



Update to the 2023 Central California Alliance for Health Medi-Cal Health Plan Member Handbook/Evidence of Coverage

This is a notice about some changes to your Medi-Cal Health Plan Handbook/Evidence of Coverage. Please keep this information for your reference.

What Has Changed?

Starting March 1, 2023, your Central California Alliance For Health (the Alliance) Behavioral Health Organization, Beacon Health Options will become Carelon Behavioral Health. The purpose of this notice is to identify where updates to the name have been made in the Member Handbook. The information in this notice either replaces or adds to the current information in your Member Handbook. If you have any questions about this change, please call Member Services at 800-700-3874 (TTY: 800-735-2929 or 711). We are open 8 AM – 5:30 PM, Monday through Friday.

3. How to get care

Urgent care

Urgent care is **not** for an emergency or life-threatening condition. It is for services you need to prevent serious damage to your health from a sudden illness, injury or complication of a condition you already have. Most urgent care appointments do not need pre-approval (prior authorization) and are available within 48 hours of your request for an appointment. If the urgent care services you need require a pre-approval, you will be offered an appointment within 96 hours of your request.

For urgent care, call your PCP. If you cannot reach your PCP, call Member Services at 800-700-3874 (TTY 800-735-2929 or 711). Or you can call Alliance Nurse Advice Line at 844-971-8907 (toll free), to learn the level of care that is best for you. If an urgent visit is required, you can find Urgent Visit Access Offices in our online Provider Directory at <https://provider.portal.ccah-alliance.org/providerdirectory/>

1600 Green Hills Road, Ste. 101
Scotts Valley, CA 95066-4981
831-430-5500

950 East Blanco Road, Ste. 101
Salinas, CA 93901-4487
831-755-6000

530 West 16th Street, Ste. B
Merced, CA 95340-4710
209-381-5300



If you need urgent care out of the area, go to the nearest urgent care facility.

Urgent care needs could be:

- Cold,
- Sore throat
- Fever
- Ear pain
- Sprained muscle
- Maternity services

You must get urgent care services from an in-network provider when you are inside the Alliance's service area. You do not need pre-approval (prior authorization) for urgent care from in-network providers inside the Alliance's service area. If you are outside the Alliance's service area, but inside the United States, you do not need pre-approval to get urgent care. Go to the nearest urgent care facility. Medi-Cal does not cover urgent care services outside the United States. If you are traveling outside the United States and need urgent care, we will not cover your care.

If you need mental health urgent care, call your county mental health plan or Member Services at 800-700-3874 (TTY 800-735-2929 or 711). You may call your county mental health plan or your Alliance Behavioral Health Organization, Carelon Behavioral Health, at 855-765-9700 any time, 24 hours a day, 7 days a week. To find all counties' toll-free telephone numbers online, visit

<http://www.dhcs.ca.gov/individuals/Pages/MHPContactList.aspx>.

Your urgent care provider might give you medication as part of your urgent care visit. If you get medications as part of your visit, the Alliance will cover the medications as part of your covered urgent care. If your urgent care provider gives you a prescription to take to a pharmacy, the Medi-Cal Rx program will cover the medications. To learn more about Medi-Cal Rx, go to the "Prescription drugs covered by Medi-Cal Rx" heading in the section "Other Medi-Cal programs and services" in Chapter 4.

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4. Benefits and Services

Mental health services

Outpatient mental health services

The Alliance covers a member for an initial mental health assessment without needing pre-approval (prior authorization). You may get a mental health assessment at any time from a licensed mental health provider in the Alliance network without a referral.

Your PCP or mental health provider may make a referral for additional mental health screening to a specialist within the Alliance network to determine your level of impairment. If your mental health screening results determine you are in mild or moderate distress or have impairment of mental, emotional or behavioral functioning, the Alliance can provide mental health services for you. The Alliance covers mental health services such as:

- Individual and group mental health evaluation and treatment (psychotherapy)
- Psychological testing when clinically indicated to evaluate a mental health condition
- Development of cognitive skills to improve attention, memory and problem solving
- Outpatient services for the purposes of monitoring medication therapy
- Outpatient laboratory, medications that are not already covered under the Medi-Cal RX Contract Drug List (<https://medi-calrx.dhcs.ca.gov/home/>), supplies and supplements
- Psychiatric consultation
- Family Therapy

For help finding more information on mental health services provided by the Alliance, call Carelon Behavioral Health, the Alliance mental health provider at 855-765-9700.

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If your PCP or mental health provider cannot provide you treatment for a mental health disorder available in the Alliance network and within the times listed above in the “Timely access to care” section, the Alliance will cover and help you arrange out-of-network services.

If your mental health screening results determine you may have a higher level of impairment and need specialty mental health services (SMHS), your PCP or your mental health provider will refer you to the county mental health plan to get an assessment and help you connect with the next step in the process.

To learn more, read “Other Medi-Cal programs and services” on page 75 under, “Specialty mental health services.”

8. Important numbers and words to know

Important phone numbers

- The Alliance Member Services: 800-700-3874 (TTY 800-735-2929 or 711)
- Medi-Cal Rx at 800-977-2273 (TTY 800-977-2273 and press 5 or 711)
- Alliance Nurse Advice Line: 844-971-8907
- Alliance Transportation Coordinators: 800-700-3874
- Alliance Case Management: 800-700-3874 ext.5512
- Alliance Health Education: 800-700-3874 ext.5580
- To request interpreter services: 800-700-3874 ext. 5580
- Carelon Behavioral Health (for mental health services): 855-765-9700
- Vision Services Plan (for routine vision services): 800-877-7195
- Medi-Cal Dental Program (for dental services): 800-322-6384

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