State of California-Health and Human Services Agency
Department of Health Care Services
P.O. Box 989009, West Sacramento, CA 95798-9009

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John Case Sample
1234 Sample Street
Sample City CA 99999

Important Information About Your Child's Medi-Cal Benefits

Dear Parent/Guardian:

Please read this letter for important information about the health benefits of your child listed below. Due to a change in their health coverage, your child will be enrolled in the following programs on the effective date shown.

Name	Health Plan	Dental Plan	Effective Date
John Bene1 Sample	Medical Plan1	Denti-Cal	September 1, 2016
John Bene2 Sample	Medical Plan2	Denti-Cal	September 1, 2016
John Bene3 Sample	Medical Plan3	Denti-Cal	September 1, 2016
John Bene4 Sample	Medical Plan4	Denti-Cal	September 1, 2016

Your child's health coverage has changed to full scope Medi-Cal services. This means your child now has more benefits. It also means your child will get care through a Medi-Cal managed care health plan (also called a Medi-Cal health plan). Now that your child has full scope Medi-Cal, your child can keep getting health care from any doctor that accepts Medi-Cal Fee-For-Service (also called regular Medi-Cal). When you enroll them into a Medi-Cal health plan, they will get their care through the health plan.

A Medi-Cal health plan provides medical services through a network of doctors that focus on primary and preventive care. When your child becomes a member of a Medi-Cal health plan, the plan will help manage your child's care, help you find doctors and specialists, have a 24-hour advice nurse phone line, have member services to assist you, can help you with transportation to medical visits, and more. The Medi-Cal health plan will also help you get services that your child may need, which the plan itself does not cover. **Unless you choose to enroll your child in a plan sooner, your child will become a member of the Medi-Cal health plan stated above no later than 9/1/2016.**

You will soon get a Health Care Options Choice Packet in the mail and it will have information to help you choose a health plan and a doctor. You can also call **Health Care Options (HCO) at 1-800-430-4263 [TTY: 1-800-430-7077]** to help enroll your child over the phone.

What are my choices?

1. **You can choose to do nothing. Your child will be enrolled in the Medi-Cal health plan listed above on 9/1/2016.**
2. **You can enroll your child in the Medi-Cal health plan listed above and choose a doctor or clinic for them sooner than 9/1/2016.**
3. **You can enroll your child in a different Medi-Cal health plan than the one listed above and then choose a doctor or clinic for them from the new plan.**

If you would like to enroll your child into the plan listed above early or into a different plan, you can call HCO for help or mail in your choice. If you enroll your child in a health plan earlier than the date listed above, your child's enrollment may be complete as early as the 1st of the following month.

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Phone: Call **HCO at 1-800-430-4263 [TTY: 1-800-430-7077]**

Mail: Choose a Medi-Cal health plan for your child, then fill out the Health Care Options Choice Packet and return it in the provided pre-paid envelope.

Your child will also have two choices to get **dental** services: through a dental plan covered by Medi-Cal, or through the Medi-Cal dental program called Denti-Cal. You will receive a dental choice form with your Health Care Options Choice Packet that will provide information on the dental plans available. For more dental plan information or enrollment help, call **HCO**. For Denti-Cal information call the **Denti-Cal Beneficiary Customer Service line at 1-800-322-6384 [TTY: 1-800-735-2922]. Your child will be enrolled in Denti-Cal if you do not choose a dental program before 9/1/2016.**

The Frequently Asked Questions page that came with this letter has details on other services available through Medi-Cal. They include mental health services, alcohol and drug treatment services, vision (eye) care, and other medically needed services.

What Should I Do Now?

- Talk to your child's doctor or clinic to find out if they work with a Medi-Cal health plan.
- Choose one of the options under the "What are my choices?" section of this letter.
- Call HCO for more information on plan choices, or wait for your Health Care Options Choice Packet to come in the mail. The packet will be in a large envelope from the Department of Health Care Services and will be in your language.

What if I have more questions?

Substance Use Disorder Services:
For help with emergency counseling, detoxification services, and residential or long-term outpatient treatment, contact your local program by visiting the Alcohol and Other Drugs Program County Directory website:
http://www.dhcs.ca.gov/individuals/Pages/DMC-CountyNumbersDirectory.aspx

Mental Health Services:
For non-crisis, general services or information, contact your local mental health department by visiting the County Mental Health Plan Contact List website:
http://www.dhcs.ca.gov/individuals/Pages/MHPContactList.aspx

Health Care Options:
For questions about the changes in your child's Medi-Cal benefits, help enrolling over the phone, help enrolling in a dental plan in Sacramento County, or getting this letter in another language, large print, audio, or Braille, call or visit their website.
1-800-430-4263 [TTY: 1-800-430-7077]
Available 8:00 a.m. to 5:00 p.m.
Monday through Friday
http://www.healthcareoptions.dhcs.ca.gov/

Denti-Cal Beneficiary Customer Service line:
For help in locating a Medi-Cal dental provider in all counties except Sacramento, clinical screening appointment information, or general Denti-Cal program questions, call or visit their website.
1-800-322-6384 [TTY: 1-800-735-2922]
Available 8:00 a.m. to 5:00 p.m.
Monday through Friday
http://www.denti-cal.ca.gov/WSI/Bene.jsp?fname=ProvReferral

Under current law, we are not required to, nor will we voluntarily, disclose or otherwise share your child's information with immigration authorities

Frequently Asked Questions
About your Child's Benefits Expanding in Medi-Cal

1. **What is Medi-Cal?**

   Medi-Cal is what Medicaid is called in California. It provides medical services, dental care, mental health services, alcohol and drug use treatment, vision (eye) care, and other needed health care services to millions of Californians. You can learn more about Medi-Cal at **http://www.dhcs.ca.gov**.

2. **Is my child still covered by Medi-Cal?**

   Yes, your child still has Medi-Cal, but now it is "full scope". This means your child's Medi-Cal coverage now has more benefits. Your child will get most of these benefits when they are in a Medi-Cal health plan.

3. **Why is my child's Medi-Cal changing?**

   There is a new law in California called Senate Bill (SB) 75. All children under the age of 19 can now get full scope Medi-Cal, if they meet all requirements. Their immigration status does not matter now.

4. **What are my child's Medi-Cal benefits now?**

   Your child's Medi-Cal health plan will cover free medical visits, vaccines (shots), medicines, vision (eye) care, and hospital stays. Your child will have a primary care doctor and referrals to a specialist if needed. For more Medi-Cal benefits, see question #10.

5. **Can my child change Medi-Cal health plans?**

   Yes, you can ask to change your child's Medi-Cal health plan at any time. For help changing a plan, please call **Health Care Options (HCO) at 1-800-430-4263 [TTY: 1-800-430-7077]**, Monday – Friday, 8 a.m. – 5 p.m. You can always change your child's Medi-Cal health plan in the future.

6. **Will I pay monthly premiums for my child in Medi-Cal?**

   If you pay premiums now, you will continue to pay premiums. Nothing will change.

7. **Will I pay co-payments for my child in Medi-Cal?**

   There are no co-payments. The Medi-Cal health plan covers all the medical costs for your child. If you pay a Share of Cost today, you will continue to pay a Share of Cost.

8. **Who will be my child's doctor in Medi-Cal?**

   It depends. If your child's current doctor is also part of a Medi-Cal health plan in your county, then you may be able to still see that doctor. If the doctor is not part of a Medi-Cal health plan then you will have to choose a new one. The Medi-Cal health plan will send your family a Provider Directory to help you choose a doctor. The Medi-Cal health plan's Customer Service Representatives can check to see if a doctor is available in their plan. If you do not choose a doctor, the Medi-Cal health plan will choose a doctor for your child. If your child is seeing a doctor now, ask their doctor if they work with a Medi-Cal health plan. If they do, you can enroll your child in the same Medi-Cal health plan and keep seeing the doctor.

9. **What if my child is seeing a doctor who doesn't work with a Medi-Cal health plan? Can my child keep seeing them?**

   If your child has been seeing a doctor within the past 12 months and that doctor doesn't work with a Medi-Cal health plan, you can request Continuity of Care. Continuity of Care means your child may continue to see their current doctor for up to 12 months if the doctor and Medi-Cal health plan can come to an agreement. If you wish to receive Continuity of Care, please contact the Medi-Cal health plan's Customer Service Representatives for help.

10. What other Medi-Cal benefits can my child get?

Dental Services

Your child can now get dental services through Medi-Cal.

- If you live in Sacramento County, your child will get services through a dental managed care plan. For more information, you can call **HCO at 1-800-430-4263 [TTY: 1-800-430-7077]** or you can fill out a Dental Choice Form which you will get with your Enrollment Choice Packet.
- If you live in Los Angeles County, the Denti-Cal program allows you to get care from any dental provider that accepts Denti-Cal. A dental managed care plan is a dental plan that covers your dental benefits. For more information, call **HCO at 1-800-430-4263 [TTY: 1-800-430-7077]**. To choose your child's dental coverage, you can fill out a Dental Choice Form which you will get with your Enrollment Choice Packet.
- For all other counties, your child will get dental services through the regular Medi-Cal dental program called Denti-Cal. Your child will need to go to a dentist that accepts Denti-Cal.
- To find a Denti-Cal dentist you can call the **Denti-Cal Customer Service Line at 1-800-322-6384 [TTY: 1-800-735-2922],** Monday through Friday, from 8:00 a.m. to 5:00 p.m. The call is free. You can also go to the Denti-Cal website: **http://www.denti-cal.ca.gov/**.
- Remember to bring your child's Medi-Cal card to their dental appointments.

Mental Health Services

If your child needs mental health services, please talk to your new Medi-Cal health plan or your child's doctor. If your new Medi-Cal health plan does not offer the services you need, they will help you get them. They will refer you to a mental health specialist or to the Medi-Cal mental health plan in your county.

Alcohol and Drug Treatment Services

If your child needs alcohol or drug treatment services, your new Medi-Cal health plan will help you find a provider.

You can check with your Medi-Cal health plan if you need other health care services to see if they are available.

11. If my child gets full scope Medi-Cal, will this affect his or her immigration status?

No, under current law, we are not required to, nor will we voluntarily, disclose or otherwise share your child's information with immigration authorities.

Please check the following DHCS website for more information on changes from SB 75:
http://www.dhcs.ca.gov/services/medi-cal/eligibility/Pages/SB-75.aspx