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JOHN OR JANE SAMPLE
1234 SAMPLE STREET
ANYTOWN CA 90000

Your Medi-Cal Benefits are Changing

Dear [Member Name]:

This letter is about your health benefits. There is a change in your health coverage. You will now get your health care through this **Medi-Cal health plan**:

Name:	Health Plan:	Dental Plan:	Start Date:
<Insert Bene's Namexxxx>	<Insert MCPxxxxxxxxxxxxxx>	Medi-Cal Dental	2/1/2020

What is changing?
Your health coverage has changed to **full scope** Medi-Cal services. You now have more benefits. You will get care through a Medi-Cal health plan.

With full scope Medi-Cal, you can keep getting health care for up to one month from any doctor that accepts Medi-Cal Fee-For-Service (regular Medi-Cal). Once you enroll in a Medi-Cal health plan, you will get medically necessary services through the health plan.

What is a Medi-Cal health plan?
A Medi-Cal health plan gives you medically necessary services through a "network" (group) of doctors. They give primary and preventive care. When you join a Medi-Cal health plan, the plan will:

- Help manage your care
- Help you find doctors and specialists
- Have a 24-hour nurse advice line
- Have member services to help you
- Help you with transportation to medical visits
- Help you get services that you may need that the plan does not cover

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How do I get dental services?

You will get dental services from the Medi-Cal Dental Program. For more on dental services, read the "Frequently Asked Questions (FAQ)" page that came with this letter. You will need to go to a dentist that accepts Medi-Cal Dental. To find a dentist near you, call Medi-Cal Dental Customer Service at **1-800-322-6384** (TTY: 1-800-735-2922).

The Frequently Asked Questions page that came with this letter has more on other services available through Medi-Cal. They include mental health services, alcohol and drug treatment services, vision (eye) care, and other medically necessary services.

How can I contact my Medi-Cal health plan?

To contact: <**Insert COHS Plan Name**>

Call member services at: <Member Services number and TTY here>

Or visit them online at: <insert web address>

When you join the Medi-Cal health plan listed above, they will send you a welcome packet. You can choose a Medi-Cal health plan doctor on or after the start date. Call the member services phone number to choose your doctor and learn more about benefits and services.

If you need more help, call the Department of Health Care Services Ombudsman at 1-888-452-8609, Monday through Friday, 8 a.m. to 5 p.m. The call is free.

What if I have more questions?

Substance Use Disorder Services
For help with emergency counseling, detoxification services, and residential or long-term outpatient treatment, contact your local program listed on the Alcohol and Other Drugs Program County Directory website at:
www.dhcs.ca.gov/individuals/Pages/SUD_County_Access_Lines.aspx

Mental Health Services
For non-crisis questions, general services or information, contact your local mental health department listed on the County Mental Health Plan Contact List website at:
www.dhcs.ca.gov/individuals/Pages/MHPContactList.aspx

After you are enrolled in the Medi-Cal health plan listed above, you can also call your plan's member services phone number for help with mental health services.

Medi-Cal Dental Customer Service
For help finding a Medi-Cal dental provider, clinical screening appointment information, or general Medi-Cal Dental program questions:

Call: **1-800-322-6384** (TTY: 1-800-735-2922), Monday through Friday, 8 a.m. to 5 p.m.
Or go to: **www.denti-cal.ca.gov/Beneficiaries/Denti-Cal**