



Maternal and Child Health Access

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## **Medi-Cal Managed Care Personalized Provider Directories- They're Here!**

### **What is a “Personalized Provider Directory” for Medi-Cal Managed Care? A**

Personalized Provider Directory (PPD) is a customized directory listing the 50 providers and 20 clinics located closest to a beneficiary’s home address. If necessary, the lists will be expanded to include at least five providers whose language matches the beneficiary’s target language.

Medical (and dental in two counties) PPDs will be generated for each newly eligible beneficiary or family, as well as for anyone requesting this information. In Sacramento County, where enrollment in dental managed care is mandatory, both PPDs will be bound together with the informing booklet (“My Medi-Cal Choice”) that describes managed care and how to enroll. For Los Angeles, where enrollment in dental managed care is voluntary, separate medical and dental PPDs will be printed.

These customized booklets printed “on demand”, will replace the heavy, inches-thick packet of directories that were previously sent to Medi-Cal beneficiaries eligible to enroll in managed care.

**Why Personalized Provider Directories?** The state budget bill of 2007-8 contained language authorizing PPDs as a pilot project in Sacramento and Los Angeles and requiring the Medi-Cal Managed Care Division to create a stakeholder process. The PPD work group consisted of representatives from Medi-Cal Managed Care plans, patient advocates, Health Care Options and Department of Health Care Services personnel.

It is the intent of this project to make the enrollment process easier for the beneficiaries and reduce the default rates. In addition, PPDs will provide information that is more current, and may reduce the expense of printing and mailing provider information.

The change to PPDs addresses several issues: 1) high default rates in some counties that are in part a result of beneficiaries not receiving the bulky packets; 2) expense to print the huge packets, especially in Los Angeles County and 3) need for real-time update of listings, addressing the issues of inventory storage and out-of-date packets.

**Where and when will this start?** The PPD Pilot Project was implemented on February 27, 2009.

**What if someone wants to choose a doctor close to their workplace, child's school, or other site?** Beneficiaries may call and request a PPD for an alternate address or a different language. They may also request a county-wide directory, listing all providers in their county.

**Won't that take time? What if the 30 day period the beneficiary has in which to make a choice starts to run out?** Maximus will reset the "default period", if a beneficiary requests another directory within 30 days of the initial mailing. When the new booklet is mailed, the default period will start again.

**Has anything else changed?** YES! While this project did not make any changes in the informing portion of the booklet, there are four new pages of instructions at the beginning of the PPD. There will be some overlap of instructions.

Improvements include: much better information on what to do to stay enrolled with a provider one already has; information on the relationship of medical groups, plan partners and health plans; a breakdown of what information is included for each physician listing, and an expanded "accessibility indicator" for people with physical disabilities. This indicator is in place for all LA Care primary care physicians, and those who are contracted both with LA Care and Health Net. It is a grade for accessibility in six areas of the practice: the parking, building itself, reception/wait room, exam room, exam table/scale and restroom. It is hoped these listings will be adopted statewide for better information for ALL Medi-Cal beneficiaries.

**Will this project be evaluated as a "pilot" before beginning statewide?** YES! Monitoring has started and evaluation planning will begin within a few months. Send your comments, concerns, complements, snafus, and thoughts about improvement to: Lynn Kersey, [lynnk@mchaccess.org](mailto:lynnk@mchaccess.org). For questions or problems contact Liz Ramirez, Celia Valdez or Donald Nollar here at MCH Access (213) 749-4261.

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