

DATE: December 17, 2024

Medi-Cal Eligibility Division Information

Letter No.: I 24-32

TO: ALL COUNTY WELFARE DIRECTORS
ALL COUNTY ADMINISTRATIVE OFFICERS
ALL COUNTY MEDI-CAL PROGRAM SPECIALISTS/LIAISONS

SUBJECT: Procedure for Updating County Contact Information

This Medi-Cal Eligibility Division Information Letter (MEDIL) provides guidance to counties on the process for updating county address and phone number information. It is essential that counties maintain up-to-date contact details to ensure accurate and preferred information is reflected on the **DHCS County Offices webpage** (<https://www.dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspx>) and **CalHEERS Portal** (<https://www.coveredca.com>). This helps members access the correct county office information for Medi-Cal and health coverage services.

Counties are required to keep their contact information, including county addresses and phone numbers, up to date to ensure proper communication and service delivery. The following steps outline the process for updating these records:

1. **Prepare Update Information:**

Counties must verify that their updated and preferred address and phone number are complete and accurate, ensuring both the physical and mailing addresses are included if they differ.

2. **Submission Process:**

County offices should submit updates via the attached form. Please ensure all fields are completed before submission. Submit change request to MCEDSystemsPOC@dhcs.ca.gov.

3. **Submission Deadline:**

Counties are required to submit changes to addresses and phone numbers within five (5) business days of the change. Timely updates are critical to ensure that the DHCS County Offices website, Covered California website and member noticing reflect the most current information.

4. **Processing Time:**

DHCS will process updates within 7-10 business days after submission. Counties will receive confirmation once the changes are successfully updated.

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5. Ongoing Review:

Counties should periodically review their contact information on the DHCS County Offices website (<https://www.dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspx>) to ensure accuracy and make updates as necessary. Covered California will also use this information to direct members appropriately.

6. Failure to Comply:

Failure to update contact information promptly may result in outdated information being displayed on public websites and notices, which could lead to communication issues and service delays for Medi-Cal applicants and members.

Effective Date:

This policy is effective immediately upon release of this MEDIL and should be followed for all future updates to county contact information.

If you have any questions, or if we can provide further information, please contact David Lucio, by phone at (916) 345-7985 or by email at David.Lucio@dhcs.ca.gov

Sincerely,

Sarah Crow, Chief
Medi-Cal Eligibility Division

Enclosure

County Name	Current Address	Current Phone Number	New Address	New Phone Number	Update Date	Submission Date	DHCS Confirmation Received	Reviewed
Alameda								
Alpine								
Amador								
Butte								
Calaveras								
Colusa								
Contra Costa								
Del Norte								
El Dorado								
Fresno								
Glenn								
Humboldt								
Imperial								
Inyo								
Kern								
Kings								
Lake								
Lassen								
Los Angeles								
Madera								
Marin								
Mariposa								
Mendocino								
Merced								
Modoc								
Mono								
Monterey								
Napa								
Nevada								
Orange								
Placer								
Plumas								
Riverside								
Sacramento								
San Benito								
San Bernardino								
San Diego								
San Francisco								
San Joaquin								
San Luis Obispo								
San Mateo								
Santa Barbara								
Santa Clara								
Santa Cruz								
Shasta								
Sierra								
Siskiyou								
Solano								
Sonoma								
Stanislaus								
Sutter								
Tehama								
Trinity								
Tulare								
Tuolumne								
Ventura								
Yolo								
Yuba								