

Where to Get Help for Coordinated Care Initiative

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** 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.