

Moving with Medi-Cal: A Guide to Inter-County Transfers

Presented by Homebase and Western Center on Law & Poverty

March 19th @2pm

Webinar Tips

- This meeting will be recorded, and all webinar materials will be posted on Homebase website
- Use the Q&A feature to ask questions or provide comment throughout the webinar
- All attendees are muted, feel free to raise your hand if you want to come off mute

Introductions



- Mission to build community capacity to end and prevent homelessness
- Working at the intersection of health care, housing, and homelessness



- Fights in courts, cities, counties, and in the Capitol to secure housing, health care, and a strong safety net for Californians with low incomes.
- Vision: End systemic racism. End poverty. Ensure justice for all. Everyone thrives.

Agenda

Welcome and Level Setting

Overview of the Guide on Medi-Cal
Inter-County Transfers

- Part 1: Report a Move
- Part 2: Enroll in a New Health Plan

Q&A

Background

Homebase and Western Center have just released **“Moving With Medi-Cal: A Guide to Inter-County Transfers”**

- Visit www.homebaseccc.org/medicaid-renewals
- Supported by the California Health Care Foundation

Thank you to all who shared feedback about transfers at Homebase’s Medi-Cal Renewal Office Hours!



What is a Medi-Cal Inter-County Transfer?

- Medi-Cal is CA's statewide Medicaid program, but 58 counties separately administer the program
- Whenever a member moves to a new county and wants to keep their Medi-Cal, they need to request an **'inter-county transfer'**
 - **Don't reapply for Medi-Cal!**
- Roughly a 2-month process

Concerns We Have Heard

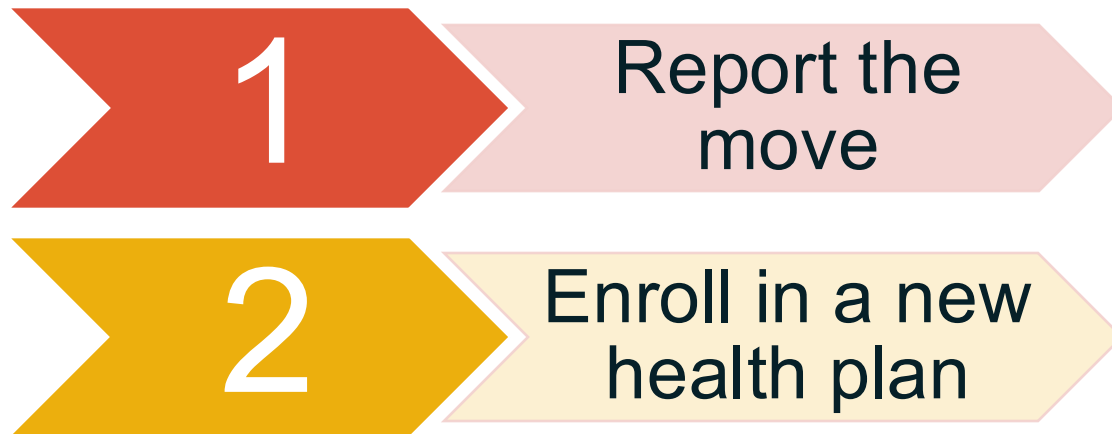
Medi-Cal inter-county transfers are challenging to navigate:

- Unclear where and when to request a transfer
- Feeling stuck if transfer goes unprocessed
- Complications with transfers impact a member's access to vital health care

Certain populations, like people experiencing homelessness, face challenges with inter-county transfer more often

A Two-Step Process

There are two key steps in the inter-county transfer process:



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Report a Move

When reporting a move:

- Report a move within ten days
- How to request an inter-county transfer depends on how somebody gets their Medi-Cal:
 - Along w/ Supplemental Security Income (SSI)
 - Separate from SSI (everyone else)

Note: Do not request an inter-county transfer from a Medi-Cal health plan

For SSI Recipients

How to confirm member receives SSI?

- Visit a local Social Security office
- Call Social Security at 1-800-772-1213 (TTY 1-800-325-0778)

If someone receives Medi-Cal through SSI:

- Report the move to Social Security by **visiting a local office** or by phone
- Social Security will update Medi-Cal with the new address of residence

Unsure if the address change was made in Medi-Cal? Contact the Medi-Cal office in the new county and ask to speak with the “**MEDS Coordinator**” who can go into the computer systems and make sure that Medi-Cal has been updated with the new address.

Marta: SSI Inter-County Transfer

Context:

Marta receives SSI and moved to Fresno County from LA County. When she went to a Fresno doctor for a check-up, she was told that her Medi-Cal eligibility showed she was still in LA County

Steps Taken:

- Because she has SSI, Marta immediately requested a transfer change in-person at the local Fresno Social Security office.
- She waited 2 weeks and called her doctor to reschedule her appointment but was told that the Medi-Cal transfer to Fresno County was still incomplete.
- Marta contacted Fresno Medi-Cal office's "MEDS Coordinator" to make sure that her Medi-Cal eligibility was changed to Fresno County.

For All Other Members

People without SSI should report their move to a county Medi-Cal office:

- Report the move to **either the old or new county of residence**

How to contact county Medi-Cal office?

- Visit, call or mail a change of address to the county office
- Update address online at [BenefitsCal.com](https://www.BenefitsCal.com) or [CoveredCA.com](https://www.CoveredCA.com)

For All Other Members

People without SSI should report their move to a county Medi-Cal office:

- Counties have 7 working days to communicate to the old/new county that a transfer has been requested
- **BUT** - it can take up to 2 months before a transfer is completed

Deadline for counties to complete a transfer is 30 calendar days + until the 1st day of the following month

- *Transfer started on April 15th → Deadline = June 1st*

Jesse: Non-SSI Inter-County Transfer

Context:

On November 2nd, Medi-Cal member Jesse tells Ventura County about his upcoming move to Kern County scheduled for December 6th.

Steps Taken:

- Ventura County has 7 business days (until November 14th) to start the transfer process and send Jesse's case to Kern County.
- Then, Kern County has 30 calendar days, until December 14th, plus until the 1st day of the next month to complete the Medi-Cal transfer.
- Jesse may have to wait until the 1st day of the following month (January 1st), before his Medi-Cal case is updated to show that he is now in Kern County.

***Note:** If Jesse needs the transfer to be processed faster, he should request an expedited transfer from the county Medi-Cal office.

Request an Expedited Transfer (If Needed)

If an **immediate medical need** exists, request an expedited transfer

- An immediate medical need might include an upcoming appointment, scheduled treatment, reordering medication
- Call/visit the county Medi-Cal office and provide details about the medical need
 1. What the member's medical condition is and their need for care
 2. When care is needed or scheduled
 3. Why member needs the care on time

What to Do if Transfer Is Unprocessed?

If the transfer is not completed within 2 months:

- **For SSI recipients:** contact the Social Security office and Medi-Cal office to confirm new address in system. If that doesn't work, email NonMAGInbox@dhcs.ca.gov to resolve
- **For all others:** Email DHCS at Medi-CalNow@dhcs.ca.gov with case details to resolve

Still Stuck? Seek support from the Health Consumer Alliance (1-888-804-3536)

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Enroll in New Health Plan:

During the transfer process, members must consider two options:

1. Keep their current Medi-Cal Health Plan
2. Disenroll from Medi-Cal Health Plan

Once a member's transfer is complete, they can enroll in a new health plan in their new county:

- Likely 2+ plans to choose from
- Enrollment will be automatic if member does not make a selection

Option 1: Keep Current Medi-Cal Health Plan

Members can opt to keep their current Medi-Cal Health Plan until their transfer is complete

- **Preferred** for members who want to travel back to old county to continue seeing existing providers
- **How:** Tell the county Medi-Cal office of preference to keep Medi-Cal Health Plan enrollment

Henry: Continuing Community Supports

Context:

Henry is living in an emergency shelter in Stanislaus County. His Medi-Cal health plan approved him for Community Supports housing navigation services, which he is receiving from a local housing provider. Henry receives a job offer in Yolo County and moves there to live with a friend

Steps Taken:

- Henry initiated an inter-county transfer but decided to stay on his current health plan before the transfer was processed.
- Henry was able to continue his housing navigation services with the provider in Stanislaus while the transfer processed.

***Note:** If Henry immediately disenrolled from his health plan and got fee-for-service Medi-Cal while waiting on his transfer, he would have lost his housing navigation services.

Option 2: Disenroll Immediately

Members can opt to immediately disenroll from their current Medi-Cal Health Plan before their transfer is complete

- **Preferred** for members who need access to care in their new county and can go without services offered only by a health plan (e.g., CalAIM Community Supports)
- **How:** Request immediate disenrollment from county Medi-Cal office or Medi-Cal Managed Care Ombudsman (1-888-452-8609)

Note: Disenrolled members will be placed on “fee-for-service” Medi-Cal

Laura: Disenrolling from Health Plan

Context:

Laura, who receives SSI, reported her address change from LA County to Orange County to her local Social Security office. She could not return to LA County to see her endocrinologist, so she opted to disenroll from her current health plan during the transfer process.

Steps Taken:

- She called the Medi-Cal Managed Care Ombudsman to explain her need to see an endocrinologist regularly during the transfer waiting period. They disenrolled her from her old health plan w/in 2 business days.
- When she got her meds in Orange County, the system still showed her enrolled in LA County. The pharmacy dispensed the meds because she still had active Medi-Cal coverage.
- She contacted the “MEDS Coordinator” in Orange County’s Medi-Cal office to ensure her eligibility showed Orange County so she could enroll in a new Medi-Cal health plan right away.

Selecting a New Plan

After a transfer is complete, members can select their new health plan:

- A "choice packet" with plan options is mailed to the member's new address
- Members can select a plan in their new county by 1) mailing back the completed choice form or 2) contacting Medi-Cal Health Care Options online or by phone (1-800-430-4263)

Note: Some communities have a County-Organized Health System (COHS) with only 1 local plan that members are auto-enrolled in.



Medi-Cal

Mail form back to:

California Department of Health Care Services, P.O. Box 989009 • W. Sacramento, CA 95798-9850

Medi-Cal Choice Form**Highly Confidential**

Use this form to join or change plans. For help, call 1-800-430-4263.

Please print. Fill in the ovals ● to indicate your choice.

1) Head of Household Name (First Name) _____ 2) Last Name _____

3) Home Address (House Number, Street Name, Apartment Number) _____

4) City _____ 5) Zip Code _____ 6) Area Code & Phone Number _____

7) E-mail Address _____

Choose a plan and a plan partner from the list below. See the provider directory for Doctor/Clinic Codes.

8) Applicant's Name (First Name) _____ 9) Last Name _____

10) Sex ☐ Male ☐ Female 11) Due Date (If Pregnant) _____ 12) Birth Year _____ 13) Social Security Number _____

14) I wish to JOIN or change my plan to: (please select reason for change on the back of the form)

- ☐ 352 Health Net Comm Solutions ☐ 304 L.A. Care Health Plan
- ☐ HN Health Net Comm Solutions ☐ BC Anthem Blue Cross Partnrshp
- ☐ MO Molina Healthcare Partner ☐ BL Blue Shield Promise
- ☐ 000 Regular Medi-Cal (FFS) ☐ LA L.A. Care Health Plan

15) Doctor/Clinic Code _____ Internal Use _____

16) Kaiser Permanente Health Plan: You may qualify for Kaiser Permanente (see instructions). If you want to enroll in Kaiser Permanente, fill out this option in **addition to section 14**. If you do not qualify for Kaiser Permanente, you will get your care through the plan selected in Section 14.

☐ 368 Kaiser Permanente

17) Program of All-Inclusive Care for the Elderly (PACE): You may qualify for PACE (see instructions). If you want to enroll in a PACE plan, fill out this option in **addition to section 14**. If you do not qualify for PACE, you will get your care through the plan selected in Section 14.

- ☐ 060 Brandman Cent for Sen Care ☐ 074 Pacific PACE
- ☐ 010 myPlace Health ☐ 028 Chinatown Service Center
- ☐ 076 LA Coast PACE ☐ 086 Seen Health
- ☐ 044 Asian Heritage PACE ☐ 085 High Desert PACE
- ☐ 052 AltaMed PACE
- ☐ 047 ConcertoHealth PACE of LA

Choice Statement: I/We have made written choice to receive Medi-Cal benefits through the plans as I/we have indicated on this form. I/We have read and understand the conditions of this agreement on **both sides**. I/We understand that in order to change my/our current Medi-Cal plan, I/we must complete this form.



Head of Household or Authorized Representative Signature _____ Date _____

Regina: Accessing Continuity of Care

Context:

Regina is from San Mateo County and worked with a diabetes specialist there. After starting services with the specialist, she enrolled in San José City College and moved to Santa Clara County. She requested an inter-county transfer and two months later picked a new health plan in Santa Clara County, but she did not want to stop seeing her diabetes specialist who was now out-of-network.

Steps Taken:

- Regina asked her new health plan for continuity of care to see her specialist out-of-network.
- Since she was actively in treatment and the out-of-network provider was willing to contract and abide by the new health plan's requirements, she was authorized to continue her sessions with her San Mateo provider for 12 months.

Request an Expedited Health Plan Enrollment (If Needed)

Health Plan Enrollment is not immediate! For at least one month between the transfer and new health plan enrollment, members will be placed on “fee-for-service” Medi-Cal.

To enroll request an expedited Health Plan enrollment:

- Call/visit the county Medi-Cal office, or contact the Medi-Cal Managed Care Ombudsman (1-888-452-8609)

What to Do If Health Plan Enrollment is Delayed?

If no progress has been made on new health plan enrollment:

- Call the Medi-Cal Managed Care Ombudsman (1-888-452-8609) → confirm disenrollment from the old plan and request immediate enrollment in the new plan

Still Stuck? Seek support from the Health Consumer Alliance (1-888-804-3536)

Questions?

Inter-County Transfer Checklist

Step 1: Report Move

Determine if Medi-Cal is linked to SSI

Report the move within 10 days to the county Medi-Cal office or Social Security (if coverage linked to SSI)

Request an expedited transfer if necessary

Step 2: Enroll in New Health Plan

Decide when to disenroll from current health plan

Select a new health plan in new county

Request an expedited enrollment if necessary

Thank You!

- **Contact** Medi-Cal@homebaseccc.org if you have further questions
- **Share** our guide with your networks—visit www.homebaseccc.org/medicaid-renewals

