

56404 Marketing Presentation

Marketing presentations shall fully disclose the availability of, and restrictions upon the services provided by the PCCM plan. Such presentations shall, as a minimum, specify:

(a)

The scope, access to, and availability of services.

(b)

A description of the PCCM plan restricted Medi-Cal card which will authorize the member to obtain services.

(c)

That members shall obtain all PCCM plan covered health care services rendered in nonemergency situations through the PCCM plan's providers.

(d)

What emergency services are and that emergency services may be obtained at all times from specified PCCM plan providers or from non-PCCM plan providers, if necessary.

(e)

That enrollment is voluntary.

(f)

That enrollment is subject to a verification and processing period from 15 to 45 calendar days in length.

(g)

The conditions under which disenrollment is possible.