

Patient Handbook

Health
Care
Coverage
Initiative
(CI)

County of San Diego
Health and Human Services Agency
March 2009

Health Care Coverage Initiative (CI) Program

**Please read this handbook carefully.
It provides you with information on how to receive care
through the CI Program.**

Your medical home/primary care clinic is listed on your CI card.

CI Patient Information Line 1 (800) 711-1364

Useful Telephone Numbers:

Project Dulce (866) 791-8154
Diabetes STEPS..... (760) 631-5000
San Diego 211..... 211 or (858) 300-1211
Social Security/SSI Applications..... (800) 772-1213
Medi-Cal (Public Assistance Information)... (858) 514-6885
 Or toll free within San Diego County... (866) 262-9881
San Diego County Office of Vital Records... (619) 237-0502
California Department of Health Services
 Vital Records..... (916) 445-2684
US Department of Health and Human Services
 Vital Records..... (800) 232-4636
Consumer Center for
 Health Education and Advocacy..... (877) 734-3258

Call the San Diego 211 INFO-LINE for information about
other health and social services in San Diego County.

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Coverage Initiative Program (CI)

The County of San Diego Health and Human Services Agency operates the Coverage Initiative (CI) Program, AmeriChoice manages the day to day business and participating clinics provide the diabetes, high cholesterol and/or hypertension management and education. CI helps uninsured adult county residents who suffer with the chronic health conditions of diabetes, high cholesterol and/or hypertension to get medical care. CI uses a network of Community Health Centers to provide the services.

CI is a chronic disease management program for eligible adults, which covers needed medical services including disease management programs available such as education classes, nutrition, etc.

CI covers the cost of your immediate and on-going medical care. Mental health is not a covered benefit. Other services may have limited coverage or may be available at a reasonable cost.

This handbook tells you where and how to receive CI medical services and what medical care is available to you.

What Medical Services Are Covered?

CI IS NOT AN ENTITLEMENT PROGRAM

Services Covered by CI (prior approval is not necessary)

- Case management/care coordination
- Evaluation of your condition by a primary care provider
- Follow-up care by a primary care provider for serious health conditions
- Nutrition education
- Diabetes education classes
- Peer group support
- Emergency room care
- Emergency hospital admissions
- Emergency medical transportation (if admitted)
- Emergency dental care
- Prescription medicines from the County approved formulary.
- Two (2) regular dental cleanings at six (6) month intervals.
- Quadrant dental cleaning for diabetics (only as needed).

Services That Need To Be Approved In Advance

- Specialty care
- Planned hospital admissions
- Surgical and diagnostic procedures
- Limited rehabilitation, vision (prescription glasses), medical equipment and home health services
- Non-emergency medical transportation
- Prescription medicines NOT on the County approved formulary

Services Never Covered by CI

- Orthodontia
- Services to pregnant women
- Family planning (including voluntary sterilization)
- Infertility services
- Care by a Chiropractor
- Non-prescription medicines
- Restorative dental care
- Routine vision care and reading glasses
- Visits to the ER for follow-up care or prescriptions
- Treatment of mental health, alcohol and other drug problems
- Experimental or cosmetic procedures

What Medical Services Are Covered?

Services Never Covered (cont.)

- Organ and bone transplants and all related services
- Bone marrow transplants
- Hospice
- Board and Care
- Clinical trials are not a covered benefit. This includes any medications, treatments, procedures, or professional components related to any clinical trial in which the CI patient may be involved.

Eligibility

Whether you have an unexpected health problem like an infection or an accident or long term medical problem like diabetes, high cholesterol or high blood pressure, CI can cover medical expenses for you when you qualify. CI does not cover medical bills for services received before the month when the County received your application and you were approved for CI.

You must schedule an interview, complete an application for CI, and be approved for CI to be covered. Call any of the Community Health Centers listed on page 13 to make an appointment to complete a CI application with a Certified Application Assistant (CAA).

If you qualify for CI you:

- will be certified for up to 12 months.
- will be asked to choose one of the CI community health centers as your medical home.
- will receive an orange CI card showing your dates of eligibility. In order to avoid possible delays in services, you must show your orange CI card to your medical provider.
- all primary care medical services must be received at your assigned medical home listed on your orange CI card (this does not apply to Family Health Centers of San Diego).

When Your Card Expires

Annual recertification is due by August 31st to continue to have your medical expenses covered by CI. You must make an appointment for another interview with your CAA during the period of June 1 thru August 15 to complete the recertification paperwork. Please refer to page 13 for a list of all Community Health Centers where a CAA can assist you with the eligibility recertification process.

At recertification you are asked to provide:

- a completed annual recertification form
- proof of your current income
- proof of any changes

Eligibility
(cont)

Changing Your Medical Home

If you decide to transfer to another participating Community Health Center to serve as your medical home, please contact your CAA to assist you with this process or call 1 (800) 711-1364.

NOTE: If your request is received by 20th day of the month, the change will take effect on the 1st day of the following month. If your request is received after the 20th of the month the change will be 1st day of the month in two months.

Change of Address

To report a change of address, please call 1 (800) 711-1364.

How To Receive CI Services

When you are eligible for CI, be sure to follow these instructions so your medical care is covered.

Clinic Services

Contact your community health center to learn more about the services you are eligible to receive including:

- Visits to your doctor
- Visits with a nurse specialist
- Nutrition Counseling
- Classes and support groups
 - Understand and manage your diabetes, hypertension and/or high cholesterol
 - Learn how to choose a meal and exercise plan that is good for you
 - Share your experience with other people with similar conditions

To contact your nurse specialist for services, please contact Project Dulce; enrollees from Vista Community Clinic need to contact Diabetes STEPS.

NOTE: For contact information, please refer to page 1 of this handbook under useful numbers.

Dental Services

CI covers dental care at approved dental clinics only. Covered dental services include prophylaxis cleaning at six (6) month intervals and quadrant cleaning for diabetics (only if needed). It does not provide routine or preventive dental care, crowns or dentures.

Other dental services (e.g. endodontics and dental prosthesis) must be medically necessary and require prior authorization.

When you need emergency dental care, call the CI clinic that serves as your medical home and schedule an appointment.

How To Receive CI Services (cont.)

Emergency Room Services

Emergency room services are *ONLY* covered if the medical problem requires immediate attention. An emergency is a medical problem that:

- Happens suddenly and has very serious symptoms
- Could cause serious injury or damage to your body if you do not see a doctor right away

Some of these medical problems are:

- Broken bones
- Severe pain
- Chest pain
- High/Low blood sugar - Diabetics
- Severe burns
- Breathing problems
- Poisoning

Emergency room visits for psychological diagnoses or mental health conditions are not covered by CI.

Inpatient Services

CI covers all of the cost of inpatient services if:

- You are admitted for a covered condition
- You are admitted because of an emergency or
- Your doctor obtains authorization before you are admitted to the hospital.

If you are admitted through the emergency room, show your orange CI card to the hospital admitting staff.

Outpatient Services

Except for emergencies, always contact your medical home for your care. The community health center you selected is your medical home. Your medical home will provide or make arrangements for all the care that you need.

How To Receive CI Services (cont.)

Out-of-County Services

CI pays for medical care only when it is provided in San Diego County through a contracted CI provider.

Pharmacy Services

CI provides covered prescriptions on the County approved formulary.

If your physician prescribes a medicine that is not covered by CI, the pharmacist or your physician must request prior authorization from CI before filling your prescription. If CI does not authorize the medicine, you may choose to pay for it yourself.

All prescriptions must be filled by a pharmacy serving CI (listed on pages 16-20) or at your medical home. In order to avoid possible delays in services, you must show your orange CI card to prove eligibility. If you do not show proof of eligibility, you may be asked to pay for your prescription.

If you fill your prescription at a pharmacy that does not serve CI or you fill a prescription for medicine that CI did not authorize, you are responsible for paying for the medicine yourself. CI will not reimburse you.

Specialty Physician Referrals

Medical care that cannot be provided by your medical home requires prior approval. Your primary care provider (medical home) will tell you if the service has been approved and will help you to make your appointment with the specialist before the approval expires. If the service is not approved, you will receive a written denial.

Substance Abuse and Mental Health Services

CI provides physical health care services only. The County of San Diego Health and Human Services Agency provides treatment for alcohol, drug and mental health problems. For more information, please call:

Alcohol and Drug Services (619) 584-5007
County Mental Health (*Telephone line answered 24 hrs a day/7 days a week*) **(800) 479-3339**
TDD for the hearing impaired (619) 294-9980

Appeals

The CI program is not an entitlement program. The formal eligibility appeal process in place for entitlement programs does not apply. An Administrative Review has been created in its place.

Administrative Eligibility Review

If you are denied CI eligibility and you disagree, you have the right to request for an administrative eligibility review.

- If you need to request an administrative eligibility review of the CI eligibility determination, you must do this within ten (10) calendar days after the date of the denial informing letter via:

Mail, write to:
CI Program
Attn: Administrative Eligibility Review
P.O. Box 85222
San Diego, CA 92186

Telephone:
(858) 492-2462

Fax:
(858) 492-2276

The results of this review will be final.

Requests submitted after 10 calendar days shall only be considered if you present good cause for missing the deadline.

Administrative Medical Review

If you have been denied a medical service, always talk with your primary care provider or the specialist about other treatment options available to you. If you still have concerns that are not resolved after talking with your provider, you may ask to have the denial reconsidered.

- Reconsideration - Send a signed statement asking for a reconsideration within 30 calendar days of the date of the service denial notice to:

CI Program
Attn: Administrative Medical Review
P.O. Box 23667
San Diego, CA 92193

Appeals

(cont)

If your letter is received late, CI may accept your request if you explain the reason for being late in your signed statement. CI will send the decision to you within 45 calendar days of receiving your statement.

PARTICIPATING CI CLINICS

Chula Vista Family Clinic

865 Third Avenue, Suite 133
Chula Vista, CA 91910
(619) 662-4100

NMA Comprehensive Health Center - Euclid

286 Euclid Avenue Suite 302
San Diego, CA 92114
(619) 527-7330

Grossmont Spring Valley Family Health Center

8788 Jamacha Boulevard
Spring Valley, CA 91977
(619) 515-2555

NMA Comprehensive Health Center- Ocean View

3177 Ocean View Boulevard
San Diego, CA 92113
(619) 231-9300

Linda Vista Health Center

6973 Linda Vista Road
San Diego, CA 92111
(858) 279-0925

National City Family Clinic

1136 D Avenue
National City, CA 91950
(619) 662-4100

Logan Heights Family Health Center

1809 National Avenue
San Diego, CA 92113
(619) 515-2300

Neighborhood Health Care - El Cajon

855 East Madison Avenue
El Cajon, CA 92020
(619) 440-7616 ext. 218

Mid-City Community Clinic

4290 Polk Avenue
San Diego, CA 92105
(619) 563-0250

Neighborhood Health Care- Escondido

460 North Elm Street
Escondido, CA 92025
(760) 690-5907

PARTICIPATING CI CLINICS (continued)

| | |
|---|---|
| North Park Family Health Care 3544 30 th Street San Diego, CA 92104 (619) 515-2424 | Tri-City Community Health Center 161 Thunder Drive, Suite 212 Vista, CA 92083 (760) 631-5000 |
| Otay Family Health Center 1637 Third Avenue Chula Vista, CA 91911 (619) 662-4100 | Vista Community Clinic - Main 1000 Vale Terrace Vista, CA 92084 (760) 631-5000 |
| San Ysidro Health Center 4004 Beyer Boulevard San Ysidro, CA 92173 (619) 662-4100 | Vista Community Clinic - Pierview Way 818 Pierview Way Oceanside, CA 92054 (760) 631-5000 |

PARTICIPATING HOSPITALS

Alvarado Hospital
6655 Alvarado Road
San Diego, CA 92120
(619) 287-3270

Scripps Mercy Hospital-Chula Vista
435 H Street
Chula Vista, CA 91910
(619) 691-7000

Fallbrook Hospital
624 East Elder Street
Fallbrook, CA 92028
(760) 728-1191

Sharp Chula Vista Medical Center
751 Medical Center Court
Chula Vista, CA 91911
(619) 482-5800

Palomar Medical Center
555 East Valley Parkway
Escondido, CA 92025
(760) 739-3000

Sharp Coronado Hospital
250 Prospect Place
Coronado, CA 92118
(619) 522-3600

Paradise Valley Hospital
2400 East 24th Street
National City, CA 91950
(619) 470-4321

Sharp—Grossmont Hospital
5555 Grossmont Center Drive
La Mesa, CA 91942
(619) 740-6000

**Scripps Memorial Hospital-
Encinitas**
354 Santa Fe Drive
Encinitas, CA 92024
(760) 753-6501

Sharp Memorial Hospital
7901 Frost Street
San Diego, CA 92123
(858) 939-3400

Scripps Memorial Hospital-La Jolla
9888 Genesee Avenue
La Jolla, CA 92037
(858) 457-4123

Tri-City Medical Center
4002 Vista Way
Oceanside, CA 92056
(760) 724-8411

Scripps Mercy Hospital
4077 Fifth Avenue
San Diego, CA 92103
(619) 294-8111

UCSD Medical Center- Hillcrest
200 West Arbor Drive
San Diego, CA 92103
(619) 543-6222

CI Program Pharmacies

You must show proof of CI eligibility (orange CI card) in order to receive prescription medications at no cost to you. CI prescriptions may be filled at your medical home/primary care site or at any of the following pharmacies.

All CVS/Sav-On Pharmacies throughout San Diego County

Alvarado Community Pharmacy

6367 Alvarado Court #109
San Diego, CA 92120
(619) 287-7697

Clark's Greenfield Pharmacy

1685 East Main Street #101
El Cajon, CA 92021
(619) 441-5800

Alvarado Medical Plaza Pharmacy

5555 Reservoir Drive #114
San Diego, CA 92120
(619) 287-5035

Community Med. Pharmacy East

750 Medical Center Court #1
Chula Vista, CA 91911
(619) 421-1131

Avocado Pharmacy

248 Avocado Avenue
El Cajon, CA 92020
(619) 442-0417

Community Pharmacy

29115 Valley Center Road #E
Valley Center, CA 92082
(760) 749-1156

C&A Pharmacy

488 East Valley Pkwy #101
Escondido, CA 92025
(760) 489-1668

Community Pharmacy of

Escondido
757 East Valley Parkway
Escondido, CA 92025
(760) 743-6300

CARE Drugs

505 North Mollison Avenue #101A
El Cajon, CA 92021
(619) 441-8051

Community Prescription Center

640 University Avenue
San Diego, CA 92103
(619) 295-6688

Cedar Pharmacy

10737 Camino Ruiz #138
San Diego, CA 92126
(858) 536-7799

Comprehensive Health Centers

3177 Ocean View Boulevard
San Diego, CA 92113
(619) 231-9300

**CI Program Pharmacies
(continued)**

CVS ProCare Pharmacy
1010 University Avenue
San Diego, CA 92103
(619) 291-7377

Fallbrook Pharmacy
343 East Alvarado Street #A
Fallbrook, CA 92028
(760) 728-1607

Fletcher Med Drugs
8881 Fletcher Parkway #103
La Mesa, CA 91942
(619) 463-7770

Galloways Pharmacy
2995 National Avenue
San Diego, CA 92113
(619) 525-1551

Hillcrest Pharmacy
120 University Avenue
San Diego, CA 92103
(619) 260-1010

Imperial Beach Pharmacy
720 Highway 75
Imperial Beach, CA 91932
(619) 424-8143

La Mesa Pharmacy
8301 La Mesa Boulevard
La Mesa, CA 91941
(619) 466-3246

Leo's Lakeside Pharmacy
9943 Maine Avenue
Lakeside, CA 92040
(619) 443-1013

Linda Vista Pharmacy
2361 Ulric Street
San Diego, CA 92111
(858) 277-6145

Logan Heights Family Health Centers
1809 National Avenue
San Diego, CA 92113
(619) 515-2492

Longs Drugs
10350 Friars Road
San Diego, CA 92120
(619) 563-9990

MEDCARE Pharmacy
161 Thunder Drive #100
Vista, CA 92083
(760) 758-7650

Medco Drugs
1252 Broadway
El Cajon, CA 92021
(619) 440-3448

Medical Arts Pharmacy
8851 Center Drive #110
La Mesa, CA 91942
(619) 461-8551

GI Program Pharmacies

(continued)

Medical Center Pharmacy

1635 3rd Avenue #A
Chula Vista, CA 91911
(619) 585-8818

Medical Center Pharmacy

340 4th Avenue #1
Chula Vista, CA 91910
(619) 422-9291

Medical Center Pharmacy

865 Third Avenue #102
Chula Vista, CA 91911
(619) 585-0665

Medical Center Pharmacy

310 Santa Fe Drive #109
Encinitas, CA 92024
(760) 753-9433

Medical Center Pharmacy

7930 Frost Street #104
San Diego, CA 92123
(858) 560-1911

Medical Center Pharmacy

765 Medical Center Court #208
Chula Vista, CA 91911
(619) 656-2846

NeighborCare San Diego

5825 Oberlin Drive #300
San Diego, CA 92121
(858) 453-8948

Neighborhood Healthcare Pharmacy

460 North Elm Street
Escondido, CA 92025
(760) 737-2000

Nudo's Pharmacy

455 North Magnolia Avenue
El Cajon, CA 92020
(619) 442-0303

Park Boulevard Pharmacy

3904 Park Boulevard
San Diego, CA 92103
(619) 295-3109

PillCo Pharmacy

8575 Los Coches Road #5
El Cajon, CA 92021
(619) 561-5602

PillCo Pharmacy #1489

2939 Alta View Drive #L
San Diego, CA 92139
(619) 470-4550

PJ's Prescription Shoppe

3405 Kenyon Street
San Diego, CA 92110
(619) 223-5405

Price Rite Pharmacy

5115 Garfield Street
La Mesa, CA 91941
(619) 469-0161

Price Rite Pharmacy

7964 Arjons Drive #1
San Diego, CA 92126
(858) 860-2080

Priority Pharmacy

3935 1st Avenue
San Diego, CA 92103
(619) 688-2290

GI Program Pharmacies

(continued)

Quality Care Pharmacy

727 West San Marcos Blvd. #113
San Marcos, CA 92069
(760) 744-5959

Ralph's Store 102

300 N. 2nd Street
El Cajon, CA 92021
(619) 579-8022

Ramona Pharmacy

677 Main Street
Ramona, CA 92065
(760) 789-0180

Rancho Park Pharmacy

1331 Encinitas Boulevard
Encinitas, CA 92024
(760) 436-2011

Rite Aid Pharmacy

1665 Alpine Boulevard
Alpine, CA 91901-3859
(619) 659-1085

Rite Aid Pharmacy

3650 Adams Avenue
San Diego, CA 92116
(619) 563-0802

Rite Aid Pharmacy

4840 Niagara Avenue
San Diego, CA 92107
(619) 222-7503

Rite Aid Pharmacy

4077 Governor Drive
San Diego, CA 92122
(858) 453-0631

Rite Aid Pharmacy

7100 Avenida Encinas C
Carlsbad, CA 92009
(760) 431-7380

San Ysidro Health Center

4004 Beyer Boulevard
San Ysidro, CA 92173
(619) 662-4142

Sav Mart Pharmacy

3445 Midway Drive #A
San Diego, CA 92110
(619) 223-2291

Semca Pharmacy

286 North Euclid Avenue #206
San Diego, CA 92114
(619) 263-6635

Statscript Pharmacy

3900 5th Avenue #110
San Diego, CA 92103
(619) 291-5474

Technician Support Services Industry Rx

7200 Parkway Drive #103-106
La Mesa, CA 91942
(619) 644-2170

GI Program Pharmacies

(continued)

Tri-City Community Health Ctr.

161 Thunder Drive #212
Vista, CA 92083
(760) 631-5030

Vista Community Clinic

517 North Horne Street
Oceanside, CA 92054
(760) 631-5000

UCSD ACC Pharmacy

4168 Front Street
San Diego, CA 92103
(619) 543-5934

Vista Community Clinic

1000 Vale Terrace
Vista, CA 92084
(760) 631-5000

UCSD Medical Center Pharmacy

200 West Arbor Drive
San Diego, CA 92103
(619) 543-3279

White Cross Drugs

4074 Fairmount Avenue
San Diego, CA 92105
(619) 284-1141

UCSD Medical Group Pharmacy

330 Lewis Street
San Diego, CA 92103
(619) 471-9235

UCSD Moores Cancer Center

3855 Health Science Drive
La Jolla, CA 92093-0845
(858) 822-6088

UCSD Perlman Pharmacy

9350 Campus Point Drive
La Jolla, CA 92037-7729
(858) 647-8610

Upas Pharmacy

3332 Third Avenue
San Diego, CA 92103
(619) 297-1677

CI Dental Locations

Appointments are required

Comprehensive Health Center

3177 Ocean View Boulevard
San Diego, CA 92113
(619) 231-9300

Grossmont Spring Valley Family Health Center

8788 Jamacha Road
Spring Valley, CA 91977
(619) 515-2330

Logan Heights Family Health Center

1809 National Avenue
San Diego, CA 92113
(619) 515-2394

Neighborhood Healthcare - Ray M. Dickinson Wellness Center

425 North Date
Escondido, CA 92025
(760) 737-2018

North Park Family Health Center

3544 30th Street
San Diego, CA 92104
(619) 515-2434

San Ysidro Health Center

4004 Beyer Boulevard
San Ysidro, CA 92173
(619) 662-4180

Vista Community Clinic

1000 Vale Terrace
Vista, CA 92084
(760) 631-5000