

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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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**

Alameda Alliance For Health

**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 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

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