

Medical Services Initiative

MSI



Patient 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 in receiving 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. If you are not satisfied with your medical home, you will be permitted to change it once every 30 days as described later in this handbook.

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 19 of this Handbook.

Important Telephone Numbers

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

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 a legal permanent resident or citizen of the United States.
- Are an Orange County resident.
- Are between the ages of 21 and 64.
- Meet current Federal Poverty Guidelines for income (200% or less).
- Cannot pay for the medical care you need.
- Complete an MSI application.
- Are not eligible for Medi-Cal.
- An Urgent or Emergent condition is no longer needed to apply (space may be limited to a certain number of patients).

Call the Social Services MSI Eligibility Information Line at (714) 480-6333 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 (714) 480-6333. 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 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 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 (714) 480-6333. 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 provide treating and/or prescribing physicians and/or entities 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 not covered through the MSI program.

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.
- Routine eye and hearing exams.

Note: Some services are not prior-approved and are subject to review after the service is received. See page 24 for information about the billing process and how to appeal a denial of payment.

Medical Services Not Covered

- Services provided at non-contracted facilities and by non-registered providers.
- Medical services rendered outside of Orange County.
- Diagnostic and other medical procedures (for example: laboratory work, physical therapy, MRI, x-rays) rendered at non-contracted facilities.
- 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.
- Routine or restorative dental care (within community clinics OK).
- 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 28-29 of this handbook for information about these services).

Service Locations

Physician care may be obtained from any physician in Orange County who accepts MSI eligible persons. These services are rendered in private physician offices and in community clinics. See page 16 of this Handbook for a list of clinics. **Private physician offices are too extensive to list within this handbook and are updated daily through our online eligibility system. You may contact our Patient Education or Patient Relations Departments (page 3) to see if your physician is within our network.**

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 20 for information about medical homes.

All outpatient medical services must be ordered by your physician and provided at facilities that have signed MSI contracts. Refer to page 19 for additional information about outpatient services.

A list of Contracted Hospitals follows:

HOSPITALS

ANAHEIM

Anaheim General Hospital

3350 W. Ball Road
(714) 220-4514

Anaheim Memorial

Medical Center

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

Kaiser Permanente

411 N. Lakeview Avenue
(714) 279-4072

West Anaheim

Medical Center

3033 W. Orange Avenue
(714) 827-3000 ext. 7346

Western Medical

Center–Anaheim

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

FOUNTAIN VALLEY

Fountain Valley Regional Hospital Medical Center

17100 Euclid Street
(714) 966-3316

Orange Coast Memorial

Medical Center

9920 Talbert Avenue
(714) 378-7588

FULLERTON

St. Jude Medical Center

101 E. Valencia Mesa Drive
(714) 992-3000 ext. 3341

GARDEN GROVE

Garden Grove Hospital and Medical Center

12601 Garden Grove
Boulevard
(714) 741-2713

HUNTINGTON BEACH

Huntington Beach Hospital & Medical Center

17772 Beach Boulevard
(714) 842-1473

IRVINE

Irvine Medical Center

16200 Sand Canyon Avenue
(949) 753-2173

**Kaiser Permanente Orange
County–Irvine Medical
Center**

6640 Alton Parkway
Irvine, CA 92618
(949) 932-5000

LA PALMA

**La Palma Intercommunity
Hospital**

7901 Walker Street
(714) 670-6091

LAGUNA HILLS

**Saddleback Memorial
Medical Center**

24451 Health Center Drive
(949) 452-3177

LOS ALAMITOS

Los Alamitos Medical Center

3751 Katella Avenue
(562) 799-3116

MISSION VIEJO

**Mission Hospital and
Regional Medical Center**

27700 Medical Center Road
(949) 365-2116

NEWPORT BEACH

**Hoag Memorial Hospital
Presbyterian Hospital**

1 Hoag Drive
(949) 764-8271

ORANGE

Chapman Medical Center

2601 E. Chapman Avenue
(714) 633-0011 ext. 1119

St. Joseph Hospital

1100 W. Stewart Drive
(714) 771-8107

UCI Medical Center

101 The City Drive South
ER Registration
(714) 456-5703
Clinic Registration
(714) 456-6401
Customer Service
(714) 456-6324

PLACENTIA

Placentia Linda Hospital

1301 Rose Drive
(714) 524-4257

SAN CLEMENTE

**Saddleback Memorial
Medical Center at
San Clemente Campus**

654 Camino De Los Mares
(949) 496-1122 ext. 4960

Contracted Hospitals cont.

SANTA ANA

Coastal Communities

Hospital

2701 S. Bristol Street
(714) 754-5454

Western Medical Center–

Santa Ana

1001 N. Tustin Avenue
(714) 953-3409

SOUTH LAGUNA

South Coast Medical Center

31872 Coast Highway
(949) 499-7166

TUSTIN

**Tustin Hospital
& Medical Center**

14662 Newport Avenue
(714) 669-2049

A list of Contracted Community Clinics follows:

***Asian Health Center**

5015 K-L West Edinger
Santa Ana
(714) 418-2040

Camino Health Centers

30300 Camino Capistrano
San Juan Capistrano
(949) 240-2272

Clinica Medica de Ella

2223 W. 1st Street
Santa Ana
(714) 973-9218

El Modena Health Center

4010 E. Chapman Avenue
Orange
(714) 532-6222

Gary Center

341 Hillcrest
La Habra
(562) 691-3263
(Dental services only)

***Huntington Beach
Community Clinic**

8041 Newman Avenue
Huntington Beach
(714) 847-4222

Hurt Family Medical Clinic

One Hope Drive
Tustin
(714) 247-0300

***La Amistad Family
Health Center**

353 S. Main
Orange
Medical
(714) 771-8006
Dental
(714) 771-8005

**Laguna Beach
Community Clinic**

362 Third Street
Laguna Beach
(949) 494-0761

***Nhan Hoa Comprehensive
Health Care Clinic**

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

***Share Our Selves**

1550 Superior Avenue
Costa Mesa
(949) 650-0640
Emergency
(949) 642-3451

***St. Jude Neighborhood
Health Center**

731 S. Highland Avenue
Fullerton
(714) 446-5100
Dental
(714) 446-5245

Sierra Health Center

501 S. Brookhurst
Fullerton
(714) 870-0717

**UCI Family Health Center–
Anaheim**

300 W. Carl Karcher Way
Anaheim
(714) 456-7002

****UCI Family Health
Center–Santa Ana**

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

* Dental Services available

** Dental Services available for UCI clinic patients.

MINUTE CLINICS

The MSI Program has joined forces with MinuteClinic to provide greater access to primary and preventive services. 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 MinuteClinic—located in CVS pharmacies—will not serve as Medical Homes but rather as after hours and/or weekend sites; no appointment is necessary. A current list of MinuteClinic sites to serve you are as follows:

1. CVS – Aliso Viejo – 26981 Aliso Creek Road, Aliso Viejo 92656
2. CVS – Anaheim – 1600 W. Katella Avenue, Anaheim 92802
3. CVS – Anaheim – 2011 E. La Palma Avenue, Anaheim 92806
4. CVS – Buena Park – 8850 Valley View Street, Buena Park 90620
5. CVS – Costa Mesa – 1150 Baker Street, Costa Mesa 92626
6. CVS – Foothill Ranch – 26686 Portola Pkwy., Foothill Ranch 92610
7. CVS – Huntington Beach – 19121 Beach Blvd., Huntington Beach 92648
8. CVS – Irvine – 14330 Culver Drive, Irvine 92604
9. CVS – Irvine – 3981 Irvine Blvd., Irvine 92602
10. CVS – Ladera Ranch – 27702 Crown Valley Pkwy., Suite I, Ladera Ranch 92694
11. CVS – Laguna Beach – 30842 S. Pacific Cost Highway, Laguna Beach 92651
12. CVS – Mission Viejo – 26851 Trabuco Road, Mission Viejo 92691
13. CVS – Mission Viejo – 25272 Marguerite Pkwy., Mission Viejo 92692
14. CVS – Orange – 1535 East Katella Avenue, Orange 92867
15. CVS – Orange – 4040 E. Chapman Avenue, Orange 92668
16. CVS – San Clemente – 638 Camino De Los Mares, San Clemente 92673
17. CVS – Santa Ana – 3911 S. Bristol Street, Santa Ana 92704
18. CVS – Seal Beach – 921 Pacific Coast Highway, Seal Beach 90740
19. CVS – Trabuco Canyon – 21572 Plano Trabuco Road, Trabuco Canyon 92679
20. CVS – Tustin – 671 E. 1st Street, Tustin 92870
21. CVS – Yorba Linda – 18080 Imperial Highway, Yorba Linda 92886

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.

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)

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 150 General Practice physicians throughout the County, is to provide improved access to primary and preventive services to MSI eligible patients. These PCP's are in addition to the contracted community clinics located on page 16 of this handbook. MSI eligibles have 30 days to select a PCP from this expanded list or from one of our contracted community clinics by contacting our Patient Education or Patient Relations Departments (page 3). If you do not select a PCP the MSI program will select one for you. You may change your PCP once every 30 days (or sooner with proper cause). MSI program staff determine if the request for a new PCP meets Program guidelines.

If you do not have a PCP or need to change your current PCP, you must call the Patient Education Department (PED) or the MSI Patient Relations Office to request another physician or clinic. These numbers are listed on page 3 of this Patient Handbook. You may be charged a \$5 copay if you use a PCP other than your designated one.

The MSI program will send you a Member Identification Card with your name, unique MSI member ID number, information about co-payments, and important phone numbers and websites. 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 one of these documents when you receive medical services.

How to Acquire a Specialist and Other Specialized Services

The nurse Utilization Management Department (UMD), often referred to as the 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 seventy-two (72) hours – on regular working days – for the UMD 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 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 for identifying and investigating 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 and must be provided at an MSI contracted facility. A list of contracted facilities are listed on pages 14-17.

Note: Your health care practitioner may need to obtain authorization for some outpatient services.

Laboratory services: Blood and urine analyses are provided through Quest Diagnostics (formerly known as Uni-Lab). 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

Where Do I Get My Prescriptions Filled?

Medications must be obtained at RxAmerica participating pharmacies. Ask your local pharmacy if it is an RxAmerica participant. Examples of RxAmerica 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.

Drug Authorization

In special circumstances, the MSI program's Medical Review Committee (MRC) **may** approve a medication that is not on the MSI drug formulary.

An MSI Drug Authorization form must be completed by your physician and pharmacist indicating the justification for the medication. The MSI Drug Authorization form is available at RxAmerica participating pharmacies. The form is also available from MSI Program Support Staff at (714) 834-6248. A separate MSI Drug Authorization form is required for each medication requested.

The pharmacy completes their portion of the form and faxes a copy to your physician who writes medical justification for the requested medication. The physician faxes the form to the MSI program's MRC. The MRC meets once a month and considers all Drug Authorization requests on a case-by-case basis. The MRC's decisions are final. The pharmacy and prescribing physician are notified of the MRC's decision.

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.

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 service or from the date you are mailed your NOA, whichever is later, to bill the MSI program. 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. 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?

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 have submitted, 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. 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

Mission Viejo

23228 Madero
(949) 454-3940

Costa Mesa

3115 Redhill Avenue
(714) 850-8463

Santa Ana

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

Fullerton

211 W. Commonwealth Avenue
(714) 447-7000

Westminster

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

Outpatient Alcohol and Drug Abuse Services

Aliso Viejo

5 Mareblu, #100
(949) 643-6930

Santa Ana

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

Anaheim

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

Santa Ana

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

Costa Mesa

3115 Redhill Avenue
(714) 850-8431

Westminster

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

Fullerton

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

