



# You submitted your Medi-Cal renewal form. What happens next?

## Make sure Medi-Cal can reach you.

Check that your local Medi-Cal office has your correct information. Be sure to update your Medi-Cal account or let your local Medi-Cal office know within 10 days of a change. Also, report changes including a new job, pregnancy, having a baby, and getting married.

## Your local Medi-Cal office will process your renewal form to determine your eligibility.

- The Medi-Cal renewal process typically takes a few weeks but may take longer. They will contact you by mail to inform you of your coverage status **or if they need more information from you.**
- You may be asked to verify information that **is missing or that the county cannot verify.**
- If you still qualify, your Medi-Cal coverage will be renewed for one year.
- If you no longer qualify, **the notice in the mail** will explain why and when your coverage will end. **You may also get information about other coverage options.**

- **If you have questions or disagree with decisions on your eligibility,** you can ask your local Medi-Cal office to review your case if you believe you are still eligible or if you had changes in your household since the date you submitted your renewal form. If they cannot help you, you can ask for a Medi-Cal Fair Hearing.

The fastest way to check and update your information is to log in to your online Medi-Cal account through [BenefitsCal.com](https://www.benefitscal.com).

## Beware of scams.

Medi-Cal will never ask for money or credit card information to renew your coverage or enroll you in coverage. If you get a call asking for payment to complete your renewal, report it by calling the Medi-Cal Fraud Hotline at 1-800-822-6222.

To learn more, go to  
[Medi-Cal.dhcs.ca.gov](https://www.Medi-Cal.dhcs.ca.gov)



Published February 2024