



COUNTY OF ORANGE
HEALTH CARE AGENCY

MEDICAL SERVICES INITIATIVE PROGRAM



8/20/2009

Important Changes Effective September 1, 2009

Dear MSI Member:

Over the past two years, the MSI Program has experienced unprecedented enrollment. In order for our program to continue the pursuit of high quality care, we must make the following changes to the program effective 9/1/09.

- **\$4 co-pay** for all prescriptions (your out of pocket expense will not exceed \$32 per month).
- **\$5 co-pay** for all primary, specialty, and urgent care visits.
- **\$25 co-pay** for all emergency room visits.
- All services must be rendered and directed by your assigned Medical Home (primary care doctor or clinic). Your Medical Home may direct you to other services, such as specialty care, covered under MSI with a valid authorization. If you are not sure who your assigned doctor or clinic is, you may call our Patient Education Department at (800) 417-4262. Unauthorized services will not be covered by MSI.
- You may change your Medical Home once every 6 months. If your Medical Home is not meeting your needs, please contact our Patient Education Department as listed above to discuss your options.
- Please note that effective 8/1/09, your dental benefit was reduced to only cover emergency extractions. The maximum coverage of \$1,000 per enrollment year will remain in place. Any services provided outside of this benefit will not be covered by MSI.

We appreciate you taking the time to understand the changes in your benefits.

Sincerely,

The MSI Team