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XX/XX/XXXX



JOHN SAMPLE
1234 SAMPLE STREET
ADDRESS LINE 2
ANYTOWN CA 90000

Important news about your Medi-Cal coverage

Dear [Member Name],

You got this letter because you are a current or former foster child or youth and are in a Medi-Cal health plan. Right now, you also have the choice to change to Fee-For-Service (FFS) Medi-Cal (Regular Medi-Cal). You will no longer have the choice to change to FFS starting **January 1, 2025**. Your Medi-Cal health care benefits and services will stay the same.

If you want to stay in your Medi-Cal health plan's care, you do not have to do anything. Your Medi-Cal health plan, benefits, and services will stay the same. You do not need to call your eligibility worker unless you need to update personal information. If you have changes to report, contact your local Medi-Cal County office. You can find a list of county offices at www.dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspx.

If you want to change your Medi-Cal health plan

To learn more about your Medi-Cal health plan choices and find providers who work with Medi-Cal health plans, call Medi-Cal Health Care Options (HCO) Monday – Friday, 8 a.m. to 6 p.m. at 1-800-430-4263 (TTY: 1-800-430-7077). Or go to www.healthcareoptions.dhcs.ca.gov.

American Indian and Alaska Native Members

If you are an American Indian or Alaska Native member enrolled in a Medi-Cal health plan, you may get services from an Indian Health Care Provider of your choice. If you have questions about your benefits, call your Medi-Cal health plan. Ask to speak to your Tribal Liaison. You can also call the Medi-Cal Ombudsman at 1-888-452-8609 for help.

Your Medicare benefits will not change

If you are enrolled in Medicare, your Medicare benefits and providers will not change if your Medi-Cal health plan changes, unless you change your Medicare Advantage plan.

Your Medicare providers:

- Do not have to be in your Medi-Cal health plan network to keep caring for you.
- Cannot charge you co-pays, co-insurance, and deductibles if you have Medi-Cal.
- Should bill your Medi-Cal health plan for co-pays, co-insurance, and deductibles even if they are not in the Medi-Cal network.

You will keep getting these benefits the same way you get them today:

- Medicare
- Home and community-based services
- In-home supportive services (IHSS)
- Pharmacy services
- Substance use disorder (SUD) treatment services
- Specialty mental health services
- Dental services
- Regional Center services

Learn more

Read more about this change in the *Notice of Additional Information About Your Rights and Benefits (NOAI)* at www.dhcs.ca.gov/services/Pages/Mandatory-Enrollment-for-foster-care-Children-and-youth-in-single-plan-counties-2025.aspx. To read the NOAI, you can also use your smartphone to scan the Quick Response (QR) code at the bottom of this letter. The NOAI has more information about Medi-Cal health plan enrollment, your Medi-Cal health plan choices, Medicare and Medi-Cal services, continuity of care, and resources on who to call for questions.

If you want a printed NOAI mailed to you, call Medi-Cal HCO Monday – Friday, 8 a.m. to 6 p.m. at 1-800-430-4263 (TTY: 1-800-430-7077). If you want this notice in another language or format like large print, audio, or Braille, call Medi-Cal HCO Monday – Friday, 8 a.m. to 6 p.m. at 1-800-430-4263 (TTY: 1-800-430-7077).

Questions

- To learn more about choices for health plans and providers (doctors or clinics), call Medi-Cal HCO Monday – Friday, 8 a.m. to 6 p.m. at 1-800-430-4263 (TTY: 1-800-430-7077). The call is free. Or go to Medi-Cal HCO at www.healthcareoptions.dhcs.ca.gov.
- If you have complaints or problems with Medi-Cal, call the Medi-Cal Ombudsman Office Monday – Friday, 8 a.m. to 5 p.m. at 1-888-452-8609 (TTY: 711 for California State Relay). The call is free. Or email them at MMCDOmbudsmanOffice@dhcs.ca.gov. They help people with Medi-Cal use their benefits and know their rights and responsibilities.

- If you have questions about Medi-Cal, call the Medi-Cal Helpline Monday – Friday, 8 a.m. to 5 p.m. at 1-800-541-5555. The call is free. They will help you learn more about what services you can get through Medi-Cal.

Thank you,

Medi-Cal

Department of Health Care Services

