



## UnitedHealthcare Medi-Cal Transition Frequently Asked Questions.

### How do I change health plans?

Call Health Care Options at 1-800-430-4263, TTY 1-800-430-7077, 8:00 a.m. – 6:00 p.m. PST, Monday – Friday, or visit [www.healthcareoptions.dhcs.ca.gov](http://www.healthcareoptions.dhcs.ca.gov) to change plans. Remember, you will need to choose a new health plan by December 23, 2022. If you don't choose a plan, the state will pick a San Diego County managed care plan for you.

### What are my plan options?

For more information on what your options are as a San Diego member, call Health Care Options at 1-800-430-4263, TTY 1-800-430-7077, 8:00 a.m. – 6:00 p.m. PST, Monday – Friday, or visit [www.healthcareoptions.dhcs.ca.gov](http://www.healthcareoptions.dhcs.ca.gov).

### What if I have appointments scheduled on or after January 1, 2023?

Please work with your current doctor to coordinate your appointments with your new plan.

### Can I keep my current doctor?

Call your doctor to find out what other plans they work with. Health Care Options can also help you find a new plan that includes your doctor.

### What if I have problems getting an appointment with my doctor before January 1, 2023?

Call us toll-free at **1-866-270-5785**, TTY **711**, 7:00 a.m. – 7:00 p.m. PST, Monday – Friday if you have any problems making an appointment or are unable to get one before January 1, 2023, we'll work with you and your doctor to schedule an appointment before your UnitedHealthcare plan ends.

### Can I fill my prescriptions at the same pharmacy?

This change has no impact to your pharmacy benefit, you may continue to fill your prescriptions at your current pharmacy through your Medi-Cal Rx benefit.

### Can I still get rides to my doctor appointments?

Yes, you can get rides to your UnitedHealthcare appointments through December 31, 2022. To schedule a ride to an appointment on or before December 31, 2022, call us toll-free at **1-844-772-6623**, 7:00 a.m. – 7:00 p.m. PST, Monday – Friday.

Starting January 1, 2023, your UnitedHealthcare Community Plan transportation services will end. Health Care Options can help you find a new plan and tell you how you can get rides to your appointments.

### What if I have an approved authorization for a service?



If you have an approved authorization for a service, it carries over to your new health plan until your new health plan completes a new assessment. A new assessment is considered complete by the new health plan when your new provider completes a new treatment plan for you. To ensure your service is not delayed, call your new health plan and let them know if you have an approved authorization for the service.

### What if I get a bill?

If you get a bill for a service you received as a UnitedHealthcare Community Plan member, call us toll-free at **1-866-270-5785**, TTY **711**, 7:00 a.m. – 7:00 p.m. PST, Monday – Friday. We'll let you know if you need to pay the bill or send it to us. You may have to pay the bill if you get care without our authorization from out-of-network doctors.

If you get a bill for a service you received with your new health plan, contact your new health plan to find out if you need to pay the bill or not.

### What is UnitedHealthcare doing to help me transition to a new plan?

We're committed to making this transition as easy as possible for you. We'll work with you, your doctors, and your new health plan to make sure you continue to get the care you need.

You can expect us to:

- Continue to provide your medical, pharmacy, and transportation benefits while you're enrolled with our plan through December 31, 2022.
- Work with the California Department of Health Care Services (DHCS) to make sure they have important information about your open authorizations. DHCS will share that information with your new plan.
- Make sure your doctor understands the Continuity of Care (COC) process required for all Medi-Cal managed care plans. The COC process helps make sure you get the care you need during a transition. You can request a COC if you have visited your doctor within the last 12 months.

### I still have questions or concerns about this transition, where can I get help?

- We're here to help you through this change. Call us toll-free at **1-866-270-5785**, TTY **711**, 7:00 a.m. – 7:00 p.m. PST, Monday – Friday.
- Your doctor can help you review your options and pick a plan that's best for you.
- Health Care Options can also help you review your options and pick a plan. Call them at 1-800-430-4263, TTY 1-800-430-7077, 8:00 a.m. – 6:00 p.m. PST, Monday – Friday, or visit [www.healthcareoptions.dhcs.ca.gov](http://www.healthcareoptions.dhcs.ca.gov).
- The California DHCS can help you address your concerns, complaints, or grievances outside the formal appeal process.
  - Call the DHCS Medi-Cal Managed Care Office of the Ombudsman toll-free at 1-888-452-8609, 8:00 a.m. – 5:00 p.m. PST, Monday – Friday. You can also email them at [MMCDOmbudsmanOffice@dhcs.ca.gov](mailto:MMCDOmbudsmanOffice@dhcs.ca.gov).