

SCAN VIRTUAL TOWN HALL:

Medi-Cal Redetermination Training



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Medi-Cal Annual Redetermination Training

Agenda

- Overview of Medi-Cal Redetermination
- How You Can Help Your Clients
 - We Will Send You Your Monthly Client List
 - Education is Key!
 - SCAN is the Answer for Your Client's Needs
- Tools & Resources at www.SCANAgentPortal.com
- What's in it for You
- Q & A

Jill Selby

Senior VP, *Product Development,
Marketing & Market Expansion*



Medi-Cal Continuous Coverage – *Ended on March 31, 2023*

Background

- During the COVID-19 Public Health Emergency (PHE) starting in March 2020, the state stopped sending annual redetermination notices
 - Medi-Cal beneficiaries were able to keep their coverage continually without completing the annual renewal form during this time (3 years)
- Medi-Cal Redeterminations started on **April 1, 2023**
 - Starting with beneficiaries with a June 2023 renewal month¹
- *Medi-Cal beneficiaries may lose their coverage if they are no longer eligible or fail to complete the renewal process*
- **Across all SCAN plans, there are ~22K members at risk of losing their Medi-Cal coverage**

1. <https://www.dhcs.ca.gov/toolkits/Pages/Medi-Cal-Continuous-Coverage-Unwinding.aspx>

Rosaneli Loza

Manager, *Complex Care Mgmt.*



Sarah Leung

Senior Project Manager,
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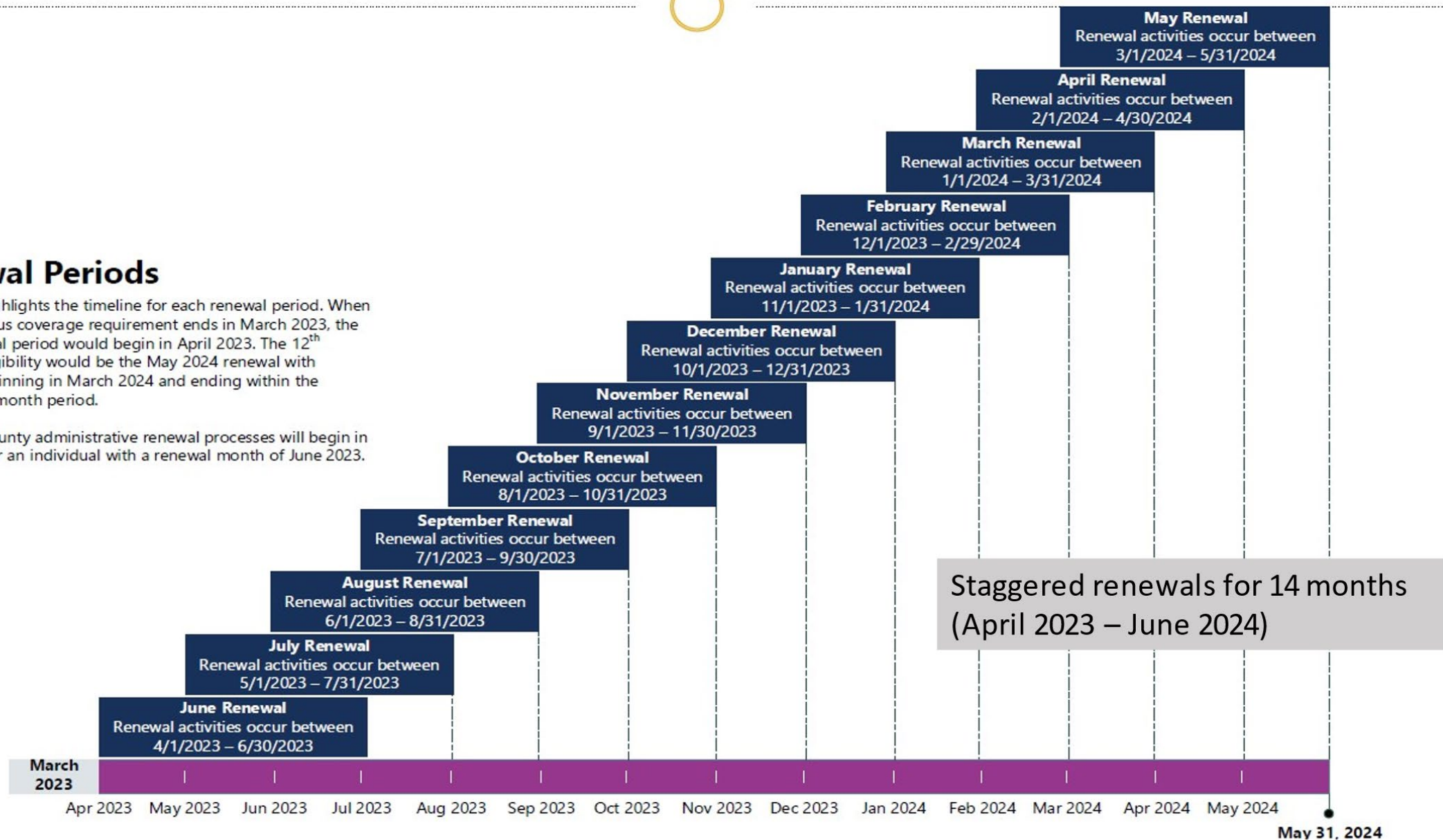
ELIGIBILITY SEQUENCING MAP



Renewal Periods

This page highlights the timeline for each renewal period. When the continuous coverage requirement ends in March 2023, the DHCS renewal period would begin in April 2023. The 12th month of eligibility would be the May 2024 renewal with activities beginning in March 2024 and ending within the required 14-month period.

Example: County administrative renewal processes will begin in April 2023 for an individual with a renewal month of June 2023.



Member Journey (April 2023 – October 2023)

Case: SCAN Member on CONNECTIONS PLAN with Medi-Cal renewal date of June 2023 fails to submit renewal form by due date

April – 60 days before renewal month

- **Member** receives Medi-Cal Redetermination packets from state (DHCS) (in large **YELLOW** envelope)
- **Broker** educates client on Medi-Cal renewal

May – 30 days before renewal month

- **Broker** educates client on Medi-Cal renewal process

June – RENEWAL MONTH

- **Broker** educates client on Medi-Cal renewal process
- **Member** does NOT complete and submit form by end of month

July

- On July 1st, **Member's** Medi-Cal eligibility is placed on hold by DHCS
- **Member** stays ENROLLED in CONNECTIONS PLAN for 90 days
- **Disenrollment** communication sent to beneficiaries

August

- **Disenrollment** communication sent to beneficiaries

September

- **Disenrollment** communication sent to beneficiaries

October

- On October 1st:
- **Member** is **DISENROLLED** from CONNECTIONS PLAN
 - **Member** is **DISENROLLED** from CMS and DHCS for Medi-Cal

Risk: Members may shop around for new plans and/or brokers during this time

Medi-Cal Redetermination – Resumed April 1, 2023

Potential impacts if member loses Medi-Cal eligibility:

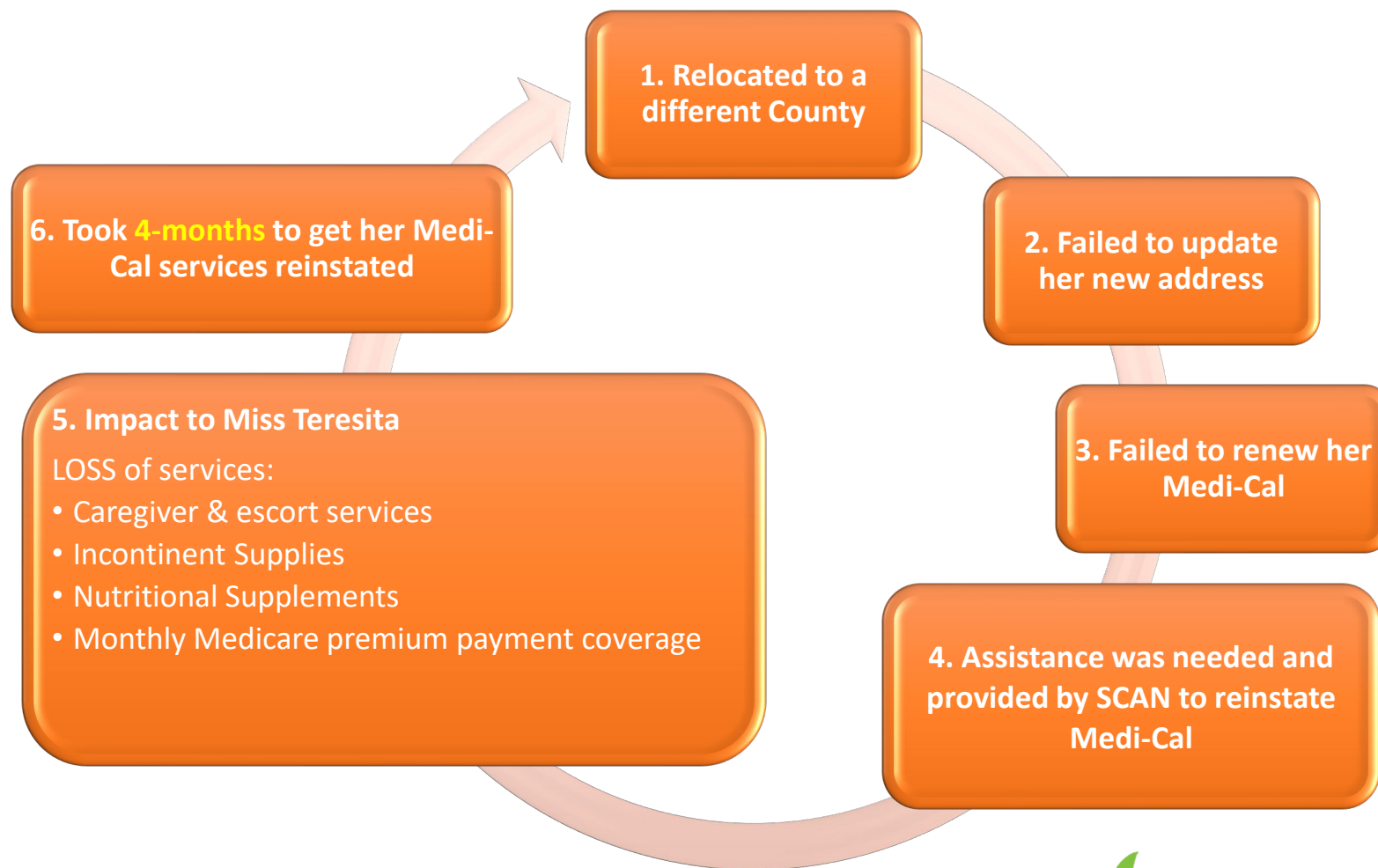
Impacts to SCAN Member	Impacts to YOU!
<ul style="list-style-type: none">• Loss of benefits<ul style="list-style-type: none">○ Coverage of monthly Medicare premiums (\$164.90/month)○ Long Term Services & Support (LTSS)○ Institutional care (SNF)• Disruption to care - Disenrollment from Connections / Connections At Home• Extensive application (26 pages) to reinstate Medi-Cal benefits & potential lapse in coverage for 90 days during application process	<ul style="list-style-type: none">• Loss of Commissions• Loss of Client, if someone else enrolls them into another plan

Miss Teresita's Story – Loss of Medi-Cal Coverage

- 76 years old, Spanish-speaking only, and at risk of homelessness
- Dual Member with a monthly income of \$800 and a monthly rent of \$500



Miss Teresita's Story – Loss of Medi-Cal Coverage



Working Together to Prevent Loss of Coverage and Disenrollment

Client Lists and Toolkit



SCAN will provide:

- Client lists of those impacted by this statewide initiative
- Toolkit and videos on how to complete the renewal form

Education is Key!



“Renew it or Lose it”

- Educate your client on actions needed to maintain coverage
- Ensure they know to complete the Medi-Cal renewal form and have updated contact information

SCAN is the Answer



- If your client needs additional assistance, refer to SCAN Member Services

3 Steps for Members to Prepare for Renewal Process



1. UPDATE CONTACT
INFORMATION



2. CHECK THEIR MAIL



3. COMPLETE THEIR RENEWAL
FORM (IF THEY GET ONE)

“RENEW IT OR LOSE IT”

Medi-Cal Renewal Form

You can get this form in another language or accessible format of your choice.
To ask for help in your language, call:

You may lose
your Medi-Cal if
you do not
respond by

Notice date: _____
Case number: _____
Case name: _____
Worker name: _____
Worker telephone number: _____

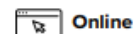
It's time to renew benefits for:

Name	Date of birth
_____	_____
_____	_____
_____	_____

Household members not on this form will get a separate letter about their Medi-Cal.

- **Step 1.** Read the form and answer the questions
- **Step 2.** Sign and date on the Declaration and Signature page
- **Step 3.** Send the form with proof by the due date of _____

Easy ways to give us your form and proof:



Online

at _____
or coveredca.com.



By mail

in the envelope that
came with this letter.



By phone

at _____



In person

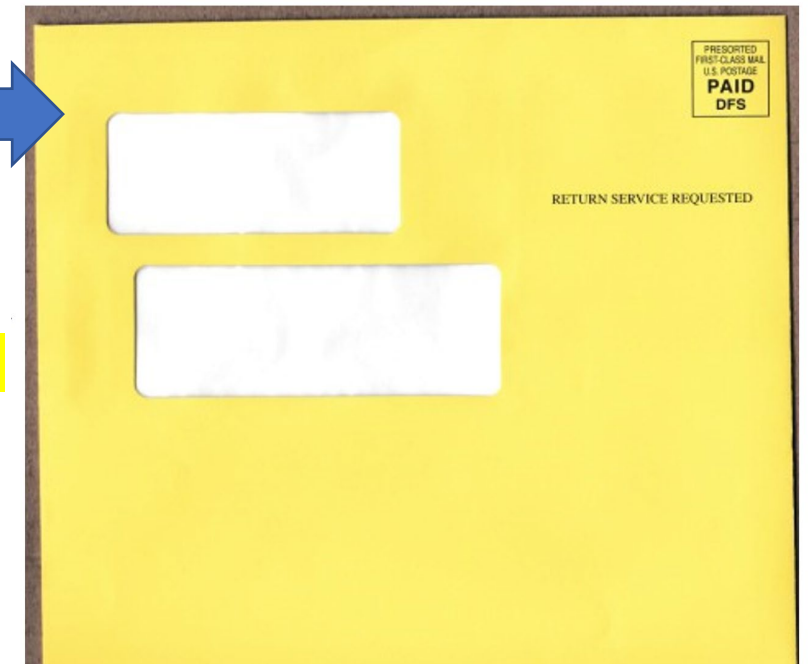
to _____
at _____
They are open
Monday through Friday,
a.m. to _____ p.m.]



Questions? Call your local county office at
before the due date.

Forms MUST be submitted
before the due date provided
by the County office

Redetermination
packets should
arrive in large
YELLOW
envelope



OPTIONS for Submitting Updated Information

1. ONLINE:

Los Angeles, Riverside & San Bernardino Counties

- Create your online account today by going to **www.BenefitsCal.com** and select “Create an Account”
 - To learn more, watch video: [“BenefitsCal: How to Create an Account”](#)
 - If you already have a **www.BenefitsCal.com** account, you can submit by following the steps in this video: [“BenefitsCal How to Submit a Medi-Cal Renewal”](#)

San Diego County

- Go to [My Benefits CalWIN](#) to create account and update information

2. MAIL:

- Instruct your client to Mail out completed document packet back to the county

3. VISIT county office in-person

4. CALL the county office:

- Los Angeles County: **1-866-613-3777**, Monday-Friday, 7:30am-7:30pm, Saturday 8am-4:30pm
- Riverside County: **1-877-410-8827**, Monday-Friday, 8am-5pm
- San Bernardino County: **1-877-410-8829**, Monday, Friday, 7am-5pm
- San Diego County: **1-866-262-9881**, Monday-Friday, 7am-5pm

Instructions for Maintaining Your Medi-Cal Eligibility

Options for Submitting Updated Information

ONLINE Update Using the Medi-Cal Website:

LOS ANGELES, RIVERSIDE & SAN BERNARDINO COUNTIES

- Create your online account today by going to www.BenefitsCal.com and select "Create an Account"
- To learn more, watch video: "BenefitsCal: How to Create an Account" <https://www.youtube.com/watch?v=MyArMk7PvjQ>
- If you already have a www.BenefitsCal.com account, you can submit by following the steps in this video: "BenefitsCal How to Submit a Medi-Cal Renewal" <https://www.youtube.com/watch?v=jeUXuRWAo1I>



SAN DIEGO COUNTY

- Go to <https://www.mybenefitscalwin.org/> to create account and update information

MAIL Update Using the Form You Received in the Mail:



- Los Angeles County: 1-866-613-3777, Mon-Fri, 7:30am-7:30pm, Sat 8am-4:30pm
- Riverside County: 1-877-410-8827, Monday-Friday, 8am-5pm
- San Bernardino County: 1-877-410-8829, Monday, Friday, 7am-5pm
- San Diego County: 1-866-262-9881, Monday-Friday, 7am-5pm



VISIT County Office In-Person



Available in Spanish
www.SCANAgentPortal.com

Toolkit & Resources



Stanton Sasaki

VP, *Broker Sales*



What's in it For You?

- **\$31.25** Per Member Per Month
- **\$375** Annual Renewal Rate
- **Example:** Renewal for 15 Medi-Cal Clients
 - \$468.75/month
 - \$5,625/year
 - Renewal over 6 years life span

3% Annual Increase	Renewal	Renewal for 15 Members
Current	\$375.00	\$5,625.00
Year 2	\$386.25	\$5,793.75
Year 3	\$397.84	\$5,967.56
Year 4	\$409.77	\$6,146.59
Year 5	\$422.07	\$6,330.99
Year 6	\$434.73	\$6,520.92

6 Year Total: \$36,384.81



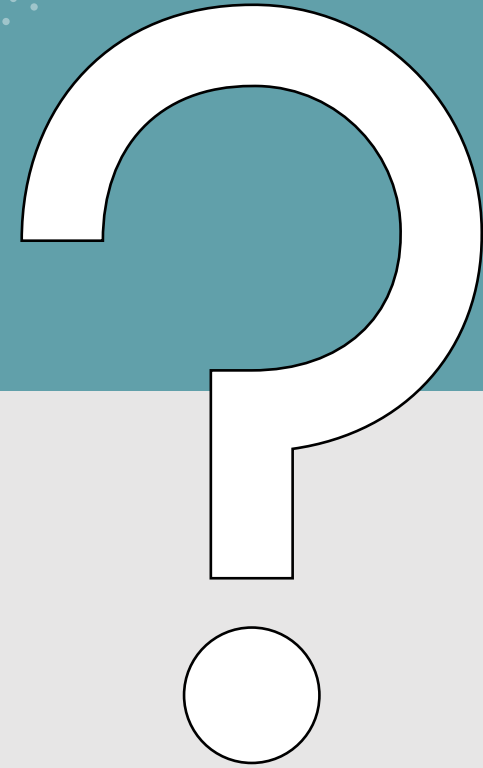
**SCAN Pays Renewals
at Current Year Rate**

Michael Blea

Chief Growth Officer



Virtual



Q&A

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