



ASSISTOR TIPS

Healthy Families “Assistor Tips”

- Remember to complete section 9 of the Medi-cal/Healthy Families joint application in order to be eligible to receive a reimbursement for successful applications
- Assure that information on the application is legible and readable, If the information is not readable, it will take time to contact the applicant and confirm data.
- Let families know they have a 90 day grace period to change their selected health plans if they are not satisfied once enrollment is confirmed
- Encourage families to learn about their benefits (what is covered) and when there are co-payments charged for the services. For example, there are no cop-payments for preventative services
- Inform families that it is very important to keep up with their premium payments. If families' premium payments are more than 60 days late, the children will be disenrolled from the Healthy Families Program. However, children can re-enroll into the Healthy Families Program once the payment is received without having to fill out a new application.
- Inform families that they need to update the Healthy Families Program and their health plan if their contact information has changed (i.e., address, phone number, etc)

If you have any questions, please contact the EE/CAA helpdesk at 1-800-279-5012 or via email at ee-caaliation@maximus.com.

You can also contact the National Health Foundation for application assistance via the “Ask the Trainer” tool on the CHAMP-Net website at www.champ-net.org.

