



Changes to Basic Health Care (BHC) Program Frequently Asked Questions and Answers

BHC CHANGES

I received a letter stating that I may no longer qualify for BHC. What has changed?

Effective May 1, 2009 adults applying for BHC must show proof of U.S. citizenship or permanent legal residency status in the United States or they will no longer qualify for BHC.

Why were these changes made to BHC?

Since the BHC program is funded with County money, the County's Board of Supervisors was forced to take this action to deal with the budget deficit. However, they set aside some funds to help community clinics in our County to provide some primary health care to persons affected by these changes.

If I am currently enrolled on BHC, when will these changes take effect?

You will have BHC only until your current enrollment period ends. The letter that you will receive in the mail will have a date to tell you when your enrollment period ends.

What can I do if I don't have BHC and need to see a doctor?

You may call a Contra Costa Health Services Financial Counselor at **1-800-771-4270**. They can assist you with a referral to one of the community clinics where you may schedule a doctor's appointment. Please see the list of community clinics (Handout Attached). Please be aware, the community clinic may charge you a fee based on your income.

How does this change affect my ability to get my medications?

You will be able to get your medications at a Walgreen's pharmacy until your current enrollment period ends for BHC. Many pharmacies such as Walgreen's, Wal-Mart, Target and Rite-Aid offer many medications at low-cost.

How do these changes affect my child who is under 19 years of age?

Children under 19 years of age continue to be eligible for BHC, and will continue to receive their health care at the County Health Centers.

BHC CHANGES THAT WILL ALSO IMPACT PERSONS WHO HAVE RESTRICTED MEDI-CAL

I have restricted Medi-Cal and received a letter that I will no longer be able to receive my primary and specialty care such as doctor visits, medications, x-rays and labs at the County health centers, why?

Restricted Medi-Cal does not provide primary and specialty care such as doctor's visits, lab, x-ray tests, or prescription drugs. These services were provided to you in the past through the Basic Health Care Program. Effective June 1, adults who cannot show proof of U.S. citizenship or permanent legal residency status in the United States will no longer qualify for these benefits, which were provided through BHC.

I am pregnant and have restricted Medi-Cal. Does this affect me?

Pregnant women who have Restricted Medi-Cal will be able to continue to have their care at a County Health Center, or one of the community clinics. Restricted Medi-Cal will pay for the costs of health care related to your pregnancy.

With these changes, will I still be able to get my prescription medications if I have Restricted Medi-Cal?

You will be able to receive refills on any prescription medications that you are now taking through a Walgreen's Pharmacy until August 31, 2009. This does not include any **new** prescriptions that your doctor prescribes for you. After August 31, 2009, you will be responsible for buying all of your prescription medications not covered by Restricted Medi-Cal. Many pharmacies such as Walgreens, Wal-Mart, Target and Rite-Aid offer many medications at low-cost.

WHICH CCHS PROGRAMS ARE NOT IMPACTED BY THESE CHANGES:

What if I am receiving Mental Health treatment? Will I still be able to access my mental health doctor and medications? Yes – these changes do not your affect your mental health care.

What if I am receiving alcohol and other drugs treatment, will I still be able to access these services? Yes, access to this treatment is not affected by these changes.

What if I am being treated for HIV/AIDS or Tuberculosis, can I still receive this treatment? Yes, these changes do not affect your treatment of these diseases through the County's Public Health Division.

What if I am receiving health care in one of the Women's Health Clinics including family planning and sexually transmitted services in a County health center? Can I still receive this care?

Yes, these changes do not affect your treatment of these services with Contra Costa Health Services.

What if I am homeless and receiving health care through Healthcare for the Homeless Van? Can I still receive this care?

Yes, these changes will not affect your health care from Healthcare for the Homeless Van.

What if I am receiving treatment for breast or cervical cancer? Can I still receive this care?

Yes, Medi-Cal covers care for treatment of breast or cervical cancer. This treatment is not affected by the changes to BHC.

What if I have a life threatening medical emergency? Where can I get care?

Emergency care is available through any emergency department in the state and in our county, including Contra Costa Regional Medical Center. If your emergency requires you to be admitted to a hospital, that hospital must provide you with care even if you can't pay for it and regardless of your legal status.

If I have a health concern, can I still call an Advice Nurse even if I don't have BHC?

Yes, Contra Costa Health Plan's Advice Nurses are available to everyone. You may reach an Advice Nurse by dialing: **1-877-661-6230, press 1.**

Where can I call for more information?

211: a toll –free, three-digit phone number available 24 hours a day for information about local health and human services in your community. When calling ask for health access information.

CCHS Financial Counselors: 1-800-771-4270

Contra Costa Health Plan Advice Nurse: 1-877-661-6230, press 1

Or visit our Website at: www.cchealth.org

Interpretation services are available for these resources.