

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

20315001N-S16-11/04/2020

S16203140371_MULC1-19-7-000005



Jane Sample
Do Not Mail
City CA 12345

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

Health Net Comm Solutions

Start date

2/1/2021

Dental plan

Medi-Cal Dental

Start date

2/1/2021

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

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