

Medi-cal Managed Care Grievances and Appeals August 12, 2023 10am-12noon – Hội Thảo Về Chăm sóc được quản lý, Khiếu nại và Tài nguyên ngày 12 tháng 8 năm 2023 lúc 10 giờ sáng tới 12 giờ trưa

RECORDED ZOOM – Zoom Thu Hình:

Zoom recording for Aug 12, 2023 10am-12noon Managed Care and Appeals.

Managed Care and Appeals (ENG)

https://us06web.zoom.us/rec/share/S1u4_506uD4TS_phi1HPQFUEcD5zdJc9LfA2BGsD16H6dNRgyJEWH_PRWaRo9ENs.51eTZUg4Xia3AJs0?startTime=1691859800000

Managed Care and Appeals (VT)

https://us06web.zoom.us/rec/play/zZdpKgIFJyVjNd3-FvbYS7tosuz7WzB_3wEO_F_CR-GXG0v9BcQMq3H0pRDNP_9NvwjoJIUZ2jTJZiz4.MUdzDO0PE1fFbAeO

https://us06web.zoom.us/rec/play/zZdpKgIFJyVjNd3-FvbYS7tosuz7WzB_3wEO_F_CR-GXG0v9BcQMq3H0pRDNP_9NvwjoJIUZ2jTJZiz4.MUdzDO0PE1fFbAeO

https://us06web.zoom.us/rec/play/zZdpKgIFJyVjNd3-FvbYS7tosuz7WzB_3wEO_F_CR-GXG0v9BcQMq3H0pRDNP_9NvwjoJIUZ2jTJZiz4.MUdzDO0PE1fFbAeO

MATERIALS – Tài Liệu:

Publications

<https://www.disabilityrightsca.org/publications>

Tài nguyên tự vận động

<https://www.disabilityrightsca.org/vi/taxonomy/term/62>

Medi-cal

<https://www.disabilityrightsca.org/vi/publications/medi-cal>

Medi-Cal Fair Hearing (choose language on top)

<https://www.dhcs.ca.gov/services/medi-cal/Pages/Medi-CalFairHearing.aspx>

Section 1902(e)(14)(A) State Fair Hearings Waiver Flexibilities (English only)

<https://www.dhcs.ca.gov/services/medi-cal/eligibility/letters/Documents/I23-26.pdf>

MEDI-CAL MANAGED CARE PROGRAM FACT SHEET - Managed Care Models (English only)

<https://www.dhcs.ca.gov/services/Documents/MMCD/MMCDModelFactSheet.pdf>

EMERGENCY GUIDANCE FOR MEDI-CAL MANAGED CARE HEALTH PLANS IN RESPONSE TO COVID-19

(English

only) <https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2020/APL20-004-Revised.pdf>

GRIEVANCE AND APPEAL REQUIREMENTS, NOTICE AND “YOUR RIGHTS” TEMPLATES (English only)

<https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2021/APL21-011.pdf>

Dept of Managed Care (English only)

<https://www.dmhca.ca.gov/>

Medi-Cal Managed Care and Mental Health Office of the Ombudsman (Top corner choose language)

<https://www.dhcs.ca.gov/services/medi-cal/Pages/MMCDOOfficeoftheOmbudsman.aspx>

MMCD Office of the Ombudsman Contact Information

<https://www.dhcs.ca.gov/services/Pages/MMCDOMBContactInformation.aspx>

Phone (888) 452-8609

MMCDOmbudsmanOffice@dhcs.ca.gov

Help for Beneficiaries with Medicare and Medi-Cal

<https://www.dhcs.ca.gov/Pages/Medicare-Medi-Cal-Ombudsperson-Program.aspx>

DHCS contacts:

<https://www.dhcs.ca.gov/services/medi-cal/Pages/Contacts.aspx>

Medi-Cal Rx:

<https://www.dhcs.ca.gov/individuals/Pages/Medi-CalMemberHelpline.aspx>

Section 1902(e)(14)(A) State Fair Hearings Waiver Flexibilities (English only)

<https://www.dhcs.ca.gov/services/medi-cal/eligibility/letters/Documents/I23-26.pdf>

EMERGENCY GUIDANCE FOR MEDI-CAL MANAGED CARE HEALTH PLANS IN RESPONSE TO COVID-19

<https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2020/APL20-004-Revised.pdf>

Medi-Cal Managed Care and Mental Health Office of the Ombudsman

<https://www.dhcs.ca.gov/services/medi-cal/Pages/MMCDOOfficeoftheOmbudsman.aspx>

How can I contact the Office of the Ombudsman?

Hours of Operation: Monday through Friday, 8am to 5pm PST; excluding holidays

By Phone: (888) 452-8609

By email*: MMCDOmbudsmanOffice@dhcs.ca.gov

Health Insurance Counseling and Advocacy Program (HICAP) 1-800-434-0222

Managed by the California Department of Aging

Help for Beneficiaries with Medicare and Medi-Cal

<https://www.dhcs.ca.gov/Pages/Medicare-Medi-Cal-Ombudsperson-Program.aspx>

Health Care Options (English only)

<https://www.healthcareoptions.dhcs.ca.gov/en>

Health Consumer Alliance

<https://healthconsumer.org/>

Independent Living Centers

Dayle McIntosh Center for the Disabled

Address: 501 N. Brookhurst St. #102, Anaheim, CA 92801

Contact Voice: (714) 621-3300

Service Area: Orange County

Website: <https://daylemc.org/>

our next training

Our next training: DAC Benefits DAC Benefits on Sept 9, 2023 at 10am-12noon

Service Center for Independent Living (SCIL)

Address: 7830 Quill Drive, Ste D Downey, CA 90242

Contact Voice: (888) 331-1451

Email: Feedback@scrs-ilc.org

Service Area: Counties of Los Angeles, San Bernardino

Website: <https://www.corada.com/links/service-center-for-independent-life-scil>

join Zoom Meeting: <https://us06web.zoom.us/j/88589755836>

if you need legal assistance contact our intake line 1-800-776-5746.

Leilani Pfeifer "Loni"

(she, her, hers)

Disability Rights California

1831 K St.

Sacramento, CA 95811

1800-776-5746

www.disabilityrightsca.org