

# Keep Your Community Covered

Schools and Families



# What is Medi-Cal?

- » Medi-Cal is California's version of the federal Medicaid program and provides health coverage to over 15 million Californians, including eligible **low-income adults, children, pregnant people, elderly adults** and **people with disabilities**.
- » Medi-Cal offers a full set of benefits such as doctor visits, prescription drugs, maternity and newborn care, and mental health services.
- » Local county offices manage most of the Medi-Cal cases in California.

# Why are Medi-Cal Renewals Resuming?

- » For the past three years, people on Medi-Cal were not required to renew their coverage due to the COVID-19 Public Health Emergency. This was referred to as the 'continuous coverage requirement'.
- » The continuous coverage requirement ended on March 31, 2023 and the renewal requirements resumed on April 1, 2023 for Medi-Cal members with a June renewal month.
- » **The renewal process to determine eligibility is resuming for all Medi-Cal members.** It's important that Medi-Cal members know what's happening and what they can do to keep their health coverage.

# What is Happening with Medi-Cal Renewals Now?

- » **Counties started processing renewals to determine if individuals** are still eligible for Medi-Cal.
- » Some individuals might not qualify for Medi-Cal and will **lose coverage**.
- » California will be **spreading out renewals over a 12-month time period** using the Medi-Cal member's original renewal month. Not everyone will have their Medi-Cal coverage renewed at the same time.

# How Will This Impact People in My Community?

- » California estimates **2 to 3 million people** may lose Medi-Cal coverage over the next 12 months.
- » Many that lose coverage will be for procedural reasons such as not returning the annual renewal form
- » Medi-Cal members need to **take steps to renew** their coverage, if eligible.
- » People who are no longer eligible to Medi-Cal may qualify for assistance through Covered California.

# Impact on Schools

- » Ensuring students and their families complete the redetermination process has important implications for schools.
- » Maintaining the Medi-Cal eligibility of students and their families supports better health outcomes and may positively impact school attendance rates.

# How do Medi-Cal Members Complete the Renewal?

- » The local county Medi-Cal office will use the information they have to decide if a person or their family member(s) are still eligible to Medi-Cal coverage.
- » If the local county Medi-Cal office **needs more information**, they will send a **renewal letter in a bright yellow envelope** to that person in the mail.
- » For some people, this will be the **first time** their coverage will be renewed.
- » Many people may not know that they need to renew their coverage or be on the look out for information from their local county Medi-Cal office.

# What Medi-Cal Members Need to Know

## 1. Update Their Contact Information

- » Report any new changes to their name, address, phone number, and email address so their county can contact them.
- » If their information has not changed, they do not need to contact the county.

## 2. Tell Them to Check Their Mail and Take Action

- » Counties will mail them a letter about their Medi-Cal eligibility. If they receive a renewal form, they must submit their information by mail, phone, in person, or online to avoid any gaps in coverage.

## 3. Remind Them to Create or Check Their Online Account

- » Sign up for an account with BenefitsCal.com to get alerts about their case.
- » Remind them to create or log into their account to get these alerts. They may submit renewals or requested information online.
- » This is the easiest and fastest way for them to update their contact information and complete their renewal form.





# What Steps Do Medi-Cal Members Need to Take if They Receive a Renewal Form?

- » **Read the instructions on the renewal form.**
- » **Complete their renewal form and send it back**– Fill out the form and return it to their local county Medi-Cal office right away to help avoid a gap in Medi-Cal coverage.
- » If the local county Medi-Cal office asks for more information, **provide the information** they are asking for and any documents to support that information.
- » Even if a parent is no longer eligible for Medi-Cal, their child may still be eligible. It is important to **always return the renewal form** so the local county Medi-Cal office can see if they or anyone in their family qualifies for Medi-Cal.
- » **Look out for follow-up information from their local county Medi-Cal office about Medi-Cal**– they will follow-up with Medi-Cal members once they have reviewed the information to share if Medi-Cal coverage has been renewed. The local county Medi-Cal office will also let them know if they found anyone in the household no longer eligible for Medi-Cal, when their coverage will end, and information about transitioning to Covered California.

# What Steps Do Medi-Cal Members Need to Take if They Lose Their Coverage?

## 1. Review the notice from their local county Medi-Cal office to see why they lost Medi-Cal.

- If it is because the Medi-Cal member didn't complete their renewal or provide missing information by the due date, they can still complete their renewal form within 90 days of Medi-Cal stopping. If the Medi-Cal member is still eligible, the local county Medi-Cal office will give them Medi-Cal back to the date that it was stopped.
- If the local county Medi-Cal office determines the Medi-Cal member is no longer eligible for Medi-Cal, they will see if the Medi-Cal member is eligible to Covered California automatically. The Medi-Cal member will receive additional information from Covered California about their eligibility to the Covered California programs.

## 2. Appeal the decision or reapply for Medi-Cal

- If the Medi-Cal member thinks that they are still eligible for Medi-Cal and the local county Medi-Cal office wrongly ended coverage, they can ask the state for a second review and appeal the decision.
- If there is a change in the Medi-Cal member's situation (ex: income changes), they can reapply for Medi-Cal at any time.

# **Redetermination and LEA BOP and SMAA**

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Medi-Cal Claims and Services Branch



# Opportunity for LEA BOP and SMAA Providers

- » LEAs have current contact information for students and their families.
- » Keeping students and their families enrolled is:
  - » Good for students and their families to have continued access to health care.
  - » Good for schools and communities to minimize the spread of illnesses through access to health care.
  - » Good for schools and communities to minimize the number of absences due to untreated illnesses.
  - » Good for the MER!
    - » Part of the payment methodology for both LEA BOP and SMAA

# Criteria

- » Participating in both:
  - » LEA Medi-Cal Billing Option Program (LEA BOP).
  - » School-based Medical Administrative Activities (SMAA).
- » Medi-Cal enrollment information will be on the LEA BOP Data Match Output File.\*
- » SMAA reimburses for Outreach and Application Assistance.

# **\*LEA BOP Data Match Output File**

- » LEAs submit “input files” with all students with primary enrollment in the LEA.
- » The input file is compared with the Medi-Cal Eligibility Data System to determine Medi-Cal enrollment.
- » DHCS returns an “output file” with enrollment information.
  - » Provides data for the most recent 13 months (current plus the previous 12 months).
- » For many LEAs, this is done by their billing vendor

# Data Use Agreements (DUAs)

- » Input and output files have protected health information and personally identifying information.
- » We must safeguard the PHI and PII by describing:
  - » Who may use the data.
  - » How the data may be used.
- » DUAs govern how the information in the output file may be used.
- » Using the data for any purpose other than what is described in the DUA may constitute a breach.
- » To get the output files, each LEA must complete a two-party or tri-party DUA.
  - » Tri-party is used when a billing vendor does the data match process for the LEA.

# LEA BOP DUAs

1. Regular LEA BOP DUA is very constrained about the use of the data for LEA BOP purposes only.
2. Redetermination DUA allows the LEA to use their LEA BOP output file for SMAA Outreach and Application Assistance.
  - » Batch 1 approved in July; Batch 2 almost completed.
3. **New!** Enrollment DUA allows the LEA to use their LEA BOP output file for SMAA Outreach and Application Assistance **with a new data match output file.**
  - » Time-limited data match process.



# LEA BOP DUAs

|  |             |                     |                |
|--|-------------|---------------------|----------------|
|  | Regular DUA | Redetermination DUA | Enrollment DUA |
|--|-------------|---------------------|----------------|

# 1. Regular LEA BOP DUA

- » Current data match process that is also used for:
  - » Medi-Cal eligibility ratio percentage completed in October.
  - » Identification of Medi-Cal enrolled student's information for submitting claims.
  - » Identification of a request for Medi-Cal information in an alternative format.
- » Expires November 30, 2024.

## 2. Redetermination DUA

- » Optional – opt in
- » Current data match output file and secure folder location.
- » Current data match process that is also used for:
  - » Medi-Cal eligibility ratio percentage completed in October.
  - » Identification of Medi-Cal enrolled student's information for submitting claims.
  - » Identification of a request for Medi-Cal information in an alternative format.
  - » Disenrollment from Medi-Cal.
- » Data match output file may be shared with LEA's SMAA personnel for outreach and application assistance activities (reimbursable).

## 2. Redetermination DUA (continued)

- » How to use the regular data match output file for redetermination:
  - » Can use the **Record Eligibility** Indicator column to see if they have been enrolled in Medi-Cal in the last 13 months.
  - » Can use the **Eligibility Indicator** column to see if they are currently enrolled.
  - » SMAA may do outreach for students' when:
    - Record Eligibility Indicator is Yes.
    - Eligibility Indicator is No.
- » Expires November 30, 2024.
- » First batch of these DUAs were approved July 2023, second batch is going out now.

### 3. Enrollment DUA

- » Optional – opt in.
- » New data match output file.
- » Data match process is only used for renewal purposes.
- » Does not replace regular data match output file for regular LEA BOP purposes (BIC number, alternative format information, etc.).
- » New MOVEit (secure file transfer protocol) folders.
- » Data match output file may be shared with LEA's SMAA personnel for outreach and application assistance activities (reimbursable).

### 3. Enrollment DUA (continued)

- » "Renewal Date (MMM-YY)" replaces "BIC Issue Date".
  - » Nov 23, Dec 23, Jan 23, etc..
  - » Up to 60 days in advance.
- » First file will include all disenrollments to date plus upcoming renewals, later files will have two months of retrospective data.
- » Time-limited – ending August 2024.
- » Getting the DUA (tri-party or two-party)
  - » E-blast was sent to the LEA BOP listserv in November.
  - » Can email [LEA@dhcs.ca.gov](mailto:LEA@dhcs.ca.gov) to request an Enrollment DUA.

# LEA BOP DUAs

|  | Regular DUA                                      | Redetermination DUA   | Enrollment DUA                                   |
|--|--|---|--|
| Program                                | LEA BOP  | LEA BOP + SMAA  | LEA BOP + SMAA                                   |
| Use                                    | Required   | Optional (encouraged)   | Optional (encouraged)                            |
| Data Use                               | MER, claims, alternative format for visual needs | MER, claims, alternative format for visual needs, disenrollment for redetermination | Re-enrollment months                             |
| Data Match Output File / MOVEit folder | Current file and folder location                 | Current file and folder location  | New data match output file and new MOVEit folder |
| Expiration                             | 11/30/2024                                       | 11/30/2024  | 9/1/2024   |

# Resources Hub






# Keep Your Community Covered Resources Hub

- » DHCS launched the Keep Your Community Covered Resources Hub to support collaboration in this effort.
- » Download and share resources in all **19 threshold languages**.



## Keep your community covered.



### Keep Your Medi-Cal

**CAMPAIGN**

**Keep Your Medi-Cal**

**DESCRIPTION**

The California Department of Health Care Services (DHCS) is conducting a statewide public information, education, and outreach campaign to raise awareness about the return of the annual Medi-Cal eligibility renewals and encourage Medi-Cal members to take steps to keep themselves and their families covered.

To promote collaboration with community groups in this effort, DHCS created the Keep Your Community Covered Resource Hub with outreach materials in **English**. Simply select from the tabs below to download and share graphics, flyers, videos, and access specific audience resources. These materials can be customized and are designed to help Medi-Cal members take steps to keep their health coverage.

Important: clicking on the file names will immediately begin downloading the files.

|                             |                               |                          |
|-----------------------------|-------------------------------|--------------------------|
| General Messaging Resources | Social Media Graphics         | Print Materials          |
| Media Outreach Resources    | Videos                        | For IHSS Recipients      |
| For Providers               | For Managed Care Plans (MCPs) | For Schools and Families |
| For Older Californians      | For Employers                 |                          |

**ADDITIONAL DOWNLOADABLE ASSETS & HOUSED MEDIA**

|                                |                               |
|--------------------------------|-------------------------------|
| English Communications Toolkit | English Renewal Message Guide |
|--------------------------------|-------------------------------|

### Mantenga Su Medi-Cal

**CAMPAIGN**

**Mantenga Su Medi-Cal**

**DESCRIPTION**

The California Department of Health Care Services (DHCS) is conducting a statewide public information, education, and outreach campaign to raise awareness about the return of the annual Medi-Cal eligibility renewals and encourage Medi-Cal members to take steps to keep themselves and their families covered.


To promote collaboration with community groups in this effort, DHCS created the Keep Your Community Covered Resource Hub with outreach materials in **Spanish**. Simply select from the tabs below to download and share graphics, flyers, videos, and access specific audience resources. These materials can be customized and are designed to help Medi-Cal members take steps to keep their health coverage.

Important: clicking on the file names will immediately begin downloading the files.


|                             |                       |                 |
|-----------------------------|-----------------------|-----------------|
| General Messaging Resources | Social Media Graphics | Print Materials |
| Media Outreach Resources    | For Uninsured Group   | Videos          |

# Social Media Graphics

**GOT MEDI-CAL?**




**Look for important renewal info.**



**DON'T LOSE YOUR COVERAGE.**


**Got Medi-Cal Tweet**

Medi-Cal renewals are starting! If your contact info has changed in the last three years, log into your Medi-Cal account to update it. Then look for renewal info in the mail and respond right away to keep your coverage. Find where to update your info at [KeepMediCalCoverage.org](https://www.KeepMediCalCoverage.org)

 **Post**


**Take action to keep your Medi-Cal!**

Watch for an important renewal letter coming soon.



**Take Action FB Post Copy**

Make sure Medi-Cal can reach you. Visit [KeepMediCalCoverage.org](https://www.KeepMediCalCoverage.org) to learn how to log in and check that Medi-Cal has your current contact information – and update it if you need to.

 **Post to timeline**

**MEDI-CAL MEMBERS:**

**Act now to keep your coverage.**



**Get in-person help to renew your Medi-Cal.**



**已经参加 MEDI-CAL?**

**请注意重要的续保信息。**



不要失去您的保险。

**ការបន្ត MEDI-CAL ឡើងវិញ កុំពងចាប់ផ្ដើម។**

**ធានាថា អ្នកអាចរក្សា ការធានារ៉ាប់រងរបស់អ្នក។**



# Print Materials

- » Customizable flyers, poster, and palm card are available in 19 threshold languages.
- » You can add a logo and contact information using free Adobe Reader.
- » To add your organization's logo, click on the grey mountain icon and upload your logo.
- » There is also a text box to add contact information.

## How to Update Your Contact Information for Medi-Cal

Your local Medi-Cal office will contact you when it is time for you to renew your coverage. If your information changes, update your account or let your local Medi-Cal office know right away. Update your contact information so you don't miss any important information about your Medi-Cal.

### Three ways to update your contact information



#### ONLINE

- This is the fastest way to check and update your information.
- You can log in or create an account through [BenefitsCal.com](https://BenefitsCal.com).
- If you don't know which system to use, visit [KeepMediCalCoverage.org](https://KeepMediCalCoverage.org) for help.



#### BY PHONE

- You can call your local Medi-Cal office.
- Find your local Medi-Cal office's phone number at [KeepMediCalCoverage.org](https://KeepMediCalCoverage.org). Select "Find my local Medi-Cal office" from the menu.
- Have your information ready before you call.



#### IN PERSON

- You can visit your local Medi-Cal office.
- Find your local Medi-Cal office's address at [KeepMediCalCoverage.org](https://KeepMediCalCoverage.org). Select "Find my local Medi-Cal office" from the menu.
- Bring your new information that you will be using.



You can also contact an Enrollment Navigator for additional help. Visit [KeepMediCalCoverage.org](https://KeepMediCalCoverage.org) and select "Find local help."

 Medi-Cal

## Tuav koj tus kheej thiab koj tsev neeg li ntawv pov hwm mus ntxiv.



 Medi-Cal

### Xyuas kom zoo seb koj tej ntaub ntawv kev tiv tauj puas tseem yog li qub lossis hloov lawm.

Medi-Cal pov hwm ntau yam kev kho mob tseem ceeb rau koj thiab koj tsev neeg, xws li kev mus ntsib tus kws kho mob, cov ntawv sau tshuaj noj, tshaj tshuaj tiv thaiv kab mob, kev kho siab ntsws, thiab ntau yam ntxiv. Ces yog tias koj muaj Medi-Cal, nco ntsoov ua ntau ntawv txuas mus ntsib thaum txog caj.

### Qhia paub kev tiv tauj

Qhia txog tej yam hloov tshiab uas hloov xws li koj lub npe, chaw nyob, xov tooj, thiab tus email, es koj lub tsev xoom qhaub thaj tiv tauj rau koj.

### Xyuas tej ntawv xa tuaj rau koj

Tsev xoom qhaub yuav xa ib tsab ntawv tuaj qhia koj paub txog koj li kev muaj npe tau Medi-Cal. Tej zaum koj yuav tau ua daim ntawv rov tso npe dua. Yog tias koj tau daim ntawv rov tso npe dua, xa tuaj hauv kev xa ntawv, hauv xov tooj, nqa tuaj tim ntsej tim muag, lossis xa hauv online kom thiag li tsis plam koj li ntawv pov hwm.

### Tsim lossis xyuas koj tus as khaus nyob hauv online

Koj tuaj yeem tso npe kom tau txais xov xwm qhia paub txog koj cov ntaub ntawv. Tsim lossis nkag mus rau hauv koj tus as khaus los txais cov ntawv ceeb toom no. Koj ua tau daim ntawv rov tso npe dua hauv online lossis thov tej ntaub ntawv nyob hauv online los tau thiab.

### Ua kom tiav koj daim ntawv rov tso npe dua (yog tias koj tau txais)

Yog tias koj tau daim ntawv rov tso npe dua, xa koj cov ntawv tuaj hauv kev xa ntawv, hauv xov tooj, nqa tuaj tim ntsej tim muag, lossis xa hauv online kom thiag li tsis plam koj li ntawv pov hwm.



Yog xav paub ntxiv thiab yuav kho tshiab koj tej ntaub ntawv sib tiv tauj li cas, mus rau [KeepMediCalCoverage.org](https://KeepMediCalCoverage.org)

# Videos

- » Detailed How-To explaining the step-by-step renewal process. This is perfect for lobbies and waiting rooms.
- » Short videos made for social media and advertising, including “Take Care” and “Stay Covered”.

**Top 3 things  
to know about  
Medi-Cal renewal.**



**Las 3 cosas más importantes  
que debe saber sobre  
la renovación de Medi-Cal.**



**يحافظ برنامج  
Medi-Cal  
تأمينك وتأمين  
عائلتك.**




**អ្នកត្រូវផ្តល់ព័ត៌មានដែលបានស្នើសុំ  
ដើម្បីដឹងថា តើ អ្នកនៅតែមានលក្ខណៈសម្បត្តិសម្រាប់  
Medi-Cal ឬយ៉ាងណា។**



# Tailored Audience Resources


- » Tailored resources for specific audiences and outreach partners, including In-Home Supportive Services (IHSS), Managed Care Plans (MCP), Providers, Schools and Families, and older Californians.


## Renewals are happening!



### Do You Take Care of a Child with Medi-Cal?

Do you take care of a child with Medi-Cal? Renewals are happening! If you get a yellow renewal envelope, reply to stay covered. If a member is not automatically renewed, they will receive their envelope two months before their renewal date. Learn more at [KeepMediCalCoverage.org](https://www.KeepMediCalCoverage.org).

 [Post to timeline](#)

 **Medi-Cal**

### Medi-Cal K-12 Schools Frequently Asked Questions and Answers


- » **When is my renewal due?**
  - o All Medi-Cal members have their eligibility reviewed once per year. Everyone has a different renewal month.
  - o You will get a letter in the mail that tells you your renewal month.
  - o You can check your renewal month in your online account.
    - Log into [BenefitsCal](https://www.BenefitsCal.org).
    - You can also create a new account.
    - If you don't know how, go to [KeepMediCalCoverage.org](https://www.KeepMediCalCoverage.org).
- » **Do I need to complete a Medi-Cal renewal form?**
  - o Not all Medi-Cal members need to complete a renewal form.
  - o Some people will be renewed automatically.
    - Your local Medi-Cal office will review the information they have. They also check other government databases.
    - If they confirm you are eligible, they will renew you. You will receive a notice that you have been renewed. You do not need to do anything else.
  - o Others will need to provide additional information.
    - Your local Medi-Cal office will send you a renewal form. It will be in a bright yellow envelope.
    - If you receive a form, you must complete it. You must also submit the additional information it requests. You must do this to keep your coverage.
- » **How can I submit my renewal?**
  - o The quickest and easiest way to complete your form is online. Log in or create an account with [BenefitsCal](https://www.BenefitsCal.org).
  - You can complete your renewal through the mail. Follow the instructions on your renewal form.

## Do you or a loved one have Medi-Cal?

**Renewals are happening now!**







For more information, visit [KeepMediCalCoverage.org](https://www.KeepMediCalCoverage.org)

 **Medi-Cal**



# Schools and Families

**Do you take care of a child with Medi-Cal?**

**Renewals are happening!**



**Do You Take Care of a Child with Medi-Cal?**

Do you take care of a child with Medi-Cal? Renewals are happening! If you get a yellow renewal envelope, reply to stay covered. If a member is not automatically renewed, they will receive their envelope two months before their renewal date. Learn more at [KeepMediCalCoverage.org](http://KeepMediCalCoverage.org).



**Get affordable coverage for your kids!**

**Renewals are happening!**



**Get affordable coverage for your kids.**

Over the Medi-Cal income limit? Your children could be eligible for the County Children's Health Initiative Program. The program covers services for kids in San Francisco, San Mateo, or Santa Clara county. For more, call 1-833-912-2447 or visit [www.CoveredCA.com](http://www.CoveredCA.com).



**Medi-Cal Access Program & Medi-Cal Access Infant Program have you and your baby covered**



**Medi-Cal Access Program and Medi-Cal Access Infant Program have you and your baby covered.**

Did you know MCAP/MCAIP cover pregnant individuals and their babies at no cost through pregnancy and 365 days following it? Immigration status doesn't affect eligibility. The result of pregnancy doesn't affect eligibility. Learn more at: [DHCS website](http://DHCS website).



# Downloadable Assets



## ADDITIONAL DOWNLOADABLE ASSETS & HOUSED MEDIA

English K-12 Schools FAQ

English K-12 Schools Key Messaging

English K-12 Schools Additional Messaging

English K-12 Schools Social Media

English K-12 Schools Social Graphic

English K-12 Schools Flyer

English ARPA Flyer

English MCAP Flyer

English CCHIP Flyer

# Customizable Flyer

**Do you take care of a child with Medi-Cal?**

**Keep your family covered!**



If your local Medi-Cal office sends you a renewal form in a yellow envelope or asks for more information, please respond immediately. Otherwise, you and your family may lose your health coverage. You can expect to receive their renewal packet two months before your renewal due date.



**Even if you don't think you're eligible, complete the Medi-Cal renewal form.**

- Medi-Cal income limits are different for kids. They may qualify even if the adults in the house do not.
- In a family of four making about \$79,000 in household income, the kids could be eligible for Medi-Cal and parents for Covered California.
- San Francisco, San Mateo and Santa Clara counties also offer coverage through the County Children's Health Initiative Program (CCHIP).



**■ Submit the information by the due date listed**



**■ You can complete your renewal:**



**ONLINE** - Log in or create an account with BenefitsCal.



**BY MAIL** - Return the prepaid envelope to the address on your form.



**OVER THE PHONE** - Call the number on your form.



**IN PERSON** - Visit your local Medi-Cal office.

## HELP IS AVAILABLE

Health Enrollment Navigators can provide in-person assistance.



For more information, visit [KeepMediCalCoverage.org](https://www.KeepMediCalCoverage.org)



**Medi-Cal**



Office Name

Physical Address Line 1  
Physical Address Line 2  
Phone Number  
Website

\*\*\*These instructions will not print\*\*\*  
Add contact information for your school's resource center or a Navigator organization to help Medi-Cal members.



# Best Practices

- » Use existing social media channels already employed by school districts
- » Use existing channels of virtual communication to distribute materials
- » Develop text messages to families about redetermination
- » Use district based culturally and linguistically appropriate staff to reach parents and provide education and encouragement
- » Partner with health plans to do school-based events in schools

# Resources



# Pages to Bookmark

## **Resources:**

[Medi-Cal Continuous Coverage Requirement, Unwinding and Renewal Tool kit](#)

[Keep Your Community Covered Resource Hub](#)

## **Medi-Cal member-facing pages:**

[Keep Your Medi-Cal Coverage - English member landing page](#)

[Mantenga Su Medi-Cal - Spanish member landing page](#)

# Thank You

