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JOHN SAMPLE

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XX/XX/XXXX

## Important news about your Medi-Cal

Dear [Member Name],

You got this letter because you or people in your family are members in the Medi-Cal health plan below. Your Medi-Cal health plan will **not** be available in your county starting January 1, 2024.

Medi-Cal health plan that will no longer be available:

[MCP Name]

### Your health plan change is part of statewide upgrades to Medi-Cal

Starting in 2024, Medi-Cal health plans will have new rules to advance health equity, quality, access, accountability, and transparency. As part of this, some Medi-Cal health plans will change January 1, 2024.

### Your Medi-Cal eligibility and benefits will not change

This health plan change does **not** affect your Medi-Cal eligibility and benefits. You do not need to call your eligibility worker unless you need to update personal information. If you have changes to report, contact your Medi-Cal local county office. You can find a list of county offices at [www.dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspx](http://www.dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspx).

### You will need to choose a new Medi-Cal health plan

Medi-Cal Health Care Options (HCO) can help you choose a new Medi-Cal health plan:

- **By phone:** Call Monday – Friday, 8 a.m. to 6 p.m. at 1-800-430-4263 (TTY: 1-800-430-7077). This call is free.
- **By mail:** Fill out and mail the choice form from your *My Medi-Cal Choice* packet. Your *My Medi-Cal Choice* Packet tells you about Medi-Cal health plans in your area and how to enroll.

- **Online:** Enroll at [www.healthcareoptions.dhcs.ca.gov](http://www.healthcareoptions.dhcs.ca.gov).

You may choose another Medi-Cal health plan at any time.

If you do not choose a Medi-Cal health plan by **December 22, 2023**, you will be enrolled in:

[MCP Name]

[XXX-XXX-XXXX]

To find out if your other doctors work with your new Medi-Cal health plan, call your new health plan or Medi-Cal HCO at 1-800-430-4263 (TTY: 1-800-430-7077). If any of your doctors do not work with your new Medi-Cal health plan, you can ask to keep them while you look for a new one.

### **You may be able to keep your Medi-Cal doctor**

You can keep your Medi-Cal doctor if your doctor works with the new Medi-Cal health plan you choose. If your doctor does not work with your new Medi-Cal health plan, ask them if they work with another Medi-Cal health plan in your county. If they do not work with any other Medi-Cal health plans in your county, you may need to find a new doctor.

If your doctor does not work with your new Medi-Cal health plan, you may be able to keep your doctor for 12 months if you ask your new Medi-Cal health plan for “continuity of care.” If you want continuity of care, call your **new** Medi-Cal health plan’s member services once you join the new Medi-Cal health plan.

To learn more about your Medi-Cal health plan choices for you and your family and doctors who work with Medi-Cal health plans, call Medi-Cal HCO at 1-800-430-4263 (TTY: 1-800-430-7077). Or go to [www.healthcareoptions.dhcs.ca.gov](http://www.healthcareoptions.dhcs.ca.gov).

### **American Indian and Alaska Native Members**

If you are an American Indian or Alaska Native member enrolled in a Medi-Cal health plan, you may get services from an Indian Health Care Provider of your choice. If you have questions about your benefits, call your Medi-Cal health plan or the Medi-Cal Ombudsman at 1-888-452-8609.

### **Your Medicare benefits will not change**

If you have Medicare, your Medicare benefits and providers will not change when your Medi-Cal health plan changes. Your Medicare providers:

- Do not have to be in your Medi-Cal health plan network to keep giving you care.
- Cannot charge you co-pays, co-insurance, and deductibles if you have Medi-Cal.
- Should bill your Medi-Cal health plan for co-pays, co-insurance, and deductibles even if they are not in the Medi-Cal network.

## **You will keep getting these benefits the same way you get them today:**

- Medicare benefits
- Home and community-based services
- In-home supportive services (IHSS)
- Pharmacy services
- Substance use disorder (SUD) treatment services
- Specialty mental health services
- Dental services
- Regional Center services

### **Learn more**

Read more about this change in the *Notice of Additional Information About Your Rights and Benefits (NOAI)* at [www.dhcs.ca.gov/Pages/MCP-Transition-Member-Information.aspx](http://www.dhcs.ca.gov/Pages/MCP-Transition-Member-Information.aspx). You can also use your smartphone to scan the Quick Response (QR) code at the bottom of this letter to read the NOAI. The NOAI has more information about Medi-Cal health plan enrollment, your Medi-Cal health plan choices, Medicare and Medi-Cal services, continuity of care, and resources on who to call for answers to questions.

If you want a printed NOAI mailed to you, call Medi-Cal HCO Monday – Friday, 8 a.m. to 6 p.m. at 1-800-430-4263 (TTY: 1-800-430-7077). If you want this notice in another language or format like large print, audio, or Braille, call Medi-Cal HCO Monday – Friday, 8 a.m. to 6 p.m. at 1-800-430-4263 (TTY: 1-800-430-7077).

### **Other health plan choices**

If you are 55 years old or older and need a higher level of care to live at home, you may qualify to join a Program of All-Inclusive Care for the Elderly (PACE) plan in your area. PACE coordinates your health care, home care, transportation, and dental care. PACE also offers social centers and senior gyms. If you choose to join a PACE plan and you have Medicare, your Medicare providers may change. You will also be disenrolled from your Medicare Advantage plan if you join a PACE plan.

To find out if PACE is available in your county or to learn more about PACE, go to [www.CalPACE.org](http://www.CalPACE.org). Or call Medi-Cal HCO Monday – Friday, 8 a.m. to 6 p.m. at 1-800-430-4263 (TTY: 1-800-430-7077).

### **How to choose a new Medi-Cal health plan or a PACE Plan**

Your Medi-Cal health plan and other health plan choices depend on two things:

1. The county you live in, and
2. If you are in a Medicare Advantage plan

Read more in your *My Medi-Cal Choice* Packet. It tells you about Medi-Cal health plans and PACE plans in your area and how to enroll.

To learn more about your Medi-Cal health plan and provider choices, call Medi-Cal HCO Monday – Friday, 8 a.m. to 6 p.m. at 1-800-430-4263 (TTY: 1-800-430-7077). The call is free. Or go to [www.healthcareoptions.dhcs.ca.gov](http://www.healthcareoptions.dhcs.ca.gov).

### What to do now

- If you want to stay in the Medi-Cal health plan listed above, you do not have to do anything.
- If you want to keep your same Medi-Cal doctor or clinic, ask them if they work with a Medi-Cal health plan in your county. If they do, choose that Medi-Cal health plan.
- If you want to choose another Medi-Cal health plan, contact Medi-Cal HCO:
  - **Phone:** Call Medi-Cal HCO Monday – Friday, 8 a.m. to 6 p.m. at 1-800-430-4263 (TTY: 1-800-430-7077). This call is free.
  - **Mail:** Fill out and mail the choice form in your *My Medi-Cal Choice* packet.
  - **Online:** Enroll at [www.healthcareoptions.dhcs.ca.gov](http://www.healthcareoptions.dhcs.ca.gov).

Your Medi-Cal health plan will send you a welcome packet. It explains how to choose a doctor and how to ask to keep your doctors if they are not in your new Medi-Cal health plan network (group). It also tells you about the benefits your Medi-Cal health plan offers.

### Questions?

- Call Medi-Cal HCO Monday – Friday, 8 a.m. to 6 p.m. at 1-800-430-4263 (TTY: 1-800-430-7077). This call is free. Or go to Medi-Cal HCO at [www.healthcareoptions.dhcs.ca.gov](http://www.healthcareoptions.dhcs.ca.gov).
- Call the Medi-Cal Ombudsman Office Monday – Friday, 8 a.m. to 5 p.m. at 1-888-452-8609 (TTY: 711 for California State Relay). The call is free. Or email [MMCDOmbudsmanOffice@dhcs.ca.gov](mailto:MMCDOmbudsmanOffice@dhcs.ca.gov). They help people with Medi-Cal use their benefits and know their rights and responsibilities.
- You may also call the Medicare Medi-Cal Ombudsman Program at 1-855-501-3077. The call is free. They help people who have both Medicare and Medi-Cal with complaints and problems.
- Call the Medi-Cal Helpline Monday – Friday, 8 a.m. to 5 p.m. at 1-800-541-5555. The call is free. They will help you learn more about what services you can get through Medi-Cal.

Thank you,

Medi-Cal

California Department of Health Care Services

