



State of California-Health and Human Services Agency
Department of Health Care Services

October 1, 2013

Important Information

About the Healthy Way LA program move to Medi-Cal

Dear Member:

You are receiving this letter because you are currently enrolled in Healthy Way LA (HWLA) program. New state and federal health care laws add a new program to Medi-Cal. If you are in HWLA in December 2013, your health benefits coverage will move automatically to the Medi-Cal Program on January 1, 2014.

You do not have to do anything now. Your benefits won't be changed. You will get all of the same services you get now until December 31, 2013 as long as you stay enrolled.

You will be getting a packet from the State in early November with more information about the move to Medi-Cal, the Medi-Cal health plans in your county and who to call if you have questions. If you want to stay with your current doctor or clinic, you do not need to send in any information. You will be automatically enrolled in a Medi-Cal health plan that works with your doctor/clinic. If your doctor/clinic doesn't work with a Medi-Cal health plan in your county, you will be assigned to a doctor/clinic that works with a plan in your county on January 1, 2014. If you want to change plans or doctors, information in the packet will help you find the plan or doctor that is best for you.

Please visit the Department of Health Care Services website, at www.dhcs.ca.gov, to learn more about the Medi-Cal program. If you have questions about your move to Medi-Cal, please call or visit:

- Your current medical home
- The HWLA website at <http://dhs.lacounty.gov/hwla> and click on "Transition to Medi-Cal" or
- Call the HWLA Member Services toll free number at 1-877-333-4952

Questions about the move to Medi-Cal

Q. Is the HWLA still my health coverage program?

A: Yes. You will get health benefits until December 31, 2013. On January 1, 2014, Medi-Cal will become your health benefits program.

Q: Will my benefits change?

A: Your health benefits will not be changed. You will continue to have all the same services prior to December 31, 2013. Some of the services you get now, such as dental and vision may change. Watch your mail for more information.

Q: What do I need to do to stay enrolled?

A: Be sure to read and answer all letters about your eligibility or status. Call HWLA to let them know if your income, address or phone number changes.

Q. Will I be able to go to the same doctor or clinic when I have Medi-Cal?

A: Probably. You will be enrolled in a Medi-Cal health plan that works with your current doctor or clinic, if there is one in your county. You can choose to change plans and doctors/clinics if you like.

Q. How will I be notified about my change to Medi-Cal?

A: You may receive information by mail, phone or email.