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MEMORANDUM

To: Santa Cruz and Monterey Providers
From: Ann Kern, Provider Services Network Manager
Date: 1/9/2014
Subject: Low Income Health Program (LIHP) Transition

IMPORTANT NOTICE PLEASE READ

The transition of LIHP members into Medi-Cal occurred on January 1, 2014.

We have been informed that approximately 600 members who were originally ViaCare or MediCruz Advantage members did not transition as expected into Medi-Cal due to State and County system issues. The State and County are working vigorously to address these issues. Until such time as the member does show up in the eligibility screen and is issued a new Medi-Cal card, the member may present with only their ViaCare/MediCruz Advantage card. Please check State eligibility on these members, as some will be fee for service Medi-Cal.

In an effort to facilitate care, we ask that if a member states that they have Medi-Cal, was a former LIHP member, only has a ViaCare or MediCruz Advantage card, and you cannot see them as eligible on the State website, please contact the Central California Alliance Authorization number at (831) 430-5506. Please state the following when you call for eligibility: "I am calling on a former LIHP member not currently showing eligibility." We will work with the State to ensure retroactive Alliance eligibility. In those cases where a member will obtain retro eligibility it is our intention to ensure continuity of care as they await their "official" status.

Thank you for your continued support.