

State of California-Health and Human Services Agency  
**Department of Health Care Services**  
P.O. Box 989009, West Sacramento, CA 95798-9850

11/4/2020

Name  
Address Line 1  
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CITY, STATE ZIP

## Important News about the Aged, Blind, and Disabled Federal Poverty Level Program Expansion

Dear **Member Name**,

This letter is about your health benefits. Starting December 1, 2020 you will have the same Medi-Cal benefits, but they will be free. You will be enrolled in these Medi-Cal plans:

<b>Health plan</b> <Insert COHS Plan Name>	<b>Start date</b> 12/1/2020
<b>Dental plan</b> Medi-Cal Dental	<b>Start date</b> 12/1/2020

### What is changing?

Your health coverage will change to free Medi-Cal on December 1, 2020. You will **not** pay a share of cost for Medi-Cal services each month. You can read more on the Frequently Asked Questions (FAQ) page that came with this letter.

### What is a Medi-Cal health plan?

A Medi-Cal health plan gives you medically necessary services. A network (group) of doctors give medical and preventive care. Your Medi-Cal health plan will:

- Help manage your care
- Help you find doctors and specialists
- Have a 24-hour nurse advice line
- Have member services to help you
- Help you with transportation to medical visits
- Help you get services you may need that the plan does not cover

### How do I get dental services?

You will get dental services from the Medi-Cal Dental Program. You can read more about dental services on the FAQ page that came with this letter. You will need to go to a dentist

who accepts Medi-Cal Dental. To find a dentist near you, call Medi-Cal Dental Customer Service at **1-800-322-6384** (TTY: 1-800-735-2922).

### **What other services can I get?**

Other services include mental health services, alcohol and drug treatment services, vision (eye) care, and other medically necessary services. Read more on the FAQ page that came with this letter.

### **How can I contact my Medi-Cal health plan?**

To contact: [<Insert COHS Plan Name >](#)

Call member services at: [<Insert Member Services number here>](#)

Or visit them online at: [<Insert web address>](#).

Your Medi-Cal health plan will send you a welcome packet. You can choose a doctor in your plan on or after the start date of December 1, 2020. Call the member services phone number to choose your doctor and learn more about benefits and services.

If you need more help, call the Department of Health Care Services Ombudsman at 1-888-452-8609, Monday through Friday, 8 a.m. to 5 p.m. The call is free.

### **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. Programs are listed in the Alcohol and Other Drugs Program County Directory at:

<https://www.dhcs.ca.gov/provgovpart/Pages/SUD-Non-Emergency-Treatment-Referral-Line.aspx>

#### **Mental Health Services**

For non-crisis questions, general services or information, contact your local mental health department. They are listed in the County Mental Health Plan Contact List at:

<http://www.dhcs.ca.gov/individuals/Pages/MHPContactList.aspx>

After you are in the Medi-Cal health plan listed above, you can also call your plan's member services phone number for help with mental health services.

#### **Medi-Cal Dental Customer Service**

For help finding a Medi-Cal dental provider, to learn more about clinical screening appointments, or for Medi-Cal Dental Program questions:

Call **1-800-322-6384** (TTY: 1-800-735-2922), Monday through Friday, 8 a.m. to 5 p.m. Or go to <https://www.denti-cal.ca.gov/Beneficiaries/Denti-Cal/>

Thank you,

Department of Health Care Services