



July 17, 2014

To: All Cancer Center and Tertiary Center Providers serving L.A. Care Cal MediConnect Members

Re: Ensuring Continuity of Care for L.A. Care Cal MediConnect Members

Thank you for partnering with L.A. Care Health Plan (L.A. Care) to serve individuals dually eligible for Medicare and Medi-Cal under the new Cal MediConnect program. We appreciate your commitment to serving these members and share your commitment to ensuring that individuals who participate in Cal MediConnect receive appropriate and timely access to critical medically necessary services under the program.

With this memo, we would like to clarify the Continuity of Care requirements for these members:

- **The Centers for Medicare and Medicaid Services (CMS) and California Department of Health Care Services (DHCS) mandate that Cal MediConnect members are allowed to maintain their current providers and service authorizations** for a period up to six (6) months for Medicare services and up to twelve (12) months for Medi-Cal services if specific criteria are met.
- **Please continue to provide the necessary tertiary care and oncology services that are needed for Cal MediConnect members during their transition into or out of the program.** Please note that for individuals who do request to be disenrolled from Cal MediConnect, it may take up to 45 days for this change to be processed. Until the disenrollment is effective, if the individual is an L.A. Care Cal MediConnect member, L.A. Care will continue to cover their services.
- **L.A. Care is committed to ensuring that Cal MediConnect eligible members will receive medically necessary services without interruption.** We have dedicated staff who will work with you to answer any questions and facilitate service continuity.

Please contact the L.A. Care Continuity of Care Unit at 855-351-9251 or email UM_Department@lacare.org.

Thank you for working with us to guarantee the best service coordination for our mutual patients.

Respectfully yours,

Gertrude S. Carter, MD
Chief Medical Officer