### State of California-Health and Human Services Agency

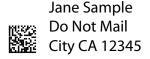
# **Department of Health Care Services**

P.O. Box 989009, West Sacramento, CA 95798-9850

11/04/2020

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

Dear Jane Sample,

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 a Medi-Cal health plan and a dental plan.

We will send you a My Medi-Cal Choice packet in November 2020. It tells you how to choose a Medi-Cal health plan and a dental plan. If you do not choose by January 25, 2021, you will be enrolled in:

**Health plan** Start date **Health Net Comm Solutions** 2/1/2021 **Dental plan** Start date Medi-Cal Dental

# 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 about these changes 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



2/1/2021

### What happens next?

You will get a *My Medi-Cal Choice* packet in the mail. It tells you how to choose a health plan and doctor. To enroll in a plan by phone, call Health Care Options (HCO) at **1-800-430-4263** (TTY: 1-800-430-7077) Monday through Friday, 8 a.m. to 6 p.m.

# What are my choices for health services?

You have two choices:

- 1. You can do nothing and be enrolled in the plan listed above. A doctor will be chosen for you. Once enrolled, you can contact the plan listed above to change your doctor at any time.
- 2. You can enroll in a different Medi-Cal health plan and choose a doctor or clinic by **January 25, 2021.**

If you want to choose a Medi-Cal health plan or choose a doctor or clinic, call HCO at **1-800-430-4263** (TTY: 1-800-430-7077) Monday through Friday, 8 a.m. to 6 p.m.

Or mail the choice form that will come in your *My Medi-Cal Choice* packet. If you enroll in a health plan before **November 23, 2020**, your health plan may start as early as **December 1, 2020**.

# How do I get dental services?

You have two choices for **dental** services:

- You can enroll in a Medi-Cal dental plan. Your *My Medi-Cal Choice* packet will have a dental plan choice form and information on dental plans. For dental plan information or enrollment help, call HCO at **1-800-430-4263** (TTY: 1-800-430-7077).
- Or you can get dental services through the Medi-Cal Dental Program. For Medi-Cal Dental information, call Medi-Cal Dental Customer Service at 1-800-322-6384 (TTY: 1-800-735-2922).

You will be enrolled in Medi-Cal Dental if you do not choose a dental plan before **January 25, 2021**.

# What other services can I get?

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

#### What should I do now?

- Talk to your doctor or clinic to find out if they work with a Medi-Cal plan.
- Choose the option that's right for you from "What are my choices for health services?" above in this letter.
- Call HCO at 1-800-430-4263 (TTY: 1-800-430-7077) for more on plan choices and doctor
  or clinic choices. Or wait for your *My Medi-Cal Choice* packet to come in the mail in
  November 2020. The packet comes in a large envelope from the Department of Health
  Care Services.
- You can also visit our website at: www.healthcareoptions.dhcs.ca.gov

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 a Medi-Cal Health plan, you can also call your plan's member services phone number for help with mental health services.

### **Health Care Options (HCO)**

For questions about the changes in your Medi-Cal benefits, help enrolling by phone, help enrolling in a dental plan in Sacramento County, or getting this letter in another language, large print, audio, or Braille:

Call **1-800-430-4263** (TTY: 1-800-430-7077), Monday through Friday, 8 a.m. to 6 p.m. Or go to **http://www.healthcareoptions.dhcs.ca.gov/** 

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

For help finding a Medi-Cal dental provider in all counties except Sacramento, clinical screening appointment information, 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