




Cal MediConnect Training



What is Cal MediConnect?

- ▶ Cal MediConnect (CMC) is a program created to better serve beneficiaries who are eligible for both Medicare and Medi-Cal. The CMC program, an all-in-one health plan, covers medical care, prescription drugs, mental and behavioral health care, and long-term services and supports.
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Member Rights and Responsibilities

- Members have a right to get information in a way that meets their needs
- Members are treated with respect, fairness, and dignity at all times
- Members must receive timely access to covered services and drugs
- Member's personal health information must be protected
- Access to information about our plan, our network providers, and your covered services
- Network providers cannot bill our Members directly for covered services.
- Members can elect to leave our Cal MediConnect plan at any time
- Members have the right to make decisions about their health care. This includes the right to full disclosure of health care information, the right to actively participate in health care decisions and the right to say what they want to happen if they are unable to make health care decisions themselves.
- Members have the right to initiate complaints and to request Blue Shield Promise to reconsider decisions we have made



Member Rights and Responsibilities


- ▶ For additional information on **member rights and responsibilities, including:**
 - ▶ **Grievances and Appeals**
 - ▶ **Advanced Directives**
 - ▶ **Balance Billing**

Please go to the Blue Shield Promise Website and reference the Member Handbook, or click the link below:

https://www.blueshieldca.com/bsca/bsc/public/common/PortalComponents/sites/StreamDocumentServlet?fileName=BSP_2021_2021_CMC_EOC_BSCPromise_SD_EN.pdf



Critical Incidents

- ▶ Critical Incidents include:
 - ▶ Abuse
 - ▶ Inappropriate restraints or seclusion
 - ▶ Disappearance
 - ▶ Neglect
 - ▶ Unexpected Death
 - ▶ Exploitation
 - ▶ Serious Life Threatening Event
 - ▶ Suicide Attempt
 - ▶ Always take a report of critical event seriously
 - ▶ Call the Incident Reporting line at 888-210-2705
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Federal and State Statutes

- ▶ For more information regarding applicable Federal Statutes please go to:

<https://www.cms.gov/Regulations-and-Guidance/Regulations-and-Guidance.html>

- ▶ For more information regarding applicable State Statutes please go to:

<http://www.dhcs.ca.gov/formsandpubs/laws/Pages/LawsandRegulations.aspx>