

## Resources

- **Clinical Guidelines** – Can be obtained through each Health Plan’s website. Please click on the **Health Plan’s** link on the main menu for a link to each Health Plan website.
- **Utilization Management Guidelines/Criteria** – To obtain a copy please contact our Customer Services Department at (951) 280-7700.
- **Utilization Management Referral Turn-Around Time (TAT) standards** – To obtain a copy please contact our Customer Services Department at (951) 280-7700 or visit our website.
- **Affirmative Statement** – A copy is available on our website. You may also request a copy by contacting our Customer Services Department at (951) 280-7700.
- **Health Services Programs, Policies & Procedures** – To obtain a copy please contact our Customer Services Department at (951) 280-7700.
- **Initial Health and Staying Healthy Assessments** – Forms and Information about the Staying Healthy Assessment can be obtained at [www.dhcs.ca.gov/FORMSANDPUBS/FORMS/Pages/StayingHealthy.aspx](http://www.dhcs.ca.gov/FORMSANDPUBS/FORMS/Pages/StayingHealthy.aspx)
- **Screening, Brief Intervention, and Referral to Treatment (SBIRT)** is a new benefit effective January 1, 2014 for adult Medi-Cal beneficiaries. It involves a comprehensive approach for delivering early intervention and treatment services to people with, or at risk for developing, alcohol use disorders. To obtain additional information on SBIRT please visit <http://www.dhcs.ca.gov/services/medi-cal/Pages/SBIRT.aspx>.
- **Health Education Classes & Resources** – To obtain a current list of free health education classes & resources, please contact us at (951) 280-7700.
- **Cultural & Linguistics (Interpreter Services)** – Free 24 hour Telephonic interpreter services and Face to Face Interpreter Services (including Sign Language) is available at no cost for members at their clinical appointment. Please call your health plan directly or you may call Customer service for assistance at (951) 280-7700.
- **Community Resources** – To obtain a current list of Community Resources, please contact us at (951) 280-7700
- **Advance Directive** – To obtain information on Advance Health Care Directives please go to [https://www.care1st.com/media/pdf/medicare/AHCD/2014/AHCD\\_English.pdf](https://www.care1st.com/media/pdf/medicare/AHCD/2014/AHCD_English.pdf)
- **Health Screening** - for additional information on recommended screening tests please visit **USPSTF (U.S. Preventive Services Task Force)** at [www.uspreventiveservicestaskforce.org/recommendations.htm](http://www.uspreventiveservicestaskforce.org/recommendations.htm)
- **Immunizations** - for the additional information on the recommended Immunization schedule please visit **CDC (Centers for Disease Control and Prevention)** at [www.cdc.gov/vaccines/schedules/easy-to-read/index.html](http://www.cdc.gov/vaccines/schedules/easy-to-read/index.html)
- **CCS (California Children’s Services)** is a state funded program for children up to 21 years, who are residents of California and meet other qualifications, with a specific qualifying disease/health problems. CCS will arrange for health care practitioner treatment for children with special healthcare needs. For additional information please

visit [www.dhcs.ca.gov/services/ccs](http://www.dhcs.ca.gov/services/ccs)

- **WIC (Women Infants and Children)** is a federally funded health and nutrition program of the Food and Nutritional Service (providing food checks and nutritional education) for eligible low income pregnant or nursing women, infants and children under 5 years, run by the Department of Public Health. For additional information please visit [www.cdph.ca.gov/programs/wicworks/pages/default.aspx](http://www.cdph.ca.gov/programs/wicworks/pages/default.aspx)
- **CPSP (Comprehensive Perinatal Services Program)** is a state funded program run the California Department of Public Health that provides services (standard obstetric, nutrition, psychosocial and health education) to all pregnant women from conception to 60 calendar days postpartum. For additional information please visit [www.cdph.ca.gov/programs/CPSP/Pages/default.aspx](http://www.cdph.ca.gov/programs/CPSP/Pages/default.aspx)
- **CHDP (Child Health and Disability Prevention Program)** The Child Health and Disability Prevention (CHDP) is a preventive program that delivers periodic health assessments and services to low income children and youth in California. CHDP provides care coordination to assist families with medical appointment scheduling, transportation, and access to diagnostic and treatment services. Health assessments are provided by enrolled private physicians, local health departments, community clinics, managed care plans, and some local school districts. For additional information please visit [www.dhcs.ca.gov/services/chdp/Pages/default.aspx](http://www.dhcs.ca.gov/services/chdp/Pages/default.aspx)
- **CMS (Centers for Medicare and Medicaid Services)** – For more information regarding Medicare and Medi-Cal services, policies and guidelines, please visit [www.cms.gov](http://www.cms.gov).
- **CMS Compliance Requirements** (Fraud, Waste and Abuse, HIPAA, Physician Self Referral Law, Anti-Kickback Statute)– CMS has developed a web-based training module that can be used to satisfy the Compliance and Fraud, Waste and Abuse (FWA) training and education requirement. To take the CMS web-based training course and other CMS required training, go to <http://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-LN/MLNProducts/WebBasedTraining.html>.
- **Department of Health Care Services** – For more information regarding Medi-Cal such as application, enrollment, eligibility information, policies and guidelines, please visit [www.dhcs.ca.gov](http://www.dhcs.ca.gov).
- **EPSDT (Early Periodic Screening Diagnosis and Treatment )** is a Medi-Cal benefit for individuals under the age of 21 who have full-scope Medi-Cal eligibility. This benefit allows for periodic screenings to determine health care needs. Based upon the identified health care need, diagnostic and treatment services are provided. For additional information visit [www.dhcs.ca.gov/services/Pages/EPSDT.aspx](http://www.dhcs.ca.gov/services/Pages/EPSDT.aspx).
- **Early Start /Early Intervention Programs** For additional information about accessing Early Start services, call 800-515-BABY or refer to the State Department of Developmental Disabilities at [www.dds.ca.gov/earlystart/eshome.cfm](http://www.dds.ca.gov/earlystart/eshome.cfm). or contact the Utilization Management at (951) 280-7852
- **Special Needs Plans (SNP)** are a type of Medicare Advantage plan for people who receive both Medicare and Medi-Cal, live in an institution, or who have certain chronic conditions. For more information about these plans call 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048. Information is also available at

[www.medicare.gov/find-a-plan](http://www.medicare.gov/find-a-plan).

- **Medi-Cal** – For more information regarding the Medi-Cal program, please visit [www.medi-cal.ca.gov](http://www.medi-cal.ca.gov)
- **Medi-Cal Long Term Services and Support (LTSS)** – To obtain additional information on LTSS including In-Home Supportive Services (IHSS), Community-Based Adult Services (CBAS), Multipurpose Senior Services Program (MSSP) and long term Nursing home care, please visit <http://www.dhcs.ca.gov/services/ltc/Pages/default.aspx>.
- **Mental Health Resources** – Please contact your Primary Care Physician for assistance or:
  - For Commercial or Healthy Families members please contact your Health Plan by calling the number on the back of your Member ID card.
  - For Medi-Cal members please contact your County Department of Behavioral Health:
    - Los Angeles: 1-800-854-7771
    - Riverside: 1-800-706-7500
    - San Bernardino: 1-888-743-1478
    - San Diego: 1-800-479-3339
    - Imperial: 1-800-817-5292
- **Utilization Management/Case Management/Quality Management Program, Policies and Procedures** - To obtain a copy please contact our Customer Services Department at (951) 280-7700.
- **Physician Reviewer Availability** – A physician reviewer is available to discuss UM decisions (including approvals, denials and/or adverse actions, and modifications) with providers. To speak with a physician reviewer please call our designated Physician Reviewer phone line at (951) 280-7895 or toll free at 1 (855)-257-9964.
- **Compliance Program, Policies, Procedures and Training** - To obtain a copy please contact our Customer Services Department at (951) 280-7700.
- **Compliance Hotline** - to report suspected ethical violations or concerns regarding fraud, waste and abuse, you may make an anonymous report without fear of intimidation or retaliation by calling our Compliance Hotline at (951) 280-7766.
- **Tobacco Cessation Services**- To obtain additional information regarding provider requirements for the implementation of comprehensive tobacco cessation interventions (MMCD Policy Letter 14-006) please visit <http://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/PL2014/PL14-006.pdf> or call our Customer Services Department at (951) 280-7700 to obtain a copy of the policy.

**For any information on the above listings, or other additional information, questions or concerns please call our Customer Services Department at (951) 280-7700 or toll free at 1-855-257-9964 or visit our website at [www.lamcipa.com](http://www.lamcipa.com).**