



A Public Agency

OneCare (HMO SNP)
CalOptima
Better. Together.

New Member Orientation 2022

Our Mission

To provide members with access to quality health care services delivered in a cost-effective and compassionate manner

What Is OneCare?

- OneCare is a Medicare Advantage Special Needs Plan that manages your Medicare, Medi-Cal and drug benefits in a managed care setting
- OneCare provides coverage for your Medicare, Medi-Cal and pharmacy benefits
- OneCare also provides other supplemental benefits that are not covered by Medicare

Who Is Eligible for OneCare?

- Medicare and Medi-Cal recipients who:
 - Are eligible for Medicare Parts A, B and D
 - Have full scope Medi-Cal (No Share of Cost)
 - Live in Orange County
 - Are not eligible for CalOptima's OneCare Connect Plan

OneCare Services

- Customer Service:
 - Helps you access and understand your benefits
 - Helps you get your medicine
 - Tells you about community resources
- Your primary care provider (PCP) and health network:
 - Provide or arrange routine and specialty care
 - Provide one-on-one case management
 - Request and authorize specialty care or services



OneCare Identification Card

 <p>OneCare (HMO SNP) CalOptima A Public Agency Better. Together.</p>	<p>MedicareRx Prescription Drug Coverage</p>	<p>Customer Service: 1-877-412-2734 TTY: 711 Website: www.caloptima.org/OneCare Behavioral Health: 1-855-877-3885 24-Hour Nurse Advice: 1-844-447-8441 Pharmacy Assistance: 1-877-412-2734 Non-Medical Transportation: 1-866-612-1256</p>
<p>Member Name: <Cardholder Name> Member ID: <Cardholder ID#> Health Plan (80840): 7174526385 Date of Birth: <Member DOB> Effective Date: <Date Card Issued> PCP Name: <PCP Name> PCP Phone: <PCP Phone> Health Network: <HN Name> Health Network Phone: <HN Phone></p>	<p>RxBIN: 015574 RxPCN: ASPROD1 RxGroup: CAT04</p>	<p>Send Claims to: Medical: OneCare PO Box 11065 Orange, CA 92856 Pharmacy: MedImpact Health Care Systems PO Box 509108 San Diego, CA 92150-9108</p>
	<p>H5433-001</p>	<p>Claim Inquiry Medical: 1-714-246-8885 Pharmacy Help Desk: 1-800-819-5532</p>

Lost Your Card?

Call OneCare

Toll-free: **1-877-412-2734** (TTY 711)

24 hours a day, 7 days a week

If You Lose Your Medi-Cal Eligibility

- If you lose Medi-Cal eligibility or do not meet your Medi-Cal Share of Cost, you will no longer be eligible for OneCare
- If this happens, OneCare will send you a letter saying your enrollment will end in 6 months unless you regain Medi-Cal eligibility
- During the 6-month time period:
 - You will **not** have Medi-Cal benefits
 - You may choose to disenroll from OneCare
- After 5 months without full Medi-Cal eligibility, you will get a final disenrollment letter from us explaining your options

Your Primary Care Provider (PCP)

- Provides care for illness, routine exams and preventive care at \$0 co-pay
- Requests authorization for durable medical equipment (DME), such as wheelchairs, walkers, etc.
- Requests authorization for supplies, such as diapers, catheters, skin care cream, etc.



Your Primary Care Provider (cont.)

- You should schedule your 1st visit with your PCP within 90 days of enrollment
- PCP refers and submits authorizations for:
 - Specialty care
 - Special services
 - Medicines
- Call OneCare to change your PCP or health network
- You can change your PCP or health network monthly



Online Access at www.caloptima.org



- CalOptima's website makes it easier for you to find what you need on any device
- It also has a secure online member portal so you can:
 - Update your personal information
 - Request a new ID card
 - Print a copy of your ID card
 - Change your health network or PCP

Prior Authorization

- Prior authorization is required for certain services from the health network or OneCare
- Responses for routine referrals will be received within 14 calendar days
- Responses for urgent referrals will be received within 72 hours

Medicines



- Use your Provider Directory, check online or call Customer Service to find a contracted pharmacy
- Show your OneCare ID card at the pharmacy
- Co-pays: Generic and brand-name prescription and refills:
 - \$0 until drug costs reach \$4,430, then co-pays:
 - For generic will be \$0
 - For brand-name will be \$0 to \$9.85
 - When total out-of-pocket costs reach \$7,050, you will pay \$0 co-pay for the remainder of the calendar year
 - Co-pays will depend on your Low-Income Cost Sharing Level
 - Only 1 co-pay for up to a 90-day supply of maintenance drugs

Medicines (cont.)

- Prior authorization, step therapy, quantity limits
- In some cases, you can get a temporary supply during the first 90 days of your membership in OneCare
- Excluded drugs:
 - Non-prescription or some over-the-counter (OTC) drugs
 - Drugs used to promote fertility
 - Drugs used for cosmetic purposes or to promote hair growth
 - Drugs used for the treatment of sexual or erectile dysfunction

Medical Supplies

- Prescription required from your doctor
- Must be filled at a OneCare-contracted pharmacy or medical supplier
- Call OneCare Customer Service to coordinate with your doctor and the pharmacist or medical supplier to get your supplies



Behavioral Health Services

- Behavioral Health at 1-855-877-3885 (TTY 711)
 - \$0 co-payment for Medicare-covered inpatient mental health care services
 - \$0 co-payment for Medicare-covered outpatient mental health care



Emergency and Urgent Care Services

- If you have a life-threatening or disabling illness or injury:
 - Call 911 or go to the nearest emergency room
 - Make sure you show your OneCare ID card
- You may use urgent care for non-life-threatening emergencies if your doctor is not available
 - Use an urgent care that is with your health network
- Call the Nurse Advice Phone Line 24 hours a day, 7 days a week
 - Call: 1-844-447-8441 (TTY 1-844-514-3774)
 - No cost interpreter services
 - If you need health advice, call your doctor or health network first

Emergency and Urgent Care Services (cont.)

- If you are outside of Orange County and need medicine, use a chain pharmacy to fill prescriptions
- If you need emergency, urgent care and emergency transportation outside of the U.S., OneCare will reimburse you up to \$100,000 per year

Non-Emergency Medical Transportation

- Ambulance and wheelchair van services available for medical visits
- Available when physical condition makes travel by public or private transportation impossible
- For this type of transportation, please call OneCare Customer Service at least 5 days before your visit



Transportation Benefits

- Unlimited transportation to plan-approved locations for the following:
 - Medically necessary covered services
 - Picking up drug prescriptions
 - Picking up medical supplies and other medically necessary covered equipment
 - Trips to and from the gym as the health club membership is offered as a supplemental benefit
- Toll-free number: **1-866-612-1256 (TTY 711)**
 - Call to schedule 8 a.m. to 8 p.m., Monday through Friday
 - Schedule your transportation at least 2 business days before your visit

Health and Fitness

- The Exercise and Healthy Aging Program benefit is offered at \$0 cost
- Choose any contracted fitness center and the Home Fitness program
 - National network of 14,000+ fitness centers, including 24 Hour Fitness, L.A. Fitness, Curves and Gold's Gym
 - The Home Fitness program offers more than 30 unique options, including a Fitbit Connected kit
 - You can receive up to 1 home kit per benefit year
- Ways to enroll:
 - Go to www.silverandfit.com
 - Call Silver&Fit toll-free at 1-877-427-4788 (TTY **711**) Monday through Friday, 5 a.m. to 6 p.m.
- Talk to your doctor before you start or change your exercise routine

Over-the-Counter (OTC) Allowance

- \$0 cost to you
- \$70 benefit allowance per quarter (every 3 months) to buy products and supplies
- You should have received an OTC mail order catalog with details on the items you can buy and how to order
- You can use this benefit to order non-prescription items, such as cold and cough medicines, bandages and other products listed in the OTC mail order catalog

OTC Allowance (cont.)

- Items will be shipped directly to your home
- The benefit becomes valid on the first day of each quarter (January, April, July and October)
- Any remaining balance does not carry over
- To place your order, call 1-855-299-5410 (TTY **711**)

Supplemental Vision Benefit

- Vision services offered through Vision Service Plan (VSP)
- Use your Provider Directory or check online to find participating VSP optometrists
- Or call VSP toll-free at 1-800-877-7195 (TTY 711), 24 hours a day, 7 days a week
- Identify yourself as a OneCare member
- 1 routine eye exam every year
- Up to \$300 for contact lenses or eyeglasses (frames and lenses) every 2 years

Dental Services Through Medi-Cal Dental

- To get dental services, contact Medi-Cal Dental
 - 1-800-322-6384 (TTY 1-800-735-2922)
Monday–Friday, 8 a.m. to 5 p.m.
 - <https://dental.dhcs.ca.gov/find-a-dentist/home>



Translation and Interpreter Services

- Translation and interpreter services are available at no cost to you
- Translated plan documents are available in Spanish and Vietnamese at no cost to you
- Telephonic and face-to-face interpreter services are available in all languages, including American Sign Language
 - To schedule face-to-face interpreter services, call your health network at least 1 week before your scheduled visit

If You Receive a Bill...

- OneCare members are NOT responsible for outstanding balances for covered services
- If you received a bill, call OneCare for assistance:
 - Toll-free: **1-877-412-2734 (TTY 711)**
24 hours a day, 7 days a week

Filing a Compliant

Contact Us

Call: **1-877-412-2734 (TTY 711)**
24 hours a day, 7 days a week

Write to: CalOptima Grievance and Appeals
505 City Parkway West
Orange, CA 92868

Website: **www.caloptima.org/onecare**

Changing Your Contact Information

Immediately notify:

- 1. OC Social Services Agency:**
1-800-281-9799 (TTY 711)
8 a.m. to 5 p.m., Monday through Friday
- 2. Social Security Administration:**
1-800-772-1213 (TTY 1-800-325-0778)
8 a.m. to 7 p.m., Monday through Friday
- 3. OneCare:**
1-877-412-2734 (TTY 711)
24 hours a day, 7 days a week



CalOptima Fraud Hotline

- Anonymous
- You do not have to give your name to report fraudulent activity
- Call toll-free at **1-877-837-4417** (TTY 711) 24 hours a day, 7 days a week

Questions?

Disclaimer

OneCare (HMO SNP) is a Medicare Advantage Organization with a Medicare contract. Enrollment in OneCare depends on contract renewal. OneCare complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

This information is not a complete description of benefits. Call Customer Service at **1-877-412-2734 (TTY 711)** for more information.

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call **1-877-412-2734 (TTY 711)**.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-877-412-2734 (TTY 711)**.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-877-412-2734 (TTY 711)**.