



PROCEDURE TASK GUIDE

Function	Service Center
Task Group	Service Center General
Process	Answering Consumers Inquiries Pertaining to Receipt of IRS Tax Form 1095-B
Job Roles	Service Center Representative (SCR)

Overview	<p>The following protocol is in effect until further notice to assist Medi-Cal consumers with questions regarding the IRS Tax Form 1095-B they will receive regarding their Medi-Cal coverage.</p> <p>Initial training information:</p> <p>Per Section 6055 of the Internal Revenue Code, individuals enrolled in most Medi-Cal programs are considered having Minimum Essential Coverage (MEC) and they will receive an IRS Tax Form 1095-B for 2015 under the administration of the Department of Health Care Services (DHCS).</p> <p>The IRS Tax Form 1095-B is an Internal Revenue Service (IRS) form that individuals who have health insurance through Medi-Cal may use when they file federal income taxes. The individual or their tax preparer may use the information on the form to report MEC in the tax year, however, the consumer may self-attest to their coverage for the tax year.</p> <p>The IRS also receives an electronic copy of the IRS Tax Form 1095-B for consumers enrolled in the Medi-Cal programs that are designated as MEC. Recently, the IRS extended the due date to June 30, 2016 for issuers to transmit the Form 1095-B data.</p> <p>The IRS Tax Form 1095-B will be mailed to consumers postmarked by March 31, 2016. A cover letter will be included with the form to advise the consumers of the form's purpose.</p> <p>The Form 1095-B contains information pertaining to the consumer's Medi-Cal MEC, including:</p> <ul style="list-style-type: none"> • Name • Address • Social Security number (or date of birth, if not available)
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- Months of Medi-Cal that meets Minimum Essential Coverage requirements

Other similar tax forms consumers may receive from sources other than DHCS/Medi-Cal:

- 1095-A – If a household member received health coverage through Covered California.
- 1095-B – If a household member received health insurance through a government sponsor, like Medicaid (Medi-Cal), Medicare, or Veterans benefits. Households may receive more than one Form 1095-B for each type of coverage.
- 1095-C – If a household member received health insurance through a large employer. (Small employers are not required to send forms.)

Additional key information:

- Each person who is or was enrolled in Medi-Cal that met the coverage requirement, at any time during 2015, will get his or her own Form 1095-B. Therefore, a household with more than one person covered by Medi-Cal may get a Form 1095-B for each person that had coverage.
- SCRs **cannot** give tax advice and should limit the information they provide consumers about federal tax regulations or requirements. SCRs **can** refer the consumer to various resources available such as:
 - VITA (Volunteer Income Tax Assistance): 1-800-906-9887.
 - Link to local <http://irs.treasury.gov/freetaxprep/> for in-person assistance.
 - IRS.gov website - includes:
 - Specific information about the Affordable Care Act (ACA) and tax implications.
 - Link to local <http://apps.irs.gov/app/officeLocator/index.jsp> for in-person assistance.
 - The Federal Health Care Exchange website at www.healthcare.gov.
 - The DHCS 1095-B website at <http://dhcs.ca.gov/1095>
- **Who does not receive a Form 1095-B?**
Consumers who are enrolled in a Medi-Cal program that is not considered “minimum essential coverage,” such as restricted scope Medi-Cal benefits (also known as “emergency Medi-Cal”), Medi-Cal with a Share of Cost, or certain limited coverage programs, will not get a Form 1095-B.

**1095-B
Form**

- **What is the Form 1095-B?**

Form 1095-B is an IRS document that shows the consumer had health coverage considered Minimum Essential Coverage during the last tax year. As part of the Affordable Care Act the IRS requires most people to get health coverage that meets this requirement for the given tax year. This is called the “individual mandate.” People who do not have health coverage that meets the requirement may have to pay a tax penalty for being “uninsured.” If they are required to file taxes, they may self-attest their coverage. It is important that they keep this form for their record as it contains proof of health coverage for the tax year; **however, they are not required to submit a copy of the Form 1095-B with their tax return.**
- **If I am required to have a 1095-B form, how will I receive it?**

The 1095-B form will be mailed to consumers by March 31, 2016. A cover letter will be included with the form to advise the consumers of the form’s purpose. It is highly recommended that individuals ensure their contact information, such as the mailing address, is up-to-date by reporting changes to their county human services agency.
- **What do I need to do with my Form 1095-B?**

Form 1095-B is used as proof of minimum essential coverage. It should be kept for personal record in the event the IRS may require an individual who has filed their taxes to provide proof of their coverage. Please remind consumers, Form 1095-B is not required to file their taxes and they may self-attest their coverage without it.
- **Why does Medi-Cal/DHCS send Form 1095-B to the IRS too?**

Medi-Cal sends Form 1095-B to the IRS to validate months of health insurance reported by the person filing their taxes and to prevent a tax penalty.
- **Why did I get more than one Form 1095-B from Medi-Cal and what should I do with all of them?**

Medi-Cal will mail a Form 1095-B for every person with health insurance that meets minimum essential coverage during the tax year 2015. Use each form to provide proof for all tax dependents and your spouse if filing jointly.
- **What if I do not file a tax return?**

There will be some consumers that will not have to file taxes. Those who do not should keep their form 1095-B for their record. SCRs **cannot** give tax advice and should limit the amount of information they provide to consumers about Federal tax regulations or requirements.

SCRs **can** refer the consumer to various resources available to find out if they need to file taxes such as:

 - VITA (Volunteer Income Tax Assistance): 1-800-906-9887.
 - Link to local <http://irs.treasury.gov/freetaxprep/> for in-person assistance.
 - IRS.gov website - includes:

	<ul style="list-style-type: none"> <ul style="list-style-type: none"> ▪ Specific information about the Affordable Care Act and tax implications at www.irs.gov/aca. ○ Link to local http://apps.irs.gov/app/officeLocator/index.jsp for in-person assistance. • What if I only received Medi-Cal for part of the tax year, do I still receive a 1095-B form? DHCS is mandated to report all months of Medi-Cal coverage meeting MEC requirements to the IRS and will furnish a 1095-B form to the individual for tax purposes, regardless of full or partial coverage through the tax year. The form shows which months the individual had coverage. • What will happen if I only had health coverage for part of the year? Individuals with gaps in coverage may incur a tax penalty if they do not qualify for an exemption. Please refer to www.IRS.gov or www.healthcare.gov for more details on the individual mandate for health insurance. • What will happen if I had Medi-Cal for part of the year and then I purchased a Covered California health insurance plan? They will get a Form 1095-B from Medi-Cal that will provide proof of insurance for the months they were covered by Medi-Cal and they will get a Form 1095-A from Covered California that will provide proof of insurance for the months of coverage provided. • Some people in my home have Covered California and others have Medi-Cal, will the IRS Form 1095-B show my household members who are not enrolled in the Medi-Cal program? No. Medi-Cal will report each person's months of coverage to the IRS separately and will send that person their own Form 1095-B. They will receive Form 1095-B for each person in their family enrolled in Medi-Cal. If they have family members enrolled in Covered California, they should expect to receive Form 1095-A. • I'm a non-citizen but lawfully present in the United States and enrolled in Medi-Cal, will I still get an IRS Form 1095-B? Yes. Lawfully present people (non-citizens) who are enrolled in health care coverage through Medi-Cal will get an IRS Form 1095-B. • I'm only receiving restricted scope Medi-Cal because I am undocumented and not lawfully present. Will I still get an IRS Form 1095-B? No. Restricted scope Medi-Cal is not minimum essential coverage. Persons who are not lawfully present are not required to have minimum essential coverage. Consumers may go to www.healthcare.gov for more information.
<p>Updating Consumer Info</p>	<ul style="list-style-type: none"> • How do I update my contact information to ensure I receive my 1095-B form? Consumers who are enrolled in the Medi-Cal program may contact their county human services agency county eligibility worker (CEW) to verify or update their contact information for Medi-Cal.

By connecting with their CEW, they can discuss their personal information within the Medi-Cal Eligibility Data System (MEDS) and make changes to it as necessary. Note that their CEW may require additional personal information for identity verification.

County Offices: <http://dhcs.ca.gov/COL>

Note:

- Call representatives should access the County Office Listing resource and offer to provide the consumer the contact information directly in addition to the URL.
- Inform consumers receiving Supplemental Security Income (SSI) or State Supplementary Payment (SSP) to contact the Social Security Administration (SSA) in order to update their personal information and that SSA will not be able to provide a reprint of Form 1095-B. The consumer will have the option to request a reprint at their county human services agency.

SCRs can refer the consumer to the following SSA contact resources:

- SSA toll-free contact number: 1-800-772-1213.
- SSA local county office locator website - <https://secure.ssa.gov/ICON/main.jsp>

Call representatives will inform consumers that:

- Reprints with no changes to personal information for Form 1095-B, will be available beginning March 1, 2016.
- Reprints with changes to personal information, such as a change of address or a change in reported months of coverage, for Form 1095-B, will be available beginning April 1, 2016.
- **What changes do I need to report to make sure my information is up-to-date?**
Consumers must report changes to home or mailing address and other contact information, income, household size, employment, and other health insurance coverage must be reported to the county human services agency within 10 calendar days from the date the change occurred.
- **How do I locate my county human services agency?**
Consumers may locate their county human services agency by utilizing the DHCS county listing web page. Agencies are listed by county and may include street addresses, telephone numbers, and web page URLs.

County Offices: <http://dhcs.ca.gov/COL>

Note: Call representatives should access the County Office Listing resource

	<p>and offer to provide the consumer the contact information directly in addition to the URL.</p>
<p>Coverage</p>	<ul style="list-style-type: none"> • How do I know if the coverage I am receiving or did receive this year counts as MEC? Full-scope Medi-Cal coverage meets the coverage requirement. Nearly all consumers enrolled in the Medi-Cal program have full coverage, including those in pregnancy programs. The list below provides a few examples of Medi-Cal or state funded programs that do not meet the requirement: <ul style="list-style-type: none"> • Medi-Cal with a Share of Cost • Restricted Medi-Cal, covering only emergency services (sometimes called “emergency” Medi-Cal) • Family Planning, Access, Care, and Treatment (FPACT) • Special Treatment Programs such as treatment for Tuberculosis, Dialysis, and Parenteral Hyper-alimentation <p>For more information on Medi-Cal coverage, a consumer should contact their eligibility worker.</p> <p>County Offices: http://dhcs.ca.gov/COL</p> <p>Note: Call representatives should access the County Office Listing resource and offer to provide the consumer the contact information directly in addition to the URL.</p> • What if I lost my IRS Tax Form 1095-B or need another copy? Consumers may contact an eligibility worker at their local county human services agency and request a reprint. <p>County Offices: http://dhcs.ca.gov/COL</p> <p>Note:</p> <ul style="list-style-type: none"> • Call representatives should access the County Office Listing resource and offer to provide the consumer the contact information directly in addition to the URL. • Inform consumers receiving Supplemental Security Income (SSI) or State Supplementary Payment (SSP) to contact the Social Security Administration (SSA) in order to update their personal information and that SSA will not be able to provide a reprint of Form 1095-B. The consumer will have the option to request a reprint at their county human services agency. <p>SCRs can refer the consumer to the following SSA contact resources:</p> <ul style="list-style-type: none"> • SSA toll-free contact number: 1-800-772-1213. • SSA local county office locator website - https://secure.ssa.gov/ICON/main.jsp

Call representatives will inform consumers that:

- Reprints with no changes to personal information for Form 1095-B, will be available beginning March 1, 2016.
- Reprints with changes to personal information, such as a change of address or a change in reported months of coverage, for Form 1095-B, will be available beginning April 1, 2016.

- **What do I do if a member of my family has passed away in regards to Form 1095-B?**

In the event that a consumer received MEC in the given tax year, but has passed away, an IRS Tax Form 1095-B will still be sent to the last known address on file. If the responsible person did not obtain Form 1095-B for the deceased, with the appropriate documentation, they can go to the responsible county for the deceased and request a reprint of Form 1095-B. A forwarding address may be given, if the Form 1095-B needs to be sent to a different address.

Note: Call representatives will inform consumers that reprints, specifically for mail forwarding will be available beginning April 1, 2016.

- **Is there anything I need to know about my foster child and Form 1095-B?**

Yes. If you are a foster parent, adoptive parent, or legal guardian that claims the child as a dependent on your tax return for the given tax year, you are liable for the shared responsibility payment. Parents who cannot claim the child as a dependent are not liable for the months they were responsible for the child.

If the adoption or placement of the child occurs during the given tax year, you are only liable for the month following the adoption or placement through the end of the tax year.

Foster care or adoptive parents and children fall under the same rules regarding MEC and the individual mandate. If a foster parent, adoptive parent, or legal guardian has not received Form 1095-B for their child, they may request a reprint through an eligibility worker at their county human services agency.

Please remember that all former foster youth, up to the age of 26, are eligible for free Medi-Cal and that former foster youth will always have minimum essential coverage.

County Offices: <http://dhcs.ca.gov/COL>

Note:

- Call representatives should access the County Office Listing resource and offer to provide the consumer the contact information directly in addition to the URL.
- Inform consumers receiving Supplemental Security Income (SSI) or State

Supplementary Payment (SSP) to contact the Social Security Administration (SSA) in order to update their personal information and that SSA will not be able to provide a reprint of Form 1095-B. The consumer will have the option to request a reprint at their county human services agency.

SCRs can refer the consumer to the following SSA contact resources:

- SSA toll-free contact number: 1-800-772-1213.
- SSA local county office locator website - <https://secure.ssa.gov/ICON/main.jsp>

Call representatives will inform consumers that:

- Reprints with no changes to personal information for Form 1095-B, will be available beginning March 1, 2016.
- Reprints with changes to personal information, such as a change of address or a change in reported months of coverage, for Form 1095-B, will be available beginning April 1, 2016.

- **What if I received Medicaid coverage for part of the year while living in another state?**

California's Medicaid program is known as Medi-Cal. If the consumer received Medicaid that qualified as MEC in another state, the human services agency from that state will send Form 1095-B to the most recent address on record. It is important that the consumer report their current address to their former human services agency so that they send the Form 1095-B to their current address.

Consumers can find contact information for the Medicaid agency for each state at <http://www.medicaid.gov/medicaid-chip-program-information/by-state/by-state.html>.

- **What if I received Qualified Health Plan (QHP) coverage while living in another state for part of the year through that state's marketplace or through the Federally Facilitated Marketplace?**

If the consumer lived in another state and received QHP coverage through that state's marketplace or through the Federally Facilitated Marketplace (also known as healthcare.gov), they will receive Form 1095-A from the state or federal marketplace. It is important that they report their current address to that marketplace and the health plan that covered them so they send the Form 1095-A to their current address.

- To update their contact information with the federal marketplace: <https://www.healthcare.gov/reporting-changes/how-to-report-changes/>
- [To update](#) their contact information with a state marketplace that does not take enrollments through healthcare.gov: <https://www.healthcare.gov/marketplace-in-your-state/>

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<p>TAX Questions</p>	<ul style="list-style-type: none"> <p>What will happen if I only had health coverage for part of the year? If they had health coverage for only part of the year they may get a tax penalty if they don't meet one of the exceptions. Please refer them to www.IRS.gov/ACA for more details on the individual mandate for health insurance and rules that apply to gaps in coverage, including information about getting an exemption from the penalty.</p> <p>What is a tax penalty? Consumers may have to pay a tax penalty if they do not have qualifying health care insurance (referred to as Minimum Essential Coverage and they do not apply for and receive an exemption).</p> <p>If they do not have an exemption, consumers only pay 1/12th of the penalty for each month they don't have coverage. Please note that some penalties are subject to a maximum amount.</p> <p>Please refer them to www.IRS.gov/ for more details on tax penalties.</p>
<p>2015</p>	<p>2% of their yearly household Modified Adjusted Gross Income (MAGI) above the amount at which you're required to file taxes, or \$325 per person (\$162.50/child) – whichever is greater.</p>
<p>2016</p>	<p>2.5% of their yearly household Modified Adjusted Gross Income (MAGI) above the amount at which you're required to file taxes or \$695 per person (\$347.50/child) – whichever is greater.</p>
	<ul style="list-style-type: none"> <p>I did not have health coverage for a month or more in 2015. Where can I apply for an exemption from the tax penalty? For some exemptions, such as the exemption for a short gap in health coverage, you will only need to fill in a code when you file taxes. See https://www.healthcare.gov/health-coverage-exemptions/exemptions-from-the-fee/. Other exemptions require you to apply by filling out one of the exemption forms available at www.healthcare.gov.</p> <p>If I am enrolled in a Medi-Cal program that does not count as minimum essential coverage, do I have to pay a tax penalty? Not always. There are many exemptions from the tax penalty. Some examples include:</p> <ul style="list-style-type: none"> • People with very low income • People with limited coverage (i.e. Share of Cost) • Undocumented immigrants • Incarcerated individuals • People facing hardships such as high medical bills, utility shut-offs, or an eviction. • People who were wrongly denied health coverage and later resolved it. <p>Consumers should consult with a tax professional to see if they qualify. They can also visit the following https://www.healthcare.gov/fees-exemptions/exemptions-from-the-fee for information about all of the exemptions.</p> <p>Where can I get help filing my taxes?</p>

Consumers can get help from their local Taxpayer Assistance Center Office.

- Taxpayer Assistance <http://apps.irs.gov/app/officeLocator/index.jsp>
- Taxpayer Assistance contact number: 1-800-829-1040.

Consumers can also consult their own tax professional/adviser or they can find an authorized e-file provider in their neighborhood on the <https://www.ftb.ca.gov/online/ero/index.asp>. A California Authorized Individual e-file Provider can help them look for a tax professional near their home, work, school, or other location. This tool will give them the name and contact information for tax professionals authorized to provide them with individual e-file services.

Consumers can also get free tax assistance at a local **Volunteer Income Tax Assistance Site (VITA)**.

VITA services are for people who:

- have an annual income of \$54,000 or less;
 - have disabilities;
 - are elderly;
 - or are limited English-speaking.
- VITA contact number: 1-800-906-9887
 - VITA <http://irs.treasury.gov/freetaxprep/>

Note: The list of VITA offices is updated with more locations as tax season approaches. Check back in a few weeks to see if an office near you has been added.

Consumers can also receive **IRS Taxpayer Services**.

The website offers “Help and Resources” for taxpayers who need it. The <http://www.irs.gov/aca> also has a section with information about the Affordable Care Act. Help includes “Local Taxpayer Advocates” and “Low Income Taxpayer Clinics.”

The IRS has a variety of electronic filing options including free volunteer assistance, IRS Free File, commercial software and professional assistance. There is more information about <http://www.irs.gov/Filing> and options available.

- **I already filed my federal tax return with the IRS Form 1095-B that has incorrect information, do I have to amend my federal tax return when I get the corrected IRS Form 1095-B?**

The corrected Form 1095-B indicates that Medi-Cal has updated the consumer’s correct information to the IRS.

Depending on how the information was changed, the consumer may need to amend their taxes. The United States Department of Treasury intends to provide additional information to help tax filers determine whether they would benefit from filing amended returns. Consumers also may want to consult with their tax preparers to determine if they would benefit from amending.

DHCS highly recommends that consumers do not keep Form 1095-B with incorrect information for their record. Consumers should contact their county human services agency to work with their county eligibility worker to fix the wrong information on their record.

County Offices: <http://dhcs.ca.gov/COL>

Note:

- Call representatives should access the County Office Listing resource and offer to provide the consumer the contact information directly in addition to the URL.
- Inform consumers receiving Supplemental Security Income (SSI) or State Supplementary Payment (SSP) to contact the Social Security Administration (SSA) in order to update their personal information and that SSA will not be able to provide a reprint of Form 1095-B. The consumer will have the option to request a reprint at their county human services agency.

SCRs can refer the consumer to the following SSA contact resources:

- SSA toll-free contact number: 1-800-772-1213.
- SSA local county office locator website - <https://secure.ssa.gov/ICON/main.jsp>

Call representatives will Inform consumers that:

- Reprints with no changes to personal information for Form 1095-B, will be available beginning March 1, 2016.
- Reprints with changes to personal information for Form 1095-B, will be available beginning April 1, 2016.
- **Can I report to the IRS that I got health coverage before I get my Form 1095-B from Medi-Cal?**
Yes, consumers may self-attest their coverage while filing their taxes before getting Form 1095-B. Please note that the IRS may require some people to show proof for their coverage and due to this, DHCS strongly suggests consumers keep Form 1095-B for their records.
- **What if I never got an IRS Form 1095-B but I filed my federal income taxes anyway without the information from the form?**
The IRS determined that consumers with government sponsored coverage may file their taxes without Form 1095-B and self-attest their coverage. Consumers should get an IRS Form 1095-B in the mail before March 31, 2016. If they do not receive a Form 1095-B by the end of March and they would like Form 1095-B for their records, instruct them to contact their eligibility worker at their county human services agency to request a reprint.

County Offices: <http://dhcs.ca.gov/COL>

Note:

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- Inform consumers receiving Supplemental Security Income (SSI) or State Supplementary Payment (SSP) to contact the Social Security Administration (SSA) in order to update their personal information and that SSA will not be able to provide a reprint of Form 1095-B. The consumer will have the option to request a reprint at their county human services agency.

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- Reprints with changes to personal information for Form 1095-B, will be available beginning April 1, 2016.

Form 1095-B is not required to file taxes. However, please note that the IRS may require some people to show proof for their coverage and due to this, DHCS strongly suggests consumers keep Form 1095-B for their records.

- **If I do not regularly file taxes, is there a benefit to filing taxes this year?**
Even if consumers are not required to file taxes, consumers may have federal or state tax credits available to them for low to moderate income levels. One of these incentives is called the Earned Income Tax Credit (EITC) and is now available for both federal and California state taxes.
 - Click <http://www.irs.gov/Credits-&-Deductions/Individuals/Earned-Income-Tax-Credit> for the EITC
 - Click <https://www.ftb.ca.gov/individuals/faq/net/900.shtml> for the new California EITC

Also, if someone in the consumer's household qualifies for premium tax credits through Covered California (or through healthcare.gov or another state marketplace if they lived outside of California for any part of the tax year) they are required to file taxes now even if they did not in the past.

If the consumer has questions regarding their premium tax credit or information on Form 1095-A, please direct them to Covered California.

	<ul style="list-style-type: none"> • www.coveredca.com • Covered California: 1-800-300-1506
<p>Dispute Form 1095-B</p>	<ul style="list-style-type: none"> • If I need additional help with Form 1095-B, who can I contact? If a consumer needs additional support, please call the Medi-Cal 1095-B Helpdesk at 1-844-253-0883 (for TTY, call 1-844-357-5709) for live support. Our helpdesk service can provide assistance in most languages. This is a free service • I did not get Form 1095-B, how can I get a new form? The mailing address we have on record may be incorrect. Have the consumer contact their county human services agency to work with their county eligibility worker to update their mailing address. County Offices: http://dhcs.ca.gov/COL Note: <ul style="list-style-type: none"> • Call representatives should access the County Office Listing resource and offer to provide the consumer the contact information directly in addition to the URL. • Inform consumers receiving Supplemental Security Income (SSI) or State Supplementary Payment (SSP) to contact the Social Security Administration (SSA) in order to update their personal information and that SSA will not be able to provide a reprint of Form 1095-B. The consumer will have the option to request a reprint at their county human services agency. <p>SCRs can refer the consumer to the following SSA contact resources:</p> <ul style="list-style-type: none"> • SSA toll-free contact number: 1-800-772-1213. • SSA local county office locator website - https://secure.ssa.gov/ICON/main.jsp <p>Call representatives will Inform consumers that:</p> <ul style="list-style-type: none"> • Reprints with <u>no changes</u> to personal information for Form 1095-B, will be available beginning March 1, 2016. • Reprints with <u>changes</u> to personal information for Form 1095-B, will be available beginning April 1, 2016. • What do I do if the information listed on my Form 1095-B is not correct? Consumers that believe the information on Form 1095-B is not correct should be directed to their local county human services agency for review. A county eligibility worker will be able to assess the consumer's record and if necessary, update their record with the correct information. Depending on what is corrected, a corrected Form 1095-B will be generated for the consumer's record.

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- Inform consumers receiving Supplemental Security Income (SSI) or State Supplementary Payment (SSP) to contact the Social Security Administration (SSA) in order to update their personal information and that SSA will not be able to provide a reprint of Form 1095-B. The consumer will have the option to request a reprint at their county human services agency.

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- Reprints with changes to personal information for Form 1095-B, will be available beginning April 1, 2016.

*If the consumer has incorrect personal information on their form but the form shows they have all months covered as MEC, please inform them they will not incur a tax penalty. However, it is important they still update their information with the county human services agency.

County Offices to Apply for Health Coverage, Medi-Cal, and Other Benefits

County Listings below are arranged in alphabetical order by county name and provide contact information on department offices for those who want to apply for Medi-Cal health coverage.

All information is current and has been updated: September 2, 2015

County Name	County Address / Phone / Website
Alameda County	Social Services Agency 8477 Enterprise Way Oakland, CA 94621 1 (888) 999-4772 Toll Free (510) 383-8523 http://www.alamedasocialservices.org/public/services/medical_and_health/index.cfm
Alpine County	Department of Social Services 75A Diamond Valley Road Markleeville, CA 96120 (530) 694-2235 ext. 231 http://www.alpinecountyca.gov/index.aspx?NID=203
Amador County	Department of Social Services 10877 Conductor Blvd Suite #200 Sutter Creek, CA 95685 (209) 223-6550 http://www.co.amador.ca.us/index.aspx?page=200
Butte County	Department of Employment and Social Services 78 Table Mountain Blvd. Oroville, CA 95965 1 (877) 410-8803 http://buttecounty.net/Employment%20and%20Social%20Services/Medical%20Services.aspx
Calaveras County	Calaveras Works and Human Services Government Center 509 East Saint Charles Street San Andreas, CA 95249-9701 (209) 754-6448 After Oct 1: (209) 754-6644 – Dedicated to Medi-Cal Inquiries and Applications http://www.co.calaveras.ca.us/cc/Departments/CalWorks.aspx
Colusa County	Department of Social Services 251 East Webster Street Colusa, CA 95932

	<p>(530) 458-0250</p> <p>http://www.countyofcolusa.org/index.aspx?nid=26</p>
Contra Costa County	<p>Employment and Human Services Department Workforce Services Bureau (Please call for nearest office location) 1 (800) 709-8348 Medi-Cal 1 (800) 300-1506 Contra Costa County Covered California Call Center (7 Cs)</p> <p>Http://ehsd.org/</p>
Del Norte County	<p>Department of Health and Human Services 880 Northcrest Drive Crescent City, CA 95531-3485</p> <p>(707) 464-3191</p> <p>http://www.co.del-norte.ca.us/departments/health-human-services</p>
El Dorado County	<p>Department of Social Services 3057 Briw Road Placerville, CA 95667-1637</p> <p>(530) 642-7300 Placerville Office (530) 573-3200 South Lake Tahoe Office</p> <p>http://www.edcgov.us/HumanServices/</p>
Fresno County	<p>Department of Human Services</p> <p>1 (855) 832-8082 Call Center, Toll Free (559) 600-1377 Automated Assistance</p> <p>http://www.co.fresno.ca.us/DepartmentPage.aspx?id=6154</p>
Glenn County	<p>Health & Human Services Agency P.O. Box 611, 420 East Laurel Street, Willows, CA 95988-0611</p> <p>(530) 934-6514</p> <p>http://www.hra.co.glenn.ca.us/public_assistance/public_assistance.aspx</p>
Humboldt County	<p>Department of Social Services 929 Koster Street Eureka, CA 95501</p> <p>1 (877) 410-8809</p> <p>http://co.humboldt.ca.us/hhs/ssb/medi-cal.asp</p>
Imperial County	<p>Department of Social Services 2995 South Fourth Street, Suite 105, El Centro, CA 92243</p> <p>(760) 337-6800</p> <p>http://www.imperialcountysocialservices.org/</p>
Inyo County	<p>Department of Social Services 920 N Main St. Bishop, CA, 93514</p>

	<p>(760) 872-1394</p> <p>http://www.inyocounty.us/Admin/vision_statement.htm</p>
Kern County	<p>Department of Human Services 100 E. California Avenue, Bakersfield, CA 93307</p> <p>(661) 631-6807</p> <p>http://www.co.kern.ca.us/dhs/CalWorksSafetyNet/medi_cal.html</p>
Kings County	<p>Human Services Agency 1400 W. Lacey Blvd., Building #8 Hanford, CA 93230</p> <p>1 (877) 410-8813 Toll Free</p> <p>http://www.countyofkings.com/HSA/medi-cal.html</p>
Lake County	<p>Department of Social Services 15975 Anderson Ranch Parkway, P.O. Box 9000 Lower Lake, CA 95457-9000</p> <p>(707) 995-4200</p> <p>http://www.co.lake.ca.us/Government/Directory/Social_Services.htm</p>
Lassen County	<p>Lassen WORKS Roosevelt Annex, 720 Richmond Road Susanville, CA 96130</p> <p>(530) 251-8152</p> <p>http://www.co.lassen.ca.us/govt/dept/soc_services/default.asp</p>
Los Angeles County	<p>Department of Public Social Services (Search for the nearest District office to Apply)</p> <p>1 (877) 597-4777 Toll Free 1 (866) 613-3777 Customer Service Center</p> <p>http://dpss.lacounty.gov/dpss/health/default.cfm</p>
Madera County	<p>Department of Social Services 720 E. Yosemite Avenue Madera, CA 93639-0569</p> <p>(559) 675-2300</p> <p>http://www.madera-county.com/index.php/dss-home</p>
Marin County	<p>Dept Health & Human Services (Public Assistance) 120 N. Redwood Dr -West Wing San Rafael, CA 94903</p> <p>(415) 473-3400</p> <p>https://www.marinhhs.org/medi-cal</p>
Mariposa County	<p>Department of Human Services 5362 Lemee Lane PO Box 99</p>

	<p>Mariposa, CA 95338 (209) 966-2000 1 (800) 549-6741 Toll Free</p> <p>http://www.mariposacounty.org/index.aspx?nid=249</p>
Mendocino County	<p>Fort Bragg Office: 764 S. Franklin Street, Fort Bragg, CA 95482</p> <p>(707) 962-1000</p> <p>Ukiah Office: 737 South State Street, P.O. Box 8508 Ukiah, CA 95482</p> <p>(707) 463-7700</p> <p>http://www.co.mendocino.ca.us/hhsa/</p>
Merced County	<p>Human Services Agency 2115 West Wardrobe Avenue, Merced, CA 95340</p> <p>(209) 385-3000</p> <p>http://www.co.merced.ca.us/index.aspx?NID=458</p>
Modoc County	<p>Department of Social Services 120 North Main Street, Alturas , CA 96101</p> <p>(530) 233-6501</p> <p>http://www.co.modoc.ca.us/departments/social-services</p>
Mono County	<p>Department of Social Services</p> <p>South County Office: 452 Old Mammoth Rd, 3rd Floor, P.O. Box 2969 Mammoth Lakes, CA 93546</p> <p>(760) 924-1770</p> <p>North County Office: 85 Emigrant Street, P.O. Box 576 Bridgeport, CA 93517</p> <p>(760) 932-5600</p> <p>http://www.monocounty.ca.gov/social-services</p>
Monterey County	<p>Department of Social and Employment Services 1000 South Main Street- Suite 216 Salinas, CA 93901</p> <p>1-877-410-8823 Toll Free</p> <p>http://mcdses.co.monterey.ca.us/benefits/</p>
Napa	<p>Department of Health and Human Services</p>

County	<p>2261 Elm Street Napa, CA 94559</p> <p>1 (800) 464-4214 Toll Free (707) 253-4511</p> <p>http://countyofnapa.org/HHSA/</p>
Nevada County	<p>Human Services Agency 950 Maidu Avenue, P.O. Box 1210 Nevada City, CA 95959</p> <p>(530) 265-1340 1 (888) 809-1340 Toll Free</p> <p>http://www.mynevadacounty.com/nc/hhsa/dss/Pages/Home.aspx</p>
Orange County	<p>Social Services Agency (Call for the nearest district office)</p> <p>1 (800) 281-9799 Existing Clients (949) 389-8456 24-Hour Automated Assistance (714) 541-4895 24-Hour Automated Assistance</p> <p>To apply for benefits: 1 (855) 478-5386 http://ssa.ocgov.com/health/</p>
Placer County	<p>Health and Human Services Auburn Office: 11542 B. Ave Auburn, CA 95603</p> <p>Rocklin Office: 1000 Sunset Blvd. Suite 220 Rocklin, CA 95765</p> <p>North Tahoe Office: 5225 North Lake Blvd. Carnelian Bay, CA 96140</p> <p>1 (888) 385-5160 Toll Free (916) 784-6000 If you are outside the County</p> <p>http://www.placer.ca.gov/Departments/hhs/public_assistance/MediCAL.aspx</p>
Plumas County	<p>Dept of Social Services 270 County Hospital Rd, Suite 207 Quincy, CA 95971</p> <p>(530) 283-6350</p> <p>http://www.countyofplumas.com/index.aspx?nid=94</p>
Riverside County	<p>Department of Public Social Services (Call for the nearest district office)</p> <p>1 (800) 274-2050 Toll Free</p> <p>http://dpss.co.riverside.ca.us/</p>

Sacramento County	<p>Sacramento County Department of Human Assistance 1725 28th Street Sacramento, 95816-9915</p> <p>(916) 874-3100 (209) 744-0499</p> <p>http://www.dha.saccounty.net/benefits/Pages/default.aspx#ma</p>
San Benito County	<p>Human Services Agency 1111 San Felipe Rd, Ste 206 Hollister, CA 95023-3801</p> <p>(831) 636-4180</p> <p>http://www.sanbenitoco.org/</p>
San Bernardino County	<p>Human Services System Transitional Assistance Department (Call for nearest district office)</p> <p>1 (877) 410-8829</p> <p>http://hs.sbcounty.gov/TAD/Pages/default.aspx</p>
San Diego County	<p>Dept of Health & Human Srvs Agency (Call for the nearest district Office)</p> <p>1 (866) 262-9881</p> <p>http://www.sdcounty.ca.gov/hhsa/programs/ssp/medi-cal_program/index.html</p>
City & County of San Francisco	<p>San Francisco Human Services Agency SF Benefits Net 1440 Harrison St San Francisco, CA 94120</p> <p>415-558-4700 1 (855) 355-5757 Toll Free</p> <p>http://www.sfhhsa.org</p>
San Joaquin County	<p>Human Services Agency 333 E. Washington Street Stockton, CA 95202</p> <p>(209) 468-1000</p> <p>http://www.sjgov.org/hsa/Medi-Cal/index.htm</p>
San Luis Obispo County	<p>Department of Social Services 3433 S. Higuera Street San Luis Obispo, CA 93403</p> <p>(805) 781-1600</p> <p>http://www.slocounty.ca.gov/dss/Medi-Cal.htm</p>
San Mateo County	<p>Human Services Agency 400 Harbor Boulevard, Building "B" Belmont, CA 94002</p> <p>1 (800) 223-8383 Toll Free</p>

	<p>http://www.co.sanmateo.ca.us/portal/site/humanservices/</p>
Santa Barbara County	<p>Department of Social Services 234 Camino Del Remedio Santa Barbara, CA 93110</p> <p>1 (866) 404-4007 Toll Free</p> <p>http://www.countyofsb.org/social_services/</p>
Santa Clara County	<p>Social Services Agency Assistance Application Center 1867 Senter Road San Jose, CA 95112</p> <p>(408) 758-3800 1 (877) 962-3633 Automated</p> <p>http://www.sccgov.org/sites/scc/Pages/default.aspx</p>
Santa Cruz County	<p>Human Services Department 1020 Emeline Ave. Santa Cruz, Ca 95060</p> <p>1 (888) 421-8080</p> <p>http://www.santacruzhumanservices.org/</p>
Shasta County	<p>Health & Human Services Agency 2460 Breslauer Way, P.O. Box 496005 Redding, CA 96001</p> <p>1 (877) 652-0731</p> <p>http://www.co.shasta.ca.us/index/hhsa_index/Health_Coverage/Medi_cal.aspx</p>
Sierra County	<p>Social Services 202 Front Street, P.O. Box 1019 Loyalton, CA 96118</p> <p>(530) 993-6721</p> <p>Downieville: (530) 289-3711</p> <p>http://www.sierracounty.ca.gov/index.aspx?NID=306</p>
Siskiyou County	<p>Human Services 818 S. Main Street Yreka, CA 96097</p> <p>(530) 841-2700</p> <p>http://www.co.siskiyou.ca.us/HS/programs.aspx</p>
Solano County	<p>Health and Social Services Medi-Cal and County Medical Services Program (CMSP) (Call for the nearest office)</p> <p>Office Locations:</p>

	<p>Fairfield: (707) 784-8050 Vacaville: (707) 469-4500 Vallejo: (707) 553-5000</p> <p>http://www.solanocounty.com/depts/hss/ees/medical/medi_cal.asp</p>
Sonoma County	<p>Human Services Department 2550 Paulin Drive P.O. Box 1539 Santa Rosa, CA 95402-1539</p> <p>1 (877) 699-6868</p> <p>http://www.sonoma-county.org/human/eco_assistance.htm</p>
Stanislaus County	<p>Community Services Agency 251 East Hackett Road, P.O. Box 42 95353 Modesto, CA 95355</p> <p>1 (877) 652-0734</p> <p>http://www.stanworks.com/content.php?nav=medi-cal/medi-cal-faqs.htm</p>
Sutter County	<p>Department of Human Services Welfare Social Services Division 539 Garden Highway, P.O. Box 1535, Yuba City, CA 95991</p> <p>1-877-652-0735</p> <p>http://www.co.sutter.ca.us/doc/government/depts/hs/wss/hs_welfare_social_services</p>
Tehama County	<p>Department of Social Services 310 South Main Street, P.O. Box 1515, Red Bluff, CA 96080</p> <p>(530) 527-1911</p> <p>http://www.tcdss.org/</p>
Trinity County	<p>Dept of Health and Human Services #51 Industrial Parkway, P.O. Box 1470, Weaverville, CA 96093-1470</p> <p>(530) 623-1265 1 (800) 851-5658 Toll Free</p> <p>http://www.trinitycounty.org/index.aspx?page=66</p>
Tulare County	<p>Health & Human Services Agency (Call for nearest Office)</p> <p>1 (800) 540-6880 Toll Free</p> <p>http://www.tchhsa.org/hhsa/</p>
Tuolumne County	<p>Department of Social Services 20075 Cedar Road North Sonora, CA 95370</p> <p>(209) 533-5711</p> <p>http://www.co.tuolumne.ca.us/Index.aspx?NID=277</p>

Ventura County	<p>Human Services Agency 855 Partridge Drive Ventura, CA 93003</p> <p>1 (888) 472-4463 Toll Free</p> <p>http://portal.countyofventura.org/portal/page/portal/VCHSA/MediCal#one</p>
Yolo County	<p>Yolo County Health and Human Services Agency</p> <p>Woodland Office 25 North Cottonwood Street Woodland, CA 95695</p> <p>West Sacramento Office 500-A Jefferson Boulevard West Sacramento, CA 95605</p> <p>Winters Office 111 East Grant Avenue Winters, CA 95694</p> <p>(855) 278-1594</p> <p>http://www.yolocounty.org/health-human-services/employment-social-services/medi-cal-copy</p>
Yuba County	<p>Health and Human Services Department 5730 Packard Avenue, Suite 100, P.O. Box 2320 Marysville, CA 95901 1 (877) 652-0739</p> <p>http://www.co.yuba.ca.us/Departments/HHSD/</p>