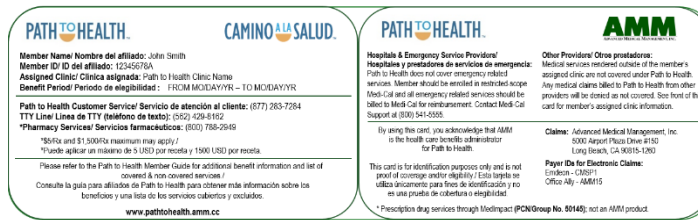


Welcome to the Path to Health Program. This Member Guide provides important information about your Path to Health benefit coverage and how to obtain covered health care services. Please review this Member Guide to learn about your benefit coverage and how to contact Advanced Medical Management (AMM), the administrator for Path to Health medical benefits, if you have questions. This Member Guide also provides information on how to get prescription medications that are covered under your Path to Health benefits and how to contact MedImpact Healthcare Systems, Inc. (MedImpact), the pharmacy benefit administrator for the Path to Health Program. AMM does not administer Path to Health pharmacy benefits.

Your Path to Health ID Card is enclosed with this Member Guide. You will use this ID card when you seek health care services under the Path to Health Benefit. Below is an example of a Path to Health Benefit Member ID Card:



Your ID card includes the “benefit period” which are the dates your coverage is valid for Path to Health. If you want to re-apply, you can do so within thirty days prior to the end of your benefit period so you don’t have a gap in coverage. You re-apply through your assigned clinic organization where you originally applied for Path to Health. You’ll receive a new ID card when you complete the re-application process with a new “benefit period” of up to 6 months.

Please be sure to also keep your State of California Benefits Identification Card (BIC). You received this card separately from the State of California. You will use your BIC for any emergency services.

You should always carry both your Path to Health ID Card and your BIC with you. It is your responsibility to show your providers both your Path to Health ID Card and your BIC at the time you receive services. Your providers will use these cards to identify you and verify your eligibility in the Path to Health program.

In an emergency, get care immediately, even if you do not have your ID cards with you. Remember to tell the emergency provider that you are covered by Emergency Medi-Cal and show the provider your BIC as soon as possible after you have received care.

Your Path to Health ID Card must be used only by you. Your Path to Health Benefits may be reduced or your eligibility with Path to Health may be discontinued if you let someone else use your Path to Health ID Card. You may also be referred to law enforcement for prosecution.

How to Use Your Path to Health Benefit

- Your Assigned Clinic for Path to Health Coverage:** Your Path to Health ID Card lists your assigned clinic organization to receive covered benefits. Make sure that you are getting Path to Health covered health care services from the clinic you are assigned to. Please note, situations in which emergency medical attention is needed are exempt from this requirement as your eligibility with Emergency Medi-Cal offers health coverage in emergent situations. Path to Health does not cover and will not pay for medical services provided by any providers except the clinic you are assigned to. If you have any questions or issues regarding your assigned clinic, you can also call AMM Customer Service at **1-877-283-PATH (7284)** for assistance.

- Restriction on Non-Assigned Providers:** Path to Health will NOT pay for, or reimburse you for any medical services provided to you when it is provided by a provider outside of your assigned clinic organization or at an out-of-network pharmacy.

- Your benefit includes physicals, checkups, or other (non-emergency) medical office visits:** You can schedule visits with your assigned clinic at no cost to you. Be sure to bring your Path to Health ID Card and your BIC with you to your medical appointment. See the Appendix for covered services.

- Lab Testing and Procedures:** A defined set of screening labs are part of the Path to Health covered benefit at no cost to you. These tests must be done through your assigned clinic. See Appendix for a list of these covered services.

- Prescriptions:** Prescription drugs listed on the Path to Health drug formulary are a covered Path to Health benefit at an in-network pharmacy with a \$5.00 copay per prescription (up to a maximum of \$1500 in prescription drug benefits per eligibility period and \$500 per claim). Prescription drug services are administered by MedImpact. You may contact MedImpact at **1-800-788-2949** regarding this coverage or to locate an in-network pharmacy. You can also find out which pharmacies accept Path to Health at <http://mypathtohealth.org>.

How to Resolve a Problem with AMM, MedImpact or Path to Health

Important Phone Numbers

Advanced Medical Management, Inc. Customer Service	(877) 283-7284
TTY Line for members with hearing or speech loss	(562) 429-8162
MedImpact Healthcare Systems, Inc. Prescription Drug Services*	(800) 788-2949
CMSP Governing Board – Medical Benefit Hearing	(916) 649-2631 Opt 3

*Prescription drug services through MedImpact (PCN/Group No. 50145); not an AMM Product.

- If you have a question, complaint or grievance about services with AMM or your Path to Health clinic provider, call AMM's Customer Service department at (877) 283-PATH (7284), Monday through Friday, 8 a.m. to 5 p.m.** In addition, we can also help you fill out a grievance or complaint form or mail a form to you. The form is also available on the AMM website at: <http://pathtohealth.amm.cc/Home/Members>.

- Appeals:** If we send you a letter telling you that we are denying a service and you do not agree with our decision, you can file an appeal. Your authorized representative or provider can also file an appeal for you with your written permission. You must request an appeal in writing or by phone within 60 calendar days of the notification by AMM of the denied, reduced or terminated service. The AMM Appeals department may be reached at:

Path to Health - Advanced Medical Management
Attention: Care Management - Member Appeals
5000 Airport Plaza Drive, Suite 150
Long Beach, CA 90815-1260
Phone: 1-877-283-7284
Fax: 1-562-766-2005

- To Request a Medical Benefit Hearing:** If you file an appeal with Advanced Medical Management, Inc. (AMM) regarding a denial, reduction or termination of service by AMM and you are not satisfied with how AMM has resolved your appeal under the AMM appeals procedures, you have the right to request a Medical Benefit Hearing with the CMSP Governing Board. You must request a Medical Benefit Hearing within 30 calendar days of the notification by AMM of the appeal decision. You can request a Medical Benefit Hearing from the CMSP Governing Board at:

CMSP Governing Board
Attention: Medical Benefit Hearing
1545 River Park Drive, Suite 435
Sacramento, CA 95815
Phone: 1-916-649-2631, Option 3
Fax: 1-916-649-2606

- Third Party Liability:** Please notify Path to Health at **(877) 283-7284** of any health care services you receive as a result of an accident or injury caused by some other person's action or failure to act. This is called third party liability.

Appendix

Path to Health Benefit coverage includes the following benefits (limitations may apply):

Screening for depression, alcohol misuse, obesity counseling (performed by a physician)	Screenings for HIV, HPV, Hepatitis B & C, STI Screenings
Various in-office minor medical procedures	Primary care or specialist office visits
Tobacco use counseling and intervention (performed by a physician)	Routine screening laboratory testing
Preventative health screenings	Specified X-rays of head, neck, chest, trunk, upper and lower extremities
Adult immunizations	Colorectal cancer screening
EKG, Osteoporosis, DEXA Scan	Prescription medications with a \$5 copay per prescription (up to \$500 per claim and \$1500 maximum benefit limit)

For a complete list of covered benefits, please visit the AMM website at:

<http://pathtohealth.amm.cc/Home/Members>

Specific services that are **NOT** covered by the Path to Health Benefit include:

Acupuncture, including podiatry-related acupuncture services	Methadone maintenance services
Breast and cervical cancer treatment services when covered by other coverage (Breast and Cervical Cancer Treatment Program/Medi-Cal)	Optometry services and eye appliances
Chiropractic care	Public transportation, such as airplane, bus, car or taxi rides
Cosmetic procedures	Pregnancy-related and infertility services
Dental services	Services by a Psychologist, LCSW, MFT or substance use disorder counselor
Family planning services when covered by another coverage (F-PACT)	Any medical service provided at a location other than your assigned clinic as well as any prescription drug provided at an out-of-network pharmacy

In addition, Path to Health is the “payer of last resort” and is the secondary payer to state and federal health coverage programs. If you have HIV or AIDS, want family planning or infertility services, have Hepatitis C, or have breast or cervical cancers:

- California AIDS Drug Assistance Program (ADAP)** for HIV and AIDS medications (Call 1-844-421-7050)
- Family Planning, Access, Care and Treatment (Family PACT)** for family planning and infertility treatment (Call 1-800-942-1054)
- Assistance Program for Hepatitis C** medications (Visit <https://www.pparx.org>)
- Breast and Cervical Cancer Treatment Program (BCCTP)** for breast and cervical cancer treatment services (Call 1-800-824-0088)

NOTICE OF PRIVACY PRACTICES

Effective February 1, 2019

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. PLEASE REVIEW IT CAREFULLY.

PRIVACY AND YOU

Your health information is personal and private. The Path to Health Program must keep your health information private and secure. We get information about you when you apply for benefits. Your doctors, clinics, and labs send information to us when they ask us to approve and pay for your health care. We must give you this Notice of Privacy Practices that tells you how we keep your health information private and your rights.

HOW WE MAY USE AND SHARE YOUR INFORMATION

Path to Health and people that work with us must obey laws on how we use and share your information. Your name, address, personal facts, the medical care you had, your medical history, and your medical records can only be used and shared for reasons related to operating Path to Health. Such reasons include:

- To approve eligibility and medical assistance
- Establishing ways to pay for health care
- To approve, provide, and pay for medical services
- To investigate or prosecute cases involving Path to Health (such as fraud)

The examples below show how we may use and share your health information for treatment, payment, and health care operations:

For treatment: Path to Health may need to approve in advance medical care that you may need. We will receive information from you and share it with the necessary people to make sure you get the care you need.

For payment: Path to Health and others that work with us receive, review, approve, process, and pay for health care bills sent to us for your medical care. When we do this, we share information with the doctors, clinics, and others who bill us for services. We may send bills sent to us to other health plans or groups that are responsible for payment.

For health care operations: We may use your health care records to check the quality of the health care services you receive. We may also use them in audits, fraud and abuse programs, planning, and managing Path to Health.

At your request: We may share your information when requested by you. We may require this request in writing.

OTHER USES FOR YOUR HEALTH INFORMATION

How else can we use or share your health information? We are allowed or required to share your information in other ways – usually in ways that contribute to the public

good, such as public health or research. We have to meet many conditions in the law before we can share your information for these purposes. For more information see:

<https://www.hhs.gov/hipaa/for-individuals/guidance-materials-for-consumers/index.html>

Some examples of the situations where we may share your information are provided below:

- We may send other information or notices to you about your health services.
- We may be forced to give out your health information when ordered by the court, or if we receive a subpoena.
- You or your doctor, clinic, etc. may appeal Path to Health decisions made about bills for services for you. Your health information may be used to make decisions about an appeal.
- We may share health information about you for certain public health purposes, such as preventing disease, helping with product recalls, reporting adverse reactions to medications, or reporting suspected abuse, neglect or domestic violence.
- We may share your information for health research.
- We will share information about you if state or federal laws require it.
- We may share health information about you with organ procurement organizations, or with a coroner, medical examiner or funeral director when an individual dies.
- We may share health information about you for workers' compensation claims, with health oversight agencies for activities authorized by law, or for special government functions, such as national security.

We will never use your genetic information to make decisions about your eligibility for coverage or the cost of coverage, and we will never use your personal information for marketing or sell your personal information.

Special legal requirements also apply to the use and/or disclosure of certain types of information such as HIV test results, treatment or services for alcohol and drug abuse, and mental health services. For this type of sensitive information the law may limit our disclosure of your information.

*******IMPORTANT*******

PATH TO HEALTH DOES NOT HAVE COMPLETE COPIES OF YOUR MEDICAL RECORDS. IF YOU WANT TO LOOK AT, GET A COPY OF, OR CHANGE YOUR MEDICAL RECORDS, PLEASE CONTACT YOUR DOCTOR, OR

WHEN IS WRITTEN PERMISSION NEEDED

If Path to Health wants to use your personal information for any reason not covered above or by the laws that apply to us, we will need to get written permission from you. If you give us written permission to use or share your information for other reasons, you may take back your permission in writing at any time.

WHAT ARE MY PRIVACY RIGHTS?

You have the right to:

- Ask us not to use or share your personal Path to Health information for treatment, payment, or Path to Health operations. We may not be able to agree to your request.
- Ask Path to Health to contact you only in a certain way, such as in writing or at a different address, post office box, or telephone number. We will accept reasonable requests and, we must agree when necessary to protect your safety.
- See and get a copy of information that Path to Health has about you. Someone who has the legal right to act for you (your personal representative) may also look at and get a copy of this information for you. Path to Health has information about your eligibility, information about your health care bills, and some medical information, which we use to approve services for you or manage your health care. You will be sent a form to fill out and will be charged a fee for the costs of copying and mailing records. We may keep you from seeing parts of your records for reasons allowed by law.
- Change records if you believe some information we have about you is wrong. We may deny your request if the information is not made or kept by Path to Health, or if it is already correct and complete. You may ask for a review of our refusal or send in a letter disagreeing with our decision. This letter will be kept with your Path to Health records.
- Ask for a list of whom we shared information with, when, for what reasons, and what information was shared for reasons other than your care, payment, or Path to Health operations.
- Notification following a breach involving your health information.
- Receive a paper copy of this Notice of Privacy Practices. You can also find this Notice on our websites at: www.mypathtohealth.org and www.caminoalasalud.org.

HOW TO CONTACT US FOR MORE INFORMATION

If you want to use any of the privacy rights explained in this Notice, have questions or want further information, please contact the Privacy Officer at the following address and phone number:

Privacy Officer
Path to Health Program
1545 River Park Drive, Suite # 435
Sacramento, CA 95815
(916) 649-2631

To get a copy of this notice in other languages, Braille, large print, audiocassette, or computer disk, please call or write the Privacy Officer at the phone number and address provided.

COMPLAINTS

If you think that your privacy rights have been violated and wish to complain, you may file a complaint by calling

Privacy Officer
Path to Health Program
1545 River Park Drive, Suite # 435
Sacramento, CA 95815
(916) 649-2631

or writing either of the following:

or

Office for Civil Rights/Region IX (California)
U.S. Department of Health and Human Services
ATTN: Regional Manager
90 7th Street, Suite 4-100
San Francisco, CA 94103

Phone (800) 368-1019; FAX (202) 619-3818

NO RETALIATION

Path to Health cannot take away your health care benefits or retaliate in any way if you file a complaint or use any of the privacy rights in this Notice.

CHANGES TO NOTICE OF PRIVACY PRACTICES

Path to Health must obey the rules of this Notice. We have the right to change our privacy rules and use them with all Path to Health records. If we do make substantive changes, we will send a new Notice.