

COVID-19 UNINSURED GROUP PROGRAM TOOLKIT

**Department of Health Care Services
Communication Toolkit Phase 3**



Global Language and Messaging Snippets

Flyer/Insert Snippet

Dear Beneficiary or Applicant,

On March 18, 2020, the federal Families First Coronavirus Response Act (FFCRA) allowed California to provide coverage for medically necessary COVID-19 diagnostic testing and testing-related services through the COVID-19 Uninsured Group Program. This is a temporary Medi-Cal program that only covers medically necessary COVID-19 testing, testing-related services, and treatment services, including vaccination and hospitalization, at no cost. **This program will end on May 31, 2023.**

If you are currently enrolled in the COVID-19 Uninsured Group Program and want to find out if you are eligible for comprehensive health care benefits and services at no or low cost through Medi-Cal or Covered California, you should apply for ongoing coverage **today!**

Apply:

- » **Online** at CoveredCA.com, MyBenefitsCALWIN.org or BenefitsCal.org.
- » **By mail.** You can download a Medi-Cal application in many languages at dhcs.ca.gov/applyformedi-cal. You can request that an application be mailed to you by calling Covered California at (800) 300-1506.
- » **By phone or in person.** To apply by phone, call Covered California at (800) 300-1506, or call your local county office. You can also apply for Medi-Cal or Covered California coverage in person at your local county office. You can find your local county office at dhcs.ca.gov/COL or by calling the Medi-Cal Helpline at (800) 541-5555.

You can apply for Medi-Cal at any time of the year. When the COVID-19 Uninsured Group Program ends, you can enroll in Covered California during a special enrollment period. You will have 60 days after May 31, 2023 to apply.

Questions?

If you have any questions or if your Medi-Cal application was denied, please contact your local county office at dhcs.ca.gov/COL or by calling (800) 541-5555. You can also contact the California Department of Health Care Services directly at COVID19Apps@dhcs.ca.gov or (916) 552-9200.

Website Text for County Office

The COVID-19 Uninsured Group Program ends on May 31, 2023. [Apply](#) today to see if you are eligible for comprehensive health care benefits and services at no or low cost through Medi-Cal or Covered California. You can apply for Medi-Cal at any time. When the COVID-19 Uninsured Group Program ends, you can enroll in Covered California during a special enrollment period. You will have 60 days after May 31, 2023 to apply.

Website Banner

Important: The COVID-19 Uninsured Group Program ends on May 31, 2023. [Apply](#) today to see if you are eligible for comprehensive health care benefits and services at no or low cost through Medi-Cal or Covered California. The federal public health emergency (PHE) is also considered a special enrollment period for Covered California. You will have 60 days after May 31, 2023 to apply for Covered California.

Social Media

Facebook Messages

Image

The COVID-19 Uninsured Group Program is a temporary Medi-Cal program that covers medically necessary COVID-19 testing, testing-related services, and treatment. It ends on May 31, 2023. Find out if you are eligible for comprehensive health care benefits and services at no or low cost through Medi-Cal or Covered California. Apply today for Covered California at CoveredCA.com or for Medi-Cal at your local county office. Find your local county office to get started: dhcs.ca.gov/COL

COVID-19 Uninsured Group Beneficiaries

Find out if you are eligible for
comprehensive health care
benefits and services at no or
low cost through Medi-Cal or
Covered California.

Apply today!

Contact your local county
office or call Covered California
at 800-300-1506



Medi-Cal

Are you enrolled in the COVID-19 Uninsured Group Program? See if you are eligible for comprehensive health care benefits and services through Medi-Cal or Covered California by applying today. Find your local county office to get started: dhcs.ca.gov/COL or call (800) 541-5555.

Are you currently enrolled in the COVID-19 Uninsured Group Program?

Contact your local county office to see if you are eligible for comprehensive health care benefits and services.



Medi-Cal

People who lose COVID-19 Uninsured Group Program coverage when the federal public health emergency ends can apply for Covered California today through a special enrollment period. You will have 60 days after May 31, 2023 to apply. To get started: Contact Covered California at 800-300-1506, visit CoveredCA.com or find your local county office: dhcs.ca.gov/COL

Are you currently enrolled in the COVID-19 Uninsured Group Program?

Contact Covered California at
800-300-1506
or visit
CoveredCA.com

You will have 60 days after May 31, 2023 to apply.



Medi-Cal

Can I still get the COVID-19 vaccine when the COVID-19 Uninsured Group Program ends? Yes. Vaccines are free, even after coverage ends. To learn more, visit myturn.ca.gov.

COVID-19 vaccines are free, even after the COVID-19 Uninsured Group Program ends.

Visit myturn.ca.gov to learn more.



Medi-Cal

If you need COVID-19 testing or treatment after the COVID-19 Uninsured Group Program ends, you can apply for Medi-Cal or Covered California to receive COVID-19 services and more if you qualify. Find your local county office to get started: dhcs.ca.gov/COL.

If you need COVID-19 testing or treatment after the COVID-19 Uninsured Group Program ends, you can apply for Medi-Cal or Covered California.

**Find your local county office to get started:
dhcs.ca.gov/COL**



Medi-Cal

Did you receive a bill for COVID-19 testing or treatment while enrolled in the COVID-19 Uninsured Group Program? Ask the billing Medi-Cal provider to submit the claim to Medi-Cal instead of billing you.

If you paid for COVID-19 testing or treatment while enrolled in the COVID-19 Uninsured Group Program, request a refund by calling (916) 403-2007 or go to dhcs.ca.gov/conlan for help.

Did you receive a bill for COVID-19 testing or treatment while enrolled in the COVID-19 Uninsured Group Program?

The billing Medi-Cal provider can submit the claim to Medi-Cal for you.

**Call (916) 403-2007 or visit
dhcs.ca.gov/conlan
to learn more about reimbursement.**



Medi-Cal

Have questions about the COVID-19 Uninsured Group Program? Email COVID19Apps@dhcs.ca.gov or call (916) 552-9200.

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Medi-Cal

If you paid for COVID-19 testing or treatment while enrolled in the COVID-19 Uninsured Group Program, you can request a refund by calling the Medi-Cal Beneficiary Service Center at (916) 403-2007. Or you can visit the DHCS website at dhcs.ca.gov/conlan to learn more about being reimbursed.

Did you pay for COVID-19 testing or treatment while enrolled in the COVID-19 Uninsured Group Program?

You can request a refund. Call the Medi-Cal Beneficiary Service Center at **(916) 403-2007**.

Or you can visit the DHCS website at **dhcs.ca.gov/conlan** to learn more about being reimbursed.



Medi-Cal

Twitter Messages

Image

The COVID-19 Uninsured Group Program is a temporary Medi-Cal program that covers medically necessary COVID-19 testing, testing-related services, and treatment. It ends on May 31, 2023.

Have questions about the COVID-19 Uninsured Group Program?

Email **COVID19Apps@dhcs.ca.gov** or Call **(916) 552-9200**.



Medi-Cal

Before your COVID-19 Uninsured Group Program coverage ends, find out if you are eligible for comprehensive health care benefits and services at no or low cost through Medi-Cal or Covered California. Apply today: CoveredCA.com

COVID-19 Uninsured Group Beneficiaries

Find out if you are eligible for comprehensive health care benefits and services at no or low cost through Medi-Cal or Covered California.

Apply today!



Medi-Cal

Are you currently enrolled in the COVID-19 Uninsured Group Program? See if you are eligible for comprehensive health care coverage through Medi-Cal or Covered California by applying today. Find your local county office at: dhcs.ca.gov/COL or call Covered California: (800) 300-1506.

COVID-19 Uninsured Group Beneficiaries

Find out if you are eligible for comprehensive health care benefits and services at no or low cost through Medi-Cal or Covered California.

Apply today!

Contact your local county office or call Covered California at 800-300-1506



Medi-Cal

Are you currently enrolled in the COVID-19 Uninsured Group Program?

Contact Covered California at
800-300-1506
or visit
CoveredCA.com

**You will have 60 days after
May 31, 2023 to apply.**



Medi-Cal

The federal Public Health Emergency is considered a special enrollment period for Covered California. When the COVID-19 Uninsured Group Program ends on May 31, 2023, you will have 60 days to apply for Covered California. Contact Covered California at 800-300-1506 or visit CoveredCA.com to get started.

Did you receive a bill for COVID-19 testing or treatment while enrolled in the COVID-19 Uninsured Group Program? Ask the billing Medi-Cal provider to submit the claim to Medi-Cal instead of billing you. Call (916) 403-2007 or visit dhcs.ca.gov/conlan to learn more about reimbursement.

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Did you pay for COVID-19 testing or treatment while enrolled in the COVID-19 Uninsured Group Program?

You can request a refund. Call the Medi-Cal Beneficiary Service Center at **(916) 403-2007**.

Or you can visit the DHCS website at **dhcs.ca.gov/conlan** to learn more about being reimbursed.



Medi-Cal

Can I still get the COVID-19 vaccine when the COVID-19 Uninsured Group Program ends? Yes. Vaccines are free, even after coverage ends. To learn more, visit myturn.ca.gov.

COVID-19 vaccines are free, even after the COVID-19 Uninsured Group Program ends.

Visit **myturn.ca.gov** to learn more.



Medi-Cal

If you need COVID-19 testing or treatment after the COVID-19 Uninsured Group Program ends, you can apply for Medi-Cal or Covered California to receive COVID-19 services and more if you qualify. Find your local county office to get started: dhcs.ca.gov/COL.

If you need COVID-19 testing or treatment after the COVID-19 Uninsured Group Program ends, you can apply for Medi-Cal or Covered California.

Find your local county office to get started: **dhcs.ca.gov/COL**



Medi-Cal

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Email COVID19Apps@dhcs.ca.gov or Call (916) 552-9200.



Medi-Cal

Call Script Snippet

Caller	Agent
What is the COVID-19 Uninsured Group Program?	On August 28, 2020, the Department of Health Care Services (DHCS) implemented the COVID-19 Uninsured Group Program. This is a temporary Medi-Cal program that covers medically necessary COVID-19 testing, testing-related services, and treatment services, including vaccination and hospitalization at no cost.
When will the COVID-19 Uninsured Group Program end?	The COVID-19 Uninsured Group Program will end on May 31, 2023.
My COVID-19 Uninsured Group Program coverage ended. What should I do?	<p>See if you are eligible for comprehensive health care benefits and services through Medi-Cal or Covered California. Apply today by contacting your local county office. [insert local county office information here]</p> <p>You can also apply for Medi-Cal or Covered California coverage online at CoveredCA.com, or by calling (800) 300-1506.</p>

What benefits are provided by the COVID-19 Uninsured Group Program?

The COVID-19 Uninsured Group Program covers COVID-19 diagnostic testing, testing-related services, and treatment services, including hospitalization and all medically necessary care, at no cost to the individual until May 31, 2023.

If you paid for COVID-19 testing or treatment while enrolled in the COVID-19 Uninsured Group Program, you can request a refund by calling the Medi-Cal Beneficiary Service Center at (916) 403-2007. Or you can visit the DHCS webpage at dhcs.ca.gov/conlan to learn more about being reimbursed.

I received a Medi-Cal application in the mail. Should I fill it out?

Yes. If you received a Medi-Cal application in the mail, please fill it out and return it to your local county office to apply for ongoing coverage. If you need an application in another language, you can download a Medi-Cal application in many languages at: dhcs.ca.gov/applyformedi-cal

You can also apply for ongoing coverage in other ways:

- » Online at CoveredCA.com, MyBenefitsCALWIN.org or BenefitsCal.org.
- » By phone or in person at your local county office. You can find your local county office information at dhcs.ca.gov/COL or by calling the Medi-Cal Helpline at (800) 541-5555.

Is it true that some people can get full Medi-Cal coverage regardless of their immigration status?

Yes. All people who are under 26 years of age, or are 50 years of age or older, and who meet all Medi-Cal eligibility criteria, are eligible for full-scope Medi-Cal coverage. Immigration status does not matter.

IVR Call Script

The COVID-19 Uninsured Group Program will end on May 31, 2023. To see if you are eligible for health care benefits and services when the COVID-19 Uninsured Group Program ends, apply for health coverage through Covered California or Medi-Cal.

Apply today for Covered California. The federal public health emergency is considered a special enrollment period for Covered California. You will have 60 days after May 31, 2023 to apply. You can apply for Covered California coverage online at CoveredCA.com, or by calling (800) 300-1506.

If you received a Medi-Cal application in the mail, please fill it out and return it to your local county office. You can also apply online at CoveredCA.com, MyBenefitsCALWIN.org or BenefitsCal.org, or by mail, telephone, fax, or in person at your local county office. If you qualify for Medi-Cal, you will receive a notice about your Medi-Cal eligibility and the start date of your coverage.

If you are enrolled in the COVID-19 Uninsured Group Program and have not received a Medi-Cal application in the mail, there are other ways to apply. There is no wrong door when applying for health coverage in California. Please choose one of the following ways to apply:

- » **Online.** You can apply online at CoveredCA.com, MyBenefitsCALWIN.org or BenefitsCal.org.
- » **By mail.** You can fill out the Application for Health Insurance and mail your completed application to Covered California at P.O. Box 989725, West Sacramento, CA, 95798-9725, or to your local county office. You can also download a paper application in the language of your choice at dhcs.ca.gov/applyformedi-cal. You can find your local county office information at dhcs.ca.gov/COL or by calling the Medi-Cal Helpline at (800) 541-5555.

- » **By phone.** To apply by phone, call Covered California at (800) 300-1506. Or call your local county office. You can find your local county office at dhcs.ca.gov/COL or by calling the Medi-Cal Helpline at (800) 541-5555.
- » **In person.** You can apply for Medi-Cal or Covered California coverage in person at your local county office. You can find your local county office information at dhcs.ca.gov/COL. Or you can call (800) 541-5555 to find your office.