

Dual Eligibles Demonstration FAQs

What is the Dual Eligibles Demonstration?

DHCS, in conjunction with CMS, plan to enroll beneficiaries who are covered by both Medicare and Medi-Cal (dual eligibles) into managed care health plans.

What is the goal of the Dual Eligibles Demonstration?

The goal of the demonstration is patient-centered care. DHCS, CMS and their plan partners want to improve access to care, coordination of services, ensure continuity of care and increase availability and access to home and community based services, so beneficiaries have better health outcomes and remain in their homes and communities as long as possible.

How many Dual Eligible beneficiaries live in Los Angeles and Orange Counties?

Los Angeles County has approximately 370,000 dual eligible beneficiaries and Orange County has approximately 71,500.

What services are covered under the Dual Eligibles Demonstration?

Services include, but are not limited to:

- All Medicare services
- All Medi-Cal services
- Long-term support services, including in-home supportive services (IHSS), Community-Based Adult Services (CBAS), long-term custodial care in nursing facilities, and
- Multipurpose Senior Services Program (MSSP) services
- Mental health and substance abuse programs

Why should my patients participate in the Dual Eligibles Demonstration?

Your patients will receive quality care and enhanced benefits with one health plan responsible for coordinating your patients' medical care, behavioral health care and social and supportive services needs. Managed care removes the uncertainty you and your patients may currently experience in trying to determine which agency-Medicare or Medi-Cal- to contact to coordinate care.

Why should I join an independent practice association (IPA)?

Providers within a managed care network experience consistent financial stability and administrative simplification, receiving regular payments from a single payer, with one billing address and one telephone number for questions and assistance.

Additionally, it is important to realize that both the federal government and state of California are moving towards a managed care model for all government-sponsored programs for higher quality of services, support and efficiencies. Providers within a managed care network are better positioned to continue treating their Medi-Cal and Medicare beneficiaries over the long term.

Can I continue to see my patients if they enroll with an IPA?

If you do not contract with an IPA, you can continue to see your dual eligible patients for approximately 6 to 12 months through a continued access to care program upon request by your patients.

What should I do if I am interested in joining an IPA?

For additional information regarding Angeles IPA call (714) 947-8600.

How can I stay informed?

Additional Resources:

HICAP: 213-383-4519

Hotline: 1-800-434-0222

Email: info@calduals.org

Twitter: @CaiDuals

