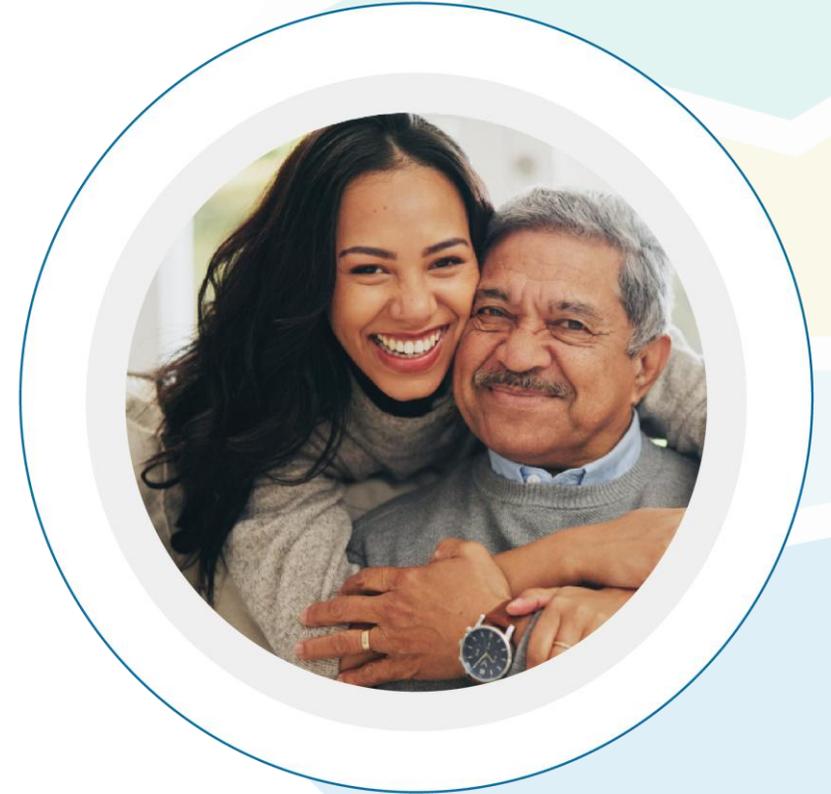


# CenCal CareConnect

## CenCal CareConnect Overview

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February 18, 2026



# Introduction to Dually Eligible Beneficiaries

## Dually Eligible Definition

- Members with both Medicare and Medi-Cal are often referred to as “Dually Eligible Beneficiaries.”

CenCal Health currently covers Medi-Cal benefits for dually eligible beneficiaries in both Santa Barbara and San Luis Obispo counties. Members with Medicare and Medi-Cal already receive Medi-Cal covered services through CenCal Health.

Today, CenCal Health **covers nearly 23,000 duals** through Medi-Cal.

### **Santa Barbara County**

Approximately 15,000

### **San Luis Obispo County**

Approximately 8,000



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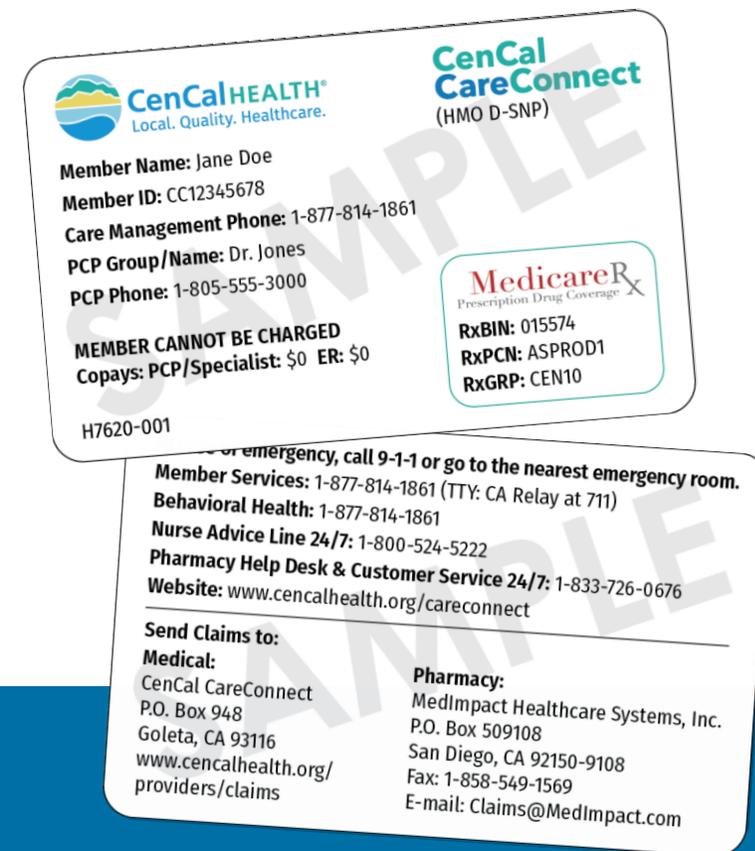
# Member Enrollment & Eligibility Overview

## Enrollment options for Medi-Medi Members:

- Original Medicare + CenCal Health (for Medi-Cal services)
- CenCal Health's D-SNP: *CenCal CareConnect* (Members will not automatically be enrolled)
- Other Medicare Advantage Plan + CenCal Health

## Key Dates & Information:

- **Plan Effective Date:** January 1, 2026
- **Members can enroll or disenroll monthly**
- **Provider portal & member ID cards** will reflect **CenCal CareConnect** with a member ID# starting with "CC" followed by numeric characters



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# Member Eligibility

Member ID or Last 4 of SSN: CC01234567    Date of Birth: 11/18/1928    First Name: First Name    Last Name: Last Name    Date of Service (DOS): 01/08/2026

\* Member ID, DOS and either DOB or First/Last Name are required

Member Info: As Of 01/08/2026

Member ID	Name	Language	Sex	Special Case	BIC Date	
CC01234567	Minnie Mouse	ENGLISH	F	None		
Medicare	HIC#	DOB	DOD	Risk Tier	Other Carriers	Redetermination Date
		11/18/1928				

Eligibility History: Last 12 Months As Of 01/08/2026

PCP Name (Phone)	Plan	Date range	Eligible	SOC	Benefits	Other Insurance (COB)
SANSUM CLINIC 8056817500	Care Connect	01/01/2026 - 12/31/2078	Y			-
Jackson Medical Group - Pacific Oaks 8056828844	SBHI	09/01/2025 - 12/31/2025	Y		Full	D - Medicare Part D Prescription Drug Coverage
Jackson Medical Group - Pacific Oaks 8056828844	SBHI	08/01/2025 - 08/31/2025	Y		Full	D - Medicare Part D Prescription Drug Coverage
CenCal Health 8778141861	SBHI	05/01/2025 - 05/31/2025	N		Full	D - Medicare Part D Prescription Drug Coverage
CenCal Health 8778141861	SBHI	01/01/2025 - 04/30/2025	Y		Full	D - Medicare Part D Prescription Drug Coverage

Member Name: Jane Doe  
Member ID: CC12345678  
Care Management Phone: 1-877-814-1861  
PCP Group/Name: Dr. Jones  
PCP Phone: 1-805-555-3000

MEMBER CANNOT BE CHARGED  
Copays: PCP/Specialist: \$0 ER: \$0

RxBIN: 015574  
RxPCN: ASPROD1  
RxGRP: CEN10

H7620-001

Member Eligibility  
(Portal Overview)

# Benefits of CenCal Health's D-SNP: CenCal CareConnect

- Streamlined coverage through one plan with one card
- Aligns with Medi-Cal, reducing costs for services Medicare alone doesn't fully cover.
- Improved payment coordination (one claim for most Providers)
- Integrated Grievances and Appeals
- Comprehensive Network, including over 43 Provider and Facility Types
- Local Assistance & Benefit Streamlining
- One call center to meet Member needs
- Ability to continue seeing members who choose to participate in CenCal Health's D-SNP plan

## Benefits

Explore the benefits of CenCal CareConnect, designed to help you stay healthy and make the most of your coverage.



### No Copays, Premiums, or Deductibles

\$0 monthly plan premium, \$0 copays for doctor visits and hospitalizations, and no deductibles.



### Large Provider Network

Choose from a wide range of trusted local healthcare providers.



### Prescription Drug Coverage

\$0 copay for most Medicare prescription drugs.



### No-Cost Transportation

Rides to medical appointments at no cost to support your care.



### Care Management

We guide your care to ensure you get the services you need.



### Medi-Cal Dental

Services include initial examinations, X-rays, cleanings, restorations, and crowns. Visit DHCS Dental or Smile California for more information.

## PLUS Extra Benefits Beyond Medicare



### Benefits Prepaid Card

\$120 every 3 months (up to \$480 per year) to spend on over-the-counter (OTC) items. Funds do not roll over.



### Vision Benefits

\$0 copay for one routine eye exam each year, plus a \$400 allowance for frames, lenses, or contact lenses every 2 years.



### Hearing Benefits

\$0 copay for one routine hearing exam each year, plus up to \$1,250 for hearing aids every year (maximum 2 devices; prior authorization may apply).

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# Member-Centered Care Coordination

## Care Management Support

- **Every D-SNP member is supported by a dedicated nurse care manager and care coordinator**, serving as the member's primary point of contact for ongoing support.
- The care team also **ensures that every member has a completed** Health Risk Assessment (HRA), an Individualized Care Plan (ICP), Interdisciplinary Care Team case review (ICT), Face-to-Face visit, and other care coordination activities as part of comprehensive D-SNP care management.
- The care team **helps members navigate both Medi-Cal and Medicare services**, ensuring coordinated access to needed benefits, programs, and resources.
- We work closely with each member's primary care provider, specialists, behavioral health professionals, social workers, and other involved partners to **provide seamless care** and avoid fragmented services.
- Together, **we develop and maintain a personalized care plan** that reflects each member's physical, mental, and spiritual needs and preferences.
- By ensuring **timely referrals and proactive follow-up**, the care team helps reduce avoidable emergency visits and hospital admissions, **supporting better health outcomes and quality of life**.



*“Coordinated care. Better outcomes.”*

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# ECM & CenCal CareConnect

- Members enrolled in CenCal CareConnect (D-SNP), Enhanced Care Management (ECM) services will transition to CenCal CareConnect Care Management, also referred to as California Integrated Care Management (CICM).
- ECM services for D-SNP members will now be referred to as CICM.
- D-SNP members currently receiving ECM services may continue services during the transition period through March 31, 2026, to ensure continuity of care.



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# ECM & CenCal CareConnect (cont.)

- CenCal CareConnect Care Managers will be working with ECM providers during the transition period so that these members are ready to transition to CICM beginning April 1.
- During the transition period, ECM providers should bill for services using the member's new CenCal CareConnect ID
- CenCal's ECM team will remove all CenCal CareConnect members from provider MIFs.
- ECM providers should verify member eligibility prior to engaging with new members to ensure eligibility for ECM services.



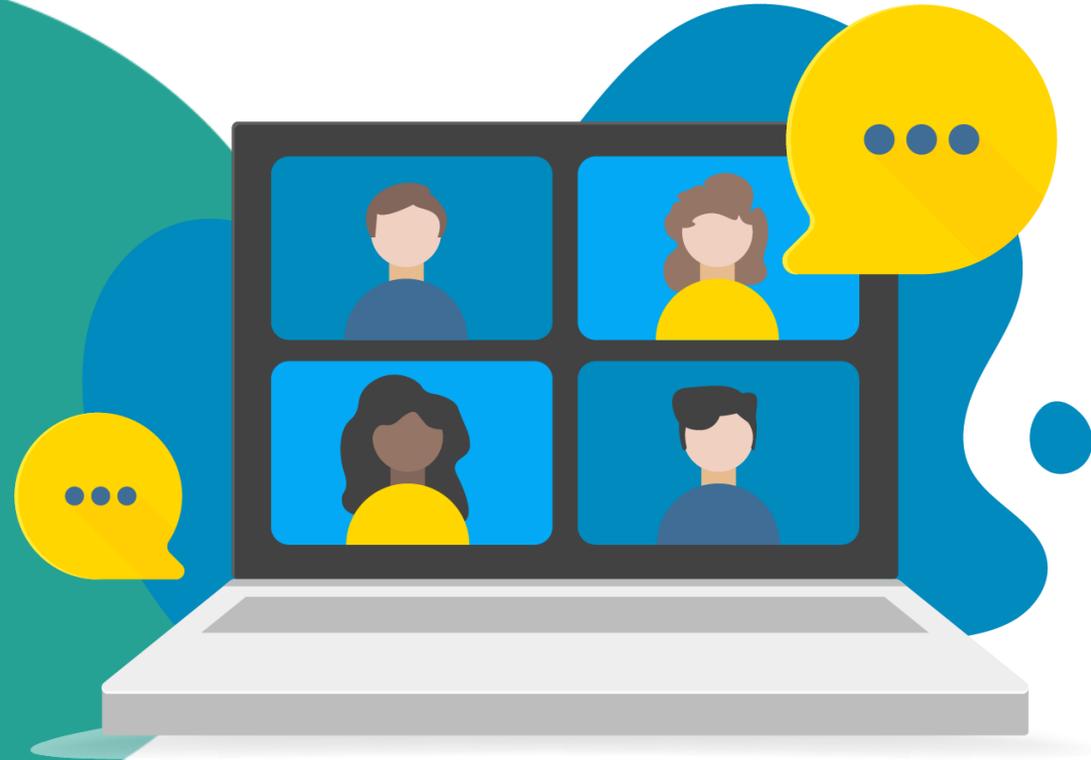
# CS & CenCal CareConnect

- Members enrolled in CenCal CareConnect (D-SNP) are still eligible for Community Supports
- CS providers should bill for services using the member's new CenCal CareConnect ID#
- Open authorizations for CenCal CareConnect Members will be transitioned to their new member IDs effective 1/1/2026.
- All Community Supports Services, including Housing Deposits, will be claims-based for CenCal CareConnect members
  - **Prior authorization is still required** before services are rendered



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# Questions?



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