

DATE: October 1, 2026

TO: ALL COUNTY WELFARE DIRECTORS Letter No.: 23-32E
ALL COUNTY WELFARE ADMINISTRATIVE OFFICERS
ALL COUNTY MEDI-CAL PROGRAM SPECIALISTS/LIAISONS
ALL COUNTY HEALTH EXECUTIVES
ALL COUNTY MENTAL HEALTH DIRECTORS
ALL COUNTY MEDS LIAISONS

SUBJECT: Update to Health Care Options (HCO) Program
[\(Ref: ACWDL No. 12-28\)](#)

The purpose of this All County Welfare Directors Letter (ACWDL) errata is to update the County Organized Health System (COHS) counties to include **Kaiser Permanente in Monterey County**. Kaiser Permanente is expanding its coverage to Monterey County beginning January 2027.

This letter is to provide information regarding the requirement for each Medi-Cal applicant or member to be informed of their available managed care and Fee-for-Service options. These educational services are funded by the California Department of Health Care Services (DHCS) and provided by **Medi-Cal** Health Care Options (HCO) throughout California. In an effort to reach and assist all Medi-Cal applicants and members, DHCS encourages counties to provide **Medi-Cal** HCO with an opportunity to offer onsite assistance to applicants and members.

Corrections to ACWDL 23-32 are recorded using the following:

- ~~Strike through~~ for deleted procedures; and
- **Underline and bolding** for adding new procedures.

Revisions to ACWDL 23-32 can be located under **Medi-Cal** *HCO Program Overview* below.

Background

Pursuant to Welfare & Institutions Code (W&I) section 14016.5, California established a method for informing Medi-Cal member of the options regarding methods for receiving

Medi-Cal benefits in areas where Medi-Cal managed care plans (MCPs) are operating. This process for informing members is referred to as the **Medi-Cal** HCO Program. The expectation is for each Medi-Cal applicant and predetermined eligible member to be afforded the opportunity for instruction regarding their Medi-Cal managed care medical and/or dental plan choices through county referrals to onsite **Medi-Cal** HCO staff.

Medi-Cal HCO Program Overview

Medi-Cal HCO has a presence in County Organized Health Systems (COHS) counties, Single Plan (SP) counties where Kaiser Permanente Medi-Cal health plan is an option, and MCP Choice counties (Regional, Two-Plan, and Geographic Managed Care (GMC) counties).

- **COHS counties with Kaiser Permanente include:** Marin, Mariposa, **Monterey**, Napa, Orange, Placer, San Mateo, Santa Cruz, Solano, Sonoma, Sutter, Ventura, Yolo, and Yuba.
- **SP counties include:** Alameda, Contra Costa, and Imperial.
- **MCP Choice counties (Regional, Two-Plan, Geographic Managed Care (GMC) counties) include:** Alpine, Amador, Calaveras, El Dorado, Fresno, Inyo, Kern, Kings, Los Angeles, Madera, Mono, Riverside, Sacramento, San Bernardino, San Diego, San Francisco, San Joaquin, Santa Clara, Stanislaus, Tulare, and Tuolumne.

This letter outlines the benefits of having **Medi-Cal** HCO Enrollment Service Representatives (ESRs) onsite in Choice, SP and COHS county offices to assist members and the community in navigating the Medi-Cal managed care system through the following education and outreach efforts:

- Onsite Medi-Cal Managed Care expert resource
- Transitional support services
- Disenrollment support and enrollment assistance
- Enhanced member-centered customer service support
- County-specific Medi-Cal managed care education

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Implementation Information

Medi-Cal HCO Program education is available to all social service agencies. For more information regarding **Medi-Cal** HCO Program services or to learn about additional services provided by **Medi-Cal** HCO, please contact your county's **Medi-Cal** HCO Regional Manager by sending an email to CAHCO_FOPS_Community@maximus.com.

If you have any questions or if we can provide further information, please contact PCUResearch@dhcs.ca.gov.

Sincerely,

Yingjia Huang
Deputy Director
Health Care and Benefits
Department of Health Care Services