

The Ventura County Health Care Plan is a service oriented, County-sponsored Health Maintenance Organization (HMO) that offers an extensive range of benefits and low out-of-pocket expenses. VCHCP is a practical, cost-effective Plan that provides quality health care for eligible members and their covered dependents. We provide:

- ◆ Comprehensive Benefit Package
- ◆ Low Copayments
- ◆ Local Administration
- ◆ Responsive Customer Service
- ◆ Affordable Premiums
- ◆ Convenient Access
- ◆ Recognized Primary Care Providers
- ◆ Board Certified Specialty Providers
- ◆ Nationwide Pharmacy Network
- ◆ Nationwide Transplant Centers of Excellence Network

For Assistance:

Ventura County Health Care Plan • 2220 E. Gonzales Road Suite, 210-B, Oxnard, California 93036

Member Services • Monday - Friday, 8:30 a.m. to 4:30 p.m. • Phone: (805) 981-5050
FAX (805) 981-5051 • TDD to Voice: (800) 735-2929 • Voice to TDD: (800) 735-2922
www.vchealthcareplan.org

OptumHealth Behavioral Solutions (Life Strategies) (24-hour assistance) (800) 851-7407

Pharmacy Help (800) 233-8065 • www.express-scripts.com

Nurse Advice Line • (800) 334-9023

Directory of Providers: for your convenience the Plan's Provider Directory is updated quarterly on our website www.vchealthcareplan.org. For information regarding a particular provider, contact Member Services at (805) 981-5050.

For Medical Emergencies:

Call 911, or go to the nearest emergency room if you believe that an emergency medical condition exists.

Ventura County Medical Center • Emergency Room • 3291 Loma Vista Road • Ventura, CA 93003
(805) 652-6165 or (805) 652-6000

Santa Paula Hospital, a Campus of Ventura County Medical Center • 825 N Tenth Street • Santa Paula, CA 93060 • (805) 933-8632 or (805) 933-8600

Your Primary Care Physician is available 24 hours a day. (See ID card for phone number.)

Ventura County Health Care Plan 24-hour Medical Director access for emergency providers.
(805) 981-5050 or (800) 600-8247

Look and See

why
VCHCP
is your
healthy
choice.

2012
Quick
Reference
Guide

MEDICARE COORDINATION
OF BENEFITS (COB)
PLAN

Updated
December 30, 2011

Benefits Summary

New for Plan Year 2012

- ◆ Changes have been made to certain member copayment amounts such as Inpatient, Urgent Care, Office Visits, and a few others.
- ◆ The use of non-contracted Urgent Care facilities in Ventura County, the Plan's licensed service area, are not covered

Primary Care Physician Office Visits

- ◆ 100% Coverage
- ◆ \$20 Copayment
- ◆ No Copayment for preventive health services
- ◆ No Copayment at VCMC System Providers
- ◆ Primary care by a network physician
- ◆ Large physician network with locations throughout Ventura County - See VCHCP Provider Directory

Specialist Physician Office Visits

- ◆ 100% Coverage
- ◆ \$30 Copayment
- ◆ No Copayment for preventive health services
- ◆ No Copayment at VCMC System Providers
- ◆ Referred by PCP

Women's Health

- ◆ No Copayment at VCMC System Providers
- ◆ \$20 Copayment at other contracted providers
- ◆ No Copayment for preventive health services
- ◆ Self-referral for OB/GYN Direct Access Services

Pharmacy

- ◆ 30-day retail supply; 90-day mail order supply
- ◆ Retail copays \$9 generic; \$30/\$45 Brand name prescription
- ◆ Mail Copays: \$20 generic; \$60/\$90 Brand name prescription
- ◆ Some OTC drugs are covered, check website
- ◆ Separate Copay for speciality drugs, including injectables, see Benefits Booklet (Evidence of Coverage, EOC)
- ◆ Prescriptions can be written by any licensed physician

Outpatient Services / Outpatient Surgery

- ◆ 100% Coverage
- ◆ Directed by PCP and approved by Plan
- ◆ Outpatient Services
 - ▲ 100% coverage
 - ▲ No Copayment at VCMC and Santa Paula Hospital
 - ▲ Some services may have a Copayment at other contracted facilities
 - ▲ Routine lab work and x-rays: no Copayment
- ◆ Imaging (MRI, CT, PET)
 - ▲ No Copayment at VCMC and Santa Paula Hospital
 - ▲ \$125 Copayment at other contracted facilities
- ◆ Renal Dialysis
 - ▲ \$10 Copay per outpatient dialysis
 - ▲ (Usual inpatient Copay applies with inpatient dialysis)
- ◆ Genetic Testing 10% of cost to \$200 maximum
- ◆ Outpatient Surgery
 - ▲ 100% coverage
 - ▲ No Copayment at VCMC and Santa Paula Hospital
 - ▲ \$250 Copayment at other contracted facilities when preauthorized

Hospital Inpatient Services

- ◆ 100% Coverage
- ◆ No Deductible
- ◆ No Copayment at VCMC and Santa Paula Hospital
- ◆ Copayment of \$150 per day – up to \$600 – at other contracted facilities when preauthorized, see EOC for exceptions
- ◆ Inpatient care
- ◆ Directed by PCP and approved by Plan
- ◆ Bariatric Surgery: \$3,000 Copayment per case

Emergency Care

- ◆ Covers Emergency Services only
- ◆ \$75 Copayment at any facility
- ◆ Copayment waived if directly admitted to hospital
- ◆ Worldwide Coverage for emergency medical condition
- ◆ After stabilization of emergency medical condition, Plan approval required for additional services in an out-of-network facility
- ◆ Ambulance: \$50 Copay ground transport; \$200 air transport

Other Services

- ◆ Annual Eye Refraction Exam, up to \$50 reimbursement
- ◆ Chiropractic care, \$20 reimbursement per visit, maximum of 15 combined visits
- ◆ Acupuncture care, \$20 reimbursement per visit, maximum of 15 combined visits

Urgent Care

- ◆ \$20 Copayment at VCMC Urgent Care centers
- ◆ \$50 copay at non-VCMC Urgent Care centers
- ◆ Out-of-area coverage for Urgent Care
- ◆ Self-referral to a VCMC Urgent Care Provider or to any Urgent Care Facility
- ◆ Follow-up care must be with your Primary Care provider otherwise **Plan authorization is required**
- ◆ See Provider Directory for locations of in-network Urgent Care centers
- ◆ The use of non-contracted Urgent Care facilities in Ventura County, the Plan's licensed service area, are not covered

Skilled Nursing/Acute Rehab

- ◆ 100% Coverage at network provider
- ◆ \$50 per day Copay, \$500 maximum
- ◆ Limited to 100 combined days per plan year
- ◆ Length of stay coverage limited to 60 days
- ◆ Directed by PCP and approved by Plan

Hospice Care

- ◆ 100% coverage — interdisciplinary team care: skilled nursing, bereavement services, PT, OT, etc. (See EOC)
- ◆ Prognosis of life expectancy of one year or less

Home Health Service

- ◆ 100% Coverage
- ◆ \$15 Copayment per visit
- ◆ 100 visits per Plan year

Durable Medical Equipment

- ◆ 100% coverage
- ◆ 50% copay for replacement when medically necessary
- ◆ Directed by PCP and approved by Plan
- ◆ Replacement due to damage, loss or theft are the financial responsibility of the member

Physical, Occupational and/or Speech Therapy

- ◆ 100% Coverage
- ◆ \$10 Copayment at VCMC and Santa Paula Hospital
- ◆ \$20 Copayment at Other Contracted Facilities
- ◆ Directed by PCP or orthopedic surgeon and approved by Plan
- ◆ Therapists available throughout Ventura County

BEHAVIORAL HEALTH SERVICES

Administered by OptumHealth Behavioral Solutions (Life Strategies)

Outpatient Mental Health & Chemical Dependency/ Substance Abuse

- ◆ Through Plan's behavioral solutions program
- ◆ 100% Coverage
- ◆ \$20 Copayment per visit
- ◆ No Copayment for depression screening services
- ◆ Member calls behavioral solutions program for authorization and provider selection
- ◆ PCP referral not required

Inpatient Mental Health & Alcohol/Substance Abuse

- ◆ Through Plan's behavioral solutions program
- ◆ Member calls behavioral solutions program for authorization and provider selection

Residential Alternative Treatment

- ◆ Through Plan's behavioral solutions program
- ◆ Member calls behavioral solutions program for authorization and provider selection

This is a summary only. Your Employer's Group Agreement / Evidence of Coverage should be consulted to determine governing contractual provisions.

Questions? Please Call:
(805) 981-5050 or (800) 600-8247
Mon - Fri: 8:30 a.m. to 4:30 p.m.

Ventura County Health Care Plan



- ◆ Quality Health Care
- ◆ Convenient Access
- ◆ Lowest Cost
- ◆ Local Administration

Visit our web site at: www.vchealthcareplan.org