

HEALTH CONSUMER ALLIANCE

TRAINING MANUAL

I. HEALTH CARE 101

A. Overview of Health Care Delivery System

1. Medicaid and Uninsured Facts for California
2. The State of Health Insurance in California
3. Medi-Cal Fact Sheet - From San Fernando Valley Neighborhood Legal Services
4. Your Health Plan Handbook - Los Angeles County
5. Medi-Cal Managed Care - From Maternal and Child Health Access
6. What's New With Medi-Cal (Fact Sheet)
7. Medi-Cal Managed Care Exemption Certification Form
8. Understanding Medi-Cal - From the Medi-Cal Policy Institute
9. Health Care Access - From the Children's Health Insurance Outreach Coordination Collaborative.
10. Consumers' Legal Rights in Health Care: All Payers and Private Payers
11. Effective Use of Medical Records -
12. Improving Access to Children's Health Insurance in California
13. Insurance Consumer Alert - Resolving Health Care Insurance Disputes
14. Keeping Medi-Cal:
 - What if Medi-Cal says No, or it Takes Too Long?
 - Redetermination of Eligibility
 - Leaving CalWorks Due to Work

II. HEALTHY FAMILIES

III. COUNTY HEALTH CARE

A. This section has three parts:

1. State and Local Responsibility for Indigent Health Care
2. What If A Client Needs Health Care But Has No Insurance
3. My Country's Plan For Serving Medically Indigent

IV. HILL BURTON

V. IMMIGRANTS

VI. COLLECTION DEFENSES

VII. ADVOCACY RESOURCES

VIII. ADVOCACY SKILLS

- A. Interviewing
- B. Negotiating
- C. Diversity

IX. MEDI-CAL OVERVIEW

X. MEDI-CAL MANAGED CARE