cannot give the care you need in the time listed above in "Timely access to care," CCHP will cover and help you get out-of-network services.



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If your mental health screening shows that you may have a higher level of impairment and need specialty mental health services (SMHS), your PCP or your mental health provider can refer you to the county mental health plan to get the care you need.

To learn more, read “Other Medi-Cal programs and services” on page 86 under, “Specialty mental health services.”

Emergency care

Inpatient and outpatient services needed to treat a medical emergency

CCHP covers all services needed to treat a medical emergency that happens in the U.S. (including territories such as Puerto Rico, U.S. Virgin Islands, etc.). CCHP 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 (reasonable) layperson (not a health care professional) could expect it to result in:

- Serious risk to your health,
- Serious harm to bodily functions,
- Serious dysfunction of any bodily organ or part, or
- Serious risk in cases 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 might pose a threat to your health or safety or to that of your unborn child.

If a hospital emergency room provider gives you up to a 72-hour supply of an outpatient prescription drug as part of your treatment, CCHP will cover the prescription drug 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 cover that prescription.



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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 CCHP. If the pharmacy needs help giving you an emergency medication supply, have them call Medi-Cal Rx at 1-800-977-2273.

Emergency transportation services

CCHP covers ambulance services to help you get to the nearest place of care in an emergency. This means 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 emergency care that requires you to be in the hospital in Canada or Mexico. If you get emergency ambulance services in Canada or Mexico and you are not hospitalized during that care episode, CCHP will not cover your ambulance services.

Hospice and palliative care

CCHP covers hospice care and palliative care for children and adults, which help reduce physical, emotional, social, and spiritual discomforts. Adults ages 21 years or older may not get hospice care and palliative care services at the same time.

Hospice care

Hospice care is a benefit for 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
- Home health aide and homemaker services
- Medical supplies and appliances
- Some drugs and biological services (some may be available through 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



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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 get both palliative care and hospice care at the same time. If you are getting palliative care and qualify for hospice care, you can ask to change to hospice care at any time.

Hospitalization

Anesthesiologist services

CCHP 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

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



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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 Intensive Care Unit (ICU) care of children one year of age or younger. If your child qualifies for California Children's Services (CCS), CCS may cover the hospital stay and the RWGS.

Surgical services

CCHP covers medically necessary surgeries performed in a hospital.

The Postpartum Care Extension (PPCE) program

CCHP covers post-partum care for up to 12 months after the end of the pregnancy regardless of income, citizenship, or immigration status. No other 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.

CCHP covers 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
- The services are to help you keep, learn, or improve skills and functioning for daily living
- You get the services at an in-network facility, unless an in-network doctor finds it medically necessary for you to get the services in another place or an in-network facility is not available to treat your health condition

CCHP covers these rehabilitative/habilitative services:

Acupuncture

CCHP covers acupuncture services to prevent, change, or relieve the perception of severe, ongoing chronic pain resulting from a generally recognized medical condition.

Outpatient acupuncture services, with or without electric stimulation of needles, are



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covered when provided by an acupuncturist. Members may self-refer to get acupuncture services without a provider referral for an initial visit and up to 6 follow-up visits (or 7 visits total). CCHP may pre-approve (prior authorize) more services as medically necessary.

Audiology (hearing)

CCHP covers audiology services. A provider referral for outpatient audiology is needed for an initial visit and up to 6 follow-up visits (or 7 visits total). CCHP may pre-approve (prior authorize) more services as medically necessary.

Behavioral health treatments

CCHP covers behavioral health treatment (BHT) services for members under 21 years old through the 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 a person 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. They 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.

Cardiac rehabilitation

CCHP covers inpatient and outpatient cardiac rehabilitative services.

Durable medical equipment (DME)

CCHP covers the purchase or rental of DME supplies, equipment, and other services with a prescription from a doctor, physician assistant, nurse practitioner, or clinical nurse specialist. Prescribed DME items are covered as medically necessary to preserve bodily functions essential to activities of daily living or to prevent major physical disability.

Generally, CCHP does not cover:

- Comfort, convenience, or luxury equipment, features, and supplies, except retail-grade breast pumps as described in this chapter under “Breast pumps



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- and supplies” in “Maternity and newborn care”
- Items not intended to maintain normal activities of daily living, such as exercise equipment including devices intended to provide more 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 (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 mainly for health care

In some cases, these items may be approved when your doctor submits a request for pre-approval (prior authorization).

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. CCHP also covers enteral and parenteral pumps and tubing, when medically necessary.

Hearing aids

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

Hearing aids for members under age 21:

In Contra Costa County, state law requires children who need hearing aid to be referred to the California Children’s Services (CCS) program to decide if the child qualifies for CCS. If the child qualifies for CCS, CCS will cover the costs for medically necessary hearing aids. If the child does not qualify for CCS, we will cover medically necessary hearing aids as part of Medi-Cal coverage.



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Hearing aids for members ages 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 ages 21 and older, Medi-Cal does **not** include:

- Replacement hearing aid batteries

Home health services

CCHP covers health services given in your home when found medically necessary and prescribed by your doctor or by a physician assistant, nurse practitioner, or clinical nurse specialist.

Home health services are limited to services that Medi-Cal covers, including:

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

Medical supplies, equipment, and appliances

CCHP covers medical supplies prescribed by doctors, physician assistants, nurse practitioners, and clinical nurse specialists. Some medical supplies are covered through Fee-for-Service (FFS) Medi-Cal Rx and not by CCHP. When FFS covers supplies, the provider will bill Medi-Cal.

Medi-Cal does **not** cover:

- Common household items including, but not limited to:
 - Adhesive tape (all types)



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- 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 that are regularly and primarily used by persons who do not have a specific medical need for them

Occupational therapy

CCHP covers occupational therapy services including occupational therapy evaluation, treatment planning, treatment, instruction, and consultative services. A provider referral for occupational therapy services is needed for an initial visit and up to 6 follow-up visits (or 7 visits total). CCHP may pre-approve (prior authorize) more services as medically necessary.

Orthotics/prostheses

CCHP covers orthotic and prosthetic devices and services that are medically necessary and prescribed by your doctor, podiatrist, dentist, or non-physician medical provider. They include 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.

Ostomy and urological supplies

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



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Physical therapy

CCHP covers medically necessary physical therapy services, including physical therapy evaluation, treatment planning, treatment, instruction, consultative services, and applying of topical medicines.

Pulmonary rehabilitation

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

Skilled nursing facility services

CCHP 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 24-hour per day skilled nursing care.

Speech therapy

CCHP covers speech therapy that is medically necessary. A provider referral for speech therapy services is needed for an initial visit and up to six (6) follow-up visits (or seven (7) visits total). CCHP may pre-approve (prior authorize) more services as medically necessary.

Transgender services

CCHP covers transgender services (gender-affirming services) when they are medically necessary or when the services meet the rules for reconstructive surgery.

Clinical trials

CCHP covers routine patient care costs for patients accepted into clinical trials, including clinical trials for cancer, listed for the United States at <https://clinicaltrials.gov>. Medi-Cal Rx, a Medi-Cal FFS program, covers most outpatient prescription drugs. To learn more, read “Outpatient prescription drugs” in this chapter.

Laboratory and radiology services

CCHP covers outpatient and inpatient laboratory and X-ray services when medically necessary. Advanced imaging procedures such as CT scans, MRIs, and PET scans, are covered based on medical necessity.



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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)
- Adverse childhood experiences (ACE) screening
- 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 allow them to choose the number and spacing of children. These services include all methods of birth control approved by the FDA. CCHP'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 CCHP without having to get pre-approval (prior authorization) from CCHP. Services from an out-of-network provider not related to family planning might not be covered. To learn more, call 1-877-661-6230 (Option 2) (TTY 711).

CCHP also covers chronic disease management programs focused the following conditions:

- Diabetes
- Cardiovascular disease
- Asthma
- Depression

For preventive care information for youth 20 years old and younger, read Chapter 5, "Child and youth well care."

Diabetes Prevention Program

The Diabetes Prevention Program (DPP) is an evidence-based lifestyle change program. This 12-month program is focused on lifestyle changes. It is designed to prevent or delay the onset of Type 2 diabetes in persons diagnosed with prediabetes.



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Members who meet criteria might qualify for a second year. The program 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 certain rules to join DPP. Call Inspiring Communities at (510) 609-6875 to learn if you qualify for the program.

Reconstructive services

CCHP 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, diseases, or treatment of disease that resulted in loss of a body structure, such as a mastectomy. Some limits and exceptions may apply.

Substance use disorder screening services

CCHP covers:

- Alcohol and Drug Screening, Assessment, Brief Interventions, and Referral to Treatment (SABIRT)

For treatment coverage through the county, read “Substance use disorder treatment services” below in this chapter.

Vision benefits

CCHP covers:

- Routine eye exam once every 24 months; more frequent eye exams are covered if medically necessary for members, such as those with diabetes
- Eyeglasses (frames and lenses) once every 24 months with a valid prescription
- Replacement eyeglasses within 24 months if your prescription changes 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



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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 (such as age-related macular degeneration)
- 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 (such as 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 can get medical transportation if you have medical needs that do not allow you to use a car, bus, or taxi to your appointments. You can get medical transportation for covered services and Medi-Cal covered pharmacy appointments. You can request medical transportation by asking your doctor, dentist, podiatrist, or mental health or substance use disorder provider for it. 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 filling out a form and submitting it to CCHP. Once approved, the approval is good for up to 12 months, depending on the medical need. Once approved, you can get as many rides as you need. Your doctor will need to reassess your medical need for medical transportation and re-approve it every 12 months.

Medical transportation is an ambulance, litter van, wheelchair van, or air transport. CCHP 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, CCHP will not pay for an ambulance. You are only entitled to air transport if your medical condition makes any form of ground transportation impossible.

You will get medical transportation if:

- It is physically or medically needed, 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



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

- You need help from the driver to and from your home, 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, call CCHP at 1-877-661-6230 (Option 2) (TTY 711) **or** 1-855-222-1218 (TTY 711) at least 7 – 10 business days (Monday-Friday) before your appointment. For urgent appointments, call as soon as possible. Have your member ID card ready when you call.

Limits of medical transportation

CCHP provides the lowest cost medical transportation that meets your medical needs to the closest provider from your home where an appointment is available. You cannot get medical transportation if Medi-Cal does not cover the service you are getting, or it is not a Medi-Cal-covered pharmacy appointment. There is a list of covered services in this Member Handbook.

If Medi-Cal covers the appointment type but not through the health plan, CCHP will not cover the medical transportation but can help you schedule your transportation with Medi-Cal. Transportation is not covered outside of the network or service area unless pre-authorized by CCHP. To learn more or to ask for medical transportation, call CCHP at 1-877-661-6230 (Option 2) (TTY 711) or 1-855-222-1218 (TTY 711).

Cost to member

There is no cost when CCHP arranges transportation.

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

CCHP allows you to use a car, taxi, bus, or other public or private way of getting to your medical appointment for Medi-Cal-covered services. CCHP will cover the lowest cost of non-medical transportation type that meets your needs. Sometimes, CCHP can reimburse you (pay you back) for rides in a private vehicle that you arrange. CCHP must approve this before you get the ride.



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

You must tell us why you cannot get a ride any other way, such as by bus. You can call, email, or tell us in person. If you have access to transportation or can drive yourself to the appointment, CCHP will not reimburse you. This benefit is only for members who do not have access to transportation.

For mileage reimbursement, you must submit copies of the driver's:

- Driver's license,
- Vehicle registration, and
- Proof of car insurance

To request a ride for services that have been authorized, call CCHP at 1-877-661-6230 (Option 2) (TTY 711) or 1-855-222-1218 (TTY 711) at least 5 - 7 business days (Monday-Friday) before your appointment. Or call as soon as you can when you have an urgent appointment. Have your member ID card ready when you call.

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

Limits of non-medical transportation

CCHP 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 non-medical transportation. To learn more, call CCHP at 1-877-661-6230 (Option 2) (TTY 711) or 1-855-222-1218 (TTY 711).

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 help 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
- Medi-Cal does not cover the service

Cost to member

There is no cost when CCHP arranges non-medical transportation.

Travel expenses

In some cases, if you have to travel for doctor's appointments that are not available



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near your home, CCHP can cover travel expenses such as meals, hotel stays, and other related expenses such as parking, tolls, etc. They may also be covered for someone who is traveling with you to help you with your appointment or someone who is donating an organ to you for an organ transplant. You need to request pre-approval (prior authorization) for these services by contacting CCHP at 1-877-661-6230 (Option 2) (TTY 711) or 1-855-222-1218 (TTY 711).

Other CCHP covered benefits and programs

Long-term care services and supports

CCHP covers, for members who qualify, long-term care services and supports in the following types of long-term care facilities or homes:

- Skilled nursing facility services as approved by CCHP
- Subacute care facility services (including adult and pediatric) as approved by CCHP
- Intermediate care facility services CCHP approves, including:
 - Intermediate care facility/developmentally disabled (ICF/DD),
 - Intermediate care facility/developmentally disabled-habilitative (ICF/DD-H), and
 - Intermediate care facility/developmentally disabled-nursing (ICF/DD-N)

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

If you have questions about long-term care services, call 1-877-661-6230 (Option 2) (TTY 711).



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

Basic care management

Getting care from many different providers or in different health systems is challenging. CCHP wants to make sure members get all medically necessary services, prescription medicines, and behavioral health services. CCHP can help coordinate and manage your health needs, at no cost to you. This help is available even when another program covers the services.

It can be hard to figure out how to meet your health care needs after you leave the hospital or if you get care in different systems. Here are some ways CCHP can help members:

- If you have trouble getting a follow-up appointment or medicines after you are discharged from the hospital, CCHP can help you.
- If you need help getting to an in-person appointment, CCHP can help you get free transportation.

If you have questions or concerns about your health or the health of your child, call 1-877-661-6230 (Option 2) (TTY 711).

Complex Care Management (CCM)

Members with more complex health needs may qualify for extra services focused on care coordination. CCHP offers Complex Care Management (CCM) services to individuals who have a newly diagnosed life-limiting condition or disease. CCM is also available to those who:

- Have had two or more hospitalizations within the last 12 months with at least one related to a chronic condition.
- Have had three or more Emergency Department visits in the last six months with at least one visit related to a chronic condition.
- Are taking 8 or more prescribed medications.
- Are a transplant candidate or recipient and have two or more of the following needs:
 - Assistance with difficulties adhering to treatment (e.g., medications, visits, behavior change, diet etc).
 - Care Coordination (e.g., facilitate communication between providers, securing necessary appointments, transportation etc.)
 - Assessment for and referrals to community resources and supports.



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- Those residing in an extended care facility (e.g., residential care facility, skilled nursing facility etc) needing assistance with any of the above services.

Members who are enrolled in CCM and Enhanced Care Management (read below) have an Assigned Care Manager at CCHP who can help not only basic care management described above, but also an expanded set of transitional care supports that are available if you are discharged from a hospital, skilled nursing facility, psychiatric hospital, or residential treatment.

Enhanced Care Management (ECM)

CCHP covers ECM services for members with highly complex needs. ECM has extra services to help you get the care you need to stay healthy. It coordinates your care from different doctors and other health care providers. ECM helps coordinate primary and preventive care, acute care, behavioral health, developmental, oral health, community-based long-term services and supports (LTSS), and referrals to community resources.

If you qualify, you may be contacted about ECM services. You can also call CCHP to find out if and when you can get ECM. Or talk to your health care provider. They can find out if you qualify for ECM or refer you for care management services.

Covered ECM services

If you qualify for ECM, you will have your own care team with a Lead Care Manager. This person will talk to you and your doctors, specialists, pharmacists, case managers, social services providers, and others. They 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 might be right for you, talk to your CCHP representative or health care provider.



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Cost to member

There is no cost to the member for ECM services.

Community Supports

You may get supports under your Individualized Care Plan. Community Supports are medically appropriate and cost-effective alternative services or settings to those covered under the Medi-Cal State Plan. These services are optional for members. If you qualify, these services might help you live more independently. They do not replace benefits you already get under Medi-Cal.

If you need help or want to find out what Community Supports might be available for you, call 1-877-661-6230 (Option 2) (TTY 711). Or call your health care provider.

Medically Tailored Meals / Medically-Supportive Food

Poor nutrition can lead to poor health, especially for members with chronic conditions. Meals designed by dietitians can help these members reach their nutrition goals at critical times to help them regain and maintain their health. Members can get up to two (2) meals per day and / or up 13 boxes of groceries every 3 months, or longer if medically necessary. Behavioral, cooking, and nutrition education are included. Meals not covered are those that can be reimbursed by another program or those that solely address food insecurity.

Eligible members must have one of these conditions:

- Gestational diabetes
- Obesity with a significant comorbidity
- Severe obesity
- Metabolic syndrome
- Pediatric obesity
- ESRD on dialysis
- poorly controlled diabetes for at least six (6) months, even after receiving education about diet, lifestyle, and medication OR
- poorly controlled heart failure (congestive heart failure) with an emergency department or inpatient hospitalization related to this condition in the last 6 months

Members who get this service will agree to enroll in and complete a diet & lifestyle education course to get ongoing services. Members must also agree to and complete monthly visits with a dietitian who will continue to assess the need.

Members who are who are not eligible for this program include:

- Members who do not have access to food storage or preparation.
- Members in a skilled nursing facility (SNF), hospice, or incarcerated



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

Talk to your case manager, PCP, or other provider about getting a referral to enroll in this service. You can also call CCHP Member Services, Monday – Friday, 8am – 5pm, at 1-877-661-6230 (press 2) (TTY 711).

Asthma Home Remediation

Members with poorly controlled asthma may have asthma triggers in their home removed or reduced. Physical changes are made to the home environment to ensure the health and safety of the member. The changes enable these members to function in the home safely. Without these changes, the member's asthma attacks can result in the need for emergency services or hospitalization.

Examples of environmental asthma trigger remediation include, but are not limited to:

- Allergen-impermeable mattress and pillow dustcovers
- High-efficiency particulate air (HEPA) filtered vacuums
- Integrated pest management (IPM) services
- Dehumidifiers
- Air filters
- Other moisture-controlling interventions
- Minor mold removal and remediation services
- Ventilation improvements
- Asthma-friendly cleaning products and supplies
- Other interventions identified to be medically appropriate and cost-effective

Members with poorly controlled asthma and stable housing are eligible for the service. Members have environmental asthma triggers identified through a home visit, and these triggers can be reduced or removed. Members agree to complete asthma education, including proper use of asthma medication.

Talk to your case manager, PCP, or other provider about getting a referral to enroll in this service. You can also call CCHP Member Services, Monday – Friday, 8am – 5pm, at 1-877-661-6230 (press 2) (TTY 711).

Recuperative Care (Medical Respite)

Recuperative Care is also referred to as medical respite care. It is short-term residential care primarily used for individuals who are experiencing homelessness or those with unstable living situations, who are not ill enough to be in a hospital, but are too ill or frail to recover from an illness (physical or behavioral health) or injury in their usual living environment. An extended stay in a recovery care setting allows individuals to continue their recovery and receive post-discharge treatment while getting access to primary care, behavioral health services, case management, and other supportive social services (e.g, transportation, food, and housing).



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At a minimum, the service will include interim housing with a bed and meals and ongoing monitoring of the individual's ongoing medical or behavioral health condition (e.g., monitoring of vital signs, assessments, wound care, medication monitoring).

The members must be adults who can live independently without formal supports and:

- Be exiting an inpatient hospital stay, long-term care facility, or skilled nursing facility, or is at risk of hospitalization
- Not be medical appropriate for a skilled nursing facility
- Be able to live independently (e.g., does not require 24/7 care and supervision, not appropriate for an Adult Residential Facility (ARF), etc.)
- Be experiencing homelessness, at risk of homelessness, or face housing insecurity, or have housing that would harm their health and safety without modification
- Have a defined home health skilled need that is appropriate for respite that can be effectively addressed in six (6) weeks or less (e.g, physical therapy, occupational therapy, speech therapy, or wound care)
- Be medically appropriate for respite

Authorization cannot exceed 90 consecutive days and member may not be receiving duplicate support from other state, local, or federally funded programs.

Talk to your case manager, PCP, or other provider about getting a referral to enroll in this service. You can also call CCHP Member Services, Monday – Friday, 8am – 5pm, at 1-877-661-6230 (press 2) (TTY 711).

Short-Term Post-Hospitalization Housing

Short-Term Post-Hospitalization Housing helps members experiencing homelessness who have high medical or behavioral health needs. This service gives the opportunity for these members to continue their medical, psychiatric, or substance use disorder recovery in a housed setting with necessary supports to help with their recovery immediately after exiting a hospital. This service also enables these members to receive necessary care, case management, and has them begin to access other housing supports, such as Housing Transition Navigation.

The members must be adults and:

- Be exiting recuperative care or
- Be exiting an inpatient hospital stay, long-term care facility, residential substance use disorder treatment or recovery facility, residential mental health treatment facility, correctional facility, skilled nursing facility, or emergency department and one of the following:
 - Be experiencing homelessness
 - Receiving Enhanced Care Management (ECM)



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

- Have at least one serious chronic condition and/or serious mental illness and is at risk of institutionalization or requiring residential services because of a substance use disorder
- Have high medical or behavioral needs
- Be able to benefit from ongoing supports for recuperation and recovery, and other housing supports
- Agree to Housing Transition Navigation Services support
- At risk of homelessness and at least one of the following:
 - Have at least one serious chronic condition and / or serious mental illness
 - Are at risk of institutionalization or overdose or requires residential services due to a substance use disorder or have a serious emotional disturbance
 - Are receiving Enhanced Care Management (ECM)
 - Are transition-age youth with significant barriers to housing stability
- Not have financial means to go elsewhere (e.g., motel, hotel, SRO, etc)
- Not be receiving duplicate support from other local, state, or federally funded program
- Not have previously received this service, where they did not cooperate in good faith with Housing Transition Navigation Services and Housing and Tenancy Sustaining Services

Talk to your case manager, PCP, or other provider about getting a referral to enroll in this service. You can also call CCHP Member Services, Monday – Friday, 8am – 5pm, at 1-877-661-6230 (press 2) (TTY 711).

Housing Transition Navigation Services

Housing Transition Navigation Services helps members with obtaining housing. It includes screenings, development of housing support plans, help with searches for and securing housing, identifying and securing financial resources for housing, communicating with landlords, helping with the move, and more. Services are based on the member's needs documented in the individualized housing support plan.

To be eligible, members must:

- Be prioritized for permanent supportive housing or a rental subsidy resource through the local Coordinated Entry System or
- Be experiencing or at risk of homelessness and at least one of the following:
 - Have at least one serious chronic condition and / or serious mental illness



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

- Are at risk of institutionalization or overdose or requires residential services due to a substance use disorder or have a serious emotional disturbance
- Are receiving Enhanced Care Management (ECM)
- Are transition-age youth with significant barriers to housing stability
- Not be receiving duplicate support from other local, state, or federally funded program

Talk to your case manager, PCP, or other provider about getting a referral to enroll in this service. You can also call CCHP Member Services, Monday – Friday, 8am – 5pm, at 1-877-661-6230 (press 2) (TTY 711).

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. Services include identification, education, and intervention surrounding behaviors and needs that may jeopardize housing, help with finances and landlord or neighbor disputes, health and safety visits, and more. Services are based on the member's needs documented in the individualized housing support plan.

To be eligible, members must:

- Have received Housing Transition Navigation Services
- Are prioritized for a permanent supportive housing unit or rental subsidy through the local homeless Coordinated Entry System
- Be experiencing or at risk of homelessness and at least one of the following:
 - Have at least one serious chronic condition and / or serious mental illness
 - Are at risk of institutionalization or overdose or requires residential services due to a substance use disorder or have a serious emotional disturbance
 - Are receiving Enhanced Care Management (ECM)
 - Are transition-age youth with significant barriers to housing stability
- Not have previously received this service, unless good cause is shown as to why additional services would be beneficial and that the member did not lose previous housing due to unwillingness to cooperate in good faith with necessary actions required for this service
- Not be receiving duplicate support from other local, state, or federally funded program

Talk to your case manager, PCP, or other provider about getting a referral to enroll in this service. You can also call CCHP Member Services, Monday – Friday, 8am – 5pm, at 1-877-661-6230 (press 2) (TTY 711).



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

Housing Deposits

The Housing Deposits program assists with identifying, coordinating, securing, or funding one-time services and modifications needed to enable a person to establish a basic household. It does not include room and board or payment of ongoing rental costs. Housing deposits may include:

- Security deposits required to obtain or lease an apartment or home
- Set-up fees / deposits for utilities or service access
- First month coverage of utilities Including, but not limited to telephone, gas, electricity, heating, and water
- First and last month's rent
- Services necessary for the member's health and safety (e.g., one-time cleaning, getting rid of pests)
- Goods such as air conditioner or heater, and other medically-necessary adaptive aids and services for the member's health and safety in the home (e.g., hospital beds, Hoyer lifts, air filters, specialized cleaning, or pest control supplies)

Services are based on the member's needs documented in the individualized housing support plan.

Housing Deposits are available once in a member's lifetime, up to \$5000. It can only be approved an additional time with documentation as to what conditions have changed showing why providing this service a second time would be more successful than the first time.

These services must be identified as reasonable and necessary in the member's individualized housing support plan and available only if the member is unable to meet the expense.

To be eligible, members must:

- Have received Housing Transition Navigation Services or
- Be prioritized for a permanent supportive housing unit or rental subsidy through the local Coordinated Entry System or
- Be experiencing homelessness and at least one of the following:
 - Have at least one serious chronic condition and / or serious mental illness
 - Are at risk of institutionalization or overdose or requires residential services due to a substance use disorder
 - Are receiving Enhanced Care Management (ECM)
- Provide income and housing subsidy verification if applicable



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

Talk to your case manager, PCP, or other provider about getting a referral to enroll in this service. You can also call CCHP Member Services, Monday – Friday, 8am – 5pm, at 1-877-661-6230 (press 2) (TTY 711).

Respite Services

Respite Services are provided to caregivers of members who require intermittent temporary supervision. It is short-term relief for the caregiver to prevent burnout and is useful and necessary to allow a member to stay in their own home.

To be eligible, members must live in the community and need help with Activities of Daily Living (ADLs) from a caregiver who provides most of their support and who needs relief in order to avoid having the member placed in a facility for which Medi-Cal managed care would be responsible.

Services in the home in combination with any direct care services the member is receiving, cannot exceed 24 hours per day of care. The service limit is 336 hours per calendar year, inclusive of all in-home and in-facility services. Respite services cannot be provided virtually or via telehealth.

The member may not receive duplicate support from other state, local, or federally funded programs.

Talk to your case manager, PCP, or other provider about getting a referral to enroll in this service. You can also call CCHP Member Services, Monday – Friday, 8am – 5pm, at 1-877-661-6230 (press 2) (TTY 711).

Personal Care and Homemaker

Personal care services and homemaker services are for members who need help with:

- Activities of Daily Living (ADLs) such as bathing, dressing, toileting, ambulation, or feeding.
- Instrumental Activities of Daily Living (IADLs) such as meal preparation, grocery shopping, and money management.
- Tasks such as cleaning and shopping, laundry, and grocery shopping.

Personal care and homemaker programs help members who otherwise would not be able to stay in their homes.

To be eligible, members must:

- Be at risk for hospitalization or placed in a nursing facility or



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

- Have functional needs and no other adequate support system or
- Be approved for In-Home Support Services (IHSS)

The service cannot be used instead of the IHSS program. The member must be referred to the IHSS program when they meet referral criteria. Similar services available through IHSS must be used first. The Personal Care and Homemaker Services should only be used if appropriate and if additional hours or supports are not authorized by IHSS. Members who receive Personal Care and Homemaker Services who have any change in their current condition must be referred to IHSS for a reassessment for additional hours. They may continue to get Personal Care and Homemaker Services during the reassessment waiting period. Members may not receive duplicate support from other state, local, or federal funded programs.

Talk to your case manager, PCP, or other provider about getting a referral to enroll in this service. You can also call CCHP Member Services, Monday – Friday, 8am – 5pm, at 1-877-661-6230 (press 2) (TTY 711).

Environmental Accessibility Adaptations (Home Modifications)

Environmental Accessibility Adaptations (EAAs) or Home Modifications are physical changes to a home. These are changes that are needed to ensure the health and safety of a member and allow them to live more independently at home instead of in a nursing facility. Example home modifications include ramps, grab bars, chair / stair lifts, door widening for those who use a wheelchair, or installation of a Personal Emergency Response System.

Members who are at risk for institutionalization in a nursing facility are eligible. The services are available in a home that is owned, rented, leased, or occupied by the member. For a home not owned by the member, the member must get written consent from the owner for physical changes to the home.

There is a lifetime maximum of \$7,500 for EAAs (Home Modifications). Changes are limited to those with a direct medical or remedial benefit to the member and exclude changes that are of general utility to the household. Members may not receive duplicate support from other state, local, or federal funded programs. Other programs should be used first.

Talk to your case manager, PCP, or other provider about getting a referral to enroll in this service. You can also call CCHP Member Services, Monday – Friday, 8am – 5pm, at 1-877-661-6230 (press 2) (TTY 711).



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Nursing Facility Transition / Diversion to Assisted Living Facilities (e.g., Residential Care Facilities for Elderly (RCFE) or Adult Residential Care Facilities (ARF))

This service helps members live in a home-like, community setting and / or prevent them from having to go to a skilled nursing facility. The assisted living provider will be responsible for meeting the needs of the member (e.g., Activities of Daily Living (ADLs), Instrumental ADLs (IADLs), meals, transportation, and medication administration). Members are directly responsible for paying their own living expenses.

Members must have resided at least 60 days in a nursing facility or be currently receiving or eligible for nursing facility level of care services and be willing and able to reside safely in an assisted living facility.

Talk to your case manager, PCP, or other provider about getting a referral to enroll in this service. You can also call CCHP Member Services, Monday – Friday, 8am – 5pm, at 1-877-661-6230 (press 2) (TTY 711).

Community Transition Services / Nursing Facility Transition to a Home

Community Transition Services pays for one-time set up expenses for members who are transitioning from a licensed facility to a living arrangement in a private residence where they are directly responsible for his or her own living expenses. This allows the member to live in the community instead of a skilled nursing facility.

Allowable expenses are those necessary to enable someone to establish a basic household that do not include room and board. It includes:

- Identifying housing needs and options
- Helping to search for and secure housing
- Communicating with the landlord and coordinating the move
- Establishing procedures and contacts to retain housing
- Coordinating non-emergency, non-medical medical transportation prior to the transition and on move-in day
- Identifying the need for and coordinating funding for services and modifications necessary to establish a basic household (See Community Supports *Housing Deposits* section)

There is a total lifetime maximum of \$7,500 for Community Transition Services. These services are not for paying monthly rental or mortgage expenses, food, regular utility charges, household appliances, or items that are for fun and not necessary.

Members must have either resided at least 60 days in a nursing home or medical respite setting or be currently receiving nursing facility level of care services. They must also be interested in and be able to safely reside in the community with appropriate cost-effective supports and services.



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Talk to your case manager, PCP, or other provider about getting a referral to enroll in this service. You can also call CCHP Member Services, Monday – Friday, 8am – 5pm, at 1-877-661-6230 (press 2) (TTY 711).

Day Habilitation (planned to start July 2024)

Day Habilitation Program services support members' independence in the community. Services include, but are not limited to, training on the use of public transportation; personal skills development in conflict resolution; community participation; developing and maintaining interpersonal relationships; daily living skills (cooking, cleaning, shopping, money management); and community resource awareness such as police, fire, or local services. The program may also provide help with selecting and moving into a home, finding and choosing suitable housemates, finding household goods and furniture, settling disputes with landlords, and managing personal finances.

To be eligible, members must:

- Be experiencing or at risk of homelessness or
- Exited homelessness and entered housing in the last 24 months or
- Have housing stability that can be improved by participating in a Day Habilitation Program.

Members may not receive duplicate support from other state, local, or federal funded programs.

Talk to your case manager, PCP, or other provider about getting a referral to enroll in this service. You can also call CCHP Member Services, Monday – Friday, 8am – 5pm, at 1-877-661-6230 (press 2) (TTY 711).

Major organ transplant

Transplants for children under age 21

In Contra Costa County, state law requires children who need transplants to be referred to the California Children's Services (CCS) program to decide if the child qualifies for CCS. If the child qualifies for CCS, CCS will cover the costs for the transplant and related services.

If the child does not qualify for CCS, CCHP will refer the child to a qualified transplant center for evaluation. If the transplant center confirms that the transplant would be needed and safe, CCHP will cover the transplant and related services.



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

Transplants for adults ages 21 and older

If your doctor decides you may need a major organ transplant, CCHP 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, CCHP will cover the transplant and other related services.

The major organ transplants CCHP covers include, but are not limited to:

- Bone marrow
- Heart
- Heart/lung
- Kidney
- Kidney/pancreas
- Liver
- Liver/small bowel
- Lung
- Pancreas
- Small bowel

Street medicine programs

Members experiencing homelessness may receive covered services from Street Medicine Providers within CCHP's provider network. A Street Medicine Provider is a licensed primary care physician or primary care non-physician in-network.

Other Medi-Cal programs and services

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

CCHP does not cover some services, but you can still get them through FFS Medi-Cal or other Medi-Cal programs. CCHP will coordinate with other programs to make sure you get all medically necessary services, including those covered by another program and not CCHP. This section lists some of these services. To learn more, call 1-877-661-6230 (Option 2) (TTY 711).

Outpatient prescription drugs

Prescription drugs covered by Medi-Cal Rx

Prescription drugs given by a pharmacy are covered by Medi-Cal Rx, which is a Medi-Cal FFS program. CCHP might cover some drugs a provider gives in an office or clinic. If your provider prescribes drugs given in the doctor's office, infusion center, or by a home infusion provider, these are considered physician-administered drugs.



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

If a non-pharmacy based medical health care professional administers a drug, it is covered under the medical benefit. Your provider can prescribe you drugs on the Medi-Cal Rx Contract Drugs List.

Sometimes, you need a drug not on the Contract Drugs List. These drugs need approval before you can fill the prescription 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 14-day emergency supply if they think you need it. Medi-Cal Rx will pay for the emergency medicine an outpatient pharmacy gives.
- Medi-Cal Rx may say no to a non-emergency request. If they do, they will send you a letter to tell you why. They will tell you what your choices are. To learn more, read “Complaints” in Chapter 6.

To find out if a drug is on the Contract Drugs List or to get a copy of the Contract Drugs List, call Medi-Cal Rx at 1-800-977-2273 (TTY 1-800-977-2273) and press 5 or 711.

Or go to 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 1-800-977-2273 (TTY 1-800-977-2273) and press 5 or 711.

Once you choose a pharmacy, take your prescription to the pharmacy. Your provider can 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 medicines you are taking and any allergies you have. If you have any questions about your prescription, ask the pharmacist.

Members can also get transportation services from [CCHP](#) to get to pharmacies. To learn more about transportation services, read “Transportation benefits for situations that are not emergencies” in Chapter 4 of this handbook.



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

Specialty mental health services

Some mental health services are provided by county mental health plans instead of CCHP. These include specialty mental health services (SMHS) for Medi-Cal members who meet rules 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
- 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
- Peer Support Services (PSS) (optional)

Residential services:

- Adult residential treatment services
- Crisis residential treatment services

Inpatient services:

- Psychiatric inpatient hospital 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, go to dhcs.ca.gov/individuals/Pages/MHPContaktList.aspx. If CCHP finds you will need services from the county mental health plan, CCHP will help you connect with the county mental health plan services.

Substance use disorder treatment services

CCHP encourages members who want help with alcohol use or other substance use to get care. Services for substance use are available from general care providers such as



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primary care, inpatient hospitals, and emergency departments and from specialty substance use service providers. County Behavioral Health Plans often provide specialty services.

To learn more about treatment options for substance use disorders, call the County's 24/7 toll-free Behavioral Health Access Line at 1-800-846-1652.

CCHP members can have an assessment to match them to the services that best fit their health needs and preferences. When medically necessary, available services include outpatient treatment, residential treatment, and medicines for substance use disorders (also called Medication Assisted Treatment (MAT)) such as buprenorphine, methadone, and naltrexone.

The county provides substance use disorder services to Medi-Cal members who qualify for these services. Members who are identified for substance use disorder treatment services are referred to their county department for treatment. For a list of all counties' telephone numbers go to

https://dhcs.ca.gov/individuals/Pages/SUD_County_Access_Lines.aspx.

CCHP will provide or arrange for MAT to be given in primary care, inpatient hospital, emergency department, and other medical settings.

Outpatient substance use disorder services covered includes:

- Screening and brief intervention
Prevention Care once per year for youth and adults with their assigned CCHP primary care provider (PCP).
- Outpatient services
Community-based services (up to nine (9) hours per week) include group and individual counseling, patient education, crises assistance and case management for youth and adults
- Intensive outpatient services
Intensive community based service (up to 19 hours per week or up to 30 hours per week for perinatal patients) include individual and group counseling, patient education, crises assistance, and case management. for youth and adults
- Medication Assisted Treatment (MAT)
Some patients may need to take medication to get extra help with their recovery, Medication Assisted Treatment (MAT) services include the ordering, prescribing, administering, and monitoring of all medications for substance use disorder. MAT also includes case management, and group and individual counseling. The



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service is available for adults with opioid disorders.

- **Withdrawal Management (detox)**
Non-Medical 24 hour detox and moderate withdrawal services for up to five (5) days. The service is available for adults only.
- **Residential treatment (with pre-approval)**
Short-term residential (24/7 live-in) services include individual and group counseling, patient education, and case management. The service is available for youth and adults.
- **Recovery Support Services**
Support services include relapse prevention, recovery coaching, recovery support, builds self-management skills. Available for adults after completion of treatment.

Dental services

The Medi-Cal Dental FFS Program is the same as FFS Medi-Cal for your dental services. Before you get dental services, you must show your BIC to the dental provider. Make sure the provider takes FFS Dental and you are not part of a managed care plan that covers dental services.

Medi-Cal covers a broad range of dental services through the Medi-Cal Dental Program, including:

- Diagnostic and preventive dental services such as examinations, X-rays, and teeth cleanings
- Emergency services for pain control
- Tooth extractions
- Fillings
- Root canal treatments
- Crowns (anterior/posterior) (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 can also go to the Medi-Cal Dental Program website at <https://smilecalifornia.org>.

California Children's Services (CCS)

CCS is a Medi-Cal program that treats children under 21 years of age with certain



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health conditions, diseases, or chronic health problems and who meet the CCS program rules. If CCHP or your PCP believes your child has a CCS-eligible condition, they will be referred to the CCS county program to check if they qualify.

County CCS program staff will decide if your child qualifies for CCS services. CCHP does not decide CCS eligibility. If your child qualifies to get this type of care, CCS providers will treat him or her for the CCS-eligible condition. CCHP will continue to cover the types of service that do not have to do with the CCS condition such as physicals, vaccines, and well-child checkups.

CCHP does not cover services that the CCS program covers. For CCS to cover these services, CCS must approve the provider, services, and equipment.

CCS does not cover all health conditions. CCS covers most health conditions that physically disable or need treatment 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
- Seizures under certain circumstances
- Rheumatoid arthritis
- Muscular dystrophy
- AIDS
- Severe head, brain, or spinal cord injuries
- Severe burns
- Severely crooked teeth

Medi-Cal pays for CCS services. If your child does not qualify for CCS program services, they will keep getting medically necessary care from CCHP.

To learn more about CCS, go to <https://www.dhcs.ca.gov/services/ccs>. Or call 1-877-661-6230 (Option 2) (TTY 711).

1915(c) waiver Home and Community-Based Services (HCBS)

California's six Medi-Cal 1915(c) waivers allow the state to provide services to persons



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who would otherwise need care in a nursing facility or hospital in the community-based setting of their choice. Medi-Cal has an agreement with the Federal Government that allows waiver services to be offered in a private home or in a homelike community setting. The services offered under the waivers must not cost more than the alternative institutional level of care. HCBS Waiver recipients must qualify for full-scope Medi-Cal. The six Medi-Cal 1915(c) waivers are:

- California Assisted Living Waiver (ALW)
- California Self-Determination Program (SDP) Waiver for Individuals with Developmental Disabilities
- HCBS Waiver for Californians with Developmental Disabilities (HCBS-DD)
- Home and Community-Based Alternatives (HCBA) Waiver
- Medi-Cal Waiver Program (MCWP), formerly called the Human Immunodeficiency Virus/Acquired Immune Deficiency Syndrome (HIV/AIDS) Waiver
- Multipurpose Senior Services Program (MSSP)

To learn more about the Medi-Cal Waivers, go to <https://www.dhcs.ca.gov/services/Pages/HCBSWaiver.aspx>. Or call 1-877-661-6230 (Option 2) (TTY 711).

In-Home Supportive Services (IHSS)

The In-Home Supportive Services (IHSS) program provides in-home personal care assistance to qualified aged, blind, and disabled persons as an alternative to out-of-home care. It enables recipients to stay safely in their own homes.

To learn more about IHSS available in your county, go to <https://www.cdss.ca.gov/inforesources/ihss>. Or call your local county social services agency.

Services you cannot get through CCHP or Medi-Cal

CCHP and Medi-Cal will not cover some services. Services CCHP or Medi-Cal do not cover include, but are not limited to:

- In vitro fertilization (IVF), including but not limited to infertility studies or procedures to diagnose or



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- treat infertility
- Fertility preservation
- Experimental services
- Home modifications
- Vehicle modifications
- Cosmetic surgery

CCHP may cover a non-covered service if it is medically necessary. Your provider must submit a pre-approval (prior authorization) request to CCHP with the reasons the non-covered benefit is medically needed.

To learn more call 1-877-661-6230 (Option 2) (TTY 711).

Evaluation of new and existing technologies

As CCHP moves into the future, new medical technologies will bring new ways to treat patients. In evaluating these new technologies, evidence will be primary to CCHP's determinations. CCHP may also consider other complexities including social, legal, ethical and economic issues.

New payment methods, cost controls and advances in technology have led to shorter hospital stays and increased use of alternative or subacute settings for care. One of these alternatives for patients who need nursing care is a Skilled Nursing Facility. Other types of subacute care are covered to the same extent as described in this booklet for Skilled Nursing Facility Care. If you have any questions about CCHP's subacute care policy, please call Member Services at 1-877-661-6230 (press 2) (TTY 711).



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.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, and mental health care, including 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 list below includes medically necessary services to treat or care for any defects and physical or mental diagnoses. Covered services include, but are not limited to:

- 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)
- Adverse childhood experiences (ACE) screening
- Lab tests, including blood lead poisoning screening
- Health and preventive education
- Vision services
- Dental services (covered under Medi-Cal Dental)
- Hearing services (covered by California Children’s Services (CCS) for children who qualify. CCHP 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 to help you, or your child stay healthy are covered at no cost to you.

To read these guidelines, go to

https://downloads.aap.org/AAP/PDF/periodicity_schedule.pdf.



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

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, mental health, and any substance (alcohol or drug) use disorders. CCHP 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. CCHP must make sure all enrolled children are up to date with all the shots they need when they have their visits with their doctor. 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 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

If the doctor finds a problem with your or your child's physical or mental health during a check-up or screening, you or your child might need to get medical care. CCHP will cover that care at no cost to you, including:

- Doctor, nurse practitioner, and hospital care
- Shots to keep you healthy



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- Physical, speech/language, and occupational therapies
- Home health services, including 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 health conditions such as 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 CCHP should get blood lead poisoning screening at 12 and 24 months of age or between 36 and 72 months of age if they were not tested earlier. Children should also be screened whenever the doctor believes a life change has put the child at risk.

Help getting child and youth well care services

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

- Tell you about available services
- Help find in-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 available through Fee-for-Service (FFS) Medi-Cal, such as:
 - Treatment and rehabilitative services for mental health and substance use disorders
 - Treatment for dental issues, including orthodontics



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

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.

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

Babies aged 1 to 4

- Baby's first dental visit
- Baby's first dental exam
- Dental exams (every 6 months, and sometimes more)
- X-rays
- Teeth cleaning (every 6 months, and sometimes more)
- Fluoride varnish (every 6 months, and sometimes more)
- Fillings
- Extractions (tooth removal)
- Emergency dental services
- *Sedation (if medically necessary)

Kids aged 5-12

- Dental exams (every 6 months, and sometimes more)
- X-rays
- Fluoride varnish (every 6 months, and sometimes more)
- Teeth cleaning (every 6 months, and sometimes more)
- Molar sealants
- Fillings
- Root canals
- Extractions (tooth removal)
- Emergency dental services
- *Sedation (if medically necessary)

Youth aged 13-20

- Dental exams (every 6 months, and sometimes more)
- X-rays
- Fluoride varnish (every 6 months, and sometimes more)
- Teeth cleaning (every 6 months, and sometimes more)
- Orthodontics (braces) for those who qualify
- Fillings
- Crowns
- Root canals



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- Extractions (tooth removal) Sedation (if medically necessary)
- Emergency dental services

*Providers should consider sedation and general anesthesia when they determine and document a reason local anesthesia is not medically appropriate, and the dental treatment is pre-approved or does not need pre-approval (prior authorization).

These are some of the reasons local anesthesia cannot be used and sedation or general anesthesia might be used instead:

- Physical, behavioral, developmental, or emotional condition that blocks the patient from responding to the provider's attempts to perform treatment
- Major restorative or surgical procedures
- Uncooperative child
- 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). Or go to <https://smilecalifornia.org/>.

Additional preventive education referral services

If you are worried that your child is not participating and learning well at school, talk to your child's doctor, teachers, or administrators at the school. In addition to your medical benefits covered by CCHP, there are services the school must provide to help your child learn and not fall behind. Services that can 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

The California Department of Education provides and pays for these services. Together with your child's doctors and teachers, you can make a custom plan that will best help your child.



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

6. Reporting and solving problems

There are two ways to report and solve problems:

- Use a **complaint (grievance)** when you have a problem or are unhappy with CCHP or a provider or with the health care or treatment you got from a provider.
- Use an **appeal** when you don't agree with CCHP's decision to change your services or to not cover them.

You have the right to file grievances and appeals with CCHP 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 filing a complaint with us or reporting issues. Telling us about your problem will help us improve care for all members.

You may contact CCHP first to let us know about your problem. Call us between Monday – Friday, 8am – 5pm at 1-877-661-6230 (Option 2) (TTY 711). Tell us about your problem. If you have a clinically urgent issue, you can also reach our 24 Hour Nurse Advice Line at 1-877-661-6230 (Option 1). (TTY 711). The 24 Hour Nurse Advice Line is open even on weekends and holidays.

You also have the option to fill out and submit an online grievance / appeal form, available at www.ContraCostaHealthPlan.org.

Or you can write about your complaint and either mail or fax it to:

Contra Costa Health Plan
 Attn: Member Grievance / Appeal
 595 Center Ave., Suite 100
 Martinez, CA 94553
 Fax: 925-313-6047

If your grievance or appeal is still not resolved after 30 days, or you are unhappy with the result, you can call the California Department of Managed Health Care (DMHC). Ask them to review your complaint or conduct an Independent Medical Review (IMR). If your matter is urgent, such as those involving a serious threat to your health, you may call



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DMHC right away without first filing a grievance or appeal with CCHP. You can call DMHC for free at 1-888-466-2219 (TTY 1-877-688-9891 or 711). Or go to: <https://www.dmhc.ca.gov>.

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, 8 a.m. to 5 p.m. at 1-888-452-8609. The call is free.

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 1-877-661-6230 (Option 2) (TTY 711).

To report incorrect information about your health insurance, call Medi-Cal Monday through Friday, 8 a.m. to 5 p.m. at 1-800-541-5555.

Complaints

A complaint (grievance) is when you have a problem or are unhappy with the services you are getting from CCHP or a provider. There is no time limit to file a complaint. You can file a complaint with CCHP at any time by phone, in writing, or online. Your authorized representative or provider can also file a complaint for you with your permission.

- **By phone:** Call CCHP at 1-877-661-6230 (Option 2) (TTY 711) between Monday – Friday, 8am – 5pm. Give your health plan ID number, your name, and the reason for your complaint.
- **By mail:** Call CCHP at 1-877-661-6230 (Option 2) (TTY 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:

Contra Costa Health Plan
Member Appeals/Grievance Resolution Unit
595 Center Ave, Suite 100
Martinez, CA 94553

Your doctor's office will have complaint forms.



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

- **Online:** Go to the CCHP website at www.ContraCostaHealthPlan.org.

If you need help filing your complaint, we can help you. We can give you no-cost language services. Call 1-877-661-6230 (Option 2) (TTY 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 CCHP 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. We will give you a decision within 72 hours. To ask for an expedited review, call us at 1-877-661-6230 (Option 2) (TTY 711).

Within 72 hours of getting your complaint, we will decide how we will handle your complaint and whether we will expedite it. If we find that we will not expedite your complaint, we will tell you that we will resolve your complaint within 30 days. You may contact DMHC directly for any reason, including if you believe your concern qualifies for expedited review, or CCHP does not respond to you within the 72-hour period.

Complaints related to Medi-Cal Rx pharmacy benefits are not subject to the CCHP grievance process or eligible for Independent Medical Review.

Members can submit complaints about Medi-Cal Rx pharmacy benefits by calling 1-800-977-2273 (TTY 1-800-977-2273) and press 5 or 711. Or go to <https://medi-calrx.dhcs.ca.gov/home/>.

Complaints related to pharmacy benefits not subject to Medi-Cal Rx may be eligible for an Independent Medical Review. DMHC's toll-free telephone number is 1-888-466-2219 (TTY 1-877-688-9891). You can find the Independent Medical Review/Complaint form and instructions online at the DMHC's website: <https://www.dmhc.ca.gov/>.

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 services. If we sent you a Notice of Action (NOA) letter telling you that we are denying, delaying, changing, or ending a service, and you do not agree with our decision, you can ask us for an appeal. Your authorized representative or provider can also ask us for an appeal for you with your written permission.



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

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 you are getting now, you can continue getting that services while you wait for your appeal to be decided. This is called Aid Paid Pending. To get 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 services will stop, whichever is later. When you request an appeal under these circumstances, the services will continue.

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

- **By phone:** Call CCHP at 1-877-661-6230 (Option 2) (TTY 711) between Monday – Friday, 8am – 5pm. Give your name, health plan ID number and the service you are appealing.
- **By mail:** Call CCHP at 1-877-661-6230 (Option 2) (TTY 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:

Contra Costa Health Plan
Member Appeals/Grievance Resolution Unit
595 Center Ave, Suite 100
Martinez, CA 94553

Your doctor's office will have appeal forms available.

- **Online:** Visit the CCHP website. Go to www.ContraCostaHealthPlan.org.

If you need help asking for an appeal or with Aid Paid Pending, we can help you. We can give you no-cost language services. Call 1-877-661-6230 (Option 2) (TTY 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 give you our appeal decision within 30 days, you can request a State Hearing from the California Department of Social Services (CDSS) and an Independent Medical Review (IMR) with DMHC. But if you ask for a State Hearing first, and the hearing has already happened, you cannot ask for an IMR with DMHC. In this case, the State Hearing has final say.

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 1-877-661-6230



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

(Option 2) (TTY 711). We will decide 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. CDSS' toll-free telephone number is 1-800-743-8525(TTY1-800-952-8349). You can also ask for a State Hearing online at <https://www.cdss.ca.gov>.
- File an Independent Medical Review/Complaint form with the Department of Managed Health Care (DMHC) to have CCHP's decision reviewed. Or ask for an **Independent Medical Review (IMR)** from DMHC. If your complaint qualifies for DMHC's Independent Medical Review (IMR) process, an outside doctor who is not part of CCHP will review your case and make a decision that CCHP must follow.
DMHC's toll-free telephone number is 1-888-466-2219 (TTY 1-877-688-9891). You can find the Independent Medical Review/Complaint form and instructions online at the DMHC's website: <https://www.dmhc.ca.gov>.

You will not have to pay for a State Hearing or an IMR.

You are entitled to both a State Hearing and an IMR. But if you ask for a State Hearing first and the hearing has already happened, you cannot ask for an IMR. In this case, the State Hearing has the final say.

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

Complaints and appeals related to Medi-Cal Rx pharmacy benefits are not handled by CCHP. You can submit complaints and appeals about Medi-Cal Rx pharmacy benefits by calling 1-800-977-2273 (TTY 1-800-977-2273) and press 5 or 711. Complaints and appeals related to pharmacy benefits not subject to Medi-Cal Rx may be eligible for an Independent Medical Review (IMR).

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



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

Complaints and Independent Medical Reviews (IMR) with the Department of Managed Health Care (DMHC)

An IMR is when an outside doctor who is not related to your health plan reviews your case. If you want an IMR, you must first file an appeal with CCHP. If you do not hear from your health plan within 30 calendar days, or if you are unhappy with your health plan's decision, then you may request an IMR. You must ask for an IMR within 6 months from the date on the notice telling you of the appeal decision, but you only have 120 days to request a State Hearing so if you want an IMR and a State hearing file your complaint as soon as you can. Remember, if you ask for a State Hearing first, and the hearing has already happened, you cannot ask for an IMR. In this case, the State Hearing has the final say.

You may be able to get an IMR right away without first filing an appeal with CCHP. This is in cases where your health concern is urgent, such as those involving a serious threat to your health.

If your complaint to DMHC does not qualify for an IMR, DMHC will still review your complaint to make sure CCHP made the correct decision when you appealed its denial of services.

The California Department of Managed Health Care is responsible for regulating health care service plans. If you have a grievance against your health plan, you should first telephone your health plan at **1-877-661-6230 (Option 2) (TTY 711)** and use your health plan's grievance process before contacting the department. Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you. If you need help with a grievance involving an emergency, a grievance that has not been satisfactorily resolved by your health plan, or a grievance that has remained unresolved for more than 30 days, you may call the department for assistance. You may also be eligible for an Independent Medical Review (IMR). If you are eligible for IMR, the IMR process will provide an impartial review of medical decisions made by a health plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature, and payment disputes for emergency or urgent medical services. The department also has a toll-free telephone number (**1-888-466-2219**) and a TDD line (**1-877-688-9891**) for the hearing and speech impaired. The department's internet website www.dmhc.ca.gov/ has complaint forms, IMR application forms and instructions online.



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

State Hearings

A State Hearing is a meeting with CCHP and a judge from the CDSS. The 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 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 our NAR letter. 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 services 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 CCHP between Monday – Friday, 8am – 5pm by calling 1-877-661-6230 (Option 2). If you cannot hear or speak well, call TYY 711. Your authorized representative or provider can ask for a State Hearing for you with your written permission.

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

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

- We did not make a NOA or NAR 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 did not give you a NAR 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 in these ways:

- **Online:** Request a hearing online at www.CDSS.CA.GOV
- **Fax:** Fill out the form that came with your appeals resolution notice and Fax it to the State Hearings Division at 1-833-281-0905
- **By phone:** Call the State Hearings Division at 1-800-743-8525 (TTY 1-800-952-8349 or 711)
- **By mail:** Fill out the form provided with your appeals resolution notice and



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

send it to:

California Department of Social Services
State Hearings Division
P.O. Box 944243, MS 09-17-442
Sacramento, CA 94244-2430

If you need help asking for a State Hearing, we can help you. We can give you no-cost language services. Call 1-877-661-6230 (Option 2) (TTY 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. CCHP must follow what the judge decides.

If you want 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, your authorized representative, or your provider can contact 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 CCHP.

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 responsibility 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/>.

Provider fraud, waste, and abuse includes:

- Falsifying medical records
- Prescribing more medicine 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 to influence which provider is selected by the member
- Changing member's primary care provider 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



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

6 | Reporting and solving problems

- 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:

Contra Costa Health Plan Fraud Unit
595 Center Ave. Ste. 100
Martinez, CA 94553

Or call: Contra Costa Health Services 24 hour Compliance/fraud Hotline at 1-800-304-9490.



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

7. Rights and responsibilities

As a member of CCHP, 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 CCHP.

Your rights

These are your rights as a member of CCHP:

- 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 health plan and its services, including covered services, practitioners, and member rights and responsibilities
- To get fully translated written member information in your preferred language, including all grievance and appeals notices
- To make recommendations about CCHP's member rights and responsibilities policy
- To be able to choose a primary care provider within CCHP'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 CCHP'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 and translation 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 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

- To ask for a State Hearing if a service or benefit is denied and you have already filed an appeal with CCHP 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 disenroll (drop) from CCHP and change to another health plan in the county upon request
- 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 and Institutions (W&I) 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 (CFR) sections 164.524 and 164.526
- Freedom to exercise these rights without adversely affecting how you are treated by CCHP, 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 CCHP's network pursuant to the federal law

Your responsibilities

CCHP members have these responsibilities:

- The responsibility to provide complete and accurate information to the extent possible about past and present medical illnesses including medications and other related matters.
- The responsibility to follow the treatment plan and instructions agreed upon with your health care practitioner.
- The responsibility to ask questions regarding condition and treatment plans until



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

clearly understood.

- The responsibility to keep scheduled appointments or to call at least 24 hours in advance to cancel.
- The responsibility to call in advance for prescription refills.
- The responsibility to be courteous and cooperative to people who provide health care services.
- The responsibility to actively participate in their health and the health of the member's family. This means taking care of problems before they become serious, following provider's instructions, taking all medications as prescribed, and participating in health programs that keep one well.
- The responsibility to understand their health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.
- The responsibility to supply information (to the extent possible) that the organization and its practitioners and providers need in order to provide care.

Notice of non-discrimination

Discrimination is against the law. CCHP follows state and federal civil rights laws. CCHP 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.

CCHP 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)
- No-cost language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

If you need these services, contact CCHP between Monday – Friday, 8am – 5pm by calling 1-877-661-6230 (Option 2). Or, if you cannot hear or speak well, call TTY 711 to use the California Relay Service.

How to file a grievance

If you believe that CCHP has failed to provide these services or unlawfully discriminated in another way based on 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 CCHP's Civil Rights Coordinator. You can file a grievance in writing, in person, or electronically:

- **By phone:** Contact CCHP's Civil Rights Coordinator between Monday – Friday, 8am – 5pm by calling 1-877-661-6230 (Option 2). Or, if you cannot hear or speak well, call TTY 711 to use the California Relay Service.
- **In writing:** Fill out a complaint form or write a letter and send it to:
CCHP Civil Rights Coordinator
Member Grievance Unit
595 Center Avenue, Suite 100
Martinez, CA 94553

Or fax it to 1-925-313-6047
- **In person:** Visit your doctor's office or CCHP and say you want to file a grievance.
- **Electronically:** Visit CCHP's website at www.ContraCostaHealthPlan.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 1-916-440-7370. If you cannot speak or hear well, 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



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

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:

- **By phone:** Call 1-800-368-1019. If you cannot speak or hear well, 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

CCHP wants to hear from you. Each 2 months, CCHP has meetings to talk about what is working well and how CCHP can improve. Members are invited to attend. Come to a meeting!

CCHP Community Advisory Committee (CAC)

CCHP has a group called the community advisory committee. This group is made up of CCHP Medi-Cal members, community advocates, and traditional and safety net providers. You can join this group if you would like. The group talks about how to improve CCHP policies and is responsible for:

- attending meetings held 6 times a year
- participating in focus groups, listening sessions, surveys, and/or interviews
- providing feedback to the CCHP about how best to meet members' needs



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

If you would like to be a part of this group, call the CCHP Marketing Department at 1-800-211-8040 (TTY 711) or 1-877-661-6230 (Option 6) (TTY 711) or learn more on our website at ContraCostaHealthPlan.org.

Notice of privacy practices

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

If you are of the age and capacity to consent to sensitive services, you are not required to get any other member's authorization to get sensitive services or to submit a claim for sensitive services. You can read more about sensitive services in the "Sensitive care" section of this handbook.

You can ask CCHP to send communications about sensitive services to another mailing address, email address, or telephone number that you choose. This is called a "request for confidential communications." If you request confidential communications, CCHP will not give information on your sensitive care services to anyone else without your written permission. If you do not give a mailing address, email address, or telephone number, CCHP will send communications in your name to the address or telephone number on file.

CCHP will honor your requests to get confidential communications in the form and format you asked for. Or we will make sure your communications are easy to put in the form and format you asked for. We will send them to the place you choose. Your request for confidential communications lasts until you cancel it or submit new request for confidential communications.

If you would like confidential communications about sensitive services directed to an alternative mailing address, email address, or telephone number, please call CCHP's Member Services Department, Monday – Friday, 8am – 5pm, at 1-877-661-6230 (Press 2) (TTY 711).

CCHP's statement of its policies and procedures for protecting your medical information (called a "Notice of privacy Practices") is included below:

You may view DHCS' Notice of Privacy Practices here:

<https://www.dhcs.ca.gov/formsandpubs/laws/priv/Documents/Notice-of-Privacy-Practices-English.pdf>.



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

CCHP'S HIPAA NOTICE OF PRIVACY PRACTICES

CCHP IS COMMITTED TO PROTECTING YOUR PRIVACY

HIPAA Notice of Privacy Practices

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION PLEASE REVIEW IT CAREFULLY

Who will follow this notice

This Notice describes Contra Costa County's privacy practices for:

- Contra Costa Regional Medical Center;
- The Ambulatory Care Health Centers and affiliated satellite clinics located in Antioch, Bay Point, Brentwood, Concord, Martinez, Pittsburg, Richmond and San Pablo;
- The Mental Health Centers of Contra Costa County, and the Contra Costa Mental Health Plan
- The Public Health Centers and programs of Contra Costa County;
- The Alcohol and Other Drug Services programs of Contra Costa County;
- Emergency Medical Services;
- The Contra Costa Health Plan;
- All employees, physicians, health care professional staff, and others authorized to enter information into your medical or health record.
- Volunteers or persons working with us to help you.
- Selected county employees responsible for payment and operational support.
- Self-insured group dental plans and flexible spending health accounts for County employees.
- All providers that the above named entities contract with to provide medical services.

All of the above named entities will follow the terms of this Notice. In addition, all of the above may share medical information with each other for treatment, payment, or health care operations purposes as described in this Notice.



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

Our promise regarding your medical information

Contra Costa County documents the care and services you receive in written and electronic records. In this Notice, we will refer to those records as “medical information”. We need this information to provide you with quality health care and customer services, evaluate benefits and claims, administer health care coverage, measure performance, and to fulfill legal and regulatory requirements. We understand that medical information about you and your health is personal.

We are committed to protecting your medical information and following all state and federal laws related to the protection of your medical information.

This Notice tells you about the ways in which we may use and disclose medical information about you. It also describes your rights and certain obligations we have regarding the use and disclosure of medical information.

We are required by law to:

- make sure that medical information that identifies you is kept private (with certain exceptions);
- give you this Notice describing our legal duties and privacy practices with respect to medical information about you; and
- follow the terms of the Notice that is currently in effect.

How we may use and disclose medical information about you

Sometimes we are allowed by law to use and disclose your medical information without your permission. We briefly describe these uses and disclosures and give you some examples. Some medical information, such as certain mental health and drug and alcohol abuse patient information, and HIV or genetic tests have stricter requirements for use and disclosure, and your permission will be obtained prior to some uses and disclosures. However, there are still circumstances in which these types of information may be used or disclosed without your permission.

How much medical information is used or disclosed without your permission will vary depending on the intended purpose of the use or disclosure. When we send you an appointment reminder, for example, a very limited amount of medical information will be used or disclosed. At other times, we may need to use or disclose more medical information such as when we are providing medical treatment.

For Treatment

We may use medical information about you to provide you with treatment or services. We



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

may disclose medical information about you to doctors, nurses, therapists, technicians, interns, medical students, residents or other health care personnel who are involved in taking care of you, including offering you medical advice, or to interpreters needed in order to make your treatment accessible to you. For example, a doctor may use the information in your medical record to determine what type of medications, therapy, or procedures are appropriate for you. The treatment plan selected by your doctor will be documented in your record so that other health care professionals can coordinate the different things you need, such as prescriptions, lab tests, referrals, etc.

We also may disclose medical information about you to people outside our facilities who may be involved in your continuing medical care, such as skilled nursing facilities, other health care providers, case managers, transport companies, community agencies, family members, and contracted/affiliated pharmacies.

For Payment

We may use and disclose medical information about you so that the treatment and services you receive may be billed to and payment may be collected from you, an insurance company, or a third party. For example, we may need to give your health plan information about a surgery you received so your health plan will pay us. We may also tell your health plan about a proposed treatment to determine whether your plan will cover the treatment or medication. We may also share your information, when appropriate, with other government programs such as Medicare or Medi-Cal in order to coordinate your benefits and payments, or with practitioners outside the hospital or health centers who are involved in your care, to assist them in obtaining payment for services they provide to you.

The County Health Plans (including the Contra Costa Health Plan and the self-insured group dental plans and flexible spending health accounts for County employees) may use or disclose medical information about you to determine eligibility for plan benefits, obtain premiums, facilitate payment for the treatment and services you receive from health care providers, determine plan responsibility for benefits, and to coordinate benefits.

For Health Care Operations

We may use and disclose medical information about you for certain health care operations. For example, we may use your medical information to review the quality of the treatment and services we provided, to educate our health care professionals, and to evaluate the performance of our staff in caring for you. We may also combine medical information about many patients to decide what additional services we should offer, or whether certain new treatments are effective. Your medical information may also be used or disclosed for licensing or accreditation purposes.



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

The County Health Plans may use and disclose health information about you to carry out necessary insurance-related activities. Examples include underwriting, premium rating, conducting or arranging medical review, legal and audit services, fraud and abuse detection, business planning, management, and general administration. However, the County Health Plans are prohibited from using or disclosing genetic information about you for underwriting purposes.

Business Associates

We sometimes obtain services through contracts with business associates. We require a business associate to sign a contract with a written agreement stating they will safeguard your protected health information. We may disclose your medical information to our business associates so that they can perform the job we have asked them to do.

Electronic Health Information Exchange

We participate in an electronic health information exchange (HIE) which allows health care providers to share your medical information that is necessary for your treatment. The information shared is maintained in a secure system and is not released outside of the healthcare setting without your written authorization. You may opt out of sharing your information by contacting the Health Information Management Department at 925-370-5220.

For Reminders

We may contact you to remind you that you have an appointment, or that you should make an appointment at one of our facilities.

For Health-Related Benefits & Services

We may contact you about benefits or services that we provide.

For Treatment Alternatives

We may tell you about or recommend possible treatment options or alternatives that may be of interest to you.

For the Hospital Directory

When you are a patient in Contra Costa Regional Medical Center, we create a hospital directory that only contains your name and location in the hospital. Unless you object in writing at the time of admission, this directory information will be released to people who ask for you by name. (Note: If you are admitted to a psychiatric care unit, no information about you will be listed in the hospital directory.)



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To Family and Others When You Are Present

Sometimes a family member or other person involved in your care will be present when we are discussing your medical information. If you object, please tell us and we won't discuss your medical information, or we will ask the person to leave.

To Family And Others When You Are Not Present

There may be times when it is necessary to disclose your medical information to a family member or other person involved in your care because there is an emergency, you are not present, or you lack the decision-making capacity to agree or object. In those instances, we will use our professional judgment to determine if it is in your best interest to disclose your medical information. If so, we will limit the disclosure to the medical information that is directly relevant to the person's involvement with your health care. For example, we may allow someone to pick up a prescription for you.

For Research

Research of all kinds may involve the use or disclosure of your medical information. Your medical information can generally be used or disclosed for research without your permission if an Institutional Review Board (IRB) approves such use or disclosure. An IRB is a committee that is responsible, under federal law, for reviewing and approving human subjects research to protect the safety and welfare of the participants and the confidentiality of medical information. Your medical information may be important to further research efforts and the development of new knowledge. For example, a research study may involve a chart review to compare the outcomes of patients who received different types of treatment.

We may disclose medical information about you to researchers preparing to conduct a research project. On occasion, researchers contact patients regarding their interest in participating in certain research studies. Enrollment in those studies can only occur after you have been informed about the study, had an opportunity to ask questions, and indicated your willingness to participate by signing a consent form.

As Required By Law

We will disclose medical information about you when required to do so by federal, state, or local law.

To Avert A Serious Threat To Health Or Safety

We may use and disclose your medical information when necessary to prevent or lessen a serious and imminent threat to your health or safety or someone else's. Any disclosure



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would be to someone able to help stop or reduce the threat.

For Disaster Relief

We may disclose your name, city where you live, age, sex, and general condition to a public or private disaster relief organization to assist disaster relief efforts, and to notify your family about your location and status, unless you object at the time.

For Organ And Tissue Donation

If you are an organ or tissue donor, we may release your medical information to organizations that handle organ procurement or organ, eye, or tissue transplantation or to an organ-donor bank, as necessary to facilitate organ or tissue donation and transplantation.

For Military Activity And National Security

We may sometimes use or disclose the medical information of armed forces personnel to the applicable military authorities when they believe it is necessary to properly carry out military missions. We may also disclose your medical information to authorized federal officials as necessary for national security and intelligence activities or for protection of the president and other government officials and dignitaries.

For Worker's Compensation

We may release medical information about you to workers' compensation or similar programs, as required by law. For example, we may communicate your medical information regarding a work-related injury or illness to claims administrators, insurance carriers, and others responsible for evaluating your claim for workers' compensation benefits.

For Public Health Disclosures

We may use or disclose medical information about you for public health purposes. These purposes generally include the following:

- to prevent or control disease (such as cancer or tuberculosis), injury, or disability;
- to report births and deaths;
- to report suspected child abuse or neglect, or to identify suspected victims of abuse, neglect, or domestic violence;
- to report reactions to medications or problems with products or medical devices;
- to notify people of recalls of products they may be using;



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- to notify a person who may have been exposed to a disease or may be at risk for contracting or spreading a disease or condition;
- to comply with federal and state laws that govern workplace safety; and
- to notify emergency response employees regarding possible exposure to HIV/AIDS, to the extent necessary to comply with state and federal laws.

For Health Oversight Activities

As health care providers and health plans, we are subject to oversight by accrediting, licensing, federal, and state agencies. These agencies may conduct audits on our operations and activities, and in that process they may review your medical information.

For Lawsuits And Other Legal Actions

In connection with lawsuits, or other legal proceedings, we may disclose medical information about you in response to a court or administrative order, or in response to a subpoena, discovery request, warrant, summons, or other lawful process. We may disclose your medical information to courts, attorneys, and court employees in the course of conservatorship and certain other judicial or administrative proceedings.

We may also use and disclose your medical information, to the extent permitted by law, without your consent to defend a lawsuit.

For Law Enforcement

If asked to do so by law enforcement, and as authorized or required by law, we may release medical information:

- to identify or locate a suspect, fugitive, material witness, or missing person;
- about a suspected victim of a crime if, under certain limited circumstances, we are unable to obtain the person's agreement;
- about a death suspected to be the result of criminal conduct;
- about criminal conduct at one of our facilities; and
- in case of a medical emergency, to report a crime; the location of the crime or victims; or the identity, description, or location of the person who committed the crime.

To Coroners And Funeral Directors

We may release medical information to a coroner or medical examiner to identify a deceased person or determine the cause of death. We may also release medical information about patients to funeral directors as necessary to carry out their duties.

Inmates

If you are an inmate of a correctional institution or under the custody of a law enforcement official, we may release medical information about you to the correctional institution for



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certain purposes, for example, to protect your health or safety or someone else's. Note: Under the federal law that requires us to give you this Notice, inmates do not have the same rights to control their medical information as other individuals.

Multi-Disciplinary Personnel Teams

We may disclose medical information to a multi-disciplinary personnel team relevant to the prevention, identification, management or treatment of an abused child and the child's parents, or elder abuse and neglect.

Special Categories of Information

In some instances, your medical information may be subject to restrictions that limit or preclude some uses or disclosures described in this Notice. For example, there are special restrictions on the use or disclosure of certain categories of information, such as tests for HIV or treatment for mental health conditions or alcohol and drug abuse. Government health benefit programs, such as Medi-Cal, may also limit the disclosure of beneficiary information for purposes unrelated to the program.

All other uses and disclosures of your medical information require your prior written authorization

Other uses and disclosures of medical information not covered by this Notice or the laws that apply to us will be made only with your written permission. If you provide us permission to use or disclose medical information about you, you may revoke that permission, in writing, at any time. Please note that the revocation will not apply to any authorized use or disclosure of your medical information that took place before we received your revocation. Also, if you gave your authorization to secure a policy of insurance, including health care coverage from us, you may not be permitted to revoke it until the insurer can no longer contest the policy issued to you or a claim under the policy.

Marketing and Sales

We will not sell or give your information to an outside agency for the purposes of marketing their products without your written authorization.

Psychotherapy Notes

Most uses and disclosures of psychotherapy notes require written authorization.

Your rights regarding your medical information

Your medical information is the property of Contra Costa County. You have the following rights, however, regarding your medical information, such as your medical and billing records. This section describes how you can exercise these rights.



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Right To Inspect And Copy

With certain exceptions, you have the right to see and receive copies of your medical information that was used to make decisions about your care, or decisions about your health plan benefits. If your medical information is maintained in an electronic health record, you may obtain a copy of that information, with certain exceptions, in electronic format, and if you choose, you may direct us to transmit an electronic copy directly to another entity or person. Any such designation must be clear, conspicuous, and specific.

If you would like to see or receive a copy of your record on paper or electronically, please write us at the address where you received care. If you don't know where the record that you want is located, please write us at the Privacy Office of Contra Costa County, 50 Douglas Drive #310-E, Martinez, CA 94553.

We may charge a fee for the costs of copying, mailing, or other supplies associated with your request. If the copy is in an electronic form, the fee shall not be greater than the labor costs incurred in responding to your request. If we don't have the record you asked for but we know who does, we will tell you who to contact to request it.

We may deny your request to inspect and copy in certain very limited circumstances. If you are denied access to medical information, in most cases, you may have the denial reviewed. Another licensed health care professional chosen by Contra Costa County will review your request and the denial. The person conducting the review will not be the person who denied your request. We will comply with the outcome of the review.

Right To Correct Or Update Your Medical Information

If you feel that your medical information is incorrect or important information is missing, you may request that we correct or add to (amend) your record. Please write to us and tell us what you are asking for and why we should make the correction or addition. Submit your request to the Privacy Office of Contra Costa County, 50 Douglas Drive #310-E, Martinez, CA 94553. We may deny your request if it is not in writing or does not include a reason to support the request. In addition, we may deny your request if you ask us to amend information that:

- was not created by us;
- is not a part of the medical information kept by or for us;
- is not part of the information which you would be permitted to inspect and copy; or
- is accurate and complete in the record.

We will let you know our decision within 60 days of your request. If we agree with you, we



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will make the correction or addition to your record. If we deny your request, you have the right to submit an addendum, or piece of paper written by you, not to exceed 250 words, with respect to any item or statement you believe is incomplete or incorrect in your record. If you clearly indicate in writing that you want the addendum to be made part of your medical record, we will attach it to your records and include it whenever we make a disclosure of the item or statement you believe to be incomplete or incorrect.

Right To An Accounting Of Disclosures

You have the right to receive a list of the disclosures we have made of your medical information. An accounting or list does not include certain disclosures, for example, disclosures to carry out treatment, payment, and health care operations; disclosures that occurred prior to April 14, 2003; disclosures which you authorized us in writing to make; disclosures of your medical information made to you; disclosures to persons acting on your behalf.

To request this list or accounting of disclosures, you must submit your request in writing to the Privacy Office of Contra Costa County, 50 Douglas Drive #310-E, Martinez, CA 94553. Your request must state the time period to be covered, which may not be longer than six years and may not include dates before April 14, 2003. You are entitled to one disclosure accounting in any 12-month period at no charge. If you request any additional accountings less than 12 months later, we may charge a fee.

Notifications

We will notify you as required by law if your medical information is unlawfully accessed or disclosed.

Right To Request Limits On Uses And Disclosures Of Your Medical Information

You have the right to request a restriction or limitation on the medical information we use or disclose about you for treatment, payment, or health care operations. However, by law, we do not have to agree to your request. Because we strongly believe that this information is needed to appropriately manage the care of our members/patients, we rarely grant such a request. If we do agree, we will comply with your request unless the information is needed to provide you emergency treatment.

We will honor a request to restrict disclosures to a health plan for services that have been paid out of pocket, in full, unless the disclosure is required by law or is determined to be necessary for treatment purposes.

To request restrictions, you must make your request in writing to the Privacy Office of



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Contra Costa County, 50 Douglas Drive #310-E, Martinez, CA 94553. In your request, you must tell us:

- (1) what information you want to limit;
- (2) whether you want to limit our use, disclosure, or both; and
- (3) to whom you want the limits to apply, for example, disclosures to your spouse.

Right To Choose How We Send Medical Information To You

You have the right to request that we communicate with you about medical matters in a certain way or at a certain location. For example, you can ask that we only phone you at work or use a P.O. Box when we send mail to you.

To request confidential communications, you must make your request in writing, specify how or where you wish to be contacted, and submit it to the Privacy Office of Contra Costa County at 50 Douglas Drive #310-E, Martinez, CA 94553. When we can reasonably and lawfully agree to your request, we will.

Right To A Paper Copy of This Notice

You have the right to a paper copy of this Notice upon request. One way to obtain a paper copy of this Notice is to ask at the registration area of any Contra Costa Health Services' facility. Or, call the Contra Costa Health Plan Member Services at 1-877-661-6230, (press 2) (TTY 711), or the Privacy Office of Contra Costa County at (925) 957-5430. You may also obtain a copy of this Notice of Privacy Practices on our website at: http://www.cchealth.org/policies/hipaa_statement.php

Changes to this Notice

We may change this Notice and our privacy practices at any time, as long as the change is consistent with state and federal law. Any revised Notice will apply both to the medical information we already have about you at the time of the change, and any medical information created or received after the change takes effect. We will post a copy of our current Notice in all of the Contra Costa Health Services' facilities and on our website at: www.cchealth.org/policies/hipaa_statement.php

The effective date of the Notice will be on the first page, in the top right-hand corner.

Questions

If you have any questions about this Notice, please contact the Privacy Office for Contra Costa County at (925) 957-5430.

If you have questions related to health information privacy, access the Office for Civil



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Rights' database under "HIPAA" at: www.hhs.gov/ocr/privacy

Complaints

If you believe your privacy rights have been violated, you may file a complaint with any of the following:

Contra Costa Health Plan members, please call Member Services at 1-877-661-6230, (press 2) (TTY 711).

Clients of the Contra Costa Mental Health Plan may call the Office of Quality Assurance at (925) 957-5160.

You can write the Privacy Office of Contra Costa County, 50 Douglas Drive, #310-E, Martinez, CA 94553, or call our 24-hour Privacy Hotline at 1-800-659-4611.

Medi-Cal beneficiaries may file a privacy complaint with the California Department of Health Care Services: Privacy Officer, c/o Office of Legal Services; P.O. Box 997413, MS0011, Sacramento, CA 95899-7413.

(916) 440-7750

email: privacyofficer@dhcs.ca.gov

You may file a written complaint with the secretary of the Department of Health & Human Services. Instructions on how to file a complaint are found by clicking on "How to File a Complaint" under the section on "HIPAA" at: www.hhs.gov/ocr/privacy

Or, you can call the San Francisco Office for Civil Rights at (415) 437-8310 to request the Health Information Privacy Complaint Form package.

We will not take retaliatory action against you if you file a complaint about our privacy practices.

Other Uses of Medical Information

Other uses and disclosures of medical information not covered by this notice or the laws that apply to us will be made only with your written permission. If you provide us permission to use or disclose medical information about you, you may revoke that permission, in writing, at any time. If you revoke your permission, this will stop any further use or disclosure of your medical information for the purposes covered by your written okay, except if we have already acted in reliance on your permission. You



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understand that we are unable to take back any disclosures we have already made with your permission and that we are required to retain our records of the care that we provided to you.

Third-Party Corporate Telehealth Providers

If you are receiving services through third-party corporate telehealth provider, you have a right to access your medical records. Your medical records will be shared for any telehealth services provided with your PCP unless you object. All services received through the third-party corporate telehealth provider are available at in-network cost-sharing and all cost sharing shall accrue to the out-of-pocket maximum and deductible, if any.

CCHP requires providers to obtain consent from you for services provided by third-party corporate telehealth providers, consistent with Business & Professions Code section 2290.5. CCHP will also maintain proper oversight to ensure providers have obtained the above referenced consent.

If you are currently receiving specialty telehealth services for mental health or substance use disorders, you have the option of continuing to receive that service with the contracting individual health professional, a contracting clinic, or a contracting health facility.

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 follows state and federal laws and regulations relating to the legal liability of third parties for health care services to members. CCHP 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



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health insurance. As a condition of Medi-Cal eligibility, you must apply for 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. You may have to repay DHCS for any benefits paid by mistake if you don't report OHC quickly. Submit your OHC online at <http://dhcs.ca.gov/OHC>.

If you do not have access to the internet, you can report OHC to CCHP. Or call 1-800-541-5555 (TTY 1-800-430-7077 or 711) inside California, or 1-916-636-1980 (outside California).

The California Department of Health Care Services (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 <https://dhcs.ca.gov/PI>
- Workers' Compensation Recovery Program at <https://dhcs.ca.gov/WC>

To learn more, visit <https://dhcs.ca.gov/tplrd> or call 1-916-445-9891.

Notice about estate recovery

The Medi-Cal program must seek repayment from probated estates of certain deceased members for Medi-Cal benefits received on or after their 55th birthday. Repayment includes Fee-for-Service (FFS) and managed care premiums or capitation payments for nursing facility services, home and community-based services, and related hospital and prescription drug services received when the member was an 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 <https://dhcs.ca.gov/er> or call 1-916-650-0590.



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Notice of Action

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

Contents in notices

If CCHP 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 CCHP intends to take
- A clear and concise explanation of the reasons for CCHP's decision
- How CCHP decided, including the rules CCHP used
- The medical reasons for the decision. CCHP must clearly state how the member's condition does not meet the rules or guidelines.

Translations

CCHP 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 CCHP's decision to deny, delay, change, reduce, suspend, or stop a request for health care services.

If your preferred language is not available, the CCHP is required to offer verbal help in your preferred language so that you can understand the information you get.

Other legal notices

Administration of this Evidence of Coverage

CCHP may adopt reasonable policies, procedures, and interpretations to promote orderly and efficient administration of this Evidence of Coverage.

Applications and Statements

You must complete any applications, forms, or statements that CCHP may request in our normal course of business or as specified in this Evidence of Coverage.



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Assignment

You may not assign this Evidence of Coverage or any of the rights, interests, claims for money due, benefits, or obligations hereunder without our prior written consent.

Attorney and Advocate Fees and Expenses

In any dispute between a member and CCHP, Contra Costa Health, or Contra Costa County, each party will bear its own fees and expenses, including attorney's fees, advocates' fees, and other expenses, except as otherwise required by law.

Coordination of Benefits

If you have another coverage, who is also the primary payor, you are required to use your other coverage in combination with your coverage as a CCHP member to pay for the care you receive. This is called "coordination of benefits" because it involves coordinating all of the health benefits available to you. You must let CCHP know if you have other health care coverage and also let CCHP know whenever there are any changes in your additional coverage by contacting the CCHP Member Services Department at 1-877-661-6230 (Option 2) (TTY 711).

Evidence of Coverage Binding on Members

By electing coverage or accepting benefits under this Evidence of Coverage, all members legally capable of contracting, and the legal representatives of all members incapable of contracting, agree to all provisions of this Evidence of Coverage.

No Waiver

CCHP's failure to enforce any provision of this Evidence of Coverage will not constitute a waiver of that or any other provision or impair our right thereafter to require your strict performance of any provision.

Notices

CCHP's notices will be sent to the most recent address we have on file for you. You are responsible for notifying CCHP of any changes in your address. If you move, please call Member Services at 1-877-661-6230 (Option 2) (TTY 711) and Social Security at 1-800-772-1213 (TTY 1-800-325-0778) as soon as possible to report your address change.

Overpayment Recovery

CCHP may recover any overpayment made for services from anyone who receives such an overpayment or from any person or organization obligated to pay for the services.



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8. Important numbers and words to know

Important phone numbers

- CCHP member services 1-877-661-6230 (Option 2) (TTY 711)
- CCHP 24 Hour Nurse Advice Line at 1-877-661-6230 (Option 1) (TTY 711)
- Contra Costa County 24 Hour Mental Health Access Line at 1-888-678-7277
- Medi-Cal Rx at 1-800-977-2273 (TTY 1-800-977-2273) and press 5 or 711

Words to know

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

Acute: A short, sudden medical condition that requires fast medical attention.

American Indian: Individual who meets the definition of “Indian” under federal law at 42 CFR section 438.14, which defines a person as an “Indian” if the person meets any of the following:

- Is a member of a federally recognized Indian tribe,
- Lives in an urban center and meets one or more of the following:
 - Is a member of a tribe, band, or other organized group of Indians, including those tribes, bands or groups terminated since 1940 and those recognized now or in the future by the state in which they reside, or who is a descendant in the first or second degree of any such member, or
 - Is an Eskimo or Aleut or other Alaska Native, or
 - Is considered by the Secretary of the Interior to be an Indian for any purpose, or



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- Is determined to be an Indian under regulations issued by the Secretary of the Interior, or
 - Is considered by the Secretary of the Interior to be an Indian for any purpose, or
 - Is considered by the Secretary of Health and Human Services to be an Indian for purposes of eligibility for Indian health care services, including as a California Indian, Eskimo, Aleut, or other Alaska Native

Appeal: A member's request for CCHP 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 health conditions, diseases, or chronic health problems.

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

Certified Nurse Midwife (CNM): A person licensed as a registered nurse and certified as a nurse midwife by the California Board of Registered Nursing. A certified nurse midwife is allowed 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 Care Provider (IHCP), 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 a service covered by Medi-Cal, CCHP, a county mental health plan, or a Medi-Cal provider. 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 out-of-network provider for up to 12 months if the provider and CCHP agree.



Call member services at 1-877-661-6230 (Option 2) (TTY 711). Contra Costa Health Plan is here Monday – Friday, 8am – 5pm. The call is free. Or call the California Relay Line at 711. Visit online at www.ContraCostaHealthPlan.org.

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.

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

Coverage (covered services): Medi-Cal services for which CCHP is responsible for payment. Covered services are 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.

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

Disenroll: To stop using this health plan because you no longer qualify or change to a new health plan. You must sign a form that says you no longer want to use this health plan or call HCO and disenroll by phone.

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. CCHP 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 might 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 bodily function
- Cause a body part or organ to not work right



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Emergency 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 gone to that provider within a specified amount of time established by the health 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 or animal studies before 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: Sometimes your Medi-Cal plan does not cover services, but you can still get them through Medi-Cal FFS, such as many pharmacy services through Medi-Cal Rx.

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 CCHP, a provider, the quality of care, or the services provided. A complaint filed with CCHP about a network provider is an example of a grievance.

Habilitation services and devices: Health care services that help you keep, learn, or



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improve skills and functioning for daily living.

Health Care Options (HCO): The program that can enroll or disenroll you from the health plan.

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 CCHP or are in the CCHP network. CCHP network providers must have a license to practice in California and give you a service CCHP covers.

You usually need a referral from your PCP to go to a specialist. Your PCP must get pre-approval from CCHP before you get care beyond 7 visits 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 Providers (IHCP): A health care program operated by the Indian Health Service (IHS), an Indian Tribe, Tribal Health Program, Tribal Organization or Urban Indian Organization (UIO) 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.

Intermediate care facility or home: Care provided in a long-term care facility or home that provides 24-hour residential services. Types of intermediate care facilities or homes



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include intermediate care facility/developmentally disabled (ICF/DD), intermediate care facility/developmentally disabled-habilitative (ICF/DD-H), and intermediate care facility/developmentally disabled-nursing (ICF/DD-N).

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 plus one month.

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. CCHP 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.

Medically necessary (or medical necessity): Medically necessary services are important services that are reasonable and protect life. The 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 include care that is needed 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.

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

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 CCHP who is entitled to get covered services.



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Mental health services provider: Licensed persons 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 CCHP to provide care.

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

Non-covered service: A service that CCHP does not cover.

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 CCHP 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, or Medicare supplemental plans (Part C & D).

Orthotic device: A device used as a support or brace attached outside the body to support or correct a badly injured or diseased body part 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 CCHP 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



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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 CCHP to provide services to members at the time a member gets care. The covered services that some participating hospitals might offer to members are limited by CCHP's utilization review and quality assurance policies or CCHP'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 CCHP 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.

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 keep the member stabilized. Post-stabilization care services are covered and paid for. Out-of-network hospitals might need pre-approval (prior authorization).

Pre-approval (prior authorization): The process by which you or your provider must request approval from CCHP for certain services to make sure CCHP will cover them. A referral is not an approval. A pre-approval is the same as prior authorization.

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, unlike over the counter ("OTC") drugs that do not require a prescription.

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.

Your PCP can be a:

- General practitioner
- Internist
- Pediatrician
- Family practitioner



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- 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): The process by which you or your provider must request approval from CCHP for certain services to ensure CCHP will cover them. A referral is not an approval. A prior authorization is the same as pre-approval.

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

Provider Directory: A list of providers in the CCHP 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 whole population. 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.



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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, sexual assault and abortions, substance use disorder, 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 CCHP serves. This includes the counties of Contra Costa County.

Skilled nursing care: Covered services provided by licensed nurses, technicians 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 can 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 higher than a mild to moderate level of impairment.

Subacute care facility (adult or pediatric): A long-term care facility that provides comprehensive care for medically fragile persons that need special services, such as inhalation therapy, tracheotomy care, intravenous tube feeding, and complex wound management care.

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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Contra Costa Regional Medical Center Medi-Cal Facility Directory

**For Appointments at
Contra Costa Regional Medical
Center Network Health Centers
call:** 1-800-495-8885

or sign up for **MyChart** to make
your own appointments at
mychart.cchealth.org

**To leave a message for your
Provider or your Provider's Care
Coordinator call:**
1-877-905-4545

**California Relay/TTY for the
Hearing Impaired call:**
1-800-735-2929

Antioch Health Center
2335 Country Hills Drive
Antioch, CA 94509
(925) 608-8500

Mon – Thurs: 7:45 am – 8:30 pm*
Fri., 7:45 am – 4:45 pm*

Bay Point Family Health Center
215 Pacifica Avenue
Bay Point, CA 94565

Mon: 7:45 am – 8:30 pm*
Tues – Fri: 7:45 am – 4:45 pm*

Children's Dental:
18 yrs. of age and under
(925) 427-8302

Brentwood Health Center
171 Sand Creek Road, Ste. A
Brentwood, CA 94513

Mon, Tues, Wed: 7:45 am – 8:30 pm*
Thurs, Fri: 7:45 am – 4:45 pm*

Concord Health Center
3052 Willow Pass Road
Concord, CA 94519
(925) 681-4100

Mon – Thurs: 7:45 am – 8:15 pm*
Fri: 7:45 am – 4:45 pm*

**Concord Health Center
Bldg. 2**

3024 Willow Pass Road
Concord, CA 94519
(925) 681-4100

Mon – Fri: 8:00 am – 5:00 pm*
Wed: 8:00 am – 9:00 pm*

**George & Cynthia Miller
Wellness Center**

25 Allen Street
Martinez, CA 94553
(925) 313-7900

Mon, Wed, Fri, Sat:
7:45 am – 4:45 pm*
Tues, Thurs: 7:45 am – 6:15 pm*

**Martinez Family Practice Center
(Building 1)**

2500 Alhambra Avenue
Martinez, CA 94553

Mon – Fri: 7:45 am – 8:45 pm*

Dental Clinic: (925) 370-5300

**North Richmond Center
for Health**

1501 Fred Jackson Way
(formerly Third Street)
Richmond, CA 94801

Mon – Fri: 7:45 am – 4:45 pm*

Pittsburg Health Center

2311 Loveridge Road
Pittsburg, CA 94565

Mon – Thurs: 7:45 am – 8:30 pm*
Fri: 7:45 am – 4:45 pm*
Sat: 7:45– 4:45 pm*
(evening hours by appt)

Dental: (925) 431–2501
Emergency Dental Only:
call between 7:00 am – 7:30 am for
same day appts.
(925) 431-2502

West County Health Center

13601 San Pablo Ave.
San Pablo, CA 94806
(510) 231-9400

Mon –Thurs: 8:00 am – 8:45 pm*;
Fri & Sat: 8 am – 5 pm*;
Sat: 8:00 am – 5:00 pm* (by
appointment only)

Willow Pass Wellness Center

1420 Willow Pass Road
Concord, CA 94520
(925) 646-5480

Mon – Thurs: 1:00 pm – 5:00 pm*
Fri: 8:00 am – 12:00 pm*
Appointments by Referral Only

**Closed daily for lunch from
11:45 am – 12:45 pm*

Other Important Phone Numbers

Community Provider Network (CPN)

To find your CPN Provider office hours, address and phone number please call our Member Services number listed below or visit our website at: www.contracostahealthplan.org

For 24 Hour Urgently needed Services call your Provider's office or the CCHP Advice Nurse: 1-877-661-6230 (press 1)

Kaiser Network

To reach the 24 hour Call Center for CCHP's Medi-Cal members with Kaiser, call Appointments, Advice Nurse and Customer Service: 1-800-464-4000

CCHP Member Call Center

1-877-661-6230

Press 1: Advice Nurse
(24 hour Emergency Service, 7 days a week)

Press 2: Member Services

Press 3: Pharmacy Services

Press 4: Mental Health Referrals & Authorizations

Press 5: Appointments (*County Health Centers only*)

Press 6: Marketing Department

Pharmacy

For Prescription Refills, call the phone number on your bottle. Order your refills 7 days in advance. Some medicines may require prior authorization.

To locate the closest Medi-Cal Rx pharmacy, call 800-977-2273 (TTY 800-977-2273 and press 5 or 711), or go to <https://medi-calrx.dhcs.ca.gov/home>

Mental Health Services

1-888-678-7277

Substance Abuse Services

1-800-846-1652

Women's Health

(925) 608-5360

HEALTH CARE OPTIONS (HCO)

1-800-430-4263

TOLL-FREE LANGUAGE NUMBERS FOR HEALTH CARE OPTIONS

| | |
|------------------------------------|----------------|
| English & languages not listed ... | 1-800-430-4263 |
| Arabic / العربية | 1-800-576-6881 |
| Armenian / Հայերեն | 1-800-840-5032 |
| Cambodian / ខ្មែរ | 1-800-430-5005 |
| Cantonese / 廣東話 | 1-800-430-6006 |
| Farsi / فارسی | 1-800-840-5034 |
| Hmong / Hmoob | 1-800-430-2022 |
| Korean / 한국어 | 1-800-576-6883 |
| Laotian / ພາສາລາວ | 1-800-430-4091 |
| Mandarin / 普通話 | 1-800-576-6885 |
| Russian / Русский | 1-800-430-7007 |
| Spanish/ <i>Español</i> | 1-800-430-3003 |
| Tagalog | 1-800-576-6890 |
| Vietnamese / Tiếng Việt | 1-800-430-8008 |

HCO TDD LINE FOR THE HEARING IMPAIRED

1-800-430-7077

Calif. Dept. of Health Care Services Office of Family Planning

1-800-942-1054

Health Insurance Counseling and Advocacy Program (HICAP) for Seniors

1-800-510-2020

Denti-Cal Beneficiary Telephone Service Center

1-800-322-6384

Medi-Cal Ombudsman

1-888-452-8609



CONTRA COSTA
HEALTH

Contra Costa Health Plan

www.ContraCostaHealthPlan.org

Member Call Center

Centro de Llamadas de Miembros

1-877-661-6230

(Hearing / speech impaired call TTY 711)

(Discapacidad auditiva y del habla llame al TTY 711)

Option 1: Advice Nurse (24 hours, 7 days a week)

Opción 1: Enfermero asesor (las 24 horas del día)

Option 2: Member Services

Opción 2: Servicios a Miembros

Option 3: Pharmacy Services

Opción 3: Servicios farmacéuticos

Option 4: Behavioral / Mental Health Services

Opción 4: Servicios de Salud Conductual / Mental

Option 5: Appointments (County Health Centers only)

Opción 5: Citas (sólo para los Centros de Salud del Condado)

Option 6: Marketing Department

Opción 6: Departamento de Mercadotecnia