

Health Rights Hotline Counselor Training Elements

- Overview of Managed Care
 - Sacramento Area Health Systems, Health Plans and Medical Groups

- Consumers' Rights in Managed Care
 - State Managed Care Protections: Knox Keene and the Insurance Code
 - Basic Protections
 - Mandated Benefits
 - Regulatory Agencies: Department of Managed Health Care
 - Denials of Care / Appeals
 - Independent Medical Review
 - Federal Protections: ERISA
 - Regulatory Agency: Department of Labor
 - Fiduciary Duties
 - Notice Requirements
 - Mandated Benefits
 - Denials of Care / Appeals
 - Figuring out what law/regulatory agency applies
 - Consumers Rights Exercises

- Medi-Cal
 - Eligibility
 - Different Programs
 - Emergency Medi-Cal
 - Share-of-Cost
 - Scope of Benefits
 - Medically Necessary services
 - Dental
 - EPSDT
 - Mental Health
 - Managed Care v. FFS
 - Other Health Coverage
 - Common Problems
 - Balance Billing
 - Finding FFS Dr
 - Choosing a health plan
 - Denial of dental benefits
 - Fair Hearings
 - Medi-Cal Exercises

- Healthy Families
 - Eligibility
 - Scope of Benefits
 - Appeal Rights

- Medicare
 - Eligibility

- Benefits
- Appeals Process
- Managed Care v. “Original Medicare”
- Resources
- Common Problems
- Prescription Drug Resources
- Uninsured Callers
 - County Medical Services Programs for Indigent persons
 - AIM: Access for Infants and Mothers
 - MRMIP: State high-risk pool
 - Community clinics
 - Purchasing pools for small employers
 - Individual market
- Access to Health Care
 - Cultural & Linguistic Access Requirements
 - Health Care for Immigrants
 - Medical Records Access
- COBRA
 - Federal COBRA
 - Cal-COBRA
 - Senior COBRA
- HIPAA
 - Individual Market
 - Group Market
- COBRA/HIPAA Exercises
- Medical Billing
- Case Handling
 - Listen in on Hotline Calls
 - CLIENTS database system
 - Timekeeping in CLIENTS
 - Hotline Protocols
 - Ethics/Confidentiality
- Office Introduction
 - New Employee Orientation/ Employee Benefits
 - Office Space Set-up
 - Introduction to Computer Systems
 - Organizational Overview
 - Library/Files
 - Research Tools