



SANDRA SHEWRY
Director

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



ARNOLD SCHWARZENEGGER
Governor

August 17, 2005

Medi-Cal Eligibility Branch Information Letter No.: I 05-01

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

**SUBJECT: "MEDI-CAL- WHAT IT MEANS TO YOU" (PUB 68) Telephone and
Address Updates**

The purpose of this letter is to provide county welfare departments (CWDs) with updates to State and county telephone and address information listed in PUB 68 "Medi-Cal – What it Means to You" (English and Spanish).

Medi-Cal Eligibility Branch staff contacted CWDs to verify county specific information during June and July 2005.

The enclosed camera-ready copy of telephone and address updates may be printed and distributed with PUB 68 (FEB 2001) or incorporated into county information packages. Also, CWDs may request an electronic copy of this update via email request to Ms. Susan Jackson at the email address provided on page 2 of this letter.

Further revisions to PUB 68 are planned over the next year. An interim revision to PUB 68 that incorporates telephone and address updates is expected to be available in November 2005. A complete revision to PUB 68 text is planned to be developed during the fiscal year 2005-2006. Further information letters will advise CWDs when those revisions are completed.

If your county's contact information has changed or if you have questions regarding this notice, please contact Ms. Susan Jackson at sjackson@dhs.ca.gov or at (916) 552-9458.

Original signed by

Tameron Mitchell, R.D., M.P.H.,
Medi-Cal Eligibility Branch

Enclosure

JULY 2005

"MEDI-CAL WHAT IT MEANS TO YOU" UPDATE

ENCARTE PARA "MEDI-CAL – LO QUE SIGNIFICA PARA USTED"

Note: Please use the new phone numbers and addresses below.

Nota: Favor de usar los nuevos números de teléfono y direcciones debajo.

Question 12: WHAT IF I HAVE PRIVATE HEALTH INSURANCE COVERAGE?

Pregunta 12: ¿QUE PASA SI TENGO COBERTURA DE UN SEGURO DE SALUD PRIVADO?

Delete Old Text/ Quitar el texto viejo	Replace with/ Reemplazar con
Department of Health Services Third Party Liability Branch Health Insurance Section P.O. Box 671 Sacramento, CA 95812-6710	Department of Health Services Third Party Liability Branch <u>Health Insurance</u> <u>P.O. Box 997424, MS 4719</u> <u>Sacramento, CA 95899-7424</u>
Department of Health Services Third Party Liability Branch Recovery Section P.O. Box 2946 Sacramento, CA 95812-2946	Department of Health Services Third Party Liability Branch <u>Health Insurance</u> <u>P.O. Box 997422, MS 4719</u> <u>Sacramento, CA 95899-7425</u>

Question 14: IS THERE A NEW MEDI-CAL CARD FOR 1994?

Pregunta 14: ¿HAY UNA TARJETA NUEVA DE MEDI-CAL PARA 1994?

Delete Old Text/ Quitar el texto viejo	Replace with/ Reemplazar con
IS THERE A NEW MEDI-CAL CARD FOR 1994? HAY UNA TARJETA NUEVA DE MEDI-CAL PARA 1994?	<u>IS THERE A NEW MEDI-CAL CARD FOR 2005?</u> <u>HAY UNA TARJETA NUEVA DE MEDI-CAL PARA 2005?</u>
Starting in early 1994, and over a period of months, a new ID card (BIC) every month. Empezando a principios de 1994, y durante un periodo de varios meses, se les mandara...No recibirá una tarjeta de identificación de plástico nueva (BIC) cada mes.	<u>From January 2005 through June 2005, Medi-Cal issued new plastic Benefits Identification Cards (BICs) to all beneficiaries. Your new BIC has a new identification number made up of 14 numbers and letters. Your health care providers will need your new BIC to provide services and to bill Medi-Cal. Your old BIC will not be accepted by providers after the new card is sent to you. You can call your county welfare department with questions. De Enero del 2005 hasta el fin de Junio del 2005, Medi-Cal dió nuevas tarjetas de plástico, llamada Tarjeta de Identificación de Beneficios (BIC), a todos los beneficiarios de Medi-Cal. Su nueva BIC tiene un nuevo Número de Identificación</u>

	<u>Identificación conteniendo 14 números y letras. Su proveedor de cuidado de la salud va a necesitar su nueva BIC para darle servicios y para cobrar a Medi-Cal. Su vieja BIC no será aceptado por su proveedor después de que Ud. ha recibido la nueva tarjeta. Si tiene alguna pregunta, puede llamar a la Oficina de Asistencia Pública en su condado.</u>
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Question 15: WHAT DOES THE BENEFITS IDENTIFICATION (BIC) CARD LOOK LIKE?

Pregunta 15: ¿CÓMO ES LA TARJETA DE IDENTIFICACIÓN DE BENEFICIOS (BIC)?

Delete Old Text/ Quitar el texto viejo	Replace with/ Reemplazar con
1. Your ID Number (your Social Security Number or Client Index Number (CIN) ending with a special code called a check digit). Su numero de identificación (su Numero de Seguro Social o Numero Indicador del Cliente – CIN -, el cual al final tiene un código especial llamado "numero de verificación").	1. Your ID Number (a 14 character <u>identification number</u>). Su numero de identificación (un número de <u>identificación que tiene 14 caracteres</u>)

Question 23. HOW CAN I GET HELP FROM MEDI-CAL IF I AM OUT OF STATE?

Pregunta 23: ¿CÓMO PUEDO RECIBIR AYUDA DE MEDI-CAL SI ME ENCUENTRO FUERA DEL ESTADO?

Delete Old Text/ Quitar el texto viejo	Replace with/ Reemplazar con
The provider should first verify eligibility by contacting the fiscal intermediary at (916) 636-1000. El proveedor debe primero verificar si usted reúne los requisitos de Medi-Cal llamando al intermediario fiscal al (916) 636-1000.	The provider should first verify eligibility by contacting the fiscal intermediary at (916) 636-1960. El proveedor debe primero verificar su elegibilidad de Medi-Cal llamando al intermediario fiscal al (916) 636-1960.
Denti-Cal 1-800-423-0507	Denti-Cal <u>1-800-541-5555</u>

Question 28. WHAT CAN I DO IF I DISAGREE WITH ANY DECISION ABOUT MY MEDI-CAL ELIGIBILITY OR BENEFITS?

Pregunta 28: ¿QUÉ PUEDO HACER SI NO ESTOY DE ACUERDO CON CUALQUIER DECISIÓN RELACIONADA CON MI ELEGIBILIDAD O BENEFICIOS DE MEDI-CAL?

Delete Old Text/ Quitar el texto viejo	Replace with/ Reemplazar con
If you disagree with the denial of a health benefit, you can also ask for a State hearing. You can also ask for a State by writing, calling or going to: Si no esta de acuerdo con la negación de un beneficio de salud, también puede pedir una audiencia estatal. Puede solicitar una	If you disagree with the denial of a health benefit, you can ask for a State hearing by <u>writing to</u>: Si no está de acuerdo con la negación de un beneficio de salud, también puede pedir una audiencia estatal <u>escribiendo a</u>:

audiencia estatal escribiendo, llamando o yendo a: Public Inquiry and Response Unit State Department of Social Services 744 P Street, Room 1616 Sacramento, CA 95814 1-800-95253 (toll-free) OR For the deaf only: TDD: 1-800-952-8349	<u>California Department of Social Services State Hearings Division P.O. Box 944243, Mail Station 19-37 Sacramento, California 94244-2430</u> <u>Or by calling: O llamando:</u> <u>California Department of Social Services. Public Inquiry and Response Unit Toll-free Number: 1-800-952-5253 OR Hearing impaired (TTY) only: 1-800-952-8349</u>
California Department of Health Services, Civil Rights Office, 714 P Street, Sacramento, CA 95814, (916) 657-1411	<u>California Department of Health Services Office of Civil Rights, MS 0009 P. O. Box 997413 Sacramento, CA 95899-7413</u> <u>Phone (916) 440-7370 Or FAX (916) 440-7395</u> <u>Hearing impaired (TTY) only: (916) 440-7399</u>

Question 29: WHAT IF I HAVE BEEN HURT BY ANOTHER PERSON OR HURT AT WORK?
Pregunta 29: ¿QUE PASA SI OTRA PERSONA NE HA LESIONADO O YO ME HE LESIONADO EN EL TRABAJO?

<u>Delele Old Text/ Quitar el texto viejo</u>	<u>Replace with/ Reemplazar con</u>
Also, please be sure to send the following information to: Además, por favor asegúrase de enviar con la siguiente información al: Department of Health Services P.O. Box 2471 Sacramento, CA 95811-9990	Also, please be sure to send <u>or fax</u> the following information to: Además, por favor asegúrase de enviar o <u>mandar un fax</u> con la siguiente información al: Department of Health Services <u>Recovery Personal Injury Unit</u> <u>P.O. Box 997425, MS 4720</u> <u>Sacramento, CA 95899-7425</u> <u>FAX (916) 650-6581</u>
Instead of writing, you may call the following offices: En vez de escribir, puede llamar a las siguientes oficinas: If your last name begins with: Si su apellido comienza con: A-F (916) 324-1715 G-P ... (916) 327-0970 Q-Z (916) 323-0157	<u>Instead of writing you may call:</u> <u>En vez de escribir usted puede llamar al:</u> <u>(916) 650-0490</u>

Question 31: WHAT IS MEDI-CAL FRAUD?

Pregunta 31: ¿QUE ES EL FRAUDE DE MEDI-CAL?

Delete Old Text/ Quitar el texto viejo	Replace with/ Reemplazar con
...if you suspect someone of misusing MEDI-CAL benefits, you may make a confidential report to the following toll-free numbers: Si sospecha que alguien esta usando los beneficios de Medi-Cal inadecuadamente, puede dar un informe confidencial usando el siguiente numero gratuito: <u>Northern California</u> 1-800-822-6223 <u>Southern California</u> 1-800-822-6222	...if you suspect someone of misusing MEDI-CAL benefits, you may make a <u>confidential report toll-free to:</u> Si sospecha que algulen está usando los beneficios de Medi-Cal incorrectamente, puede hacer un informe confidencial usando <u>el siguiente numero gratuito:</u> <u>1-800-822-6222</u>

**State of California
Health and Human Services Agency
County Social Services Agencies
Departamentos de Bienestar de los Condados**

Pub 68 Update July 2005

Please contact your nearest County Social Services Office for complete Medi-Cal Eligibility information or other health-related services. Please verify the location and phone number in your telephone book or at www.dhs.ca.gov/mcs/medi-calhome/default.htm. Some county web sites may provide additional health-related information.

Por favor de póngase en contacto con la oficina del Departamento de Bienestar del Condado más cercana a usted para obtener la información completa sobre la Elegibilidad de Medi-Cal u otros servicios relacionados a la salud. Por favor verifique la dirección y el teléfono en su guía telefónica o en www.dhs.ca.gov/mcs/medi-calhome/default.htm. Algunos de los sitios web del condado pueden darle mas información sobre servicios relacionados a la salud.

<u>Alameda County</u> Social Services Agency 8477 Enterprise Way Oakland, CA 94621 (510) 383-8523 www.alamedasocialservices.org/public/services/medical_care/	<u>Alpine County</u> Health and Human Services 75A Diamond Valley Rd. Markleeville, CA 96120 (530) 694-2235 www.co.alpine.ca.us/dept/health/ssmedical.html	<u>Amador County</u> Department of Social Services 1003 Broadway Jackson, CA 95642 (209) 223-6550 www.co.amador.ca.us/depts/social/index.htm
<u>Butte County</u> Department of Employment and Social Services 78 Table Mountain Blvd., Oroville (530) 538-7711 2445 Carmichael Dr., Chico (530) 879-3479 Mailing address: P.O. Box 1649 Oroville, CA 95965 www.buttecounty.net/dess/Medical_Services.html	<u>Calaveras County</u> Calaveras Works and Human Services 509 East Saint Charles Street San Andreas, CA 95249-9701 (209) 754-6444 www.co.calaveras.ca.us/departments/welfare.asp	<u>Colusa County</u> Department of Health and Human Services 251 East Webster Street Colusa, CA 95932 (530) 458-0250 <i>No county website available</i>
<u>Contra Costa County</u> Employment and Human Services 1275A Hall Avenue Richmond, 94804 (866) 663-3225 www.cchealth.org	<u>Del Norte County</u> Department of Social Services 880 Northcrest Drive Crescent City, CA 95531-3485 (707) 464-3191 www.co.del-norte.ca.us/82/cf/topic/topic4.cfm?Topic=Social%20Services&SiteLink=200012.html	<u>El Dorado County</u> Department of Human Service 3057 Briw Road Placerville, CA 95667-1637 (530) 642-7300 www.co.el-dorado.ca.us/socialservices/
<u>Fresno County</u> Department of Employment & Temporary Assistance <i>Call for nearest office (area code 559)</i> <u>Regional Offices</u> Heritage Center, Fresno 453-4998 University Med Center 459-4000 Coalinga Regional Center 935-6300 Selma Regional Center 898-5100 Reedley Regional Center 637-7580 www.fresnohumanservices.org/Medical_Care.htm	<u>Glenn County</u> Human Resources Agency P.O. Box 611 420 East Laurel Street Willows, CA 95988-0611 (530) 934-8514 www.hra.co.glenn.ca.us	<u>Humboldt County</u> Department of Health and Human Services Social Services 929 Koster Street Eureka, CA 95501 (707) 269-3590 (800) 891-8851 www.co.humboldt.ca.us/portal/health.asp

<u>Imperial County</u> Department of Social Services 2995 South Fourth Street, Suite 105 El Centro, CA 92243 (760) 337-6800 imperialcounty.net/socialservices/	<u>Inyo County</u> Department of Social Services 912 N. Main Street Bishop, CA 93514 (760) 872-1394 www.inyocounty.us/Admin/vision_statement.htm	<u>Kern County</u> Department of Human Services 100 East California Avenue Bakersfield, CA 93307 (661) 631-6807 www.co.kern.ca.us/dhs
<u>Kings County</u> Human Services Agency 1200 South Drive Hanford, CA 93230 (559) 582-3241 www.co.kings.ca.us/HSA/best.htm	<u>Lake County</u> Department of Social Services 15975 Anderson Ranch Parkway P.O. Box 9000 Lower Lake, CA 95457-9000 (707) 995-4200 http://dss.co.lake.ca.us/	<u>Lassen County</u> Lassen WORKS Roosevelt Annex 720 Richmond Road Susanville, CA 96130 (530) 251-8152 www.co.lassen.ca.us/welfare_mission.htm
<u>County of Los Angeles</u> Dept. of Public Social Services <i>(Apply at the nearest District office. Refer to the White Pages under COUNTY GOVERNMENT of your phone book) (877) 597-4777 Toll Free (Limited Service Area) (213) 639-6300 www.ladpss.org/</i>	<u>Madera County</u> Department of Social Services, Eligibility 720 East Yosemite Avenue P.O. Box 569 Madera, CA 93639 (559) 675-7841 www.madera-county.com/socialservices/	<u>Marin County</u> Dept of Health & Human Services (Public Assistance) 120 North Redwood Drive-West Wing San Rafael, CA 94903 (415) 473-3400 www.co.marin.ca.us/depts/HH/main/ss/public.cfm
<u>Mariposa County</u> Department of Human Services 5186 Highway 49 North Mariposa, CA 95338 (209) 966-3609 Toll-free: (800) 266-3609 www.mariposacounty.org/	<u>Mendocino County</u> Department of Social Services 737 South State Street P.O. Box 8508 Ukiah, CA 95482 (707) 463-7700 www.mcdss.org/	<u>Merced County</u> Human Services Agency 2115 West Wardrobe Avenue P.O. Box 112 Merced, CA 95341-0112 (209) 385-3000 ext. 5155 www.co.merced.ca.us/countyweb/
<u>Modoc County</u> Department of Social Services 120 North Main Street Alturas, CA 96101 (530) 233-6501 www.modoccounty.us/	<u>Mono County</u> Department of Social Services 85 Emigrant Street P.O. Box 576 Bridgeport, CA 93517 (760) 932-5600 http://www.monocounty.ca.gov/departments.html	<u>Monterey County</u> Department of Social Services 100 South Main Street- Suite 216 Salinas, CA 93902 (831) 755-8500 (831) 755-4850 www.co.monterey.ca.us/dss/benefits/medical.html
<u>Napa County</u> Department of Social Services 2261 Elm Street Napa, CA 94559 (707) 253-4511 Toll-free: (800) 464-4214 www.co.napa.ca.us/GOV/Departments/DeptPage.asp?DID=50100&LID=939	<u>Nevada County</u> Human Services Agency 950 Maidu Avenue P.O. Box 1210 Nevada City, CA 95959 (530) 265-1340 Toll Free: (888) 809-1340 www.mynevadacounty.com	<u>Orange County</u> Social Services Agency <i>(Call for nearest district office)</i> <u>Orange County Regional Centers:</u> Anaheim (714) 575-2400 Santa Ana (714) 435-5900 Laguna Hills (949) 587-8543 Garden Grove (714) 741-7100 www.ssa.ocgov.com/Agency_Services/Adult_Services_and_Assistance_Programs/default.asp

<u>Placer County</u> Health and Human Services 11519 B Avenue Auburn, CA 95603 (530) 889-7610 Roseville Office (916) 784-6000 North Lake Tahoe (530) 548-1900 www.placer.ca.gov/welfare/welfare.htm	<u>Plumas County</u> Dept of Social Services 270 County Hospital Rd, Suite 207 Quincy, CA 95971 (530) 283-6350 www.countyofplumas.com/	<u>Riverside County</u> Department of Public Social Services <i>(Call for nearest office)</i> (909) 358-3000 <i>Mail only:</i> 731 Palmyrita Avenue Riverside, CA 92507 dpss.co.riverside.ca.us/
<u>Sacramento County</u> Department of Human Assistance 2433 Marconi Ave Sacramento, CA 95821-4807 (916) 875-3601 http://dhaweb.sacounty.net/Services/Medical_Assistance/Index.html	<u>San Benito County</u> Human Services Agency 1111 San Felipe Rd, Ste 206 Hollister, CA 95023-3801 (831) 636-4180 www.sanbenitohhsa.org/	<u>San Bernardino County</u> Human Services System Transitional Assistance Department <i>(Call for nearest district office)</i> (909) 388-0245 hss.co.san-bernardino.ca.us/HSS/
<u>San Diego County</u> Health & Human Services Agency <i>(Call for the nearest district Office)</i> (866) 262-9881 http://www2.sdcounty.ca.gov/hhsa/ServiceDetails.asp?ServiceID=680	<u>City & County of San Francisco</u> Dept of Human Services 1440 Harrison Street San Francisco, CA 94120 (415) 863-9892 www.sfgov.org/site/dhs_page.asp?id=12885	<u>San Joaquin County</u> Human Services Agency 333 E. Washington Street Stockton, CA 95202 (209) 468-1000 www.co.san-joaquin.ca.us/hsa/Medical/index.htm
<u>San Luis Obispo County</u> Department of Social Services 3433 S. Higuera Street San Luis Obispo, CA 93403 (805) 781-1600 www.slodss.org	<u>San Mateo County</u> Human Services Agency 400 Harbor Boulevard, Building "c" Belmont, CA 94002 (650) 802-7570 www.smchsa.org/smc/department/home/0_15587275_18158401_19643107.00.html	<u>Santa Barbara County</u> Department of Social Services 234 Camino Del Remedio Santa Barbara, CA 93110 (805) 681-4401 www.countyofsb.org/social_services/
<u>Santa Clara County</u> Social Services Agency <i>(Call for nearest district office)</i> (408) 271-5600 www.sccgov.org/site/0,4760,sid=136775,00.html	<u>Santa Cruz County</u> Health Services Agency 1020 Emeline Street Santa Cruz, CA 95080 (831) 454-4134 Watsonville Office (831) 763-8500 www.santacruzhealth.org/admnstr/2benefits.htm	<u>Shasta County</u> Department of Social Services 2460 Breslauer Way P.O. Box 496005 Redding, CA 96001 (530) 225-5767 www.co.shasta.ca.us/Departments/SocialServices/TemporaryAssistance/tempasst.htm

<u>Sierra County</u> Social Services 202 Front Street P.O. Box 1019 Loyalton, CA 96118 (530) 993-6720 Downieville Office (530) 289-3711 www.sierracounty.ws/mod.php?mod=userpage&menu=1704&page_id=15	<u>Siskiyou County</u> Human Services North County Office: 818 S. Main Street Yreka, CA 96097 (530) 841-2700 South County Office: 293 Main Street, Suite B Weed, CA 96094 (530) 938-5100 www.co.siskiyou.ca.us/humsvc/etas.htm	<u>Solano County</u> Health and Social Services 275 Beck Avenue Fairfield, CA 94533 Toll Free: (800) 400-6001 www.co.solano.ca.us/
<u>Sonoma County</u> Human Services Department 2550 Pautin Drive P.O. Box 1539 Santa Rosa, CA 95402-1539 (707) 565-5200 Toll Free: (800) 354-1277 www.sonoma-county.org/human/	<u>Stanislaus County</u> Community Services Agency 251 East Hackett Road P.O. Box 42 (95353) Modesto, CA 95355 (209) 558-2777 www.stanworks.com/index.htm	<u>Sutter County</u> Department of Human Services Welfare Social Services Division 190 Garden Highway P.O. Box 1535 Yuba City, CA 95992-1535 (530) 822-7230 www.co.sutter.ca.us/index.aspx?doc=/depts/hs/wss/wss.xml
<u>Tehama County</u> Department of Social Services 22840 Antelope Blvd. P.O. Box 1515 Red Bluff, CA 96080 (530) 527-1911 www.lcdss.org	<u>Trinity County</u> Dept of Health and Human Services #1 Industrial Parkway Weaverville, CA 96093-1470 (530) 623-1265 Toll Free: (800) 851-5658 www.trinitycounty.org/Departments/HHS/hhsinfo.htm	<u>Tulare County</u> Health & Human Services Agency (Call for nearest Office) In-Take Office Dinuba (559) 591-5804 Lindsey (559) 562-1377 Porterville (559) 782-4750 Tulare (559) 685-2600 Visalia (559) 733-6111 www.co.tulare.ca.us/
<u>Tuolumne County</u> Department of Social Services 20075 Cedar Road North Sonora, CA 95370 (209) 533-5711 www.tuolumnecounty.ca.gov	<u>Ventura County</u> Human Services Agency 505 Poli Street Ventura, CA 93001 (805) 652-7693 Regional Offices: Oxnard (805) 385-8654 Ventura (805) 658-4100 Santa Paula (805) 933-8300 Simi Valley (805) 584-4842 www.vchsa.org	<u>Yolo County</u> Dept of Employment & Social Services 25 N. Cottonwood Street Woodland, CA 95695 (530) 661-2750 West Sacramento Office 500-A Jefferson Blvd. West Sacramento, CA 95605 (916) 375-6200 www.yolocounty.org/org/dess/program/medical.htm
<u>Yuba County</u> Human Services Agency 6000 Linhurst Avenue, No. 504 P.O. Box 2320 Marysville, CA 95901-9987 (530) 749-6311 www.co.yuba.ca.us/content/departments/hhsd/		

