



## ArrowCare Overview



### BACKGROUND

ArrowCare is the County of San Bernardino's Low Income Health Program that provides comprehensive medical services for low-income County citizens and legal permanent residents **who are not eligible for Medi-Cal**. While not a "Medi-Cal" program, individuals must apply for Medi-Cal before applying for ArrowCare which is essentially a health insurance program. The ArrowCare program was approved by the Centers for Medicaid Services (CMS), the California Department of Health Care Services (DHCS), and the County of San Bernardino Board of Supervisors (BOS) and began on **January 1, 2012**.

### WHO IS ELIGIBLE?

Individuals not qualifying for Medi-Cal who meet the following criteria are eligible for ArrowCare:

- Between the ages of 19 and 64;
- U.S. citizens or those who have satisfactory immigration status;
- Resident's of San Bernardino County;
- Not eligible for Medi-Cal or Children's Health Insurance Programs (CHIP);
- Not pregnant;
- Have income at or below 100% of the Federal Poverty Level (FPL)

***Please see attached handout for more information.***

### HOW MANY DBH CLIENTS HAVE ARROWCARE?

As of April 1, 2012, approximately 450 DBH clients **currently receiving DBH services** have been enrolled in the ArrowCare program since January 1, 2012. Another 900 individuals **not currently receiving DBH services, but having received services in past are also enrolled**. That totals approximately 1,350 clients from the DBH system of care.

The total enrollment for the County, as of April 1, 2012, including those **individuals who have never been a DBH client** but may receive services from Arrowhead Regional Medical Center (ARMC), Public Health (PH), the Transitional Assistance Department (TAD) and other human service departments is approximately **4,000 individuals**.

The total enrollment of the ArrowCare program **can reach up to approximately 20,000** individuals and is enrolling approximately 1,000 individuals every month.



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### HOW CAN INDIVIDUALS APPLY FOR ARROWCARE?

Individuals are evaluated for Medi-Cal prior to Arrowcare; however, only one (1) application is required. Customers may apply as follows:

- Online at [www.c4yourself.com](http://www.c4yourself.com)
- By phone or face-to-face interview
- By using the self-services application station (Kiosk) at Arrowhead Regional Medical Center (ARMC)
- At any Transitional Assistance Department (TAD) office  
*Please see attached handout for TAD office locations.*
- At DBH Clinics including, Phoenix Community Counseling Center, Mesa Counseling Center, Vista Community Counseling Center, Victor Valley Behavioral Health, Upland Community Counseling, Ontario Community Counseling, Barstow Counseling Center and Needles Behavioral Health Center.
- At DBH Clubhouses including, A Place to Be, Santa Fe Social Club, Central Valley FUN Clubhouse, Pathways to Recovery, TEAM House, Amazing Place – The Upland Social Club, Seeking Others Retaining Recovery (SOAR), San Bernardino Clubhouse, Our Place and Serenity House.

Anyone having questions or needing more information about how to apply for ArrowCare can contact the **DBH ArrowCare Liaison, Dianne Sceranka** at (909) 382-3036 or [dsceranka@dbh.sbcounty.gov](mailto:dsceranka@dbh.sbcounty.gov).



## San Bernardino County's Low Income Health Program (LIHP)

### WHO IS ELIGIBLE FOR ARROWCARE?

Persons who are:

- Between the ages of 19 and 64,
- U.S. citizens or have satisfactory immigration status,
- Residents of San Bernardino County,
- Not eligible for Medi-Cal or Children's Health Insurance Programs,
- Not pregnant, and
- Have income at or below 100% of the Federal Poverty Level (FPL)

### WHAT ARE THE 100% FPL LIMITS?

Effective 4/1/2011, the 100% FPL monthly income limits are:

- One person - \$908.00
- Two persons - \$1226.00

**Note:** These limits are subject to change each year in the month of April.

### WHAT BENEFITS ARE AVAILABLE UNDER ARROWCARE?

ArrowCare provides medically necessary services such as:

<i>Routine health care in an authorized clinic or doctor's office</i>	<i>Acute inpatient and outpatient emergency coverage (including transportation)</i>
<i>Prior authorized outpatient specialty services</i>	<i>Inpatient and outpatient mental health services</i>
<i>Physical therapy</i>	<i>Prescription medication</i>
<i>Podiatry</i>	<i>Laboratory and radiology services</i>

For information regarding benefits offered through ArrowCare, customers may contact:

Member Services at **1-800-442-4978**

### HOW DO CUSTOMERS APPLY?

Customers are evaluated for Medi-Cal prior to ArrowCare; however, only one (1) application is required. Customers may apply as follows:

- Online at [www.c4yourself.com](http://www.c4yourself.com), 24/7. The application is electronically sent to TAD, or
- By phone or face to face interview. The customer may call 1-877-410-8829 for an appointment, or
- By using the self-service application station (Kiosk) at Arrowhead Regional Medical Center (ARMC), or
- At any Transitional Assistance Department (TAD) office (see locations on back side)

### WHERE CAN CUSTOMERS CALL WITH QUESTIONS?

TAD Customer Service Center  
**1-877-410-8829**

Additional information is available at [www.ArrowCare.org](http://www.ArrowCare.org).

**TRANSITIONAL ASSISTANCE DEPARTMENT (TAD)  
DISTRICT OFFICES**

<b>TAD District Office/#</b>	<b>District #</b>	<b>Zip Codes Served</b>	<b>Address/Phone</b>
Adelanto	48	92301, 92342, 92368	10875 Rancho Rd. Adelanto, CA 92301 1-877-410-8829
Barstow	06	92267, 92304, 92309, 92310, 92311, 92312, 92327, 92338, 92347, 92356, 92364, 92365, 92366, 92368, 92398, 93554, 93562	1900 E. Main St., Barstow, CA 92311 1-877-410-8829
Colton	19	92313, 92324, 92376, 92377	2040 W. Woodpine Ave, Colton, CA 92324 1-877-410-8829
Del Rosa	07	92404	1585 East Highland Ave, San Bernardino, CA 92415 1-877-410-8829
Fontana	09	92316, 92335, 92336, 92337, 92358	7977 Sierra Avenue, Fontana, CA 92336 1-877-410-8829
Hesperia	08	92306, 92308, 92329, 92340, 92344, 92345, 92356, 92371, 92372, 92397	9655 9th Avenue, Hesperia, CA 92345 1-877-410-8829
Needles	10	92242, 92267, 92280, 92323, 92332, 92363	1300 Bailey Avenue, Needles, CA 92363 1-877-410-8829
Ontario	75	91701, 91708, 91709, 91710, 91730, 91737, 91739, 91743, 91760, 91761, 91762, 91763, 91764, 91766, 91767, 91768, 91786	1627 E Holt Blvd., Ontario, CA 91761 1-877-410-8829
Redlands	04	92305, 92314, 92315, 92318, 92320, 92333, 92339, 92341, 92354, 92359, 92373, 92374, 92382, 92386, 92399, 92423	881 W. Redlands Blvd, Redlands, CA 92373 1-877-410-8829
San Bernardino	01	92401, 92402, 92403, 92408, 92409, 92410, 92411, 92412	265 E. Fourth Street, San Bernardino, CA 92415-0800 1-877-410-8829
San Bernardino	02	92317, 92321, 92322, 92325, 92326, 92346, 92352, 92369, 92378, 92385, 92391, 92405, 92406, 92407	2050 Massachusetts, San Bernardino, CA 92415-0085 1-877-410-8829
Twentynine Palms	79	92277, 92278	73629 Sun Valley Drive, Twentynine Palms, CA 92277 1-877-410-8829
Victorville	18	92307, 92392, 92393, 92394, 92395	15010 Palmdale Rd, Victorville, CA 92392 1-877-410-8829
Yucca Valley	03	92252, 92256, 92268, 92284, 92285, 92286	56357 Pima Trail, Yucca Valley, CA 92284 1-877-410-8829