

to use the CalViva Health regular network of providers located in the county of residence for the family. An exception to this is if CalViva Health operates in your new county of residence, as described above.

Continuity of care

If you now see providers who are not in the CalViva Health network, in certain cases you may be able to keep seeing them for up to 12 months. If your providers do not join the CalViva Health network by the end of 12 months, you will need to switch to providers in the CalViva Health network.

How to keep seeing your provider if you are a new member

Members who have just joined our plan for the first time may ask to keep seeing their Out-of-Network Provider (including PCP and Specialist). This is called a “continuity of care” benefit. In order to qualify for continuity of care, the following conditions must be met:

- You must have seen the Out-of-Network Provider at least once during the twelve (12) months prior to the date of your enrollment with our plan, for a non-emergency visit,
- The Out-of-Network Provider must agree to the health plan’s usual payment rate or the Medi-Cal payment rate,
- The Out-of-Network Provider is a California State Plan approved provider.

If your request for continuity of care meets the conditions, the Out-of-Network Provider meets the necessary requirements, including agreeing to the plan’s terms, we will approve your continuity of care request and allow you to see the provider for up to 12 months.

The continuity of care benefit includes only those services covered by our plan. In addition, the continuity of care benefit does not include services provided by the following providers:

- Durable Medical Equipment
- transportation
- other ancillary services, and
- services provided by Fee-for-Service Medi-Cal program and not covered by the plan.



Call member services at 1-888-893-1569 (TTY 711). CalViva Health is here 24 hours a day, 7 days a week. The call is toll free. Or call the California Relay Line at 711. Visit online at www.CalVivaHealth.org.

To request continuity of care please contact Member Services at 1-888-893-1569 (TTY: 711).

Continuity of Care for Seniors and Persons with disabilities

Seniors and Persons with Disabilities who have just joined our plan may ask to keep seeing their provider if there is an active Medi-Cal Fee-For-Service treatment authorization request.

Our plan will honor any active Medi-Cal Fee-For-Service treatment Authorization for up to 60 days from the date you join our plan or until our plan completes a new assessment. To request continuity of care please contact Member Services at 1-888-893-1569 (TTY: 711).

Continuity of Care for Members transitioning from Covered California

Members who have just joined our plan due to a mandatory transition from Covered California to Medi-Cal Managed Care have the right to complete covered, previously approved, Medically Necessary care from their treating provider for up to 60 days from the date they join our plan or until our plan completes a new assessment without a request by the member or the provider. For Continuity of Care information, see the *“How to keep seeing your provider if you are a new member”* section above. To request continuity of care please contact Member Services at 1-888-893-1569 (TTY: 711).

Continuity of Care for Children receiving Behavioral Health Treatment (BHT)

Children who receive Behavioral Health Treatment (BHT) can continue seeing their out-of-network behavioral health provider for up to 12 months. The Member must have an existing relationship with the behavioral health provider. Under continuity of care for children who receive BHT, an existing relationship means that the Member has seen the out-of-network behavioral health provider at least once during the 6 months prior to enrollment in our plan or transition from a Regional Center. To request continuity of care please contact Member Services at 1-888-893-1569 (TTY: 711).

Providers who leave CalViva Health and members returning to CalViva Health

If your provider stops working with CalViva Health or you are returning to CalViva



Call member services at 1-888-893-1569 (TTY 711). CalViva Health is here 24 hours a day, 7 days a week. The call is toll free. Or call the California Relay Line at 711. Visit online at www.CalVivaHealth.org.

Health from another managed health plan, you may be able to keep getting services from that provider. This is another form of continuity of care. CalViva Health provides continuity of care services for:

- Services provided by your doctor, including specialists and hospitals.
- CalViva Health provides continuity of care services if your doctor agrees and has been treating you for any qualifying conditions, listed below.
 - Acute condition (a serious and sudden condition that lasts a short time like a heart attack, pneumonia or appendicitis) – For the time the condition lasts.
 - Serious Chronic (long-term) condition – For a period of time of up to 12 months necessary to complete a course of treatment and arrange for a safe transfer to another Provider
 - Pregnancy – During the pregnancy and immediate postpartum care (six weeks after giving birth).
 - Terminal illnesses/conditions – For the length of the illness up to 12 months.
 - Children ages birth to 36 months – For up to 12 months.
 - You have surgery or other procedures authorized by our plan as part of a documented course of treatment. This treatment was set to occur within 180 days of the time the doctor or Hospital stops working with our plan or within 180 days of the time you began coverage with us.

CalViva Health does **not** provide continuity of care services if:

- You do not meet the qualifications, and
- The services provided by the following Providers:
 - Durable Medical Equipment
 - Transportation
 - other ancillary services, and
 - services provided by Fee-for-Service Medi-Cal program and not covered by the plan.

To request continuity of care please contact Member Services at 1-888-893-1569 (TTY 711).



Call member services at 1-888-893-1569 (TTY 711). CalViva Health is here 24 hours a day, 7 days a week. The call is toll free. Or call the California Relay Line at 711. Visit online at www.CalVivaHealth.org.