

## Frequently Asked Questions (FAQs): Health Benefits for Anthem Medi-Cal Members

### **If have questions about my benefits and covered services who should I call?**

Anthem member services is here to help you. Anthem can:

- Answer questions about your health plan and covered services
- Help you choose a primary care provider (PCP)
- Tell you where to get the care you need
- Offer interpreter services if you do not speak English
- Offer information in other languages and formats

As a member, you also have access to Anthem's Care Management Program to help you:

- Get answers to your health care questions
- Learn about your medicines
- Learn how to deal with problems that may keep you from getting care

If you need help, call **1-800-407-4627 (TTY 1-888-757-6034)**. Anthem is here Monday through Friday 7 a.m. to 7 p.m. Pacific Time. The call is toll free.

### **What if I don't have a way to get to my appointment?**

Non-medical transportation (NMT) is an unlimited benefit offered to members who need a ride to and from an appointment authorized by their provider. These appointments include but are not limited to visits to your primary care provider, behavioral health therapist, and therapy classes.

Anthem allows you to use a car, taxi, bus or other public/private way of getting to your medical appointment for Medi-Cal-covered services. Anthem provides mileage reimbursement when transportation is in a private vehicle arranged by the beneficiary and not through a transportation broker, bus passes, taxi vouchers or train tickets.

To request NMT services that have been authorized by your provider, please call Anthem at 1-800-407-4627 (TTY 1-888-757-6034) or LogistiCare at 1-877-931-4755 at least five business days (Monday-Friday) before your appointment or call as soon as you can when you have an urgent appointment. Please have your member ID card ready when you call.

### **What if I don't speak English?**

Anthem offers interpreter services for members who speak another language besides English. Interpreter services is offered in two ways:

- **Telephone:** During business hours, you can call member services at 1-800-407-4627. After business hours, call the 24/7 NurseLine at 1-800-224-0336 and explain the need for an interpreter and the language for which interpreter services are needed.
- **Face-to-Face:** Call member services at 1-800-407-4627 at least 3 business days in advance to request an in-person interpreter. If you need to cancel service please call at least 24 hours in advance.

Anthem also offers interpretation for members with hearing or speech loss. If you need this service you may call Anthem's TTY line at **1-800-735-2922**. After business hours, you may use the 24/7 NurseLine TTY at **1-800-368-4424** or the California Relay Service number at **711**.

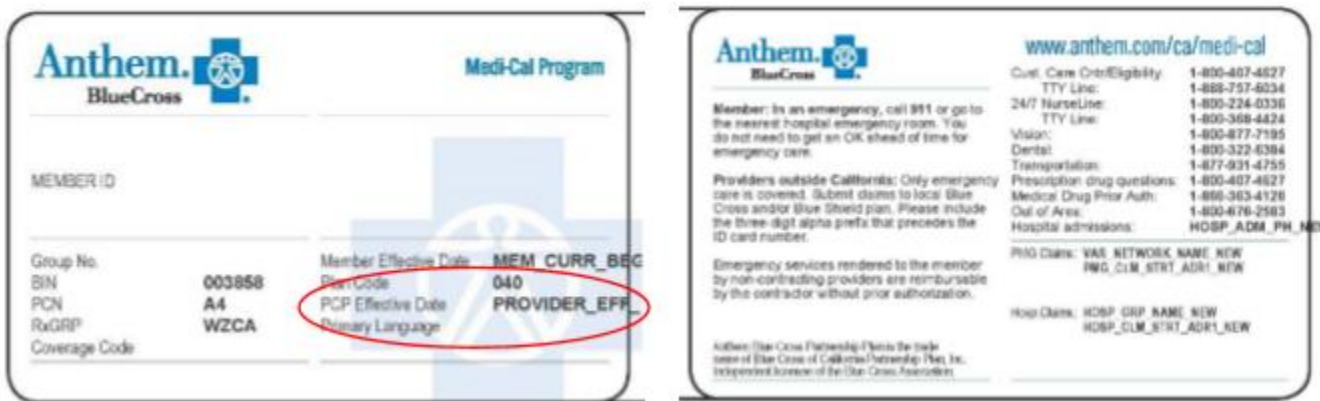
## Accessing Primary Care Services

### What is a Primary Care Provider (PCP)?

A Primary Care Provider (PCP) is the person you will get most of your care from. Your PCP will give you all of your routine preventive (wellness) care. You will also see your PCP for care when you are sick. Your PCP can be a general practitioner, OB/GYN, family practitioner, internist or pediatrician. A nurse practitioner (NP), physician assistant (PA) or certified nurse midwife may also act as your Primary Care Provider. If you choose a NP, PA or certified nurse midwife, you may be assigned a physician to oversee your care. You can also choose a Federally Qualified Health Center (FQHC) as your PCP.

### What if I don't know who my Primary Care Provider (PCP) is?

You can find the name of your Primary Care Provider (PCP) or the clinic you are assigned to on the front of your Anthem Blue Cross Member ID Card. If you need help finding out who your Primary Care Provider (PCP) is, you can call member services at 1-800-407-4627 (TTY 1-888-757-6034). If your card is damaged, lost or stolen, call member services right away. Anthem will send you a new card.



### What can my Primary Care Provider (PCP) do for me?

Your PCP will:

- Get to know your health history and needs
- Keep your health records
- Give you the preventive and routine health care you need
- Refer (send) you to a specialist if you need one
- Arrange for hospital care if you need it

Be sure to call your PCP before you get medical care. Your PCP will send you to specialists if you need them. To get help with your health questions, you can also call the 24/7 NurseLine at **1-800-224-0336 (TTY 1-800368-4424)**.

## Mental Health and Substance Use Treatment Services

### What do I do if I need mental health services?

Anthem covers you for mental health services. A referral and preapproval are not required to seek an initial mental health assessment from your Primary Care Provider (PCP) or another in-network provider.

### What services are covered under mental health services?

Anthem covers the following mental health services:  Outpatient mental health services  Individual and group mental health evaluations and treatment (psychotherapy)  Psychological testing when clinically indicated to evaluate a mental health condition  Outpatient services for the purpose of monitoring drug therapy  Outpatient laboratory, drugs, supplies and supplements  Psychiatric consultation

### What are the next steps after my initial mental health assessment?

Your PCP will make a referral for additional mental health screening to a specialist within the Anthem 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, then Anthem can provide mental health services. We cover these mental health services:

- Outpatient mental health services
- Individual and group mental health evaluations and treatment (psychotherapy)
- Psychological testing when clinically indicated to evaluate a mental health condition
- Outpatient services for the purpose of monitoring drug therapy
- Outpatient laboratory, drugs, supplies and supplements
- Psychiatric consultation

### Do I need a referral in order to receive mental health services?

A referral is not required to receive individual or group outpatient psychotherapy sessions provided by an in-network behavioral health provider.

If your mental health screening results determine you need specialty mental health services (SMHS), your PCP will refer you to the Alameda County Behavioral Health to receive an assessment.

### Who covers Specialty Mental Health Services?

Alameda County Behavioral Health provides specialty mental health services (SMHS) to Medi-Cal beneficiaries who meet medical necessary criteria.

[Click here to learn more about how to access mental health services through Alameda County.](#)

### What services are provided under Specialty Mental Health Services (SMHS)?

Specialty Mental Health Services (SMHS) may include the following services:

#### ***Outpatient services:***

- Mental health services (assessments, plan development, therapy, rehabilitation, and collateral)
- Medication support services
- Day treatment intensive services
- Day rehabilitation services
- Crisis intervention services
- Crisis stabilization services
- Targeted case management services
- Therapeutic behavioral services
- Intensive care coordination (ICC)
- Intensive home-based services (IHBS)
- Therapeutic foster care (TFC)

***Residential services:***

- Adult residential treatment services
- Crisis residential treatment services

***Inpatient services:***

- Acute psychiatric inpatient hospital services
- Psychiatric inpatient hospital professional services
- Psychiatric health facility services

**What if I need help with a Substance Use Disorder?**

Alameda County Behavioral Health provides substance use disorder treatment services to Medi-Cal beneficiaries who meet medical necessary criteria. Anthem covers alcohol misuse screening services for members ages 18 and older through Screening, Brief Intervention and Referral to Treatment (SBIRT). You should discuss your alcohol use with your Primary Care Provider (PCP).

You may call Alameda County Substance Use Access & Referral Helpline at 1-844-682-7215 to receive a screening and referral to a substance use disorder treatment program.

Anthem will also help coordinate your care with Alameda County Behavioral Health substance use treatment. Please call Anthem Behavioral Health at 1-888-831-2246, then choose option 1 then option 2 when prompted.

[Click here to learn more about how to access Substance Use Disorder services through Alameda County.](#)

**What services are provided for Substance Use Disorders?**

Substance Use Disorder treatment (SUD) may include the following services:

***Outpatient services:***

- Outpatient Treatment (up to 9 hours of individual and group counseling per week)
- Intensive Outpatient Treatment (9 – 19 hours of individual and group counseling per week)
- Opioid Treatment Program / Medication Assisted Treatment
- Recovery Support Services (aftercare)

***Residential services:***

- Clinically Managed Residential Withdrawal Management & Sobering Support
- Residential Treatment (low and high intensity residential treatment)

- Recovery Residence (aka: clean and sobering living environment while participating in outpatient treatment)

### **Where should I go if I have additional questions about my mental health or substance use disorder benefits?**

For help finding more information on mental health services provided by Anthem, you can call **1-800-407-4627 (TTY 1-888-757-6034)**.

For help finding more information on Specialty Mental Health Services (SMHS), provided by Alameda County Behavioral Health mental health plan, you can call the ACCESS Program at 1-800-491-9099 Monday through Friday between the hours of 8:30 a.m. and 5:00 p.m. After-hours calls are answered by Crisis Support Services of Alameda County.

For help with information on Substance Use Disorder services, provided by Alameda County Behavioral Health, you can call Alameda County Substance Use Access & Referral Helpline at 1-844-682-7215 Monday through Friday between 8:00 am – 9:00 p.m. Calls made after hours are answered by Crisis Support Services of Alameda County.

You should always call 911 or go to the nearest emergency room in the event of a mental health and/or substance abuse emergency.

## Care Coordination

### **What if I am having trouble accessing services or community programs?**

Anthem offers services to help you coordinate your health care needs at no cost to you. You can work with an Anthem case manager if you need help navigating services with state agencies, County Mental Health Plans, primary care physicians, and other community based programs. Working with a case manager can help to improve your health outcomes and connect you to the care you need. If you need help with getting these services you can call member services at **1-800-407-4627 (TTY 1-888-757-6034)**, Monday through Friday from 7 a.m. to 7 p.m.