



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



Date: September 20, 2021

Medi-Cal Eligibility Division Information Letter No.: 21-20

TO: ALL COUNTY WELFARE DIRECTORS  
ALL COUNTY MEDI-CAL PROGRAM SPECIALISTS/LIAISONS  
ALL COUNTY WELFARE ADMINISTRATIVE OFFICERS  
ALL COUNTY MEDS COORDINATORS  
ALL COUNTY HEALTH EXECUTIVES  
ALL COUNTY MENTAL HEALTH DIRECTORS

SUBJECT: BENEFICIARY IDENTIFICATION CARD CHANGE

The purpose of this letter is to advise counties that the Department of Health Care Services (DHCS) has introduced a change to the Medi-Cal Beneficiary Identification Card (BIC) to no longer display the gender of the cardholder. DHCS has determined that a sex identifier is no longer necessary on the face of the BIC.

### **Beneficiary Identification Card Change**

California Senate Bill No. 179, Gender Recognition Act, Atkins (2017), amended and repealed sections of the Health and Safety Code and Vehicle Safety Code to allow individuals to legally change their gender identity and obtain a new state issued birth certificate that includes a new gender identification of non-binary.

Previously, the Medi-Cal Benefits Identification Card (BIC) displayed a Medi-Cal beneficiary's (cardholder's) sex as either Male (M) or Female (F). Beginning September 2021, in order to accommodate all BIC cardholders regardless of gender identification, DHCS has removed the sex indicator from the face of the BIC. As requests for new or replacement BICs are received, beneficiaries will be issued the updated BIC. Recipients of the updated BIC will be informed of the change through the BIC card carrier which contains information related to the removal of the sex indicator. All other information displayed on the face of the BIC will not change.

Updated provider documentation (News Flash, Provider Manuals, Telephone Service Center scripts, and provider training materials) were released in August 2021. The BIC card carrier information has been updated to inform card recipients of the change.

The following image is of the BIC card carrier information update under “Attention/Atencion” .

**STATE OF CALIFORNIA  
BENEFITS IDENTIFICATION CARD**

This is your permanent Benefits Identification Card (BIC). You have received this card because you may be eligible for benefits under one or more California programs that use this card. If you have more than one BIC, keep the card with the latest date and destroy the other card(s); they are no longer valid. This card does not guarantee eligibility for any program. It is used to get information on which programs you are eligible for. Take this card with you when you go to a health care provider or apply at a state or county office for health or social service benefits. **DO NOT THROW AWAY THIS CARD IF YOUR BENEFITS ARE STOPPED.** This card can be used if you apply for other benefits or become eligible again in the future. **NOTE: IT IS A CRIME TO SELL OR GIVE THIS CARD TO ANOTHER PERSON. SEE ENCLOSED NOTICE FOR OTHER IMPORTANT INFORMATION.**

Sign your new card immediately.  
Carry this card with you at all times.  
Report stolen or lost cards immediately.

**ESTADO DE CALIFORNIA  
TARJETA DE IDENTIFICACIÓN PARA BENEFICIOS**

Esta es su tarjeta permanente de Identificación para Beneficios (BIC). Usted ha recibido esta tarjeta por que usted podría ser elegible para beneficios bajo uno o más programas de California que usan esta tarjeta. Si usted tiene más de una tarjeta BIC, quédese con la tarjeta que tiene mas reciente y destruya la(s) otra(s) tarjeta(s); ya no es(son) válida(s). Esta tarjeta no garantiza elegibilidad para ningún programa. Es utilizada para obtener información a cuales programas es elegible. Lleve esta tarjeta con usted cuando visite a un proveedor de cuidado médico o solicite a la oficina del estado o del condado para beneficios de salud o servicios sociales. **NO TIRE (BOTE) ESTA TARJETA SI SE DESCONTINÚAN SUS BENEFICIOS.** La tarjeta le servirá si solicita para otros beneficios o si en el futuro es elegible otra vez. **NOTA: ES UN CRIMEN VENDER O DAR ESTA TARJETA A OTRA PERSONA. LEA LA INFORMACIÓN ADJUNTA PARA OTROS PUNTOS DE INFORMACIÓN IMPORTANTES.**

**ATTENTION**

Effective 9/01/2021 this card no longer displays a sex identifier.

**ATENCION**

Efectivo el 09/01/2021, esta tarjeta ya no muestra un identificador de sexo.

Firme inmediatamente su tarjeta nueva.  
Lleve esta tarjeta con usted en todo momento.  
Reporte inmediatamente las tarjetas robadas o perdidas

The following images are of the BICs currently in circulation, including the new BIC. All versions of the BICs below are valid.



New BIC:



## Implementation

The change to no longer display a sex indicator on the BIC has been implemented for new and replacement BICs beginning on September 1, 2021.

If you have any questions or need additional information, please contact Linda Page at [linda.page@dhcs.ca.gov](mailto:linda.page@dhcs.ca.gov).

Sincerely,

Sandra Williams, Chief  
Medi-Cal Eligibility Division