**BenefitsCal | Quick Guide: Renewal**

**Purpose**

The purpose of the BenefitsCal Quick Guide is to provide instructions to assist customers with their renewal of benefits.

Medi-Cal renewal can be completed online. CalFresh requires a phone interview or in-person interview and CalWORKs redeterminations require face-to-face interview.

**High-Level Process Flows**

- Go to Renewal
  - Your Information
  - People
  - Household Details
  - Income
  - Expense

- Assets
- Other Situations
- E-signature
- Confirmation

**FAQs**

**Q:** How will a customer know that they need to renew their Medi-Cal benefits?

**A:** A renewal reminder will display on the Customer Dashboard within the To-Do section, and any County-sent notices or correspondence will display within the Message Center.

**Q:** Can customers apply for additional programs prior to renewal?

**A:** Customers may apply for additional programs at any time, before, during, or after the renewal period for Medi-Cal.

**Q:** Can customers start their renewal early?

**A:** BenefitsCal will not allow the customers to start the renewal early.
Renewal Process:

Dashboard
From the Customer Dashboard, select the Renewal tile.

Welcome, John.
Things to Do
These items are due soon.

- [ ] Submit a Renewal
  - Due 11/23/2020

- [ ] Submit a Periodic Report
  - Due 11/23/2020

- [ ] Submit Needed Documents
  - You have 9 documents to upload.

- [ ] Disaster CalFresh is available in your area to provide extra food assistance.
- [ ] Finish Your Application
  - Go to your application.

Dashboard
Dashboard > Renewal

The system will display a summary of the renewal, including the date the renewal is due.

A summary of the process lets the customer know what to expect.

Clicking the caret under Upload documents will display the types of documents that may be necessary to complete the renewal.

Click the **BEGIN** button.
Renewal
Case details are being pulled to allow the customer to see current case details. Customers will be able to edit changes that have occurred.

Click the NEXT button.

Renewal
The summary displays all the sections and the status for each section.

Click the START or BEGIN NEXT SECTION button.
Address and Contact Information

Review the address and contact information. Click the Edit hyperlink to update the home address.

If the information is current, click THIS LOOKS CORRECT button.

Address Information

Add the new home address:

- Address
- City
- County
- Zip Code

Click the NEXT button.
Address Information

Add the new mailing address:
✓ Address
✓ City
✓ County
✓ Zip Code

Click the NEXT button

Medical Renewal Menu

The Summary displays all the sections to complete, and the status for each section.

Click the START button or BEGIN NEXT SECTION at the bottom of the screen.
**Household Members**

Review members in household, their age an address. Click the **Edit** hyperlink to update information for an individual.

To add another new member to the household click **ADD ANOTHER MEMBER** button and complete screens.

Click the **THIS LOOKS CORRECT** button if everything is correct.

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**Medi-Cal Renewal Summary**

Now that People displays a status of Update, the next section Household Details is ready to start.

Click the **START** button or **BEGIN NEXT SECTION** at the bottom of the screen.
**Household Details**

Review household information, if someone in long-term care changed facilities click the **Edit** hyperlink and complete the new screen(s).

If a household member has entered long term care click **ADD ANOTHER** button and complete screens.

Click the **THIS LOOKS CORRECT** button if everything is correct.

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**Household Details**

Review tax filing status for the household. Click the **Edit** hyperlink to update tax filing information for an individual.

Click the **THIS LOOKS CORRECT** button if everything is correct.
**Household Details**

Click the checkbox next to any changes to the household.

Click the **NEXT** button.

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**Household Details**

Click the radio button next to the pregnant person.

Click the **NEXT** button.
Household Details

Review the household details and click Edit if any information that has changed and Add Another if needed.

Click the THIS LOOKS CORRECT button if everything is correct.
Review and Submit

Customers are responsible for reading the ‘Rights and Responsibilities and Other Important Information’.

If the customer is receiving CalWORKs, they should select the Welfare to Work Informational Notice checkbox to confirm.

Head of Household enters First Name, Last Name, and today’s Date (MM/DD/YYYY).

Enter the signature of the spouse, domestic partner, or other parent by entering the First Name, Last Name, and today’s Date (MM/DD/YYYY).

Click the box to electronically sign the renewal.

Click the SUBMIT SIGNATURE button to continue.
**Review and Submit**

Click the **SUBMIT REDETERMINATION** button to submit the renewal/recertification/redetermination.

**Confirmation**

A Confirmation receipt is available and including the following:

- Date
- Time
- Case Number
- Form Type

Click a save receipt method text, email, or print a copy.

Click the **BACK TO HOME** button to return to the Customer Dashboard.