

Medical Services Initiative



Member Handbook



Orange County Health Care Agency
MSI Program
www.ochealthinfo.com/medical/msi

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County of Orange
Medical Services Initiative
(MSI) Program

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.

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 MSI Members Regarding Expanded Benefits

Beginning September 1, 2007, the MSI program will expand its benefit program as a result of new funding from the federal government. This expansion is expected to continue for the next three years. The expanded benefits will include primary and preventive medicine such as regular physicals, mammograms, age-appropriate immunizations, and other types of laboratory and diagnostic services. In addition, this new program will give you access to an assigned primary care physician or clinic that will serve as your “medical home” for all of your general healthcare needs.

The HIGHLIGHTED AREAS in this Patient Handbook reflect the additional services available as a result of the new federal funding. It is important for you to know that these added services are made possible by the availability of this new funding, which may be reduced or discontinued at any time if federal funding is no longer available.

The federal funds also make it possible for the MSI program to enroll persons who do not have a current medical need and would not otherwise be eligible. These persons may lose their eligibility at any time if federal funding is no longer available.

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 11-13 of this Handbook for more information about covered and non-covered services.)

Hospital emergency room services should be used for emergency conditions only. The hospital has the right to charge you a \$25 copay for use of their emergency room. You are encouraged to use your medical home/primary care physician (PCP) for all of your general healthcare needs. See Medical Home Policies (pages 22-23).

You may also choose to contact your local urgent care center for non-emergent conditions. A list of contracted urgent care centers is found on page 20 of this Handbook.

Important Telephone Numbers

Patient Education Department (PED)..... (800) 417-4262
Option 1

MSI General Information (714) 834-6248
(Program Support)

MSI Patient/Provider Relations/
Fraud & Recovery Department..... (714) 834-5211
or toll free..... (866) 613-5178

MSI Nurseline–24/7 Healthcare
Counseling Information..... (877) 402-7111

Patient Education Department (PED)..... (800) 417-4262
Option 1

Social Services Agency (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**

Eligibility

You may be eligible for MSI benefits if you:

- Are able to provide proof of alien status or U.S. citizenship.
- Are an Orange County resident.
- Are between the ages of 21 and 64.
- Meet current Federal Poverty Guidelines for income (200% or less).
- Must have an urgent or emergent medical need.
- Cannot pay for the medical care you need.
- Complete an MSI application.
- Are not eligible for public or private health insurance.

Call the Social Services MSI Eligibility Information Line at (866) 979-6772 if you have any questions about the qualifications listed above.

Note: You may not be eligible for the MSI program if you have been covered by other health insurance in the last three (3) months unless one of the following occurs:

- Loss or change of jobs,
- You moved into an area where employer sponsored coverage is not available,
- Your employer discontinued health benefits to all employees,
- Coverage was lost because the individual providing the coverage died, legally separated, or divorced,
- Health coverage was provided under a federal Consolidated Omnibus Budget Reconciliation Act (COBRA) policy, and the COBRA coverage ended.

MSI eligibility is:

- Determined by the Orange County Social Services Agency.
- Approved for twelve (12) consecutive months.
- Potentially renewable.
- 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 the Social Services Agency (SSA) by making a good faith effort to furnish the required information upon request.

To contact a Social Services Agency Eligibility Technician, call their Information Line at (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, you:

Are 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

Eligibility Technicians from the Social Services Agency can answer your questions about:

- Financial qualifications required to become eligible for the MSI program,
- Obtaining another copy of your NOA letter,
- Reporting a change of name, address, and/or phone number.

Application Process

To apply for MSI coverage, you must:

- Make an appointment to complete an application,
- Provide proof of Orange County residency (such as a driver license, car registration, credit card, or utility bill),
- Sign a Credit Authorization release form,
- Provide proof of income,
- Provide proof of age,
- Provide proof of Alien status (Alien card **must** be provided if applicable),
- Provide proof of citizenship and identity. This only needs to be provided once.

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 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 citizenship document from the top columns AND One identity document from the bottom columns (see page 7).

Citizenship Documents

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
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 1st 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

(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 (additional \$2.50 terminal usage fee).

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. Certified copies are \$17 each 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 <http://www.ocrecorder.com/OrderGuide.Asp> 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 \$12.95 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 Federal Express delivery is requested, which costs an additional \$17.50. To place a telephone order or for additional information, please call VitalChek toll free at (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 \$12.95 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 additional information, please call toll free (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 Federal Express delivery is requested, which costs an additional \$17.50.

If you do not supply the necessary Certificate of Identity within 5 business days, your fax order will be cancelled and must be resubmitted.

For additional information, please call toll free (877) 445-8988.

Obtaining a Birth Certificate Over the Internet

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 \$12.95 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 Federal Express delivery is requested, which costs an additional \$17.50. For additional information, please call toll free (877) 445-8988. **To Place a Request Over the Internet visit http://www.vitalchek.com/agency_locator.aspx?providerid=16250.**

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 Program Support at (714) 834-6248 for assistance.

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 12th 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.

For further assistance regarding the application process, call the Social Services Agency Eligibility Information Line at (866) 979-6772. 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 give 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 or mental health related services) 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 outside of the co-pay. Your provider is not permitted to charge you for services that would have been covered under MSI's benefit plan.

All 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 (formerly known as Uni-Lab). All laboratory specimens should be sent to Quest Diagnostics for processing.

Note: Prior authorization is required for most services rendered outside of your assigned Medical Home/PCP. Please follow up with your provider to ensure that proper approval has been received before you seek specialty care.

Medical Services Not Covered

- Prior authorization is required for services received outside of your Medical Home.

Services provided at non-contracted facilities and by non-registered providers.

- 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 may apply for Medi-Cal benefits (800-281-9799).**
- Treatment in an extended or long-term care facility.
- Adult day care services.
- Acupuncture/chiropractic services.
- Hearing aids and eyeglasses.
- Non-emergency medical transportation and medical transportation to non-contracted facilities.
- Medical services for persons under 21 and over 64 years old.
- Treatment for mental health, alcohol or drug abuse (see pages 29-30 of this handbook for information about these services).

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 visit our website at: <http://www.ohealthinfo.com/medical/msi/providers/news.htm> 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 22-23 for information about medical homes.

CONTRACTED HOSPITALS

Anaheim Regional Medical Center

1111 W. La Palma Avenue, Anaheim 92801
(714) 999-6161

Chapman Medical Center

2601 E. Chapman Avenue, Orange 92669
(714) 633-0011, X1210

Coastal Communities Hospital

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

College Hospital Costa Mesa

301 Victoria Street, Costa Mesa 92627
(949) 642-2734

Fountain Valley Regional Hospital & Medical Center

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

Garden Grove Hospital & Medical Center

12601 Garden Grove Boulevard, Garden Grove 92643
(714) 741-2713

Hoag Memorial Hospital Presbyterian

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

Huntington Beach Hospital

17772 Beach Boulevard, Huntington Beach 92647
(714) 842-1473

Kaiser Foundation Hospital - Anaheim

441 Lakeview Avenue, Anaheim 92807
(714) 279-4072

Kaiser Foundation Hospital - Irvine

6640 Alton Parkway, Irvine 92618
(949) 932-2881

La Palma Intercommunity Hospital

7901 Walker Street, La Palma 90623
(714) 229-5789

Los Alamitos Medical Center

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

Contracted Hospitals cont.

Mission Hospital Laguna Beach

31872 Coast Highway, Laguna Beach 92677
(949) 499-1311

Mission Hospital Regional Medical Center

27700 Medical Center Road, Mission Viejo 92691
(949) 365-2116

Orange Coast Memorial Medical Center

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

Placentia Linda Hospital

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

Saddleback Memorial Medical Center

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

San Clemente Hospital & Medical Center

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

St. Joseph Hospital - Orange

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

St. Jude Medical Center

101 E. Valencia Mesa Drive, Fullerton 92635
(714) 992-3000, X3341

University of California Irvine Medical Center

101 City Drive South, Orange 92668
(714) 456-6324

West Anaheim Medical Center

3033 W. Orange Avenue, Anaheim 92804
(714) 827-3000, X5789

Western Medical Center - Santa Ana

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

Western Medical Center Hospital - Anaheim

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

A list of **Contracted Community Clinics** follows:

Altamed Community Care Centers

8041 Newman Avenue, Huntington Beach, CA 92647
(714) 847-4222

Camino Health Center

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

Central City Community Health Center

2235 W. Ball Road, Anaheim, CA 92804
(714) 520-0855

La Amistad De Jose Family Health*

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

Laguna Beach Community Clinic

362 Third Street, Laguna Beach, CA 92651
(949) 494-0761

Nhan Hoa Comprehensive Health Center*

14221 Euclid Street, Suite H, Garden Grove, CA 92843
(714) 539-9999

Orange County Rescue Mission (Hurt Family Clinic)

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

Reproductive (Sierra) Health Care Center, Inc.

501 S. Brookhurst Road, Fullerton, CA 92833
(714) 870-0717

Share Our Selves*

1550 Superior Avenue, Costa Mesa, CA 92627
(949) 650-0186

St. Jude Hospital Inc. Mobile Health Clinic*

731 S. Highland Avenue, Fullerton, CA 92835
(714) 446-7084

The Gary Center

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

Contracted Community Clinics cont.

UCI Family Health Center - Anaheim

300 W. Carl Karcher Way, Anaheim, CA
(714) 456-5100

UCI Family Health Center-Santa Ana*

800 N. Main Street, Santa Ana, CA 92701
(714) 456-7002

VNCOC (Asian Health Center)*

5015 K-L W. Edinger Avenue, Santa Ana, CA 92704
(714) 418-2040

*Dental Services Available

Note: Dental services are limited to emergency tooth extraction and treatment for an abscess only.

MSI DENTAL CLINICS

Abrazar Community Dental Clinic

7101 Wyoming Street, Westminster
714- 893-3581

Ashkar Dental

1281 E. La Habra Boulevard, La Habra
(562) 697-3788

Asian Health Center

5015 W. Edinger, Suite K - L, Santa Ana
(714) 418-2040

Century Grove Dental

13011 Century Boulevard, Garden Grove
(714) 534-7020

Dental Pacifica

3340 W. Ball Road, Suite G, Anaheim
(714) 484-4636

Friendly Smile Dental

1521 N. Broadway Street, Santa Ana
(714) 972-2801

The Gary Center

341 S. Hillcrest Street, La Habra
(562) 691-3263 ext. 126

Hoang Huong, D.D.S.

120 S. Harbor Boulevard, Suite A, Santa Ana
714-531-3405

Huntington Beach Clinic

8041 Newman Avenue, Huntington Beach
(714) 847-4222

Tu V. Huynh, D.D.S.

111 S. Brookhurst Street, Anaheim
(714) 535-0998

Dental Clinics cont.

Jwan Kotrush, D.D.S.

842 S. Brookhurst Street, Anaheim
(714) 635-3585

La Amistad Family Health Center

353 S. Main Street, Orange
(714) 771-8005

Tracy Nguyen, D.D.S., P.D.C.

13872 Harbor Boulevard, #1-A3, Garden Grove
(714) 554-9358

Nhan Hoa Health Care Clinic

14221 Euclid Avenue, Garden Grove
(714) 539-9999

Hamid Nikovkari, D.D.S.

1714 N. Tustin Avenue, Orange
(714) 998-6665

Hong Pham, D.D.S.

12732 Brookhurst Street, Garden Grove
(714) 539-8899

Lanchi Pham, D.M.D.

12732 Brookhurst Street, Garden Grove
(714) 539-8899

St. Jude Neighborhood

731 S. Highland Avenue, Fullerton
(714) 446-5245

UCI Family Health Center

800 N. Main Street, Santa Ana
(714) 480-2462

Winnie Young, D.D.S.

508 S. Harbor Boulevard, Fullerton
(714) 680-9595

Note: MSI provides \$1,000.00 dental coverage per eligibility year.

MINUTE CLINICS

The MSI Program has partnered with MinuteClinic (Located within CVS/ Caremark Pharmacies) to provide greater access to primary and preventive services during weekends and after hours to prevent unnecessary visits to the emergency department. Board-certified practitioners are trained to diagnose and treat common family illnesses, such as strep throat, bronchitis and ear, eye and sinus infections as well as some vaccinations and pregnancy tests. Please note that MinuteClinics are not meant to serve as Medical Homes. No appointment is necessary. A current list of MinuteClinic sites to serve you are as follows:

1. CVS – Aliso Viejo – 26891 Aliso Creek Road, Aliso Viejo 92656
2. CVS – Buena Park – 8850 Valley View Street, Buena Park 90620
3. CVS – Costa Mesa – 1150 Baker Street, Costa Mesa 92626
4. CVS – Foothill Ranch – 26686 Portola Pkwy., Foothill Ranch 92610
5. CVS – Huntington Beach – 19121 Beach Blvd., Huntington Beach 92648
6. CVS – Irvine – 14330 Culver Drive, Irvine 92604
7. CVS – Mission Viejo – 25272 Marguerite Pkwy., Mission Viejo 92692
8. CVS – Orange – 1535 East Katella Avenue, Orange 92867
9. CVS – San Clemente – 638 Camino De Los Mares, San Clemente 92673
10. CVS – Seal Beach – 921 Pacific Coast Highway, Seal Beach 90740
11. CVS – Yorba Linda – 18080 Imperial Highway, Yorba Linda 92886

**For more information call (866) 389-2727 or visit their website at:
www.minuteclinic.com**

URGENT CARE CENTERS

**Evening and weekend hours available
(call facility to verify hours)**

ANAHEIM

Gateway Urgent Care

1303 North Euclid Street

(714) 778-3838

Monday–Friday, 8 a.m.–10 p.m.

Saturday & Sunday, 9 a.m.– 5 p.m.

BUENA PARK

Caceras Medical Group

8585 Knott Ave., #101, Buena Park, CA 90620

(714) 821-8588

Monday–Friday, 8 a.m.–5 p.m.

Saturday, 8 a.m.–12 p.m.

HUNTINGTON BEACH

Huntington Beach Urgent Care

17752 Beach Blvd., Suite 203

(714) 841-1040

Monday–Friday, 8 a.m.–8 p.m.

Saturday & Sunday, 9 a.m.–6 p.m.

SAN JUAN CAPISTRANO

Partners In Health

32241 Camino Capistrano, Suite A-105

(949) 661-6555

Monday–Friday, 8 a.m.– 5 p.m.

(no weekend hours)

Note: There is a \$5.00 co-pay for each urgent care visit.

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.

If you already have a relationship with a PCP, ask the physician if he/she is willing to register with the MSI program and participate as a medical home.

Otherwise, you will be required to choose a medical home from a list of available physicians and clinics. If your preferred physician is not within this list, please work with the Patient Education Department or Patient Relations staff to add your physician as an available Medical Home.

Medical Home Policies and Guidelines

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.

Prior authorization is required for members who receive primary care services from a PCP other than their assigned one.

Note: There is a \$5.00 co-pay for all primary, specialty, and urgent care office visits.

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 I.D. card when you receive medical services.

How to Acquire a Specialist and Other Specialized Services

The nurse authorization department assists your PCP and other members of your health care team to coordinate in-patient and out-patient 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.

Patient Education Department (PED)

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.

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 (714) 834-5211 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?

Outpatient services refers 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?

Yes. You must pay \$4.00 for each prescription, (maximum of \$32.00 per month).

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 Drug Authorization form is available from RXAmerica/Caremark participating pharmacies or from the RXAmerica "Fax on Demand" system at (800) 511-7453.

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

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?

Medications must be obtained at RxAmerica/Caremark participating pharmacies. Ask your local pharmacy if it is an RxAmerica/Caremark participant. Examples of RxAmerica/Caremark participating pharmacies include Sav-On, Rite Aid, Walgreens, and Costco. You may also call the RxAmerica 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.

Note: The MSI drug formulary is available online at: www.ochealthinfo.com/medical/msi/providers/news.htm.

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.

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. MSI eligibles are sent a NOA letter and I.D. card that confirms approval to the MSI program. 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 are several reasons why your claim may not have been covered. Some examples might be:

- You were not eligible with MSI when the service was provided;
- You had other coverage (MSI is a payer of last resort and you are not eligible for MSI coverage if you have other health insurance);
- There was no prior authorization;
- The service was provided by an out-of-network provider;
- The provider did not bill the MSI Program in a timely manner (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.

How do I appeal a denial of payment?

You must obtain a copy of your medical records from your providers of service for the dates that are denied. The date of service is indicated on the **Notice of Payment Denial**. Examples of medical records include results of x-ray, MRI, mammogram and other procedures, physician progress notes, history/physical, and operative reports.

Upon receipt of your medical records, simply attach them to the Notice of Payment Denial and send the documents to: Advanced Medical Management (AMM), P.O. Box 30428, Long Beach, CA 90853. You may also call (800) 206-6591 if you have questions about the process. AMM will review the denial based on the additional information you submit, and within thirty (30) days of your appeal, you will be sent a letter called a **Notice of Review Decision**. This letter will explain the outcome of the review. You may call (800) 206-6591 if you have additional questions about your appeal.

Am I responsible to pay for services that are denied payment?

If providers of service request payment for services that are not paid by the Program, you are responsible to pay them.

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 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.

Other County Resources

Behavioral Health, Alcohol and Drug Abuse Services

The MSI program **does not** cover mental health, alcohol and drug abuse services. The locations listed below are for reference only. **Patients may be required to pay for services** based on a sliding fee scale.

Behavioral Health, Adult Inpatient and Evaluation and Treatment Services (ETS)

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

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

