



# New Website Shares Local ACO Information with Californians



**August 14, 2019**

The webinar will start at 4:00 pm ET / 1:00 pm PT

Audio can be accessed through your computer speakers or by dialing in with the information on your dashboard to the right of your screen.

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# Agenda

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1. Welcome and Introductions
2. MyCareMyChoice.org
  - Overview
  - Resources for ACOs
3. Q & A
4. Closing

# Housekeeping

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- Questions are encouraged and a dedicated Q & A time is set aside at the end of the presentation.
- At any time, submit written questions through the Questions tab on the webinar dashboard (found on the righthand side of your computer screen)

# Presenter

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## **Gretchen E. Alkema, PhD Vice President of Policy and Communications, The SCAN Foundation**

Gretchen E. Alkema, Ph.D., serves as Vice President of Policy and Communications for [The SCAN Foundation](#). Prior to joining the Foundation, she was the 2008-09 John Heinz/Health and Aging Policy Fellow and an American Political Science Association Congressional Fellow, serving in the office of Senator Blanche L. Lincoln (D-AR). She advised Senator Lincoln on aging, health, mental health, and long-term care policy during the 2009 health care reform debate.



Dr. Alkema holds a Ph.D. from the University of Southern California's Davis School of Gerontology and was awarded the John A. Hartford Doctoral Fellow in Geriatric Social Work and AARP Scholars Program Award. Dr. Alkema also earned a master's in social work with a specialist in aging certificate from the University of Michigan.



Making Medicare + Medi-Cal Work for You

Gretchen Alkema, Ph.D.  
The SCAN Foundation

[MyCareMyChoice.org](http://MyCareMyChoice.org)

# Today's Topics



Who Are Those with  
Medicare + Medi-Cal?



What Are Their Needs & What Is  
Covered?



What Is MyCareMyChoice.org?



When to Use It?



Who Is It For?



What Languages Are Available?



How Does It Work?



How Can I Share It?

# Who Are Those w/ Medicare + Medi-Cal?

- 1.4 million Californians
- 40% are under age 65
- Panoply of diversity
- Get Medicare from ACOs  
(via FFS) as well as various  
health plans



# What Are Their Needs?

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- High rates of chronic illness, daily living/ functional needs, and social risk factors
- 41% with mental health diagnosis
- 17% rate health status as “poor”
- Required to navigate two complex delivery, financing, and grievance/appeals systems

Source: [https://www.cms.gov/Medicare-Medicaid-Coordination/Medicare-and-Medicaid-Coordination/Medicare-Medicaid-Coordination-Office/Downloads/MMCO\\_Factsheet.pdf](https://www.cms.gov/Medicare-Medicaid-Coordination/Medicare-and-Medicaid-Coordination/Medicare-Medicaid-Coordination-Office/Downloads/MMCO_Factsheet.pdf)

# What Is Covered?



## MEDICARE + MEDI-CAL

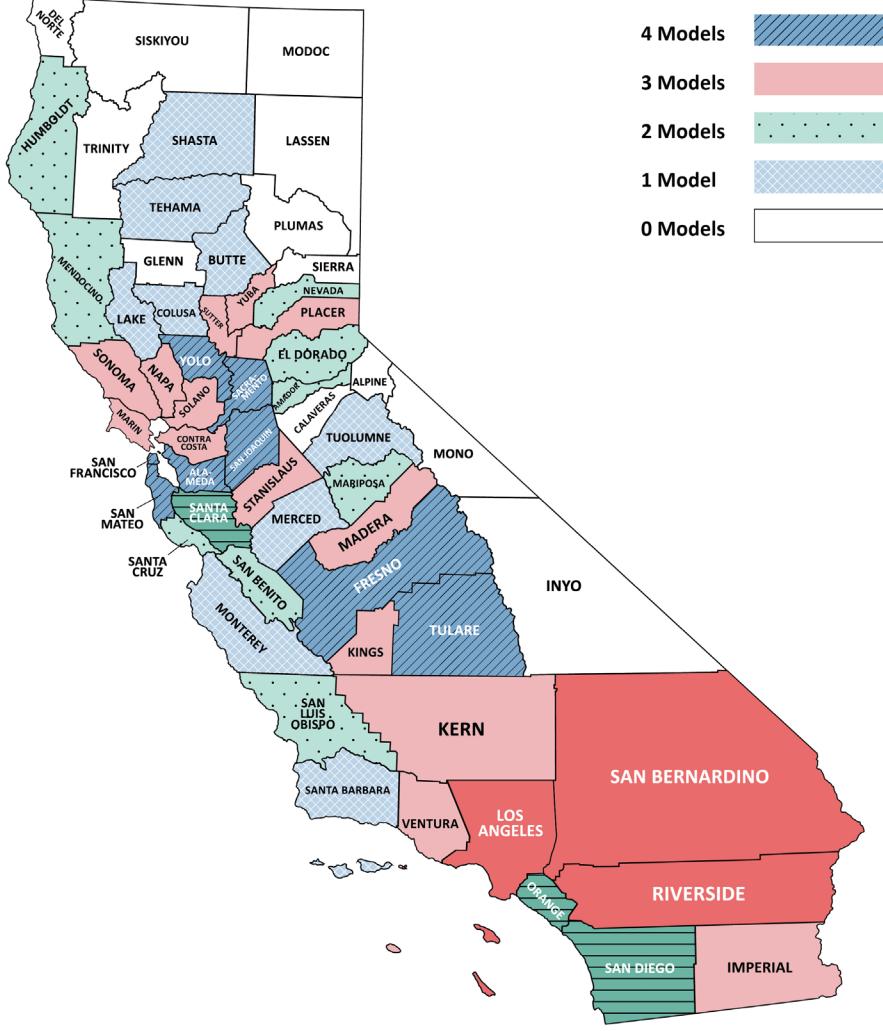


### WHAT DOES MEDICARE COVER?

- Doctors
- Prescription drugs
- Urgent care and hospitals
- Short-term nursing facility stays... and more

### WHAT DOES MEDI-CAL COVER?

- Medicare co-pays and deductibles
- Some medical equipment, supplies and services
- Services like IHSS, adult day centers and transportation
- Long-term nursing facility stays... and more



## The Challenge

Californians with Medicare + Medi-Cal are largely unaware of their local options:

- Program of All-Inclusive Care for the Elderly
- Cal MediConnect
- Fully Integrated Dual Eligible Special Needs Plan
- Special Needs Plan
- Medicare Advantage
- Accountable Care Organization



## The Research

Most plan finder resources focus on Medicare-covered medical care & pharmacy access & costs

None address daily needs or how to make the most of Medicare + Medi-Cal coverage

WHAT

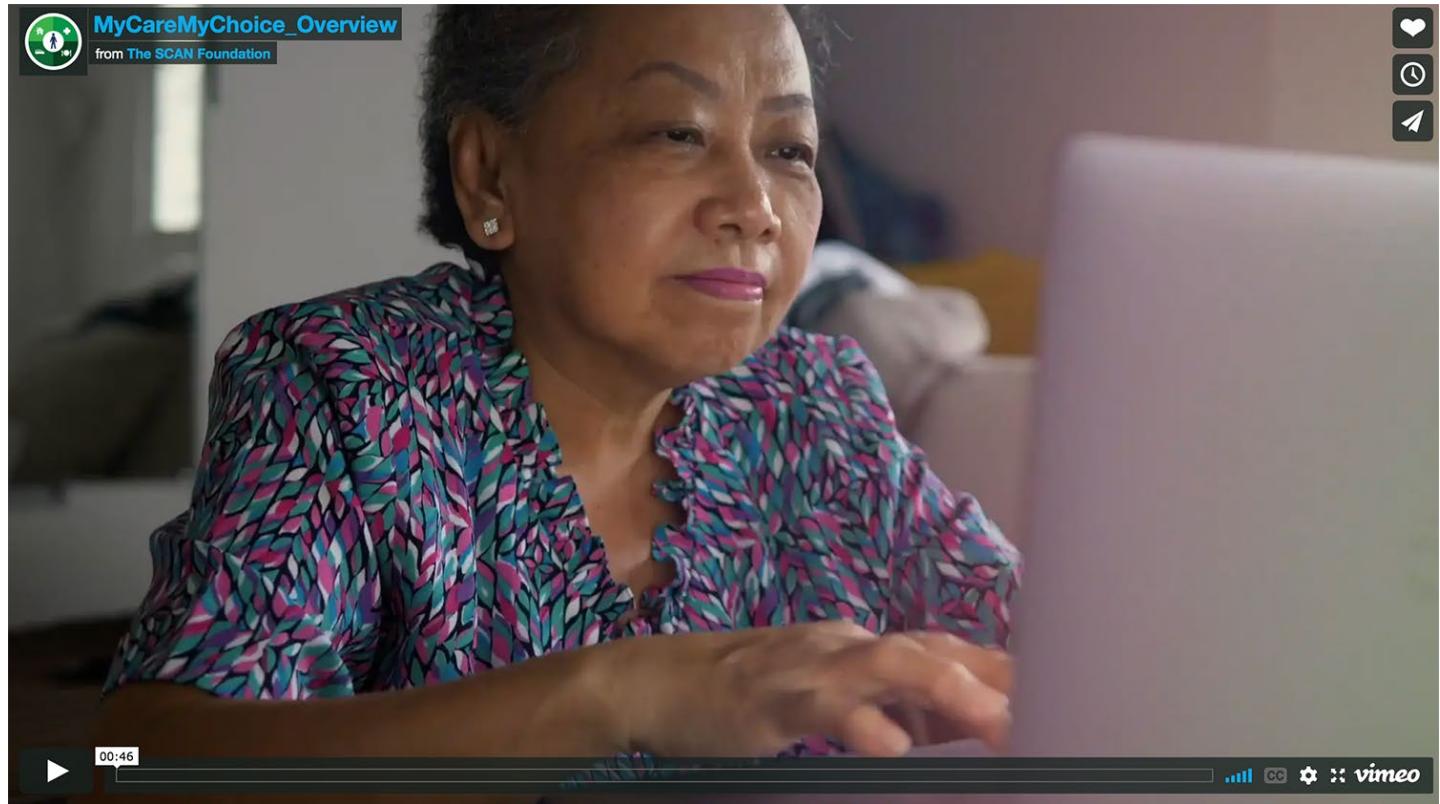
# What Is MyCareMyChoice.org?

New website to help  
Californians with  
Medicare + Medi-Cal  
locate and  
better understand  
their health coverage  
options

The screenshot shows the homepage of MyCareMyChoice.org. At the top left is the logo 'myCare myChoice'. At the top right are links for 'Get Help!', 'Advisor Tools', 'Empecemos en Español', and a search icon. Below the header is a large teal section with the text 'Get the most out of your Medicare + Medi-Cal!' and 'Learn more about the choices available to you to maximize your health coverage.' It features a video thumbnail of a woman speaking and a 'GET STARTED >' button. To the right is a large photo of a smiling woman wearing a colorful headwrap. Below this are three call-to-action boxes: 'Find My Care' (with a magnifying glass icon), 'Understand My Care' (with a hexagon icon), and 'California's Care Choices' (with a California state outline icon). The bottom of the page has a yellow footer bar with links for '© 2019 TERMS OF USE | PRIVACY POLICY | ABOUT US'.

# *My Care, My Choice* Overview

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View on [www.MyCareMyChoice.org/en/for-advisors](http://www.MyCareMyChoice.org/en/for-advisors)



# Who Is It For?

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- Californians who have Medicare + Medi-Cal
- Advisors of people with Medicare + Medi-Cal
  - Family caregivers
  - Consumer advocacy organizations
  - Community-based organizations
  - Enrollment advocates and brokers
  - Hospital discharge planners and social workers
  - Medical, social service, and other providers

# How Does It Work?

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- Answer a few questions:
  - ZIP code
  - Age
  - Care needs and preferences
- Get personalized results that give:
  - A list of localized, “best fit” health coverage options
  - Contact information for each coverage option
  - Information and tools to take the next step

# Initial Question

 Get Help! | Advisor Tools | Empecemos en Español | Q

## FIND MY CARE

Get Started

Answer a few questions about your doctors, the health care services you receive, and what is most important to you. We'll recommend some choices that can fit your needs. You can always go back and change your answers.

**First, confirm you have both Medicare and Medi-Cal:**

Yes / I will soon  
 No / I don't know

  
Medicare Card (old/new) + Medi-Cal Card (old/new)

[View Larger](#)

**Next, tell us where you live and how old you are:**

Your ZIP code \_\_\_\_\_

Your County ▼

Your Age ▼

**SUBMIT >**

# Care Needs and Preferences

The screenshot shows a web page from myCare myChoice. At the top, there's a yellow hexagonal logo with "MCMC IN ACTION". The main title "Care Needs and Preferences" is displayed prominently. The page has a teal header bar with the "myCare myChoice" logo, a navigation menu ("Get Help! | Advisor Tools | Empecemos en Español | Q"), and a breadcrumb trail ("FIND MY CARE"). Below this, the main content area has a teal header "Help at Home". The text asks if people need help with daily activities like dressing, bathing, or cooking meals. It then asks if the user has help now or thinks they might need it. A link "Why are we asking this question?" is provided. Three orange hexagonal buttons represent responses: "YES" (I get help with daily activities, or I really need help like this to live at home. If you have IHSS or have applied for IHSS, select 'yes'), "MAYBE" (I don't have help with daily activities at home now, but I would like to learn more), and "NO" (I don't need help with daily activities to live independently at home). At the bottom, there are "BACK" and "NEXT" buttons.

Get Help! | Advisor Tools | Empecemos en Español | Q

FIND MY CARE

Help at Home

Some people need help with daily activities (like dressing, bathing, or cooking meals) to live independently in their home and community.

Do you have help like this now, or do you think you might need this type of help?

Why are we asking this question?

YES

I get help with daily activities, or I really need help like this to live at home. If you have IHSS or have applied for IHSS, select 'yes'.

MAYBE

I don't have help with daily activities at home now, but I would like to learn more.

NO

I don't need help with daily activities to live independently at home.

< BACK    NEXT >



# Personalized Results

## Results Page

The screenshot shows the MyCareMyChoice.org website's results page. At the top, there is a navigation bar with links for "Get Help | Advisor Tools | Empecemos en Español | Q", "FIND MY CARE", "UNDERSTAND MY CARE", and "CALIFORNIA'S CARE CHOICES". Below this is a green header bar with the text "FIND MY CARE" and icons for "Download PDF" and "Print This Page". The main content area is titled "Results: My Care Choices" and contains the following information:

Based on your answers, this list of health coverage choices may fit your needs. The choices at the top are the best fit.

Scroll down to review and edit your responses.

**Cal MediConnect** [VIEW CHOICES >](#)  
Get your Medicare + Medi-Cal in one health plan. Get extra benefits like a helper to make sure you get all the care you need and extra help to live independently. For people 21 or older.

**Dual Eligible Special Needs Plan (D-SNP)** [VIEW CHOICES >](#)  
Get your Medicare and some Medi-Cal benefits through one health plan, with extra benefits and help arranging your care. (You continue to get some Medi-Cal benefits from Medi-Cal.)

**Medicare Advantage (MA)** [VIEW CHOICES >](#)  
Get your Medicare from a health plan with extra benefits, keep your Medi-Cal separate, and get some help arranging your medical care.

**My Answers**

To change or complete your answers, click on the links below.

**My Providers:** Not Important I don't need to keep the providers I have today. Getting extra benefits and extra help from a health plan is more important to me. [CHANGE ▶](#)

**Help at Home:** Yes I get help with daily activities, or I really need help like this to live at home. (If you have IHSS or have applied for IHSS, select "yes"). [CHANGE ▶](#)

**Caregiver at Home:** Yes I have an IHSS caregiver, and I want to keep my current caregiver. [CHANGE ▶](#)

**Place to Go During the Day:** Yes I have, or I want, a place to go during the day for health care services and social activities. [CHANGE ▶](#)

**Help with Equipment & Supplies:** Yes I want help getting health care equipment and supplies. [CHANGE ▶](#)

**4.0 Emotional and/or Mental Health Help:** Yes I want help with sad, lonely, or anxious feelings. [CHANGE ▶](#)

**5.0 One Plan - One Card:** Maybe I might like one card and one phone number for all my benefits. [CHANGE ▶](#)

**6.0 Help Getting Appointments:** Yes I want help getting finding providers and help scheduling appointments. [CHANGE ▶](#)

**7.0 Providers Know All My Needs:** Yes I want help making sure all my providers know about my care needs. [CHANGE ▶](#)

# Personalized Results

## Care Choice Example

**FIND MY CARE**

Get Help! | Advisor Tools | Empecemos en Español | Q  
FIND MY CARE UNDERSTAND MY CARE CALIFORNIA'S CARE CHOICES

Download PDF Print This Page

**Cal MediConnect**

Cal MediConnect is a type of health plan that includes all your Medicare and Medi-Cal benefits, as well as some extra benefits.

- To qualify for Cal MediConnect, you must have Medicare and Medi-Cal, be 21 or older, and live in one of these counties: Los Angeles, Orange, Riverside, San Bernardino, San Diego, San Mateo, or Santa Clara.
- You get extra help so you can live independently (like having shower grab bars and ramps installed). You have someone, like a nurse or other helper, whose job is to be your main point of contact and help you get all the health care services you need.
- You have one card to carry and one phone number to call to get help with your care.
- You have to use providers in your health plan's network. (If your providers are not in the network, you can get help finding providers that are.)

**Ready to Enroll >**

Your ZIP code: 90011 [Change]

**Molina Dual Options (Medicare-Medicaid Plan)**  
ID: H8677-2  
Organization: Molina Healthcare of California  
Phone: 1-866-408-9501  
TTY: 711

**Anthem Blue Cross Cal MediConnect (Medicare-Medicaid Plan)**  
ID: H6229-5  
Organization: Anthem Blue Cross Cal MediConnect  
Phone: 1-888-350-3447  
TTY: 711

**Blue Shield Promise Cal MediConnect Plan (Medicare-Medicaid Plan)**  
ID: H0149-2  
Organization: Blue Shield of California Promise Health Plan  
Phone: 1-855-905-3825  
TTY: 711

**L.A. Care Cal MediConnect Plan (Medicare-Medicaid Plan)**  
ID: H8258-1  
Organization: L.A. Care Cal MediConnect Plan  
Phone: 1-855-522-8243  
TTY: 711

**Health Net Cal MediConnect Plan (Medicare-Medicaid Plan)**  
ID: H3227-1  
Organization: Health Net Cal MediConnect Medicare Medicaid Plan  
Phone: 1-888-788-5395  
TTY: 711

**Ready to Enroll >**



WHEN

# When to Use It?

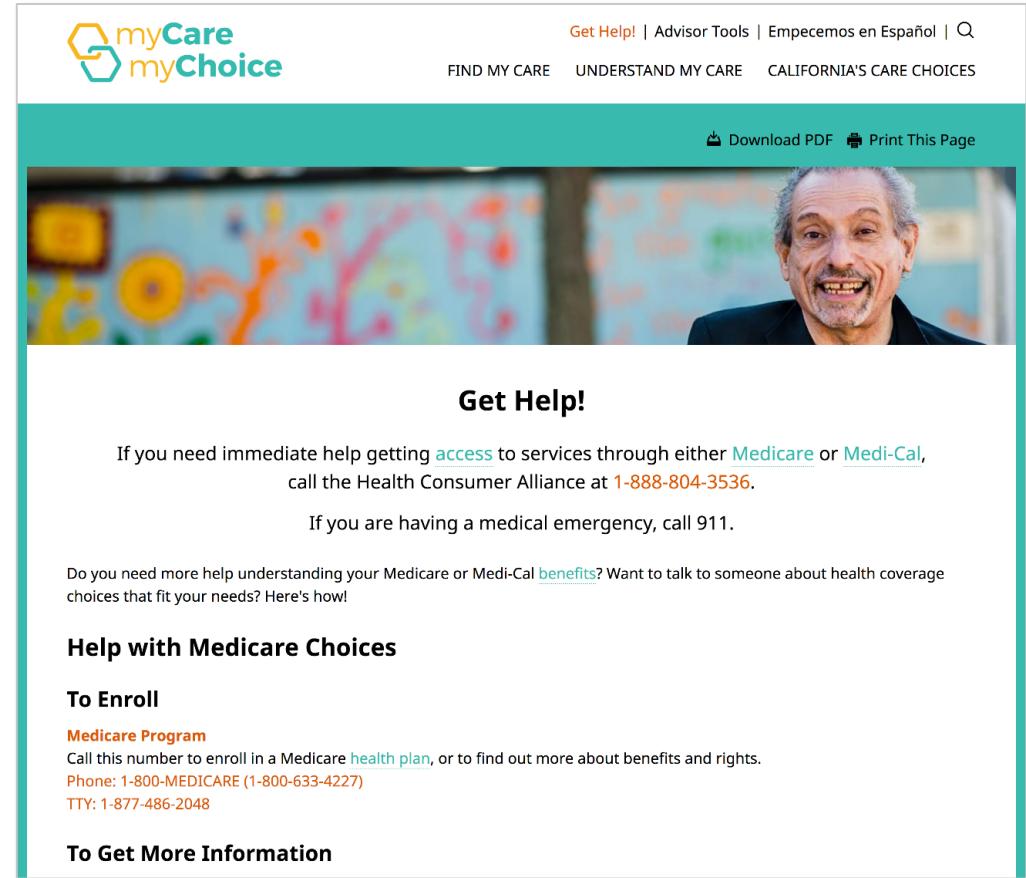
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People with Medicare + Medi-Cal can change health coverage:

- Throughout the year
- When newly eligible for Medicare + Medi-Cal
- During Medicare Open Enrollment
  - October 15th to December 7th
  - Many beneficiaries review and change their health coverage during this time

# Get Help!

List of organizations  
who help and advocate  
for people with  
Medicare + Medi-Cal



The screenshot shows the homepage of the myCare myChoice website. At the top, there's a navigation bar with links for "Get Help!", "Advisor Tools", "Empecemos en Español", and a search icon. Below the navigation, there are three main tabs: "FIND MY CARE", "UNDERSTAND MY CARE", and "CALIFORNIA'S CARE CHOICES". A "Download PDF" and "Print This Page" button is also present. The main content area features a large photo of a smiling man with a beard. Below the photo, the word "Get Help!" is prominently displayed in bold black text. A paragraph of text follows, providing information about getting immediate help with Medicare or Medi-Cal. It includes a phone number: 1-888-804-3536. Another paragraph below it discusses getting more help understanding Medicare or Medi-Cal benefits. The section "Help with Medicare Choices" is outlined, followed by "To Enroll" and "Medicare Program" details, including a phone number: 1-800-MEDICARE (1-800-633-4227) and TTY: 1-877-486-2048. Finally, there's a "To Get More Information" section.

Get Help! | Advisor Tools | Empecemos en Español | Q

FIND MY CARE   UNDERSTAND MY CARE   CALIFORNIA'S CARE CHOICES

Download PDF   Print This Page

**Get Help!**

If you need immediate help getting [access](#) to services through either [Medicare](#) or [Medi-Cal](#), call the Health Consumer Alliance at **1-888-804-3536**.

If you are having a medical emergency, call 911.

Do you need more help understanding your Medicare or Medi-Cal [benefits](#)? Want to talk to someone about health coverage choices that fit your needs? Here's how!

**Help with Medicare Choices**

**To Enroll**

**Medicare Program**  
Call this number to enroll in a Medicare [health plan](#), or to find out more about benefits and rights.  
Phone: **1-800-MEDICARE (1-800-633-4227)**  
TTY: **1-877-486-2048**

**To Get More Information**

# Advisor Tools

Dedicated page for professionals, caregivers and family members who help people with Medicare + Medi-Cal coverage choices

The screenshot shows the 'Advisor Tools' section of the MyCareMyChoice.org website. At the top, there's a navigation bar with links for 'Get Help!', 'Advisor Tools', 'Empecemos en Español', and search functionality. Below the navigation, there are three main tabs: 'FIND MY CARE', 'UNDERSTAND MY CARE', and 'CALIFORNIA'S CARE CHOICES'. A large photo of a smiling woman is displayed above the 'Advisor Tools' heading. The 'Advisor Tools' section includes a heading, a question about caring for someone with Medicare + Medi-Cal, and a statement that MyCare, MyChoice can help. It features four main tools: 'Find My Care Tool', 'Health Profile Worksheet (PDF)', 'Next Steps Checklist (PDF)', and 'Get Help! (PDF)'. Below this, there's a 'Community Outreach Tools' section with 'Training Slides (PPT/PDF)', 'Outreach Flyer (PDF)', and a 'Download All Tools (ZIP)' option.

Get Help! | Advisor Tools | Empecemos en Español | Q

FIND MY CARE UNDERSTAND MY CARE CALIFORNIA'S CARE CHOICES

Download PDF Print This Page

Photos by Kristin Chalmers for Community Catalyst

## Advisor Tools

Do you care for or advise those who have Medicare + Medi-Cal?

MyCare, MyChoice can help you help them understand their choices.

Find My Care Tool

Health Profile Worksheet (PDF)

Next Steps Checklist (PDF)

Get Help! (PDF)

### Community Outreach Tools

Share My Care, My Choice with others in your area.

Training Slides (PPT/PDF)

Outreach Flyer (PDF)

Download All Tools (ZIP)

# What Languages Are Available?

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**English**

[MyCareMyChoice.org](http://MyCareMyChoice.org)



**Spanish**

[MiSaludMiDecision.org](http://MiSaludMiDecision.org)



**Traditional Chinese**

[MyCareMyChoice.org/zh-tw](http://MyCareMyChoice.org/zh-tw)



讓 Medicare 和 Medi-Cal 為您服務

**Simplified Chinese**

[MyCareMyChoice.org/zh-cn](http://MyCareMyChoice.org/zh-cn)



让 Medicare + Medi-Cal 为您服务



SHARE

# How Can I Share *My Care, My Choice?*

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- Include *My Care, My Choice* in your member & partner news and social media feeds, websites, and more
- Share *My Care, My Choice* at your next community health fair
- Ask partner organizations in your ACO to share *My Care, My Choice*
  - Physician groups
  - Hospitals
  - Community-based organizations



Making Medicare + Medi-Cal Work for **You**

# Thank You!

## Questions?

Gretchen Alkema  
[GAlkema@TheSCANFoundation.org](mailto:GAlkema@TheSCANFoundation.org)

MyCareMyChoice.org

## Q&A

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To ask questions through the webinar dashboard:

- **To submit a written question**, use the Questions tab at any time.
- **To ask a live question**, use the “Raise Hand” feature and your name will be called when it’s your turn to ask a question.
  - Make sure you are dialed in on a telephone and have connected using the audio pin so that we can unmute your line.

# Closing

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The webinar recording and slides will be available at  
<https://www.naacos.com/on-demand-webinars>  
within 24 hours.

For additional questions, please email  
[info@Institute4AC.org](mailto:info@Institute4AC.org)

# Thank you!