



Medi-Cal Managed Care 101

April 23, 2026

Jennifer Kent & Caroline Davis, CFPIC Consultants

Medi-Cal Managed Care & Foster Care in California

- All foster youth are Medi-Cal eligible and entitled to comprehensive benefits due to their placement in care. This includes specialty mental health, SUD, family planning, dental.
- Medi-Cal managed care enrollment is determined by county.
- There are 24 Medi-Cal managed care plans in California – some counties have multiple plans while some have one.
- The youth's county of residence is critical to understanding which plan they may be enrolled in.

County Organized Health Plans

- In **37 counties**, foster youth are **mandatorily enrolled** in Medi-Cal managed care because there is only one plan: a county organized health plan.
- **Counties include:** Alameda, Butte, Contra Costa, Colusa, Del Norte, Glenn, Humboldt, Imperial, Lake, Lassen, Marin, Mariposa, Mendocino, Merced, Modoc, Monterey, Napa, Nevada, Orange, Placer, Plumas, San Benito, San Luis Obispo, San Mateo, Santa Barbara, Santa Cruz, Shasta, Sierra, Siskiyou, Solano, Sonoma, Sutter, Tehama, Trinity, Ventura, Yolo, Yuba.

Non-Mandatory Enrollment Counties

- Foster youth are **NOT** required to enroll in managed care in 21 counties.
- These counties have multiple plans to choose from – a minimum of 2 and up to 6 (Los Angeles).
- Counties include: Amador, Alpine, Calaveras, El Dorado, Fresno, Inyo, Kern, Kings, Los Angeles, Madera, Mono, Riverside, Sacramento, San Bernardino, San Diego, San Joaquin, San Francisco, Santa Clara, Stanislaus, Tulare, Tuolumne.

The Kaiser Option

- Kaiser offers coverage to foster youth in 32 counties.
- While not “statewide coverage,” Kaiser may provide better options for youth moving between counties.
- Counties include: Alameda, Amador, Contra Costa, El Dorado, Fresno, Imperial, Kern, Kings, Los Angeles, Madera, Marin, Mariposa, Napa, Orange, Placer, Riverside, Sacramento, San Bernardino, San Diego, San Joaquin, San Mateo, San Francisco, Santa Clara, Santa Cruz, Solano, Sonoma, Stanislaus, Sutter, Tulare, Ventura, Yolo, Yuba.

What Are Medi-Cal Plans Responsible For?

- All physical health services (i.e., inpatient hospital, physician services, family planning/reproductive health, vision, specialists)
- Early and Periodic Screening, Diagnostic and Treatment (EPSDT) with some exceptions*
- Most plans have extensive relationships/contracts with federally qualified health clinics (FQHCs) for primary care
- Plans are now responsible for enhanced care management; community supports & services; dyadic services
- Plan responsibilities are outlined in the most recent DHCS contract (Link [here](#); “Scope of Services” is Section 5.3)

What Are Medi-Cal Plans NOT Responsible For?

- Specialty Mental Health Services (county BH plan)
- Alcohol & Substance Use Disorder Treatment (county BH Plan)
- Dental* (*except for Health Plan of San Mateo)
- California Children's Services* (*except for Partnership, CenCal, Central California Alliance for Health, CalOPTIMA and HPSM)
- Pharmacy (Medi-Cal Rx)
- Educational BH services in IEP/IFSP or IHSP (Local school district)
- Targeted Case Management (county)

County of Residence

Most important is knowing which county the youth is enrolled in.

- A youth **CANNOT** enroll in a plan if they don't live in the county where the plan is operating. (Example: A youth living in Orange County cannot be enrolled in LA Care. A youth living in Alameda cannot be enrolled in Contra Costa Health Plan.)
- Plans may have providers that are in different counties, but that doesn't mean the youth/member can live in that county. (Example: San Francisco Health Plan may have contracts with providers in San Mateo County – but that doesn't mean that San Mateo County residents can enroll in SFHP).

Inside the Plan

Medi-Cal Managed Care Plans must have a designated Child Welfare Liaison

- [All Plan Letter \(APL\) 24-013](#) requires plans to have adequate staffing to assist in helping foster youth receive all necessary services within the plan's scope of responsibility.
- The MCP Child Welfare Liaison serves as a leader within the MCP to advocate on behalf of children and youth involved in child welfare by serving as a point of contact to identify and resolve escalated case specific, systematic, and operational obstacles for accessing services.
- The list is updated quarterly and accessible to Child Welfare agencies from Department of Social Services. (To request list, email cwshealth@dss.ca.gov)

MCP	Position Title	First Name	Last Name	Phone Number	Email Address
Alameda Alliance for Health	Enhanced Care Management, Nurse	Erin	Tolva	(510) 995-1016	etolva@alamedaalliance.org
Anthem Blue Cross	Program Director	Eric	Schwimmer	818-696-3675	eric.schwimmer@anthem.com
Blue Shield Promise	PHM Social Services, Consultant	Kristin	Dillinger	858-222-2691	kristin.dillinger2@blueshieldca.com
Blue Shield Promise	Program Manager Clinical, Principal	Erika	Osuna	562-580-6463	Erika.Osuna@blueshieldca.com
CalOptima	Director	Hannah	Kim	714-347-3250	hannah.kim@caloptima.org
CalViva Health	Community Liaison	Rosa	Martinez Urueta	619-540-0748	Rosa.MartinezUrueta@healthnet.com
CenCal Health	Case Management Social Worker	Brandy	Ervin	805-685-9525, ext. 5442	bervin@cencalhealth.org
Central California Alliance for Health	Care Management Supervisor (LCSW/LMFT/LPCC)	Jessica	Villar	209-381-7342	jvillar@thealliance.health
Community Health Group Partnership Plan	Enhanced Care Management/Community Support Manager	Omar	Rodriguez	(619) 240-8858	omrod@chgsd.com
Community Health Plan of Imperial Valley	Manager, County Programs & MOU Compliance	Nadia	Mincey	916-478-1764	Nadiapugh@healthnet.com
Contra Costa Health Plan	Utilization Manager	Josephine	Alexander	925-33-6684	Josephine.Nwosu@cchealth.org
Gold Coast Health Plan	Manager, Pediatric Care Management	Trena	Tobin	8054375619	ttobin@goldchp.org
Health Net	Community Liaison	Kathy	Silva		kathy.silva@healthnet.com
Health Net	Community Liaison	Perry	Shelton	916-246-3743	Perry.SheltonJr@healthnet.com
Health Net	Community Liaison	Felicia	Arteaga		kathy.silva@healthnet.com
Health Net	Community Liaison	Annesha	Land	916-591-8965	Annesha.L.Land@healthnet.com
Health Net	Community Liaison	Lutisha	Shaw	916-532-8576	Lutisha.M.Knott@healthnet.com
Health Plan of San Joaquin	Pediatric Nurse, Lead • Utilization Management	Tiffanie	Sims	(209) 800 - 2281	tsims@hpsj.com
Health Plan of San Mateo	Director of Integrated Care	Gale	Carino		gale.carino@hpsm.org
Health Plan of San Mateo	Chief Health Officer	Amy	Scribner		amy.scribner@hpsm.org
Inland Empire Health Plan	Director, Complex Children & Family Services	Heather	Waters	(909) 767-9886	waters-h@iehp.org
Inland Empire Health Plan	Manager, Behavioral Health & Care Management	Amy	Myer	(909) 921-9668	myer-a@iehp.org
Kaiser Foundation Health Plan, Inc	Foster Youth Liaison	Charlotte	Carrasco	831-821-0324	childwelfare@kp.org
Kaiser Foundation Health Plan, Inc	Foster Youth Liaison	Olatokunbo	Ajibola-Stott	805-767-5861	Childwelfare@kp.org
Kern Health Systems	ECM Child Welfare Liaison	Hope	Youngblood	661-377-9542	hope.youngblood@khs-net.com
LA Care Health Plan	Director, Enhanced Care Management, Care Management	Noah	Kaplan Ng	213-408-9432	Nng@lacare.org
Molina	Pediatric Care Management Supervisor	Brook	Pilon	562-542-1517	Brook.Pilon@molinahealthcare.com
Molina	Care Review Clinician	Zeomia	Aguilar	562-549-4916	zeomia.aguilar@molinahealthcare.com
Molina	Case Manager	Luana	Blevins	858-974-1716	luana.blevins@molinahealthcare.com
Partnership Health Plan of California	Sr. Manager of Foster Care Programs	Shahrukh	Chishty	(707)420-7830	schishty@partnershiphp.org
San Francisco Health Plan	Sr. Program Manager	Anh	Huynh	415-615-5687	ahuynh@sfnhp.org
Santa Clara Family Health Plan	Manager, Community Based Care Management	Jessica	Bautista	4088741920	jbautista@scfhp.com

Understanding Plans from CWS Perspective

- Think of managed care plans like a fenced yard: Everything that is within a plan's fenced area is their property. They are responsible for maintaining it. They select the plants and flowers they want in their yard. Once you are allowed within their fenced area, you are allowed to enjoy the plants and flowers.
- Plants and flowers outside of a managed care plan's fenced yard are NOT THEIR responsibility. It is someone else's property. You cannot ask the plan to let you have someone else's flowers.

Basic Plan Issues – Getting Approval for Services

- Most primary care/preventive services do not require a PRIOR AUTHORIZATION (aka “permission”). Emergency services never require PA. However, you should always confirm that services requiring a PA are received before the date of the appointment.
- This same type of permission applies to services offered by County Behavioral Health Plans – they have their own fenced yard and garden. Don’t head into their yard and start cutting down flowers until they have given you permission!

Basic Plan Issues – Service Denials

- Plans can deny a service for a variety of legitimate reasons: the person is not a member; the service is not a covered benefit; the provider has not demonstrated medical necessity....
- Patients/Guardians can appeal a denial to the plan (yes, you must start at the plan). Depending on the type of service being appealed, it can either go to the Department of Managed Health Care or State Fair Hearing process.
- Youth under age 21 are far less likely to have denials because of EPSDT. This also makes appeals far more successful.

How to Access Plan Services

- First and Most Importantly: Make sure your youth is actually enrolled in the correct managed care plan that matches their county of residence.
- Second: If the youth is NOT enrolled in managed care in their county (or they have recently moved into a new county), you must make sure the county social services agency transfers the youth to the new county of residence. Once that transfer is done, make sure the youth is actually enrolled in managed care (if it's not one of the 37 COHP counties where enrollment is mandatory).
- Lastly: **Use the designated Child Welfare Plan Liaisons!**

QUESTIONS??

