

**County of San Diego, Health and Human Services Agency (HHSA)
County Medical Services (CMS) Program Guide**

CMS Patient Handbook and CMS Benefit Card

Number

02.15

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Background

Upon approval of CMS, the worker informs the beneficiary that the CMS Patient Handbook will be mailed to them along with the Approval Notice of Action (NOA) and CMS Benefit card.

Policy:

A: Handbook/Benefit card

The CMS IT system will automatically mail the CMS Handbook and CMS Benefit card along with the Approval NOA to the beneficiary.

B: CMS Patient Handbook

The CMS Patient Handbook provides information on how to access care through the CMS Program. It lists the CMS scope of services, contracted clinics, hospital, and pharmacies as well as information regarding Share of Cost (SOC). Information is also provided regarding how to resolve problems and file a complaint/appeal.

B: CMS Benefit Card

The CMS identification card is attached to the bottom of the NOA with a perforated seam. The certification period will no longer be printed on the card, but will be stated on the NOA. The beneficiary's CMS member number and PCC site selection is printed on the CMS card.

D: Homeless Residents

CMS Patient Handbook - The Handbook will not be automatically mailed to the homeless beneficiary; therefore the worker must give the Handbook to the beneficiary.

CMS Benefit Card - The CMS IT system will not automatically mail the benefit card to the homeless beneficiary. Once final approval action is taken, an electronic version of the NOA and CMS card will be available on the CMS IT System. The worker will be able to print the NOA and CMS card for the applicant upon request. The CMS identification card is attached to the bottom of the NOA.

Other Program Impact:

None

Reference(s):

None

Sunset Date:

This policy will be reviewed for continuance by 04/30/2019.

Release Date:

April 04, 2016