

**Medical Services Initiative**



# **Member Handbook**



***Orange County Health Care Agency  
MSI Program  
[www.ochealthinfo.com/medical/msi](http://www.ochealthinfo.com/medical/msi)***



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## **Mission Statement**

The Medical Services Initiative (MSI) is Orange County's safety-net program for low-income adults providing primary, preventive, and emergent medical services through a public-private partnership between the Orange County Health Care Agency and community health care providers.

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### **County of Orange Medical Services Initiative (MSI) Program**

Please read this Handbook carefully. It provides important information to assist you to receive medical services through the MSI program.

**My Medical Home (Primary Care Doctor  
or Community Clinic) is:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

## ***Important Information for Members Regarding the MSI Program***

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MSI Program benefits include primary and preventive medicine such as regular physicals, mammograms, age-appropriate immunizations, and other types of laboratory and diagnostic services. Additionally, MSI members have access to an assigned primary care physician or community clinic that will serve as their “medical home” (PCP) for all of their general healthcare needs.

It is important to know that acceptance to the MSI program does not **guarantee that all medical services you receive are covered benefits.** (See pages 12-13 of this Handbook for more information about covered and non-covered services.)

Hospital emergency room services should be used for **emergency conditions only.** You are encouraged to use your medical home/primary care physician (PCP) for all of your general healthcare needs. See Medical Home Policies (pages 24-25).

There are times when using a MinuteClinic or MSI-contracted urgent care center may be more convenient to you. You can find listings of MinuteClincs and urgent care centers on pages 14 to 16. Please call the MSI 24/7 Nurse Line if you are unsure about where you should go.

## Important Telephone Numbers

MSI 24/7 Nurse Line .....	(800) 381- 9221
Patient Education Department (PED).....	(800) 417-4262
MSI Patient Relations .....	(866) 613-5178
MSI General Information .....	(714) 834-6248 (TTD/TTY) (714) 834-2102
SSA Eligibility Information Line.....	(866) 979-6772

## Other Helpful Telephone Numbers

General Relief/Food Stamps .....	(714) 834-8899
Medi-Cal – General Information Line.....	(800) 281-9799
Social Security/Supplemental Security Income (SSI) Applications .....	(800) 772-1213
211 Orange County (General Community Resources – Shelter, Job Training, Counseling, etc.).....	211
Public Health General Information.....	(714) 834-4722

**For more information and frequently asked questions,  
visit the MSI Web Site at  
[www.ochealthinfo.com/medical/msi](http://www.ochealthinfo.com/medical/msi)**

## Eligibility

### ***You may be eligible for MSI benefits if you:***

- Are able to provide proof of legal permanent resident status or U.S. citizenship
- Can provide proof that you are an Orange County resident
- Are between the ages of 19 and 64
- Have an income that is no-more than 200% of the Federal Poverty Level (FPL)
- Are not eligible for Medi-Cal

**NOTE:** The MSI program does not have an asset test.

Call the MSI General Information at (714) 834-6248 or the SSA-Eligibility Information Line at (866) 979-6772 if you have any questions about the qualifications listed above.

### ***MSI eligibility:***

- Can only be determined by the Orange County Social Services Agency (SSA).
- Is approved for twelve (12) consecutive months.
- Is renewable. You must reapply every twelve (12) months.
- Can be suspended or discontinued if obtained fraudulently or the MSI program determines that you no longer meet the eligibility guidelines as stated above. Applicants must cooperate with SSA by making a good faith effort to furnish the required information upon request.

To contact a SSA Eligibility Technician, please call (866) 979-6772. An Eligibility Technician will respond to your call. Be sure to leave your name, Social Security number, current address, phone number, and the reason for your call.

***If your eligibility is denied:***  
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You will be sent a Notice of Action (NOA) letter stating why your eligibility has been denied. You may appeal this denial by completing the form on the back of your NOA letter and mailing it to:

Orange County Social Services Agency  
Appeals Unit  
P.O. Box 22001  
Santa Ana, CA 92702-2001

You may disenroll from MSI at anytime by calling the MSI Patient Education Department at (800) 417-4262. Disenrollments will take place on the last day of the month in which you make your request.

## Application Process

### *To apply for MSI coverage, you must:*

- Make an appointment with an MSI Community Clinic or MSI Hospital to complete an application
- Provide proof of Orange County residency (i.e., CA identification or drivers license, car registration, credit card, or utility bill)
- Sign a Credit Authorization release form
- Provide proof of income (i.e., recent pay stubs, unemployment benefits statement, or cancelled checks)
- Provide proof of age
- Provide proof of Alien status (Alien card **must** be provided)
- Provide proof of identity and citizenship

### *Acceptable Citizenship and Identity Documents*

The easiest way for U.S. citizens or nationals to provide both proof of citizenship and identity is with one of these documents:

- U.S. Passport or Passport Card issued without limitation (expired ones are acceptable)
- Certificate of Naturalization (N-550 or N-570)
- Certificate of U.S. Citizenship (N-560 or N-561)

**OR**

*If you do not have one of the documents above,  
then provide ...*

**One (1) citizenship document AND one (1) identity document from the bottom columns (see pg. 7).**

## ***Citizenship Documents***

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1. U.S. Birth Certificate
2. Certification of Report of Birth (DS-1350)
3. Report of Birth Abroad of a U.S. Citizen (FS-240)
4. State Department Certification of Birth (FS-545 or DS-1350)
5. U.S. Citizen Identification Card (I-197 or I-179)
6. American Indian Card (I-872)
7. Northern Marianas Card (I-873)
8. Final adoption decree showing a U.S. place of birth
9. Proof of employment by the U.S. civil service before June 1, 1976
10. U.S. military service record that shows a U.S. place of birth
11. U.S. hospital record established at the time of the person's birth\*
12. Life, health, or other insurance record\*
13. Federal or State census record that shows the applicant's age and U.S. citizenship or place of birth
14. Seneca Indian tribal census record\*
15. Bureau of Indian Affairs tribal census record of the Navajo Indians\*
16. U.S. State Vital Statistics birth registration notification\*
17. An amended U.S. public birth record (amended more than 5 years after the person's birth)\*
18. Statement signed by doctor or midwife present at the time of birth\*
19. Admission papers from a nursing or skilled care facility, or other institution that shows a U.S. place of birth
20. Medical record (not an immunization record)\*

\* Must be dated at least 5 years before your 1<sup>st</sup> MSI application and show a U.S. place of birth. You must provide a document as high on the list as you can.

## ***Identity Documents***

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**NOTE: Expired identity documents are acceptable proofs of identity)**

1. Driver's license issued by a U.S. State or Territory with a photograph or other identifying information
2. School Identification card with a photograph
3. U.S. Military I.D. card or draft record
4. Federal, state or local government I.D. card with same identifying information as a driver's license
5. U.S. Military dependent identification card
6. A U.S. passport (issued with limitation)
7. Certificate of Degree of Indian Blood or other U.S. American Indian/Alaska Native Tribal document
8. U.S. Coast Guard Merchant Mariner Card

***If you cannot provide any of the citizenship documents listed on page 7, ask two adults to fill out and sign an Affidavit of Citizenship.*** Both adults must have proof of their own identity and U.S. citizenship, and only one of them may be related to you.

***Obtaining a Birth Certificate in Person:***  
.....

Under law, individuals appearing in person will be permitted to receive an authorized copy after presenting a valid government form of identification and signing a statement sworn under penalty of perjury that the requester is an authorized person. Those who are not authorized by law to receive an authorized certified copy will receive a certified copy marked INFORMATIONAL, NOT A VALID DOCUMENT TO ESTABLISH IDENTITY.

Vital record (birth, marriage, and death records) are located in Room 106 of the Hall of Finance and Records in Santa Ana. Office hours are Monday through Friday, from 8:00 a.m. to 4:30 p.m. Payment can be made by cash, personal check, cashier's check, money order, or ATM/Debit card .

***Obtaining a Birth Certificate by Mail:***  
.....

A copy of a birth certificate can be obtained by mail if the birth occurred in Orange County, unless there has been an adoption or a legal name change. There is a charge for certified copies and orders are normally processed within 5 to 10 working days. Applications submitted by mail must also include a statement, sworn under penalty of perjury, that the requester is an authorized person. It must also be notarized. Applications are available at Online Forms. Use a separate application form for each record you are requesting.

***PLEASE NOTE:*** Only one notarized sworn statement is required for multiple certificates requested at the same time; however, the sworn statement must include the name of each individual whose record you wish to obtain and your relationship to that individual. Those who are not authorized by law (visit [www.ocgov.com/recorder/](http://www.ocgov.com/recorder/)) to see who is authorized) to receive an authorized certified copy will receive a certified copy marked "INFORMATIONAL, NOT A VALID DOCUMENT TO ESTABLISH IDENTITY."

**Mail requests to:**

Orange County Clerk-Recorder  
Attn: Vital Records  
12 Civic Center Plaza, Room 106  
Santa Ana, CA 92701

Make checks payable to: Orange County Clerk-Recorder

**Obtaining a Birth Certificate by Telephone**

You may place your request by telephone with VitalChek, a private independent company. Acceptable methods of payment through VitalChek are MasterCard, VISA, American Express or Discover. A special handling fee collected by VitalChek will be charged on all credit card orders, in addition to the County of Orange certified copy fee.

Telephone orders will be processed within 5 working days of receipt of the Certificate of Identity. Telephone orders will be returned by regular mail unless expedited delivery is requested for an additional fee. For up-to-date information and fees, please call (877) 445-8988.

**Obtaining a Birth Certificate by Fax**

For those in need of a quick turnaround time, you may fax your request to VitalChek, a private independent company, at (866) 559-9609. Acceptable payment methods through VitalChek are Master Card, VISA, American Express or Discover. A special handling fee collected by VitalChek will be charged on all credit card orders in addition to the County of Orange certified copy fee. For information and pricing, please call (877) 445-8988.

Fax credit card orders will be processed within 5 working days of receipt of the Certificate of Identity. Fax orders will be returned by regular mail unless expedited delivery is requested for an additional fee.

For up-to-date information and fees, please call (877) 445-8988.

### ***Obtaining a Birth Certificate Online***

For those in need of fast turnaround time, you may place your request over the Internet with VitalChek, a private independent company. Acceptable methods of payment through VitalChek are Master Card, VISA, American Express or Discover. A special handling fee collected by VitalChek will be charged on all credit card orders, in addition to the County of Orange certified copy fee. Internet credit card orders will be processed within 5 working days of receipt of the Certificate of Identity. Internet orders will be returned by regular mail unless expedited delivery is requested for an additional fee. For information, and pricing, please call (877) 445-8988. Or visit [www.vitalchek.com](http://www.vitalchek.com).

### ***To Schedule an Appointment to Apply***

The MSI program contracts with most hospitals and community clinics in Orange County. These hospitals and clinics take MSI applications **by appointment only**.

For a list of the hospitals and community clinics that take MSI applications, please refer to the service locations listed on pages 14-17 of this Handbook or call MSI General Information line at (714) 834-6248 for assistance. A complete listing of all locations is available online at

[www.ohealthinfo.com/medical/msi](http://www.ohealthinfo.com/medical/msi)

To make an appointment to complete an application, call the main number of the hospital or community clinic nearest to you and ask to speak to the MSI representative. The MSI representative will make an appointment for you to complete the MSI application. Ask the MSI representative what information you need to bring to the interview to complete the application process.

**NOTE:** It may take up to six weeks to process an application from the date you apply to the Program. Failure to provide required information may result in a delay or denial of MSI eligibility.

To reapply to the MSI program, you must continue to meet all the eligibility requirements and follow the application process outlined above.

**Note:** You may complete the application in the 12<sup>th</sup> month of your current eligibility period to ensure your coverage remains in effect. It is recommended that you call at least 45 days before your eligibility terminates to schedule an appointment for reapplication.

After the Social Services Agency receives your application, you:

- Are sent a NOA (form 2391) informing you whether your eligibility for the Program is approved or denied.
- Must read all information sent to you.

***Once your MSI application is approved you:***

- Are eligible for twelve (12) months at a time
- Must show each provider of service a copy of your NOA letter or Member Identification Card
- May reapply for MSI to renew your benefits for continued coverage
- Must repay the MSI program for all medical services paid in the event of a Workers' Compensation, insurance or accident claim settlement, or if it is determined that you have fraudulently used MSI services.

***If your application is approved and you are disabled, you:***

- Are **required** to apply for Medi-Cal, State Disability, or Workers' Compensation.
- Are encouraged to apply for Federal or State benefits such as Supplemental Security Income (SSI) or State Supplemental Program (SSP).

## Medical Services

### ***Covered Medical Services***

Acceptance to the MSI program does not guarantee that all services you receive are covered benefits. MSI eligibles may opt to pay out-of-pocket for services (such as plastic surgery not covered through the MSI program). Please note however that your provider must accept MSI's payment as "payment in full" for covered or authorized services. Providers are not permitted to charge you for services that would have been covered under MSI's benefit plan.

Non-emergency medical services must be rendered in Orange County to be considered for reimbursement. Covered services include:

- Physician including Primary/Specialist care and preventive medicine. Physicians must be registered as a network provider with the MSI program to receive reimbursement.
- Hospital care (in-patient and out-patient).
- Emergency ambulance transportation to an MSI contracted facility. Paramedic services are not a covered benefit. Call your local fire department to inquire about their fees.
- Physical therapy, general x-rays, ultrasounds, MRIs, CT scans, mammograms, and other diagnostics. These services must be provided at MSI contracted facilities.
- Laboratory work including Pap smears, PSA blood levels, urine analyses including urine dip-stick for pregnancy. Laboratory services are provided through Quest Diagnostics. All laboratory specimens should be sent to Quest Diagnostics for processing.
- Emergency medical services and required post-stabilization care rendered outside of Orange County. The medical facility MUST notify MSI Authorizations within 24 hours of treatment to be eligible for reimbursement.

**Please note that MSI does not charge a co-pay for office visits, specialty visits, or hospitals stays.**

**NOTE: Most services rendered outside of your assigned Medical Home/PCP must be prior authorized. Please follow up with your provider to ensure that he/she has received proper approval before you seek specialty care.**

## ***Medical Services Not Covered***

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- Services received outside of your Medical Home not prior authorized.
- Non-Emergency Medical Services provided at non-contracted facilities.
- Non-Emergency Medical services rendered **outside** of Orange County.
- Medical services that do not meet the purpose of the MSI program.
- Non-formulary medications.
- Pregnancy, including complications of pregnancy (exception is urine “dip stick” to test for pregnancy).

**Note: Pregnant women should apply for Medi-Cal by calling (800-281-9799).**

- Treatment in an extended or long-term care facility.
- Adult day care services.
- Acupuncture/chiropractic services.
- Hearing aids and eyeglasses.
- Medical transportation to non-contracted facilities.
- Medical services for persons under 19 and over 64 years old.

## ***Voluntary Provider Reimbursement for Out-of-Pocket Costs***

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As an MSI recipient, you **may** be eligible for reimbursement from your provider for out-of-pocket medical, dental, and pharmacy expenses paid by you prior to becoming MSI eligible.

**To receive reimbursement, YOU must ask your provider to bill the MSI Program for the services or medications you received.** Your provider must voluntarily agree to bill the MSI for the service(s) provided to you. Your provider must do this within ninety (90) days **from the date of service or from the date on your Notice of Action letter.**

If your provider receives payment from MSI, they must return the monies paid by you.

***The MSI Program only reimburses medical providers. It does not reimburse patients.***

***MSI does not and cannot require the provider to bill MSI for services provided to you prior to you becoming MSI Eligible.***

**YOUR PROVIDER MAY BILL MSI FOR SERVICES PROVIDED PRIOR TO YOUR ELIGIBILITY IF:**

1. You received an MSI covered service on a date after you applied for the MSI Program; and,
2. Your MSI eligibility period includes the date your services were provided to you, and the service is a covered benefit; and,
3. You (or another person) paid out-of-pocket for your medical services, dental services, or medications; and,
4. You received the services from the MSI network of providers.

**Service Locations**

Medical Care may only be provided by physicians within the network. Your Medical Home/PCP is generally the only provider who does not need an authorization to provide care. To see a complete list of Medical Home providers, please go to our website at: [www.ochealthinfo.com/medical/msi/providers/news](http://www.ochealthinfo.com/medical/msi/providers/news) under "Medical Home Lists."

Except for emergencies that are life or limb threatening, always contact your primary care physician for your ongoing medical needs.

**NOTE:** Please refer to page 24-25 for information about medical homes.

***MinuteClinics - Available throughout Orange County.***

Board certified practitioners are available every day to diagnose and treat common family illnesses such as strep throat, bronchitis, ear, eye, and sinus infections. MinuteClinics are open everyday and no appointments are necessary. MinuteClinics see most patients within 20 minutes of arrival.

- |                      |   |
|----------------------|---|
| 1. Aliso Viejo:      | 26891 Aliso Creek Road, Aliso Viejo 92656 |
| 2. Buena Park:       | 8850 Valley View Street, Buena Park 90620 |
| 3. Costa Mesa:       | 1150 Baker Street, Costa Mesa 92626       |
| 4. Huntington Beach: | 19121 Beach Blvd., Huntington Beach 92648 |

*MinuteClinics (continued)*

- 5. Irvine: 14330 Culver Drive, Irvine 92604
- 6. Mission Viejo: 25272 Marguerite Pkwy., Mission Viejo 92692
- 7. Orange: 1535 East Katella Avenue, Orange 92867
- 8. San Clemente: 638 Camino De Los Mares, San Clemente 92673
- 9. Seal Beach: 921 Pacific Coast Highway, Seal Beach 90740
- 10. Yorba Linda: 18080 Imperial Highway, Yorba Linda 92886

***Urgent Care Centers***  
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Available after hours and on weekends, urgent care centers are able to treat a wide variety of illnesses and injuries with convenient locations and hours (including evenings, weekends, and holidays.) No appointment is necessary but you should call ahead for faster service.

**ALISO VIEJO**

**South Coast Medical Group**

5 Journey, Suite 130, Aliso Viejo, CA  
(949) 360-1069  
Mon – Fri: 8 a.m. to 7 p.m.  
Sat: 9 a.m. to 3 p.m.  
Sun: 10 a.m. to 3 p.m.

**ANAHEIM**

**Gateway Urgent Care**

1006 W. La Palma Ave., Anaheim, CA  
(714) 778-3838  
Mon – Fri: 8 a.m. to 10 p.m.  
Sat & Sun: 9 a.m. to 5 p.m.

**OC Urgent Care**

631 S. Brookhurst Street, Anaheim, CA  
(714) 991-5700  
Mon – Fri: 10 a.m. – 6 p.m.  
Sat: 10 a.m. – 6 p.m.

*Urgent Care Centers (continued)*

**BUENA PARK**

**Caceres Medical Group**

8585 Knott Avenue, Suite 101, Buena Park, CA.

(714) 821-8588

Mon – Fri: 8 a.m. to 5 p.m.

Sat: 8 a.m. to 12 p.m.

**FOOTHILL RANCH/LAKE FOREST**

**OC Urgent Care**

26781 Portola Parkway, Suite 4E, Lake Forest, CA.

(714) 991-5700

Mon – Fri: 10 a.m. – 6 p.m.

Sat: 10 a.m. – 6 p.m.

**HUNTINGTON BEACH**

**Huntington Beach Urgent Care**

17752 Beach Blvd, Suite 203, Huntington Beach, CA.

(714) 841-1040

Mon – Fri: 8 a.m. to 8 p.m.

Sat & Sun: 9 a.m. to 6 p.m.

**IRVINE**

**Bishop Karras Community Clinic Urgent Care**

18021 Sky Park Circle, Bldg. 68, Suite H

Irvine, CA 92614 (949) 260-0746

Mon – Fri: 24 hours

Sat & Sun: 24 hours

**ORANGE**

**Sunrise Multispecialty Medical Center**

867 S. Tustin Avenue, Orange, CA.

(714) 771-1420

Mon – Fri: 7 a.m. – 10 p.m.

Sat & Sun: 9 a.m. – 5 p.m.

**SAN JUAN CAPISTRANO**

**Partners In Health**

32241 Camino Capistrano, Suite A-105, San Juan Capistrano, CA.

(949) 661-6555

Mon – Fri: 8 a.m. to 5 p.m.

Sat & Sun: CLOSED

**NOTE:** Need help choosing between a MinuteClinic and an urgent care center?  
Please call our 24-hour Nurse Advice Line at (800) 381-9221 for immediate assistance.

**MSI COMMUNITY CLINICS**  
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**ANAHEIM**

**Altamed**

1814 W. Lincoln Ave.

Anaheim, 92801

(714) 780-5690

**Central City Community Health Center**

2235 W. Ball Rd., Anaheim, 92804

(714) 520-0855

**UCI Family Health Center – Anaheim**

300 W. Carl Karcher Way

Anaheim, 92801

(714) 456-6401

**COSTA MESA**

**Share Our Selves**

1550 Superior Ave.

Costa Mesa, 92627

(714) 650-0186

**FULLERTON**

**Reproductive (Sierra) Health Care  
Center, Inc.**

501 S. Brookhurst Rd.

Fullerton, 92833

(714) 870-0717

**North Orange County Regional  
Health Foundation**

901 W. Orangethorpe Ave.  
Fullerton, CA 92832  
(714) 441-0411

**St. Jude Hospital Inc.  
Mobile Health Clinic**

731 S. Highland Ave.  
Fullerton, 92835  
(714) 446-5100

**GARDEN GROVE**

**Altamed**

12751 Harbor Blvd.  
Garden Grove, 92843  
(714) 636-7852

**Nhan Hoa Comprehensive  
Health Center**

7761 Garden Grove Blvd.  
Garden Grove, CA 92841  
(714) 898-8888

**VNCOC (Asian Health Center)**

9862 Chapman Ave  
Garden Grove, 92841  
(714) 418-2040

**HUNTINGTON BEACH**

**Altamed Community Care Centers**

8041 Newman Ave.  
Huntington Beach, 92647  
(714) 847-4222

**LAGUNA BEACH**

**Laguna Beach Community Clinic**

362 Third St., Laguna Beach, 92651  
(949) 494-0761

**LA HABRA**

**Friends of Family Health Center**

501 S. Idaho St., Ste. 100  
La Habra, 90631  
(562) 690-0400

**The Gary Center**

341 Hillcrest, La Habra, 90631  
(562) 691-3263

**ORANGE**

**La Amistad De Jose Family Health**

353 S. Main St., Orange, 92868  
(714) 771-8006

**Puente A La Salud Mobile Community Clinic**

363 S. Main St., Suite 204  
Orange, CA 92868  
(714) 744-8801

**SANTA ANA**

**Altamed – Central**

1155 W. Central Ave., Ste. 105-107  
Santa Ana, 92707  
(714) 557-4080

**Altamed – Clinic for Women**

1227 W. 17<sup>th</sup> St., Santa Ana, 92706  
(714) 500-0340

**Altamed – Main**

1400 N. Main St., Santa Ana, 92701  
(714) 541-6815

**Serve The People**

1206 E. 17<sup>th</sup> St., Suite 204  
Santa Ana, CA 92701  
(714) 352-2911

**UCI Family Health Center –  
Santa Ana**

800 N. Main St., Santa Ana, 92701  
(714) 456-6401

**SAN JUAN CAPISTRANO  
Camino Health Center**

30300 Camino Capistrano  
San Juan Capistrano, CA 92675  
(949) 240-2272

**STANTON**

**Central City Community Health Center**

12116 Beach Blvd., Stanton, 90680  
(714) 898-2222

**TUSTIN**

**Orange County Rescue Mission  
(Hurtt Family Clinic)**

One Hope Dr., Tustin, CA 92782  
(714) 247-0300

**HOSPITALS**  
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**ANAHEIM**

**Anaheim General**

3350 W. Ball Rd., Anaheim, 92804  
(714) 947-5800

**Anaheim Regional Medical Center**

111 W. La Palma Ave., Anaheim, 92801  
(714) 999-6161

**Kaiser Foundation Hospital – Anaheim**

441 Lakeview Ave., Anaheim, 92807  
(714) 279-5459 - (Monday-Friday)  
(714) 279-4072 - (Weekends only)

*Hospitals (continued)*

**West Anaheim Medical Center**

3033 W. Orange Ave., Anaheim, 92804  
(714) 827-3000 x 5794

**Western Medical Center Hospital – Anaheim**

1025 S. Anaheim Blvd., Anaheim, 92805  
(714) 502-2668

**FOUNTAIN VALLEY**

**Fountain Valley Regional Hospital and  
Medical Center**

17100 Euclid St., Fountain Valley, 92708  
(714) 966-3316

**Orange Coast Memorial Medical Center**

9920 Talbert Ave., Fountain Valley, 92708  
(714) 378-7588

**FULLERTON**

**St. Jude Medical Center**

101 W. Valencia Mesa Dr., Fullerton, 92635  
(714) 446-5141

**GARDEN GROVE**

**Garden Grove Hospital and Medical Center**

12601 Garden Grove Blvd.  
Garden Grove, 92643  
(714) 741-2713

**HUNTINGTON BEACH**

**Huntington Beach Hospital**

17772 Beach Blvd., Huntington Beach, 92647  
(714) 843-5000

**IRVINE**

**Hoag Memorial Hospital – Irvine Campus**

16200 Sand Canyon Ave., Irvine, 92618  
(949) 517-3167

*Hospitals (continued)*

**Kaiser Foundation Hospital – Irvine**

6640 Alton Pkwy., Irvine, 92618  
(949) 932-2882

**LAGUNA BEACH**

**Mission Hospital – Laguna Beach**

31872 Coast Hwy., Laguna Beach, 92677  
(949) 347-6040

**LAGUNA HILLS**

**Saddleback Memorial Medical  
Center – Laguna Hills**

24451 Health Center Dr., Laguna Hills, 92653  
(949) 452-3177

**LA PALMA**

**La Palma Intercommunity Hospital**

7901 Walker St., La Palma, 90623  
(714) 827-3000 x 5794

**LOS ALAMITOS**

**Los Alamitos Medical Center**

3751 Katella Ave., Los Alamitos, 90720  
(562) 799-3116

**MISSION VIEJO**

**Mission Hospital Regional  
Medical Center**

27700 Medical Center Rd., Mission Viejo, 92691  
(949) 347-6040

**NEWPORT BEACH**

**Hoag Memorial Hospital Presbyterian**

One Hoag Dr., Newport Beach, 92663  
(949) 764-4624

**ORANGE**

**Chapman Medical Center**

2601 E. Chapman Ave., Orange, 92669  
(714) 633-0011 x 1210

Hospitals (continued)

**St. Joseph Hospital – Orange**

1100 W. Stewart Dr., Orange, 92868  
(714) 771-8107

**University of California Irvine (UCI)  
Medical Center**

101 City Drive South, Orange, 92668  
(714) 456-7328

**PLACENTIA**

**Placentia Linda Hospital**

1301 North Rose Dr., Placentia, 92670  
(714) 993-2000

**SANTA ANA**

**Coastal Communities Hospital**

2701 Bristol St., Santa Ana, 92704  
(714) 754-5558

**Western Medical Center – Santa Ana**

1001 N. Tustin Ave., Santa Ana, 92705  
(714) 953-3409

**SAN CLEMENTE**

**Saddleback Memorial Medical Center –  
San Clemente**

654 Camino De Los Mares  
San Clemente, 92673  
Financial Counselor (949) 489-4960

**NOTE:** MSI provides emergency dental coverage for eligible members. The list of MSI Dental providers changes often, please call the MSI Information Line at (714) 834-6248 or go to the MSI website ([www.ochealthinfo.com/medical/msi](http://www.ochealthinfo.com/medical/msi)) to find the provider nearest you. You can also call the 24-Hour Nurse Advice Line at (800) 381-9221.

For an up-to-date listing of dental providers, please go online to  
[www.ochealthinfo.com/medical/msi](http://www.ochealthinfo.com/medical/msi).

## How To Find A Primary Care Physician (Medical Home)

Your primary care physician (PCP), also known as your medical home, is a very important part of your health care team and is involved in all aspects of your health care. Your PCP helps you stay well by providing a variety of services including:

- Regular physicals.
- Preventive medicine (for example: immunizations, mammograms, pap smears, and PSA blood levels).
- Referral to specialists.
- Post hospital care.
- Ongoing management of acute and chronic disease.

**NOTE:** All MSI eligibles are required to have a PCP.

### ***Medical Home Policies and Guidelines***

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Part of the expansion of the MSI Program resulted in an expansion of our primary care physician (PCP) network. The purpose of this expanded network, which is made up of over 200 General Practice physicians throughout the County, is to provide improved access to primary and preventive services to MSI eligible patients. These PCPs are in addition to the contracted community clinics located in this handbook.

MSI members may change their PCP once within 30 days of their NOA letter date, and once every 6 months, thereafter.

Services provided by a PCP that you **are not** assigned to will not be covered unless prior authorized.

The MSI program will send you a Member Identification Card with your name, assigned PCP (Medical home), unique MSI member ID number, information about co-payments, and important phone numbers and web-sites. In addition, you will receive a letter called a **Notice of Action**. This document contains your MSI eligibility dates, your assigned PCP (medical home), and other pertinent MSI program information.

**NOTE:** It is important to present your **Notice of Action letter or Member Identification Card** when you receive medical services.

***How to Acquire a Specialist and Other Specialized Services***  
.....

The utilization management department assists your PCP and other members of your health care team to coordinate inpatient and outpatient services, including referrals to physician specialists, prior-authorization for durable medical goods, home health care, selected surgeries, and limited diagnostic procedures.

**Please be aware that it may take up to 5 regular working days—for the authorization staff to coordinate a request.**

Please contact the member of your health care team who made the request if you have any questions or concerns.

***What If My Request for a Specialist or Other Specialized Services Is Denied?***  
.....

MSI members have the right to file an appeal with the MSI Program. Appeals from members may be made in writing. Forms are available on each Notice of Authorization Denial and at the MSI website  
***([www.ohealthinfo.com/medical/msi](http://www.ohealthinfo.com/medical/msi)).***

Please send written appeals to the following address:

**MSI Program  
P.O. Box 355  
Santa Ana, CA 92701**

Appeals can also be made by telephone. MSI members can call the MSI Program at (714) 834-6248 or the MSI Patient Relations line at (866) 613-5178.

Translation services are available in most languages via LinguaLinx services.

Appeals must be filed with the MSI Program within sixty (60) calendar days of the date on the Notice of Authorization Denial.

### **Appeals Process**

Once received, the MSI Program will examine your appeal and provide you with a determination within forty-five (45) calendar days of receipt by the MSI Program.

During the examination period, you (or your designated representative) have the right to examine all records/documents under consideration during this appeal.

If requested, you and/or your representatives will be provided a reasonable opportunity to present evidence and allegations of fact or law, in person, in writing, or by telephone, during this examination period.

Forty-five (45) days is the standard time for resolution of an appeal. However, if you feel that you cannot wait for forty-five (45) days, you may request an expedited resolution of your appeal.

This expedited review may be granted by the MSI Program. If it is not granted, the MSI Program will provide you with a written explanation within two (2) calendar days of your request. Your appeal will be handled within forty-five (45) days.

### **Resolution of Your Appeal**

You will receive written a formal Notice of Appeal Resolution of your appeal within forty-five (45) calendar days. This notice will include the results of the appeal process, the final resolution, and the date of completion.

### **Request for State Fair Hearing and Granting of Denied Services**

If you are dissatisfied with resolution of your appeal, you have the right:

11. To request a State Fair Hearing. The instructions for requesting a State Fair Hearing will be included with the Notice of Appeal Resolution. **YOU**

**MUST REQUEST A STATE FAIR HEARING WITHIN NINETY (90) CALENDAR DAYS FROM THE DATE ON YOUR NOTICE OF APPEAL RESOLUTION.**

12. To request that MSI grant the denied services while the State Fair Hearing is pending. The instruction for requesting the denied services will be included with the Notice of Appeal Resolution.

Please note that if you request that MSI grant the denied services and the State Fair Hearing upholds the denial of services, you will be liable for the cost of the services provided.

If you have any questions about this section, you may contact the MSI Program at (714) 834-6248 or MSI Patient Relations at (800) 613-5178.

***Patient Education Department (PED)***  
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This department is in place to guide and help you understand how the MSI program works so you may receive the medical services you need without unnecessary delay.

The PED staff will contact you via phone generally within fourteen (14) days after you are granted MSI eligibility. Some of the information/assistance they will give you includes:

- Basic introduction/overview of the MSI program.
- General information about MSI program policies/procedures.
- Ensure you have important MSI documents.
- Direct/assign you to a PCP (medical home) if you do not already have one.

PED staff members are available during regular business hours. To reach PED, please call (800) 417-4262.

**Patient/Provider Relations Fraud and Recovery Department**

The Patient/Provider Relations staff is available to provide information to patients and providers of service. The MSI Patient/Provider Relations Office at (866) 613-5178 has an automated phone system with a selection of important and helpful menu options to assist you.

**The Fraud and Recovery Division** is responsible to identify and investigate areas of fraudulent activity within the MSI program. This office helps to ensure that all requirements for MSI eligibility and payment are met.

**An MSI applicant signs the following declarations on their Rights and Responsibilities form during the application process:**

- I declare under penalty of perjury that the answers I have provided in this application are correct and true to the best of my knowledge.
- I understand that the statements on this form are subject to verification and investigation and that my signature on this form constitutes authorization for such an investigation.
- I realize that if I deliberately make false statements, withhold information, or obtain or use MSI program benefits in an unlawful manner, I (or the person on behalf of whom I am acting) may lose MSI benefits and/or be prosecuted. I understand that any benefits I receive fraudulently may be subject to prosecution.

**Fraudulent activity is investigated and may result in termination of MSI benefits, prosecution, and a demand for repayment to the MSI program for services received.**

## Outpatient Services

### ***Where Do I Go for Outpatient Services?***

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Outpatient services refer to treatments and procedures that do not require hospitalization. These services include physical therapy, ultrasound, general X-ray, MRI, CT scan, mammogram and blood and urine analyses. These services require a requisition from your physician, Nurse Practitioner or Physician Assistant. Your provider can work with our prior authorization department to find the nearest contracted provider.

**NOTE: Your health care practitioner may need to obtain authorization for outpatient services.**

Laboratory services: Blood and urine analyses are provided through Quest Diagnostics. Pap smears should be sent to Quest Diagnostic laboratories. For a list of locations call (800) 377-8448, select option 2 and enter your zip code.

## Prescription Services

### ***Do I have a co-payment for my medications and does MSI pay for every drug available?***

Some MSI members may have co-pays for prescriptions. Your prescription co-pays are determined by the level of income reported by you during the application process.

For those with prescription copays, prescriptions will be \$4 for each prescription with a maximum of \$32 in any given month.

**NOTE:** Medications not covered through the MSI program may be available through the manufacturer at low or no cost. For more information about this service, call Partnership for Prescription Assistance (PPA) at (888) 477-2669.

### ***Where Do I Get My Prescriptions Filled?***

Prescriptions can be filled at over 590 CVS/Caremark participating pharmacies throughout Orange County. Ask your local pharmacy if it is a CVS/Caremark participant. Examples of CVS/Caremark participating pharmacies include CVS, Sav-On, Rite Aid, Walgreens, Target, Wal-Mart, and Costco. A listing, by city, of all MSI participating pharmacies is available on the MSI website ([www.ochealthinfo.com/medical/msi](http://www.ochealthinfo.com/medical/msi)). You may also call the CVS/Caremark Customer Support Desk at (800) 511-7453 for service locations.

The MSI program uses a list of approved, generic based medications called a drug formulary.

### ***What if MSI Doesn't Cover My Medication?***

The MSI program does not pay for all medications. Approved medications are listed on the MSI drug formulary. A copy of the formulary is available on the MSI website at [www.ochealthinfo.com/medical/msi](http://www.ochealthinfo.com/medical/msi).

In special circumstances, the MSI program may approve a medication that is not on the MSI Drug Formulary. An MSI Drug Authorization form must be

completed by your prescriber and pharmacist, and include justification for the medication. A separate form must be completed for each medication.

The MSI Drug Authorization form is available from CVS/Caremark participating pharmacies or from the CVS/Caremark “Fax on Demand” system at (800) 511-7453 and on the MSI website at [www.ochealthinfo.com/medical/msi](http://www.ochealthinfo.com/medical/msi).

The completed form is faxed to the MSI program for review. The pharmacist and prescriber are notified of the final decision.

***What is the non-emergency medical transportation benefit through MSI?***  
.....

Non-emergency medical transportation is covered if your medical and physical condition makes it impossible for you travel by regular bus or car.

You meet MSI rules if you:

- Are in a wheelchair and not able to move in or out of your chair into a seat or move your chair on your own; or
- Need to travel with specialized services, equipment, or a caregiver.

MSI does not cover public or private transportation, or transportation services to locations that are not for MSI covered services. However, if medically appropriate, MSI may authorize transportation via taxi or other mode of transportation.

If you are in a skilled nursing facility, you may receive non-emergency medical transportation services if you meet the conditions listed above, or you are returning to your facility from a hospital.

***How do I receive non-emergency medical transportation services?***  
.....

To receive non-emergency medical transportation services:

1. The physician will send a request to MSI's Utilization Management Department (UMD) explaining the need for the services.
2. If the request is approved, the UMD will inform the physician the name of the approved transportation company.

3. The transportation company will receive a copy of the authorization.

***When will I know if I can get non-emergency medical transportation services?***  
.....

If your doctor's request is complete, UMD will make the decision within five (5) business days. If the request is approved, UMD will call you one (1) business day after making the decision. If the request is denied, a letter will be mailed to you.

**Advance Directives**

Under California law, you have the right to create an Advance Directive. If you are ever incapacitated, an Advance Directive will allow you to give instructions about your own health care or give the person you choose the power to make decisions about your health care.

For more information, please visit the website of the California Attorney General: <http://ag.ca.gov> and search for "Advance Directive." The website can provide you with information, forms, and links to resources.

**Billing Process**

***What should I do if I receive a bill from a provider of service?***  
.....

Immediately contact your provider(s) of service and inform them that you are an MSI eligible. Ask them to submit their bills to:

Advanced Medical Management (AMM)  
Attention: MSI Program  
P.O. Box 30248  
Long Beach, CA 90853  
(800) 206-6591

**NOTE:** Only providers may submit bills to the MSI program.

You may receive bills from physicians, hospitals, ambulance companies or other providers, if the providers do not know you are an MSI eligible. **PLEASE CONTACT THE PROVIDERS AND LET THEM KNOW THAT YOU ARE MSI ELIGIBLE!** MSI eligibles are sent a NOA letter and Member I.D. card that confirms approval to the MSI program. You should send a copy of this letter (both sides) to anyone that sends you a bill. Once approved, a provider must not bill the patient directly if the service is under the scope of care of the MSI Program and the provider fails to bill MSI timely or fails to obtain a prior authorization.

You are responsible to notify your medical providers of your MSI eligibility and to provide proof of your eligibility when you seek medical care.

**NOTE:** It is important to notify your provider of your MSI eligibility as soon as possible since they only have 90 days from the date you receive your medical services or from the date on your NOA letter, whichever is later to bill for your care. The NOA mail date is noted on the front of the letter.

If you are not eligible for the Program when you receive a bill, contact the provider and explain that an eligibility determination is pending and that you will notify them of the outcome as soon as possible. In general, the MSI Program will only go back as far as 90 days from the first of the month in which you applied to cover any services if you do become eligible. Please refer to pages 4-6 of this Handbook if you have questions about the eligibility/application process.

***Will I receive notification from the MSI program if a provider of service is denied payment?***  
.....

Yes. There may be several reasons why your claim may was not covered. Some examples might be:

- You were not eligible with MSI when the service was provided;
- There was no prior authorization;
- The non-emergency service was provided by an out-of-network provider;
- The provider did not bill the MSI Program in a timely fashion (90-day rule);
- The service provided was not within the scope of benefit of the MSI Program.

**Acceptance to the MSI program does not guarantee that all services you receive are covered.**

If the MSI program denies payment on a bill, you are sent a letter from our billing agent (AMM) called a **Notice of Payment Denial. This notification is not a bill.** This letter explains the reason for the denial of payment, the name of the provider of service(s), the dollar amount denied, and the date of service. It provides you the opportunity to appeal the denial.

**Applicant Rights and Responsibilities**

***Applicant Rights***  
.....

**I have the right to:**

- Be treated fairly and equally regardless of my race, color, religion, national origin, sex, age or political beliefs.
- Have all the information that I provide kept in strict confidence.
- Receive a written notice from SSA when a decision about my eligibility is made.
- Have a hearing if I am dissatisfied with the decision made by the Orange County Social Services Agency regarding eligibility. If I want a hearing to appeal the decision, I must ask for it in writing **within 30 days** of the date the NOA was mailed to me. If I do not receive a NOA, I must request a hearing within 30 days from the date I discovered the decision.

**The Eligibility Appeals Unit address is:**

Social Services Agency  
P.O. Box 22001  
Santa Ana, CA 92702-2001

***Applicant Responsibilities***  
.....

**I have the responsibility to:**

- Provide proof that I am a resident of Orange County when requested.
- Provide supporting documentation about my citizenship/immigration status.

- Provide a Social Security number for myself and/or the person requesting MSI benefits.
- Apply for and cooperate in the eligibility determination process for Medi-Cal benefits if I am blind, pregnant, the parent of a child deprived of parental support, a refugee in the U.S. for 8 months or less, or receive skilled nursing facility care.
- Apply for and cooperate in the eligibility determination process for Medi-Cal based on disability, if I have a physical or emotional problem that prevents me from performing normal work and the problem is expected to last at least a year.
- Apply for Medi-Cal benefits if my medical condition gets worse or significantly limits my ability to work. I understand that Medi-Cal enables me to receive benefits throughout California and covers more medical services than are available under the MSI program.
- Report to the Orange County Social Services Agency and my health care providers any health care coverage/insurance coverage I carry or am entitled to use. If I willfully fail to provide this information, I may be guilty of a criminal offense, or may be billed by my providers for any services I have received.
- Give a copy of my NOA letter to my physician, pharmacist, community clinic or any other provider. **I may be responsible for my bills if I fail to do so.**
- Notify the MSI program and my health care providers in the event that I receive money from an insurance claim or from an accident or injury lawsuit. **I understand that I must use this money to repay the MSI program for my medical services.**
- Cooperate with Orange County's quality review team if my case is selected for review. If I refuse to cooperate, my MSI benefits may be suspended or discontinued.

### ***Filing a Complaint with the MSI Program***

MSI members have the right to file a complaint with the MSI Program. Complaints from members may be made in writing. Forms are available on the MSI website ([www.ohealthinfo.com/medical/msi](http://www.ohealthinfo.com/medical/msi)).

Please send written complaints to the following address:

**MSI Program  
P.O. Box 355  
Santa Ana, CA 92701**

Complaints can also be made by telephone. MSI members can call the MSI Program at (714) 834-6248 or the MSI Patient Relations line at (866) 613-5178.

Translation services are available in most languages via LinguaLinX services.

Complaints must be filed with the MSI Program within sixty (60) calendar days of the incident giving rise to the complaint.

**Resolution of Complaint**

Once received, the MSI Program will examine your complaint and will respond to you within forty-five (45) calendar days. During this period, MSI may contact you for additional information regarding your complaint. Once a determination or resolution has been made, the MSI Program will notify you, in writing, of the disposition of your complaint.

**Other County Resources**

***Behavioral Health, Alcohol, and Drug Abuse Services***  
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The MSI program **works with the Health Care Agency's Behavioral Health Services department** to provide limited coverage of behavioral health services. The locations listed below are for reference only. **MSI Patients should discuss behavioral health matters with their Primary Care Physician/Medical Home. If you feel that you need immediate help, please contact the numbers below for an evaluation.**

***Behavioral Health, Adult Inpatient and Evaluation and Treatment Services (ETS)***  
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**BEHAVIORAL HEALTH ADULT  
OUTPATIENT SERVICES**

**ANAHEIM**

2035 E. Ball Road, Suite #200  
(714) 517-6300

**COSTA MESA**

3115 Redhill Avenue  
(714) 850-8463

**FULLERTON**

211 W. Commonwealth Avenue  
(714) 447-7000

**MISSION VIEJO**

23228 Madero  
(949) 454-3940

**SANTA ANA**

1200 N. Main Street, Suite #201  
(714) 480-6767

**WESTMINSTER**

14140 Beach Boulevard, Suite #223  
(714) 896-7566

**OUTPATIENT ALCOHOL AND  
DRUG ABUSE SERVICES  
(CURRENTLY, AVAILABLE FROM BHS ONLY)**

**ALISO VIEJO**

5 Mareblu, #100  
(949) 643-6930

**ANAHEIM**

2035 E. Ball Road  
Suite #100  
(714) 517-6146

**COSTA MESA**

3115 Redhill Avenue  
(714) 850-8431

**FULLERTON**

211 W. Commonwealth Avenue  
Suite #204  
(714) 447-7099

**SANTA ANA**

1725 W. 17th Street  
(714) 834-8600 (Methadone)

**SANTA ANA**

1200 N. Main, Suite #301  
(714) 480-6660

**WESTMINSTER**

14140 Beach Boulevard, Suite #200  
Behavioral Health – Alcohol and Drug Abuse Services  
(714) 896-7574







