

Coordinated Care Initiative Resources by County

Alameda County

1. Cal MediConnect Ombudsman program: The ombudsman program helps dual eligible beneficiaries and Cal MediConnect managed care enrollees by answering questions and providing education about Cal MediConnect enrollment options, resolving issues with the Cal MediConnect managed care plans in which they are enrolled, offering individual advocacy services, and investigating enrollee complaints. The Ombudsman program will focus on providing information and resources, provide assistance with filing appeals and complaints, and negotiating resolutions with plans. **The Ombudsman program toll-free number: 1-888-804-3536, and can provide services in 13 languages.**
2. Disability Rights California: Provides free legal assistance to individuals with disabilities regarding access to health care, continuity of care, EPSDT, DME, LTSS, IHSS, HCBS waivers, and provides guidance on due process issues such as appeals, grievances and fair hearings. **Contact DRC at: 800-776-5746**
3. Health Consumer Center (Alameda County): Free legal intake and advice line staffed in English and Spanish (Mandarin and Cantonese speaking staff also available). **Contact the Health Consumer Center at 855-693-7285.**
4. Health Care Options: Provides information about health plan options at no charge. **Call Health Care Options at 1-844-580-7272.**
5. California Health Insurance Counseling & Advocacy Program (HICAP): Health care counselors who you can talk to about your options at no charge. **Call HICAP at 1-800-434-0222.**

Los Angeles County

1. Cal MediConnect Ombudsman Program: **The Ombudsman program toll-free number is 1-888-804-3536, and can provide services in 13 languages.**
2. Disability Rights California: **Contact DRC at 1-800-776-5746, TDD/TTY 1-800-719-5798.**
3. Health Consumer Center of Los Angeles: Free legal intake and advice line staffed in English, Spanish, Armenian, Cambodian, Chinese, Korean and Vietnamese for help navigating health care systems to get needed health care. Other languages through the Language Line. Office hours Monday-Friday 9-5, Hotline hours 9-11:45 Monday, Tuesday, Thursday, Friday. **(800) 896-3203; TDD (818) 834-7575.**
4. Health Care Options: Provides information about health plan options at no charge. **Call 1-844-580-7272 beginning April 1, 2014. Before that, call 1-800-430-4263. TDD/TTY 1-800-430-7077.**
5. Center for Health Care Rights – Los Angeles County’s Health Insurance Counseling & Advocacy Program (HICAP): Health care counselors who you can talk to about your options at no charge. **Call 1- 800-824-8780 or 1-213-383-4519.**

Orange County

1. Cal MediConnect Ombudsman program: **The Ombudsman program toll-free number is 1-888-804-3536, and can provide services in 13 languages.**
2. Disability Rights California. **Contact DRC at: 800-776-5746.**
3. Health Care Options: Provides information about health plan options at no charge. **Call Health Care Options at 1-844-580-7272.**
4. California Health Insurance Counseling & Advocacy Program (HICAP): Health care counselors who you can talk to about your options at no charge. **Call HICAP at 1-800-434-0222.**
5. Legal Aid Society of Orange County: Legal Assistance for individuals experiencing issues with access to health care, continuity of care, etc. **Contact Legal Aid Society of Orange County at 800-834-5001.**

Riverside County

1. Cal MediConnect Ombudsman program: **The Ombudsman program toll- free number is 1-888-804-3536, and can provide services in 13 languages.**
2. Disability Rights California: **Contact DRC at: 800-776-5746**
3. Health Care Options: Provides information about health plan options at no charge. **Call Health Care Options at 1-844-580-7272.**
4. California Health Insurance Counseling & Advocacy Program (HICAP): Health care counselors who you can talk to about your options at no charge. **Call HICAP at 1-800-434-0222 and/or see the HICAP fact sheet at:**
5. Legal Aid Society of San Diego: Legal Assistance for individuals experiencing issues with access to health care, continuity of care, etc. **Contact Legal Aid Society of San Diego at 1-877-534-2524.**

San Bernardino County

1. Cal MediConnect Ombudsman program: **The Ombudsman program toll-free number is 1-888-804-3536, and can provide services in 13 languages.**
2. Disability Rights California: **Contact DRC at: 800-776-5746**
3. Health Care Options: Provides information about health plan options at no charge. **Call Health Care Options at 1-844-580-7272.**
4. California Health Insurance Counseling & Advocacy Program (HICAP): Health care counselors who you can talk to about your options at no charge. **Call HICAP at 1-800-434-0222.**
5. Legal Aid Society of San Diego: Legal Assistance for individuals experiencing issues with access to health care, continuity of care, etc. **Contact Legal Aid Society of San Diego at 1-877-534-2524. Aid Society of San Diego at 1-877-534-2524.**

San Diego County

1. Cal MediConnect Ombudsman program: **The Ombudsman program toll-free number is 1-888-804-3536, and can provide services in 13 languages.**
2. Disability Rights California: **Contact DRC at: 800-776-5746**
3. Health Care Options: Provides information about health plan options at no charge. **Call Health Care Options at 1-844-580-7272.**
4. California Health Insurance Counseling & Advocacy Program (HICAP): Health care counselors who you can talk to about your options at no charge. **Call HICAP at 1-800-434-0222.**
5. Legal Aid Society of San Diego: Legal Assistance for individuals experiencing issues with access to health care, continuity of care, etc. **Contact Legal Aid Society of San Diego at 1-877-534-2524.**

San Mateo County

1. Cal MediConnect Ombudsman program: **The Ombudsman program toll-free number is 1-888-804-3536, and can provide services in 13 languages.**
2. Disability Rights California: **Contact DRC at: 800-776-5746.**
3. Health Care Options: Provides information about health plan options at no charge. **Call Health Care Options at 1-844-580-7272.**
4. California Health Insurance Counseling & Advocacy Program (HICAP): Health care counselors who you can talk to about your options at no charge. **Call HICAP at 1-800-434-0222.**
5. The Legal Aid Society of San Mateo County, Health Consumer Center: Free legal advice and assistance to low-income San Mateo County residents with issues related to health insurance coverage or access to health care, including Medi-Cal, Medicare, Covered California, IHSS and other programs. **Contact our office for an appointment at 650-517-8907.**

Santa Clara County

1. Cal MediConnect Ombudsman program: **The Ombudsman program toll-free number is 1-888-804-3536, and can provide services in 13 languages.**
2. Disability Rights California. **Contact DRC at: 800-776-5746**
3. Health Consumer Center (Santa Clara County): Free legal intake and advice line staffed in English and Spanish (Mandarin and Cantonese speaking staff also available). **Contact the Health Consumer Center at 855-693-7285.**
4. Health Care Options: Provides information about health plan options at no charge. **Call Health Care Options at 1-844-580-7272.**
5. California Health Insurance Counseling & Advocacy Program (HICAP): Health care counselors who you can talk to about your options at no charge. **Call HICAP at 1-800-434-0222.**