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DIRECTOR

State of California—Health and Human Services Agency
Department of Health Care Services



GAVIN NEWSOM
GOVERNOR

**Important News About Your Medi-Cal:
Be Sure Your Information is Up to Date!**

Dear Medi-Cal Member,

Counties are updating their records for Medi-Cal beneficiaries who have reported a change, such as increased income, a new job, or pregnancy. If you or someone in your household receive a letter from your county asking for information about your Medi-Cal coverage, please respond with the information requested.

You will continue to keep your Medi-Cal coverage during the COVID-19 public health emergency (PHE), even if you no longer qualify. Once the COVID-19 PHE ends, the county will check if you still qualify for free or low-cost Medi-Cal.

Make sure we have your most current information

Taking the steps below may help you keep your Medi-Cal coverage when the COVID-19 PHE ends:

- **Update your contact information** if this letter was sent to you because your contact information changed, including your address, phone number, and email. The county needs this information so it can reach you with important information about keeping your Medi-Cal.
- **Report changes** in your household to your local county office. This includes if someone becomes pregnant, someone moves in or out of your home, income changes, or anything else that may affect your Medi-Cal eligibility. You can report changes by:
 - Calling your county at the number on the attached list.
 - Logging into your account at [CoveredCA.com](https://www.coveredca.com), [MyBenefitsCALWIN.org](https://www.mybenefitscalwin.org), or [BenefitsCal.org](https://www.benefitscal.org).
 - Mailing a letter to your county (see the attached list).
 - Visiting your county office in person.
- **Answer all requests for information** if you get a letter from your county.

You do not need to respond to this letter

This letter is to inform you about why it is important to make sure your personal information is up to date, and to report any changes to your county. It is not a Notice of Action. You will get a Notice of Action before any action is taken on your Medi-Cal. It will also explain your appeal rights.

Questions?

If you have questions or need help, read the attached Frequently Asked Questions or call your local county office at the number on the attached list or online at <http://dhcs.ca.gov/COL>.

If you need help in a language other than English, see the attached list of phone numbers for free language assistance services. This includes an interpreter to help you read this letter.

Thank you,

Department of Health Care Services
State of California



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Frequently Asked Questions (FAQs) About Medi-Cal and COVID-19

1. Will my Medi-Cal end during the COVID-19 public health emergency (PHE)?

The federal government declared a PHE in 2020 due to COVID-19. For most Medi-Cal members, Medi-Cal will not end during the PHE. For exceptions, read Question 2 below.

2. When could I lose Medi-Cal during the PHE?

Most members will not lose coverage during the PHE. However, there are exceptions. Medi-Cal coverage can end if you:

- Die
- Move out of state
- Tell your Medi-Cal worker you no longer want Medi-Cal
- Have Medi-Cal due to an administrative error or fraud

If your Medi-Cal ended for any other reason, call your county to ask if it was ended by mistake.

3. What should I do with the Medi-Cal renewal packet I receive in the mail?

Complete the renewal form, gather the requested information, and send the renewal packet back to the county. You will remain eligible for Medi-Cal coverage until the PHE ends, even if your renewal is due or you report changes to your personal or household information.

4. What changes do I need to report to my county?

Report any changes, including, but not limited to:



- Contact information (address, phone number, email address, etc.)
- Income
- Who lives with you
- People you claim as tax dependents

5. How do I report changes to my county?

You can report changes in person, by mail, phone, or online. You may find your local county office number on the attached list or online at <http://dhcs.ca.gov/COL>.

If you report changes by phone, your county will help you complete the renewal form and sign by phone anything that needs a signature.

If you do not have needed proof of a change, you may give the county a statement by phone or in writing.

6. How will my stimulus payments, COVID-19 grants, and recovery rebates affect my Medi-Cal?

Payments you received during the PHE will not affect your Medi-Cal eligibility. But your Medi-Cal may be affected if you save more than \$2,000 for one person or \$3,000 for a couple of these payments after the end of the PHE. Ask your county if your Medi-Cal eligibility may be affected.

7. How do my unemployment benefits affect my Medi-Cal eligibility?

Report all unemployment benefits you receive to your local county office. Also report if your unemployment benefits have ended or will end soon. Some pandemic unemployment benefits do not count as income, so be sure to tell your county worker what kind of unemployment benefits you get/got.

8. What are my appeal rights if I disagree with a county action regarding my Medi-Cal coverage?

You have the right to ask for a fair hearing regarding your Medi-Cal coverage. During the PHE, you have 210 days from the date you receive the county's Notice of Action to ask for a hearing.

You will keep your Medi-Cal during your appeal. Even if the hearing decides that your Medi-Cal should end, you will keep your benefits until the PHE ends.



How DHCS is Ensuring Medi-Cal Can Continue to Meet Healthcare Needs During the COVID-19 Emergency



To ask for a hearing, fill out the "Request for State Hearing" form on the back of the Notice of Action. Be sure to provide all requested information, including your full name, address, telephone number, the name of the county that took the action against you, the aid programs involved, and the reason you are requesting a hearing.

If you do not understand English, please tell us your preferred language. Language help will be available to you at the hearing. If you have an authorized representative, tell us their name and address so we can share important information about your case with them. You may also send us a letter to tell us why you think the county decision is wrong. Keep a copy of your hearing request.

You may send in your hearing request in one of these five ways:

1. **Mail** it to the county welfare department at the address shown on the Notice of Action
2. Or **Mail** it to:
California Department of Social Services
State Hearings Division
P.O. Box 944243, Mail Station 21-37
Sacramento, California 94244-2430
3. **Fax** it to the State Hearings Division at **(833) 281-0905**
4. **Submit it online** at the California Department of Social Services (DSS) hearing request page: <https://acms.dss.ca.gov/acms/login.request.do>
5. **Call** the DSS Public Inquiry and Response toll-free line at **(800) 743-8525** / (TDD: (800) 952-8349)

To learn more about Medi-Cal fair hearings, you may also go to:
<https://www.dhcs.ca.gov/services/medi-cal/Pages/Medi-CalFairHearing.aspx>.

9. Do I need to call my local Medi-Cal county office to make sure I keep my Medi-Cal during the PHE?

No. The county will contact you if your Medi-Cal eligibility or coverage changes. If your Medi-Cal coverage ends, and that's not what you wanted, please call your county. Also be sure to call your county to report changes that may affect your Medi-Cal eligibility, such as your contact information or if you move to a new



county. This will help ensure your coverage stays active and that you get information we send you about your Medi-Cal coverage.

Some county Medi-Cal offices may be closed for in-person services. You can still contact them by phone, mail, email, or online. Your local county office number may be found on the attached list or online at <http://dhcs.ca.gov/COL>. Or call the Medi-Cal Member Helpline at **(800) 541-5555** (TTY (800) 430-7077). If you're outside of California, call (916) 636-1980.

10. Could my Medi-Cal change during the PHE?

Yes. You may qualify for a Medi-Cal program with better coverage. You may also qualify for a program that better fits your needs so you don't lose coverage when the PHE ends.

11. Could my share of cost (SOC) or premium (monthly cost) go up during the PHE?

No. Your share of cost or premium should not increase during the PHE. If your share of cost premium goes up or if you are moved to a program that has a premium, call your county.

12. What if I cannot pay my Medi-Cal premium?

If you cannot pay your Medi-Cal premium during the PHE, you can call the county to get your premium waived (dismissed). You will **not** have to pay back any waived premiums.

You can also ask for credits for premiums you paid during the PHE. If you are leaving a Medi-Cal premium program, you can ask for a refund of the premiums you paid.

Tell the county if your income has gone down. You may qualify for free Medi-Cal.

For questions about premiums, call the below **Medi-Cal program phone numbers**:

- Children and pregnancy programs: **(800) 880-5305**
- Medi-Cal Access Program: **(800) 433-2611**
- County Children's Health Initiative: **(833) 912-2447**

All call centers are open Monday through Friday, 8 a.m. to 7 p.m., and Saturday, 8 a.m. to 12 p.m. All have TTY/TTD and language services.



For the 250 Percent Working Disabled Program, there are three ways to ask for a premium waiver:

- Call **(916) 445-9891**, Monday through Friday, 8 a.m. to 12 p.m. and 1 p.m. to 5 p.m. You can ask for help in other languages.
- Fax your request to **(916) 440-5676**
- Fill out the online inquiry form at <http://dhcs.ca.gov/wdp>

13. If I have COVID-19 symptoms, how much will it cost to get tested? If I am COVID-19 positive, how much will treatment cost?

Medically necessary COVID-19 testing, testing-related services, and treatment are free with Medi-Cal. If you need to be screened, tested, or treated for COVID-19, services are covered for emergency room, urgent care, and provider office visits.

14. I am in restricted scope Medi-Cal and/or my immigration status has not been verified. Can I get Medi-Cal services related to COVID-19?

Yes. All Medi-Cal beneficiaries can get COVID-19 testing, testing-related services, and treatment during the PHE. All Medi-Cal beneficiaries can get medically necessary services for COVID-19 no matter if they are in full-scope or restricted scope Medi-Cal. (Restricted scope Medi-Cal is pregnancy or pregnancy-related and emergency services only). You can get COVID-19-related services in both Medi-Cal managed care and fee-for-service Medi-Cal, regardless of your immigration status.

Federal immigration services have said that COVID-19 testing and treatment do not count in their “public charge” test. More information about “public charge” is available on the U.S. Citizenship and Immigration Services website (<https://www.uscis.gov/green-card/green-card-processes-and-procedures/public-charge>).

To learn more about public charge, you can also see the California Health and Human Services Agency Public Charge Guide (<https://www.chhs.ca.gov/blog/2021/03/15/alert-important-change-to-public-charge-rule/>).

15. What individuals are covered to get the vaccine?

All Medi-Cal beneficiaries, including those getting limited or restricted scope Medi-Cal, are covered and can receive the vaccine at no cost.

16. Will individuals have to pay for the vaccine?

No. The vaccine is being purchased by the federal government and will be provided to anyone who needs it (with or without Medi-Cal) at no cost. Immigration status doesn't matter.

17. Where can individuals get the vaccine?

Pharmacies, retail clinics, providers (including those enrolled in managed care plans), and any other care sites receiving and administering COVID-19 vaccinations.

Additional information can be found on the California Department of Public Health (CDPH) website:

<https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/COVID-19Vaccine.aspx>

The "My Turn" website can be used to schedule appointments. Additional information can be found at: <https://myturn.ca.gov/>.

18. Where can I learn more about the COVID-19 vaccine?

More than half of Californians age 12+ have received at least one dose of the COVID-19 vaccine. The vaccine is safe, effective, and free. Learn more about how you can help end the COVID-19 pandemic:

- DHCS Vaccine Frequently Asked Questions
 - <https://www.dhcs.ca.gov/Documents/COVID-19/COVID-19-Vaccine-Beneficiary-FAQ.pdf>
- Popular Vaccination Topics – California Department of Public Health
 - <https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/ncov2019.aspx>
- Getting Your Vaccine – Centers for Disease Control and Prevention



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- <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/your-vaccination.html>
- Pharmacies for making an appointment
 - <https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/COVID-19/FedRetailPharmProgVacAppt.aspx>

For more information about COVID-19 vaccines or to schedule an appointment, go to the My Turn website at www.myturn.ca.gov

Or

Call the CDPH COVID-19 Hotline at **(833) 422-4255**. Open Monday through Friday, 8 a.m. to 8 p.m., and Saturday and Sunday, 8 a.m. – 5 p.m.

County Social Services Agencies

If the information on this list has changed, you may verify the information in the phone directory under the county government listings.

A - L Counties

Alameda County (01)

(510) 383-8523
(888) 999-4772

Alpine County (02)

(530) 694-2235 Ext. 231

Amador County (03)

(209) 223-6550

Butte County (04)

(530) 538-7711
(877) 410-8803

Calaveras County (05)

(209) 754-6448

Colusa County (06)

(530) 458-0250

Contra Costa County (07)

Currently Enrolled
(866) 663-3225

New Application
(800) 709-8348

Del Norte County (08)

(707) 464-3191

El Dorado County (09)

(530) 642-7300

Fresno County (10)

Automated Assistance
(559) 600-1377

Call Center
(855) 832-8082

Glenn County (11)

(530) 934-6514

Humboldt County (12)

(877) 410-8809

Imperial County (13)

(760) 337-6800

Inyo County (14)

(760) 872-1394

Kern County (15)

Currently Enrolled
(877) 410-8812

New Application
(661) 631-6807

Kings County (16)

(877) 410-8813

Lake County (17)

(707) 995-4200

Lassen County (18)

(530) 251-8152

Los Angeles County (19)

Customer Service Center
(866) 613-3777

(877) 597-4777

M - O Counties

Madera County (20)

(559) 675-2300

Marin County (21)

(415) 473-3400

Mariposa County (22)

(209) 966-2000
(800) 549-6741

Mendocino County (23)

Fort Bragg Office
(707) 962-1000

Toll-Free in Mendocino
(877) 327-1677

Mendocino County (23)

(continued)

Ukiah Office
(707) 463-7700

Toll-Free in Mendocino
(877) 327-1711

Merced County (24)

(209) 385-3000

Modoc County (25)

(530) 233-6501

Mono County (26)

North County Office
(760) 932-5600

South County Office
(760) 924-1770

Monterey County (27)

(866) 323-1953

Napa County (28)

(800) 464-4214
(707) 253-4511

Nevada County (29)

(888) 809-1340
(530) 265-1340

Orange County (30)

Automated Assistance
(949) 389-8456

(714) 541-4895

Currently Enrolled
(800) 281-9799

New Application
(855) 478-5386

P - R Counties**Placer County
Human Services (31)**

(888) 385-5160
From outside of the County
(916) 784-6000

Plumas County (32)

(530) 283-6350

Riverside County (33)

Call Center – Customer Service
(800) 274-2050

S Counties**Sacramento County (34)**

(916) 874-3100
(209) 744-0499

San Benito County (35)

(831) 636-4180

San Bernardino County (36)

(877) 410-8829

San Diego County (37)

(866) 262-9881

**San Francisco
City and County (38)**

(415) 558-4700
(855) 355-5757

San Joaquin County (39)

(209) 468-1000

San Luis Obispo County (40)

(805) 781-1600

San Mateo County (41)

(800) 223-8383

Santa Barbara County (42)

Access Cal Win:
(866) 404-4007

Santa Clara County (43)

Benefits Assistance Center
(408) 758-3800
(408) 758-4600
Automated Assistance
(877) 962-3633

Santa Cruz County (44)

Benefit Call Center
(888) 421-8080

Shasta County (45)

(877) 652-0731

Sierra County (46)

Loyalton
(530) 993-6721

Downieville

(530) 289-3711

Siskiyou County (47)

(530) 841-2700

Solano County (48)

Benefit Action Center
(800) 400-6001

Fairfield

(707) 784-8050

Vacaville

(707) 469-4500

Vallejo

(707) 553-5000

Sonoma County (49)

(877) 699-6868

Stanislaus County (50)

(877) 652-0734

Sutter County (51)

(877) 652-0735

T - Y Counties**Tehama County (52)**

(530) 527-1911

Trinity County (53)

(800) 851-5658
(530) 623-1265

Tulare County (54)

(800) 540-6880

Tuolumne County (55)

(209) 533-5711
For Mailed Application
(209) 533-5725

Ventura County (56)

(888) 472-4463

Yolo County (57)

(855) 278-1594

Yuba County (58)

(877) 652-0739