

Independent Living Program Activity Card

Category: SELF CARE

**Activity: Know your Doctor
And How to Make an Appointment**

Description:

The objective of this assignment is to: Encourage you to know who you're your Primary Care Doctor is, and how to make an appointment to see them.

How do I get credit for this assignment?

- Read through all of the information provided
- On the last page, complete the activity and prepare for a doctor's appointment by filling in all of the answers to the questions provided.
- Email the completed work along with this cover sheet to: Michelle Estrada at mestrada@orangewoodfoundation.org

You may earn up to \$20.00 ILP dollars for completing this assignment.

Total Dollars Earned:

 (ILP Use Only)

Notes:

Date: _____

_____ Youth Signature	_____ Date of Birth
_____ Print Name (Youth)	_____ Group Home (If Applicable)

Receipt (ILP Use Only)
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Know Your Doctor

Why is Medical Insurance Important?

Most of us never think about insurance until we are having a major issue, which is a bad time to try to figure out who your Doctor is! Your health is extremely important, and also can be pretty fragile, so it's no surprise that going to the doctor to heal you when you are hurt, or sick can get really expensive. Without medical insurance, a single trip to the hospital can leave you tens of thousands of dollars in debt. Since we never know when an accident or serious illness can happen, it is important to not only keep your medical insurance active, but to know what insurance and doctor you have. Current/Former Foster Youth are eligible for Free Medical insurance through MediCal until their 26th Birthday

I have Insurance and my medical card... How do I know what Doctor I have?

I wish there was an easy answer to this, but every insurance is going to be a little bit different. If you have your Medical Insurance Card, your Member ID (Green Arrow), PCP - Primary Care Doctor (Gray Arrow) and Medical Group or Health Network (Black Arrow) will be listed on it. Your Medical card will usually have info on your copayments (what you need to pay for your visits to your PCP, ER, etc) as well.

Some examples of medical cards are below.

The diagram illustrates three examples of medical cards with arrows pointing to key information:

- Green Arrow (Member ID):** Points to the Member ID field on the CalOptima card and the Member ID field on the Promise Health Plan card.
- Gray Arrow (PCP Name):** Points to the PCP Name field on the CalOptima card and the PCP field on the Medicare Advantage HMO card.
- Black Arrow (Health Network):** Points to the Health Network field on the CalOptima card and the Medicare Advantage HMO logo on the Medicare Advantage HMO card.

CalOptima Card Fields:
 Member Name: <Cardholder Name>
 Member ID: <Cardholder ID>
 Date of Birth: <Member DOB>
 PCP Name: <PCP Name>
 PCP Phone: <PCP Phone>
 Health Network: <HIN Name>
 Health Network Phone: <HIN Phone>

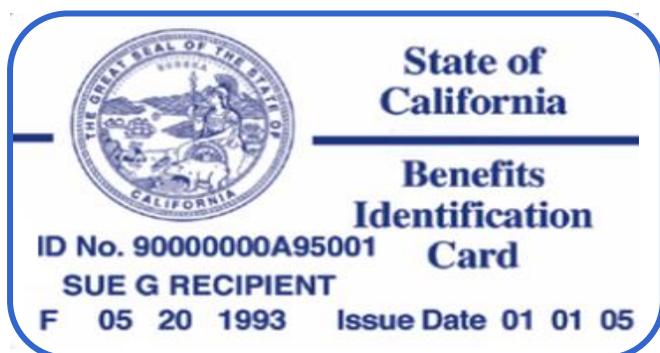
MedicareRx Card Fields:
 RxBIN: <RxBIN>
 RxPCN: <RxPCN>

blue california Card Fields:
 Member: <John Doe>
 Member ID: <AMPJ12345678>

promise HEALTH PLAN Card Fields:
 <PBP Plan Name> (HMO)
 Health Plan Group #: E0001000
 Effective Date: <MM/DD/YYYY>

Medicare Advantage HMO Card Fields:
 Copayments: PCP/SPC/ER <\$XX/\$XX/\$XX>
 PCP: <RAUL J BENDANA MD>
 PCP Ph: <(213) 487-0615>
 <Health Care LA>
 Rx BIN: <RxBIN>
 Rx PCN: <RxPCN>
 CMS ID: H05928<PBP>

You may also have a California Benefits Identification Card



I think I have insurance, but I lost my card and don't know who my doctor is...

Every Insurance company has a patient hotline and website where you can look up your information. If you know the name of your insurance company you can just google it to find the info. For this example we will use MediCal/Cal Optima since current/former foster care receive this for free until their 26th birthday

Call CalOptima if you lose your Cal Optima card at: **1-888-587-8088**. They are open Monday–Friday, from 8 a.m.–5:30 p.m

I know my insurance but need to choose a new doctor.

Each Insurance will be a little different, but below is info for CalOptima.

- Your health network can help you choose a new doctor.
- You can change your primary care provider (PCP) every 30 days **within the same** health network.
- You may change your health network every 30 days by completing and returning a Selection Form or calling our Customer Service department to request the change at **1-888-587-8088** or **1-714-246-8500**.
- If you don't choose a primary care doctor, CalOptima will choose a doctor for you.
 - Automatic doctor assignments are made to a doctor within 10 miles of your home address and who speaks your language

OK, OK, I know my doctor, and I need to make an appointment. Now what?

It's always good to take a minute to get everything together before calling to make an appointment. For this activity, use the template below to write out your info before you make a call so it's all in one place. It can help ease the anxiety of making these calls if you already know what you need to say before calling.

For the activity, you don't need to fill in all of your personal information. When filling in account numbers etc, you can make up the numbers. **SEE NEXT PAGE FOR THE ACTIVITY**

Important Phone Numbers

Medi-Cal – 1-800-541-555

Cal Optima - 714-246-8500

Denti-Cal (Dentist) - 1-800-322-6384

VSP (Vision) – 1-800-438-4560

Making an Appointment Activity

Before you call to make an appointment, fill in the following information:

Your Doctor's Name: _____

Your Dr's Phone Number: _____

Your Medical Plan: _____

Your Medical Group/Network: _____

Your Member ID #: _____

What's wrong: _____

What's wrong EXAMPLE: *You've noticed that over the last couple days, the medicine your doctor gave you prescribed you is starting to make you feel extra tired.*

Questions they might ask you:

Name/DOB: _____

Are you a new patient? _____

What is the reason for your visit? _____

What days/times are you available this week? _____

Have your schedule handy... they might not have your first (or second) choice for an appointment.

Questions YOU should ask:

Is there anything I need to bring? _____

What should I do if I need to reschedule? _____

Notes for your visit:

Be honest!

Ask questions!

Bring a list of things you need to talk to them about so you don't forget!

If you don't understand, ask them to explain it in a different way.



Independent Living Program
Take Home Activity

Bring a list of any/all medications you take and when/how much you take.