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## FAQs

Therapeutic Pathways remains a resource for you during the recent and continued challenges related to the Covid-19. When a situation creates the need for emergency health care coverage under Medi-Cal, there might be options available for individuals and families to apply for emergency coverage. Medi-Cal is a state-funded health insurance benefits program.

### The following is a list of Frequently Asked Questions:

- 1. I lost my job and my insurance coverage is or will be terminated. Is there emergency assistance available?**
  - An individual or family may be eligible for emergency coverage to receive healthcare assistance through California Medi-cal.
- 2. Where can I get information on how to apply for Medi-Cal?**
  - Client Services at Therapeutic Pathways can help direct you toward the first steps to apply for Medi-Cal. Client Services phone number is **(209) 572-2589**.
- 3. Who do I contact to apply for Emergency Medi-Cal?**
  - Valley Mountain Regional Center, ALTA Regional Center and Regional Center of the East Bay.
- 4. Will Medi-Cal retro-activate?** There are times when Medi-cal is retro-actively approved.
- 5. What if I don't qualify for Medi-Cal due to income requirements?**
  - If your child qualifies for regional center, they should be eligible for the Medi-Cal waiver, due to their disability. Regional centers can assist you in this process.
  - If you recently lost your job, you may be able to continue your health insurance through COBRA. Ask your former employer if this is available.
  - Covered California is allowing a special enrollment period due the Covid-19 virus through the end of June. This [website](#) has useful information.
- 6. What if I live with family that must be isolated during the pandemic?**
  - Many plans are offering services Telehealth, where a behavior therapist and/or supervisor can deliver services via a video program. We may be able to check with your plan to see if they will cover this.

Regional centers may fund our services if they are approved as part of the Individual Program Plan (IPP). We are a vendor with the following regional centers:

- **Alta Regional Center** <https://www.altaregional.org/contact-us>
- **Valley Mountain Regional Center (VMRC)** <https://www.vmrc.net/offices-2/>
- **Regional Center of the East Bay (RCEB)** <http://www.rceb.org/contact-us>

Therapeutic Pathways provides specialized center-based and in-home Behavioral Healthcare to individuals diagnosed with Autism Spectrum Disorder and other Developmental disabilities. It is essential for individuals to receive treatment to avoid regression and/or minimize the loss of critical skills. Therapeutic Pathways is recognized as an essential care facility during the Covid-19 Shelter enforcement and will continue to offer services.

**EAST BAY CENTER**  
5601 Arnold Rd.  
Suite 100  
Dublin, CA 94568

**ELK GROVE CENTER**  
9355 E Stockton Blvd.  
Suite 100  
Elk Grove, CA 95624

**MODESTO CENTER**  
1115 14th St.  
Modesto, CA 95354

**SACRAMENTO CENTER**  
4196 Douglas Blvd.  
Suite 100  
Granite Bay, CA 95746

**TRACY CENTER**  
510 Whispering Wind Dr.  
Suite 110  
Tracy, CA 95377