

## **Personal Assistance Line (PAL)**

SCAN offers a dedicated customer service unit with specialized SCAN employees trained to respond to questions from Dual Eligible Members about their Medicare and Medi-Cal benefits and to assist with care coordination and identification and access to needed care and services. The SCAN Personal Assistance Line (PAL) conducts outbound calls to welcome dual eligible members to SCAN and receives inbound calls on a dedicated toll-free number.

### **Criteria:**

Dually enrolled members - members with Medicare and Medicaid

### **Interventions:**

Welcome Call conducted within the first 90 days of enrollment

- Reviews SCAN's integrated Medicare and Medicaid benefits
- Reviews how the managed care system works: the primary care physician's role, how to get referrals to specialists, medications, etc.
- Facilitates an Initial Health Assessment (IHA) appointment with the primary care physician
- Identifies continuity of care issues, such as getting authorization with the new medical group for oxygen, hospital beds, and specialist services
- Completes initial and annual Special Needs Plan Health Risk Assessments (HRA)
- Screens the member for case management needs based on pre-established criteria, as well as long-term services and support needs

Follows up with medical groups and providers to ensure that members receive their referrals, acts as a liaison between the member, medical groups, and SCAN case management programs

Assists members with their transportation benefit to medical appointments

Assists members to access supplemental benefits

Assists members to identify and access community resources

Identifies and assists with Medi-Cal eligibility issues

Educates the member on Grievance and Appeals process/State Fair Hearings

### **Goals:**

Improve customer service and experience

Provide culturally and linguistically appropriate services

Increase member satisfaction and retention

Reduce barriers and access to care issues

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