THE MEDI-CAL EXPANSION PROGRAM

Contra Costa Health Plan (CCHP) provides the healthcare benefits of the Medi-Cal Expansion (MCE) Program for Contra Costa County. Under the supervision of a Primary Care Provider (PCP), the following services are covered only at Contra Costa Regional Medical Center (CCRMC) & Health Centers or at some authorized Community Clinics.

- Physician Services and medical office visits
- Prescription Drugs from an approved list
- Outpatient and Inpatient Medical Services
- Short-term Outpatient Physical Therapy
- Lab Tests
- Specialist Care
- Radiology
- Mental Health Services
- Prosthetic and orthotic appliances and devices

If you have questions about MCE eligibility, please call 1-800-771-4270 to speak with a Financial Counselor.

WHERE YOU MUST GET CARE

Under the MCE program, except for care for a true medical emergency, you must get ALL of your care from Providers at CCRMC unless you are assigned by the Health Plan to a PCP at an authorized Community Clinic.

If you receive non-emergency medical care somewhere else without prior approval from CCHP, it will NOT be covered, and will NOT be paid for by the MCE Program or by the County.

Payment is provided for emergency services provided in any hospital emergency room for emergency medical conditions and for required post-stabilization care after emergency treatment. CCHP must be notified within 24-hours of the initial treatment in order to make payment.

CARE FROM YOUR DOCTOR

You may select a PCP from our staff of Family Practice providers and Family Nurse Practitioners, or one may be assigned to you.

Your PCP provides your routine care, arranges for necessary specialty care and hospitalization, follows up on your progress and supervises all the care you receive to make sure you receive quality care.

Your PCP is part of a team of health care professionals and other specialists that includes family nurse practitioners, technicians, and nurses to care for you.

Your medical record will be kept at the Health Center where you receive your primary care.

SPECIALTY CARE

Specialty services are provided for you at one of the County’s Health Centers when you are referred by your PCP. Specialty services include Lab tests, X-rays, Orthopedics, Ophthalmology, Urology, Dermatology, Allergy, and others. Women may go to a gynecologist at a County Health Center without a referral.

URGENT MEDICAL CARE

If you are sick or hurt and need to be seen the same day, or if you are not sure what to do, call the Health Plan Advice Nurse at 1-877-661-6230 (press 1). The Advice Nurse will help you get the care you need.

HOSPITAL CARE

Inpatient hospital services are provided when ordered by your PCP or specialist and authorized by CCHP.

SERVICES THAT ARE LIMITED OR EXCLUDED

Services that are NOT COVERED by CCHP under the MCE program include those listed below:

- Acupuncture or Chiropractic Services
- Organ transplants
- Cosmetic surgery
- Eye glasses
- Dental care
- Hearing aids
- Hemo dialysis or peritoneal dialysis
- Home health services
- Hospice
- Infertility related services
- Investigational or experimental procedures, drugs or therapy
- Long-term physical therapy
- OB/Maternity care
- Substance Abuse Services
- Most non-prescription drugs
- Prescription drugs for non-covered services
- Prescription drugs filled at a non-contracted pharmacy
- Prescription drugs not listed on the CCHP formulary
- Services in a skilled nursing facility or an intermediate care facility
- Weight loss program and prescriptions, obesity surgery
- Whole blood transfusions (not self-donated)

Please call 1-877-661-6230 (press 2) for more information, or if you have any questions about care that may not be covered in the MCEI program.

IF YOU ARE SICK OR HURT

CALL THE ADVICE NURSE UNIT

Anytime, every day 1-877-661-6230 (press 1).
**INFORMATION / ASSISTANCE & COMPLAINTS**

If you have questions about getting services at the County Health Centers or for hours of service and locations, please call the Health Centers’ Information number at:

1-877-905-4545

If you have a complaint about services you received from your PCP or any provider, first try to discuss the problem with them. If the problem is not fixed and you are at the Health Center, please ask to speak to a Clinic Coordinator or other Manager who can take your complaint. You can also call the Patient Relations Coordinator at 925-370-5144, mail your complaint to Attn: Patient Relations Coordinator, 2500 Alhambra Ave., Martinez, CA 94553 or come by in person to see the Coordinator at CCRMC in Martinez.

If you have a complaint or question about the refusal of any medical services or denial of payment for medical services, you may call CCHP’s Service Center at 1-877-661-6230 (press 2).

**EMERGENCY CARE**

Under the MCE Program, emergency care services including transportation are covered when obtained at a licensed emergency facility. If you have a life-threatening emergency such as severe chest pain, acute shortness of breath, or uncontrollable bleeding, call 911 or go to the nearest hospital.

County 24 hour emergency services are provided at:
Contra Costa Regional Medical Center
2500 Alhambra Avenue, Martinez, California

**MENTAL HEALTH CARE**

Mental Health care is covered under the MCE Program, by Contra Costa Health Services’ Mental Health Division. For resource information call:

1-888-678-7277

**CARE FOR DRUG AND ALCOHOL ABUSE**

Substance abuse care is NOT covered under the MCE Program, Call the Community Substance Abuse Services Access Unit at:

1-800-846-1652

**OTHER HEALTH INSURANCE COORDINATION OF BENEFITS**

You have the responsibility to use any other health care insurance you have before using your MCE Program benefits.

The MCE program is a program of last resort. The County will NOT pay for any services that could be provided by any other medical program or insurance plan including Medi-Cal and Medicare.

**PHARMACY SERVICES**

PerformRx provides pharmacy services for MCE recipients. You can get a prescription filled at any one of the following eleven (11) Walgreens pharmacies in Contra Costa County. If you have current prescriptions from any other pharmacy, please call the Walgreens store that is most convenient to you from the list below and have them transfer the prescription.

<table>
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<tr>
<th>Walgreens Store #4724</th>
<th>Antioch, CA</th>
<th>925-978-8000 (PHONE)</th>
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<td>Walgreens Store #6871</td>
<td>Brentwood, CA</td>
<td>925-513-4055 (PHONE)</td>
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<td>Walgreens Store #3164</td>
<td>Concord, CA</td>
<td>925-674-9477 (PHONE)</td>
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<td>Walgreens Store #3770</td>
<td>El Cerrito, CA</td>
<td>510-234-9300 (PHONE)</td>
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<td>Walgreens Store #6101</td>
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<td>925-372-0337 (PHONE)</td>
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<td>Walgreens Store #7376</td>
<td>Pittsburg, CA</td>
<td>925-439-8575 (PHONE)</td>
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<td>Walgreens Store #2506</td>
<td>Richmond, CA</td>
<td>510-236-5748 (PHONE)</td>
<td>510-236-5267 (FAX)</td>
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<td>Brentwood, CA</td>
<td>925-240-6043 (PHONE)</td>
<td>925-240-6134 (FAX)</td>
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<td>6570 Lone Tree Way</td>
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<td>Walgreens Store #5864</td>
<td>Pleasant Hill, CA</td>
<td>925-944-1592 (PHONE)</td>
<td>925-944-9576 (FAX)</td>
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<td>721 Gregory Lane</td>
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<td>Walgreens Store #2435</td>
<td>San Pablo, CA</td>
<td>510-233-9467 (PHONE)</td>
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<td>Walgreens Store #4026</td>
<td>Walnut Creek, CA</td>
<td>925-933-0307 (PHONE)</td>
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<td>2900 N Main Street</td>
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<td>Walgreens Store #13026</td>
<td>Bay Point, CA</td>
<td>925-709-0317 (PHONE)</td>
<td>925-709-0527 (FAX)</td>
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<td>2700 Willow Pass Road</td>
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<td>Walgreens Store #13796</td>
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<td>510-730-7000 (PHONE)</td>
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<td>Walgreens Store #4491</td>
<td>San Pablo, CA</td>
<td>510-243-1100 (PHONE)</td>
<td>510-243-0527 (FAX)</td>
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<td>15650 San Pablo Ave.</td>
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**DENTAL CARE**

The MCE provides emergency dental services ONLY for persons over the age of 14. Emergency dental care covers only examinations, permanent fillings, x-rays, extractions and limited dental work given through the Dental Department at the County Health Centers in Martinez, Richmond, or Pittsburg.

Emergency dental services do not cover procedures such as dentures, root canals, treatment of major tooth injuries, gum treatment, cleaning, or any services not provided at a Contra Costa County Health Center.