

# California Dual-Eligible Members Frequently Asked Questions

Update for select counties



## What you need to know

There is expanded access to Kaiser Permanente's Senior Advantage Medicare Medi-Cal (HMO D-SNP) plan. Starting on January 1, 2024, existing Kaiser Permanente Medicare health plan members who are eligible for Medi-Cal and reside in certain counties (Orange, San Bernardino, and Riverside counties) became eligible to enroll in our Medicare Medi-Cal health plan. Individuals in most other counties in Kaiser Permanente's service area who are eligible for Medicare and Medi-Cal can also continue to enroll in the Medicare Medi-Cal health plan.

### Why this is important

- You may now be eligible for the Kaiser Permanente Medicare Medi-Cal health plan, a plan designed for members who have both Medicare and Medi-Cal.
- The plan includes a care or case manager who is responsible for assisting in your care coordination.
- The plan includes \$0 copays for covered dental services,<sup>1</sup> a fitness center membership, and an annual \$350 allowance for eyeglasses and contact lenses.
- This may be a better option than your current Kaiser Permanente Medicare health plan.



### You can enroll today<sup>2</sup>

Visit [kp.org/dualsenroll](https://kp.org/dualsenroll) or call 1-855-250-2031 (TTY 711), 8 a.m. to 8 p.m., 7 days a week. Se habla español.

### What is changing

Prior to 2024, California's Department of Health Care Services limited enrollment in D-SNPs in Orange, San Bernardino, and Riverside counties as part of a pilot program commonly known as the Coordinated Care Initiative. This program is phasing out.

A new program is starting under the California Advancing and Innovating Medi-Cal (CalAIM) initiative. Due to Kaiser Permanente's participation in that program, there is increased access to a Kaiser Permanente Medicare Medi-Cal health plan. Current Kaiser Permanente Medicare health plan members who were enrolled as of January 1, 2024, and have both Medicare and Medi-Cal can now enroll in our Medicare Medi-Cal health plan in these 3 counties.

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## When can I enroll in the Kaiser Permanente Medicare Medi-Cal health plan?

You can enroll today.<sup>2</sup> You must enroll by March 31 to ensure your plan change is effective by April 1, 2024.



## How can I enroll?

You can enroll<sup>2</sup> in 5 easy steps:

1. Go to [kp.org/dualsenroll](https://kp.org/dualsenroll).
2. Enter your ZIP code and click **"Search for plans."**
3. Scroll to "Kaiser Permanente Senior Advantage Medicare Medi-Cal plan (HMO D-SNP)."
4. Click **"Plan details"** for more information or click **"Enroll in this plan now"** to start the enrollment process.
5. Enter your Kaiser Permanente medical record number and click the **"Begin enrollment"** button.

**Need help? Call 1-855-250-2031 (TTY 711), 8 a.m. to 8 p.m., 7 days a week, to speak with a Kaiser Permanente Medicare specialist who can help you enroll.**  
Se habla español.

## Frequently asked questions

### What is a Kaiser Permanente Medicare Medi-Cal health plan?

It is a specific Medicare Advantage plan designed for people with Medicare and Medicaid (Medi-Cal in California).

### Who is newly eligible to transfer into the Kaiser Permanente Medicare Medi-Cal health plan?

Residents of Orange, San Bernardino, or Riverside counties who currently have Medi-Cal and a Kaiser Permanente Medicare health plan, and who were Kaiser Permanente Medicare health plan members on or before January 1, 2024.

### Why transfer to the Kaiser Permanente Medicare Medi-Cal health plan?

The Kaiser Permanente Medicare Medi-Cal health plan is just for members who have Medicare and Medi-Cal. It is designed to better coordinate with Medi-Cal than a traditional Medicare Advantage plan does. Every enrollee in our Medicare Medi-Cal health plan has a care coordinator to help manage providers and services.

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## Frequently asked questions (cont.)

### What benefits are included?

Some of the benefits included are:

- \$0 copays for covered dental services<sup>1</sup>
- A \$350 allowance for glasses and contact lenses every year
- A \$250 over-the-counter benefit limit for health-and-wellness products every quarter
- A Silver&Fit® Healthy Aging and Exercise Program membership<sup>3</sup>

### Can I keep my Kaiser Permanente doctor?

Yes, our Medicare Medi-Cal health plan provides access to the same network of doctors as your current Kaiser Permanente Medicare health plan.

### Will I keep the same Kaiser Permanente medical record number?

Yes, you will keep the same medical record number that is associated with your medical history.

### Why is the change only for these 3 counties?

Prior to 2024, California's Department of Health Care Services limited enrollment in the Medicare Medi-Cal health plan in Orange, San Bernardino, and Riverside counties as part of a pilot program commonly known as the Coordinated

Care Initiative. This program is phasing out. A new program is starting under the California Advancing and Innovating Medi-Cal (CalAIM) initiative. Due to Kaiser Permanente's participation in that program, there is increased access to the Kaiser Permanente Medicare Medi-Cal health plan.

### Can I transfer back to my existing plan if I change my mind?

Yes, if you meet the requirements for our Medicare Medi-Cal health plan, you also meet the requirements to enroll in a Kaiser Permanente Medicare health plan in the same service area. At a minimum, you will be eligible to switch each year during the Medicare Annual Enrollment Period, but you may also be eligible for other Special Enrollment Periods throughout the year.

### What happens if I lose Medi-Cal eligibility and no longer qualify for the Kaiser Permanente Medicare Medi-Cal health plan?

You will be able to maintain coverage from Kaiser Permanente by enrolling into the Kaiser Permanente Medicare health plan in your service area.



## See how easy it is to enroll<sup>2</sup> in the Kaiser Permanente Medicare Medi-Cal health plan

Visit [kp.org/dualsenroll](https://kp.org/dualsenroll) or call 1-855-250-2031 (TTY 711), 8 a.m. to 8 p.m., 7 days a week. Se habla español.



<sup>1</sup>For information on Medi-Cal dental coverage, call 1-800-322-6384 (TTY 1-800-735-2922). You may also visit the website at <https://dental.dhcs.ca.gov/>. <sup>2</sup>You must meet all Medicare health plan enrollment requirements. <sup>3</sup>The Silver&Fit program is provided by American Specialty Health Fitness, Inc., a subsidiary of American Specialty Health Incorporated (ASH). Silver&Fit is a trademark of ASH and used with permission herein. Kaiser Permanente is an HMO D-SNP plan with a Medicare contract and a contract with the Medi-Cal program. Enrollment in Kaiser Permanente depends on contract renewal. You must reside in the Kaiser Permanente Medicare health plan service area in which you enroll. Kaiser Foundation Health Plan, Inc., 393 E. Walnut St., Pasadena, CA 91188-8514.