



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



## **Important news about your Medi-Cal**

Dear Medi-Cal member,

When the public health emergency officially started on March 18, 2020, it stopped your Medi-Cal benefits from ending or your benefits from being reduced, with a few exceptions.

It is important to read this letter and follow the instructions below. You will not be discontinued until the county sends you a written notice and determines that you are no longer eligible for Medi-Cal.

Take action by following these three steps:

**1. Update your and your family's contact information if there is a change**

Make sure your local county office has your current name, address, phone number, and email address. The county needs your current information to contact you with important information about keeping your Medi-Cal.

**2. Report household changes**

Report changes to your local county office. This includes if:

- Someone becomes pregnant or gave birth (to keep coverage for 12 months after pregnancy)
- Someone moves in or out of your home
- Income changes
- Immigration status changes
- Any other changes happen that may change your and your family's Medi-Cal eligibility

**You can report changes by one of these ways:**

- **Call** your local county office
-

- **Online:**
  - MyBenefitsCALWIN.org - Create your online account today by going to MyBenefitsCALWIN.org, and selecting the “Create An Account” link.
  - BenefitsCal.com - Create your online account today by going to BenefitsCal.com, and selecting the “Create An Account” link.
  - CoveredCA.com - If you don’t have an online account, create one now using the password we sent with your Medi-Cal approval.
- **Mail** a letter to your county
- **Visit** your county office in person

### **3. Answer all information requests**

Be sure to give your county Medi-Cal office all information it asks for.

#### **You will keep your Medi-Cal until your renewal is complete.**

If your county needs information to renew your Medi-Cal, it will send you paperwork to fill out and return. Read the paperwork carefully. You can give your county your information by mail, phone, in person, or online.

If your county asks for more information, you **must** give it to your local county office by the due date. Your county may ask you for renewal forms, proofs like a copy of your pay stub, or updates to your contact information.

#### **If you do not respond by the due date, your Medi-Cal benefits may end.**

If you miss the due date, you should still send the information to your local county office. The county office may still take the information if it is given within 90 days after the deadline and use this to decide if you still qualify for continuing Medi-Cal coverage.

**Note:** Starting on May 1, 2022, California will expand full-scope Medi-Cal to adults aged 50 regardless of immigration status. All other Medi-Cal eligibility rules will stay the same.

#### **Questions?**

If you have questions, need help, or need to report a problem:

- Contact your local county office. To find their contact information, go to <http://dhcs.ca.gov/COL>.

To get free help in a language other than English, use the phone numbers that came with this letter on the Notice of Language Services.

Thank you,

Department of Health Care Services  
State of California



# 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

## NOTICE OF LANGUAGE SERVICES

**English:** Your eligibility for public benefits could be affected by information contained in this letter. Your response may be required by a certain date. If you need additional help with this information, you can call your county worker. You have the right to ask for help in your own language. There is no cost for this help.

**Spanish:** Su elegibilidad para recibir beneficios públicos podría ser afectada por la información contenida en esta carta. Su respuesta podría ser requerida antes de cierta fecha. Si necesita ayuda adicional con esta información, llame a su trabajador del condado. Tiene el derecho a pedir ayuda en su propio idioma. No hay ningún costo para esta ayuda.

**Arabic:** قد تتأثر أهليتك للحصول على المزايا العامة بالمعلومات الواردة في هذه الرسالة. قد يكون ردك مطلوبًا بحلول تاريخ معين. إذا احتجت إلى مساعدة إضافية لفهم هذه المعلومات، فيمكنك الاتصال بمسؤول الملف في مقاطعتك. لديك الحق في طلب المساعدة بلغتك. لا توجد تكلفة مقابل هذه المساعدة.

**Armenian:** Այս նամակում պարունակվող տեղեկությունները կարող են ազդել պետական նպաստներ ստանալու և Զեր իրավասության վրա: Զեր պատասխանը կարող է պահանջվել մինչև որոշակի ամսաթիվը: Եթե Զեզ այս տեղեկությունների հետ կապված լրացուցիչ օգնություն է հարկավոր, կարող եք դիմել Զեր վարչաշրջանի աշխատակցին: Դուք իրավունք ունեք Զեր մարտնչի լեզվով օգնություն ստանալու: Այդ ծառայությունն անվճար է:

**Cambodian:** សិទ្ធិទទួលបានអត្ថប្រយោជន៍សាធារណៈរបស់អ្នក អាចត្រូវប៉ះពាល់ដោយសារព័ត៌មានដែលមាននៅក្នុងលិខិតនេះ។ ការឆ្លើយតបរបស់អ្នកចាំបាច់ត្រូវឱ្យបានតាមកាលកំណត់។ ប្រសិនបើអ្នកត្រូវការជំនួយបន្ថែមទាក់ទងនឹងព័ត៌មាននេះ អ្នកអាចទូរសព្ទទៅកាន់បុគ្គលិកធ្វើការនៅក្នុងខោនធីរបស់អ្នក។ អ្នកមានសិទ្ធិស្នើសុំជំនួយភាសាកំណើតរបស់អ្នក។ ការផ្តល់ជំនួយនេះពុំមានគិតថ្លៃនោះទេ។

**Chinese:** 您的公共福利资格可能会受到本信中所含信息的影响。您可能需要在特定日期内作出回应。如果您需要有关此信息的其他帮助，您可以致电所在区县的工作人员。您有权使用母语请求帮助，并免费获取该类帮助。

**Farsi:** صلاحیت شما برای برخورداری از مزایای عمومی ممکن است با اطلاعات مندرج در این نامه تحت تأثیر قرار بگیرد. ممکن است تا تاریخ معینی ملزم به دادن پاسخ باشید. اگر به کمک بیشتری نیاز دارید، می توانید با مددکار کانتی تان تماس بگیرید. شما حق دارید درخواست کنید که کمک به زبان خودتان ارائه شود. ارائه این کمک هزینه ای برای شما در بر ندارد.

**Hindi:** इस पत्र में दीये हुये जानकारी के कारण आपकी सार्वजनिक लाभों की योग्यता प्रभावित हो सकती है। एक निश्चित तिथि तक आपके उत्तर की आवश्यकता हो सकती है। यदि आपको इस जानकारी के सन्दर्भ में अतिरिक्त सहायता चाहिए तो अपने काउंटी कार्यकर्ता से संपर्क करें। आपको अपनी भाषा में सहायता की माँग करने का अधिकार है। इस सहायता के लिए कोई शुल्क नहीं लगता।

**Hmong:** Koj txoj kev pab los ntawm pej xeem cov kev pab cuam yuav cuam tshuam txog qhov muaj cai tau txais kev pab. Tej zaum koj yuav tsum teb rov qab mus raw li hnuv hais tseg. Yog koj tsis nkag siab cov ntaub ntawv no hu rau tus neeg pab lis hauj lwm hauv koj lub zos. Koj muaj txoj cai thov kev pab ua yog hais koj hom lus. Yuav tsis tau them nqi dab tsi rau qhov kev pab no.

**Japanese:** あなたの公的給付金の受領資格は、本文書に含まれる情報によって影響を及ぼされる可能性があります。回答を期限までに要請される可能性があります。本情報に関してさらに援助が必要な場合は、郡の職員にお電話にてお問い合わせください。言語支援サービスがご利用できます。このサービスは無料です。

STATE OF CALIFORNIA – HEALTH AND HUMAN SERVICES AGENCY  
CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

**Korean:** 공공 혜택에 관한 귀하의 자격이 이 편지에 포함된 내용에 의해 영향을 받을 수 있습니다. 귀하께서는 정해진 날짜까지 이에 응답할 필요가 있을 수도 있습니다. 본 내용과 관련하여 도움이 필요하시면 카운티 담당 직원에게 연락하십시오. 귀하의 사용 언어로 도움을 요청하실 수 있는 권리가 있습니다. 도움 비용은 무료입니다.

**Lao:** ຜົນປະໂຫຍດການຊ່ວຍເຫຼືອຂອງທ່ານ ອາດໄດ້ຮັບຜົນກະທົບຈາກຂໍ້ມູນໃນຈົດໝາຍສະບັບນີ້. ທ່ານອາດຈຳຕ້ອງຕອບກັບຄືນພາຍໃນວັນທີທີ່ໄດ້ກຳນົດໄວ້. ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອກັບຂໍ້ມູນນີ້, ທ່ານສາມາດໂທຕິດຕໍ່ພະນັກງານປະຈຳຄຳຂໍຂອບຂອງທ່ານໄດ້. ທ່ານມີສິດທີ່ຈະຂໍຄວາມຊ່ວຍເຫຼືອເປັນພາສາຂອງທ່ານ. ໂດຍບໍ່ເສຍຄ່າໃນການຂໍຄວາມຊ່ວຍເຫຼືອນີ້.

**Mien:** Meih duqv zipv naaiv zeiv waa-fienx bun taux meih se wueic laaix benx zuqc ninh yaac haih maaih jau-louc mingh ging-dongx taux meih nyei ze'buonc pui-zipv tengxx fu'loqc nyaanh aengx caux oix zuqc heuc meih dau waac daaux ngaang bun nzuonx hingh gan hnoi-nyieqc ziangh hoc.. Se gorngv meih maiv bieqc hnyouv taux naaiv deix waa-fienx jau-louc nor korh waac mingh buangh taux meih nyei kaau div gong-gorn zangc zoux gong mienh. Meih corc maaih do-leiz ze'buonc tov heuc tengx faan benx meih nyei mienh fingz waac bun muangx maiv zuqc cuotv haaix diuc jaa-zinh.

**Punjabi:** ਜਨਤਕ ਲਾਭ ਲਈ ਤੁਹਾਡੀ ਯੋਗਤਾ ਪ੍ਰਭਾਵਿਤ ਹੋ ਸਕਦੀ ਹੈ, ਇਸ ਪੱਤਰ ਵਿੱਚ ਸ਼ਾਮਲ ਜਾਣਕਾਰੀ ਦੇ ਮੁਤਾਬਿਕ। ਇੱਕ ਖ਼ਾਸ ਤਾਰੀਖ਼ ਤੱਕ ਤੁਹਾਡੇ ਜਵਾਬ ਦੀ ਜ਼ਰੂਰਤ ਹੋ ਸਕਦੀ ਹੈ। ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਜਾਣਕਾਰੀ ਦੇ ਨਾਲ ਹੋਰ ਵਾਧੂ ਮਦਦ ਦੀ ਜ਼ਰੂਰਤ ਹੈ, ਤਾਂ ਤੁਸੀਂ ਆਪਣੇ ਇਲਾਕੇ ਦੇ ਵਰਕਰ ਨੂੰ ਕਾਲ ਕਰ ਸਕਦੇ ਹੋ। ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਲੈਣ ਦਾ ਅਧਿਕਾਰ ਹੈ। ਇਹ ਮਦਦ ਮੁਫ਼ਤ ਹੈ।

**Russian:** Информация, содержащаяся в этом письме, может повлиять на Ваше право получать государственные пособия. Возможно, Вам необходимо будет предоставить ответ до определенной даты. Если Вам нужна дополнительная помощь в связи с этой информацией, обратитесь к сотруднику администрации округа. У Вас есть право обратиться за помощью на Вашем родном языке. Эта помощь оказывается бесплатно.

**Thai:** การมีคุณสมบัติที่จะได้รับเลือกผลประโยชน์ของภาครัฐของคุณมีผลกระทบจากข้อมูลในจดหมายฉบับนี้ การตอบรับของคุณจะต้องทำภายในเวลาที่กำหนด หากคุณต้องการความช่วยเหลือจากข้อมูลนี้ คุณสามารถติดต่อพนักงานในพื้นที่ที่คุณมีสิทธิที่จะขอความช่วยเหลือโดยใช้ภาษาของคุณ ไม่มีค่าใช้จ่ายในการขอความช่วยเหลือครั้งนี้

**Tagalog:** Ang iyong pagiging karapat-dapat para sa mga pampublikong benepisyo ay maaaring makaapekto sa impormasyong nilalaman ng liham na ito. Ang iyong tugon ay maaaring kailanganin sa pagsapit ng partikular na petsa. Kung kailangan mo ng karagdang tulong sa impormasyong ito, maaari mong tawagan ang iyong manggagawa sa county. May karapatan kang humingi ng tulong sa sarili mong wika. Walang gagastusin para sa tulong na ito.

**Ukrainian:** Інформація, яку надано цим листом, може вплинути на Ваші умови отримання допомоги по соціальному забезпеченню. Вона також може вимагати від вас відповіді не пізніше певної дати. Якщо Ви потребуєте додаткової допомоги відносно наданої інформації, зателефонуйте працівнику місцевої служби. Ви маєте право на отримання безкоштовних послуг перекладача.

**Vietnamese:** Tính đủ điều kiện nhận các phúc lợi công cộng của quý vị có thể bị ảnh hưởng bởi thông tin có trong thư này. Chúng tôi có thể yêu cầu quý vị hồi đáp trước một ngày cụ thể. Nếu quý vị cần thêm trợ giúp với thông tin này, quý vị có thể gọi đến nhân viên tại quận hạt của quý vị. Quý vị có quyền yêu cầu trợ giúp bằng ngôn ngữ của quý vị. Quý vị không mất chi phí khi nhận sự trợ giúp này.