



7625 N. Palm Ave., Suite #109
Fresno, CA 93711
www.CalVivaHealth.org

CalViva Health Member Handbook Errata

There are changes to your Member Handbook described in this Errata. The language shown below is now part of your Member Handbook.

CalViva Health is here to help. If you have any questions, call toll free **1-888-893-1569 (TTY 711)**. CalViva Health is here 24 hours a day, 7 days a week, or visit us online at www.CalVivaHealth.org.

3. How to get care

Referrals

Your PCP or another specialist will provide you a referral to visit a specialist within the time frame listed in the “Timely access to care” section of this handbook, if you need one. A specialist is a doctor who has extra education in one area of medicine. Your PCP will work with you to choose a specialist. Your PCP’s office can help you set up a time to go to the specialist.

Other services that might need a referral include in-office procedures, X-rays, lab work and some services from a specialist.

Your PCP may give you a form to take to the specialist. The specialist will fill out the form and send it back to your PCP. The specialist will treat you for as long as they think you need treatment.

Your PCP will start the referral process. Your PCP will know whether you need an authorization or whether you can make the appointment directly. If you have any questions about whether care from a specialist or from a hospital needs approval, you can call Member Services at 1-888-893-1569 (TTY 711). Routine referrals take up to 5 working days to process (“working days” are Monday through Friday), but may take up to 28 calendar days (14 days from the date of the original request plus an additional 14 days if an extension is requested) if more information is needed from your PCP. In some cases, your PCP may ask to rush your referral. Expedited (rush) referrals, including standing referrals for a condition or disease that requires specialized medical



7625 N. Palm Ave., Suite #109
Fresno, CA 93711
www.CalVivaHealth.org

care over a prolonged period of time and is life-threatening, degenerative, or disabling, may not take more than 72 hours. Please call CalViva Health if you do not get a response by these times.

If you have a health problem that needs special medical care for a long time, you may need a standing referral. This means you can go to the same specialist more than once without getting a referral each time.

If you have trouble getting a standing referral or want a copy of the CalViva Health referral policy, call 1-888-893-1569 (TTY 711).

You do not need a referral for:

- PCP visits
- Obstetrics/Gynecology (OB/GYN) visits
- Urgent or emergency care visits
- Adult sensitive services, such as sexual assault care
- Family planning services (to learn more, call Office of Family Planning Information and Referral Service at 1-800-942-1054)
- HIV testing and counseling (12 years or older)
- Sexually transmitted infection services (12 years or older)
- Chiropractic services (a referral may be required when provided by out-of-network FQHCs, RHCs and IHCPs)
- Initial mental health assessment
- Acupuncture (the first two services per month; additional appointments will need a referral)
- Podiatry services
- Eligible dental services
- Routine perinatal care from a doctor that works with CalViva Health
- Certified nurse midwife services
- Initial behavior health assessment from a behavioral health provider that works with CalViva Health

Minors can also get certain outpatient mental health services, sensitive services and substance use disorder services without parent's consent. For more information read "Minor consent services" and "Substance use disorder treatment services" in this handbook.



7625 N. Palm Ave., Suite #109
Fresno, CA 93711
www.CalVivaHealth.org

California Cancer Equity Act Referrals

Effective treatment of complex cancers depends on many factors including getting the right diagnosis and getting timely treatment from cancer experts.

If you are diagnosed with a complex cancer, the new California Cancer Care Equity Act allows you to ask for a referral from your doctor to get cancer treatment specifically from an in-network National Cancer Institute (NCI)-designated cancer center, NCI Community Oncology Research Program (NCORP)-affiliated site, or qualifying academic cancer center.

If CalViva Health does not have an in-network NCI-designated cancer center, CalViva Health will allow you to ask for a referral to get cancer treatment from one of these out-of-network centers in California, if one of the out-of-network centers and CalViva Health agree on payment, unless you choose to see a different cancer treatment provider.

If you have been diagnosed with cancer, contact CalViva Health to see if you qualify for services from one of these cancer centers.

4. Benefits and services

Medi-Cal benefits covered by CalViva Health

Outpatient (ambulatory) services

Cognitive health assessments

CalViva Health covers an annual cognitive health assessment for members who are 65 years of age or older, and are otherwise not eligible for a similar assessment as part of an annual wellness visit under the Medicare Program. A cognitive health assessment looks for signs of Alzheimer's disease or dementia.