



December 2023

Medi-Cal Redetermination Toolkit for
Los Angeles County Office of Education



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Dear Los Angeles County Office of Education (LACOE),

Medi-Cal redeterminations and renewal operations resumed on April 1, 2023. During the redetermination process, the county will check to see if beneficiaries still qualify for Medi-Cal and take action following verification of eligibility. It is anticipated that a significant volume of eligible individuals could lose their coverage once redeterminations resume as a result of the County having outdated contact information or beneficiaries being unaware of the renewal process. LACOE districts and schools have a unique opportunity to provide education and information around upcoming Medi-Cal renewals to students and their parents/guardians.

L.A. Care Health Plan and Health Net's **call to action** for LACOE districts and schools is to conduct outreach and bring awareness to the resumption of Medi-Cal renewals through communicating key messages to its students, parents, and guardians which will help ensure eligible beneficiaries remain Medi-Cal covered. The following key messages outline recommended steps individuals can take to avoid a gap in coverage.

1. Update your contact information with the county
 - Report any new changes to your name, address, phone number, and email address, so your county can contact you
2. Create or check your online account
 - Create or log into your **benefitscal.com** account to sign up and receive alerts on your Medi-Cal case
 - You may submit renewals or requested information online.
3. Check your mail
 - The county will mail you a letter about your Medi-Cal coverage.
 - The letter will tell you if your Medi-Cal was renewed automatically or if your county needs information from you to renew your Medi-Cal
4. Complete your renewal form if you get one
 - If you get a renewal form, submit your information online, by mail, phone, or in person to avoid a gap in coverage



To support LACOE in their outreach and communication efforts, we are excited to share L.A. Care Health Plan and Health Net's Redetermination LACOE Toolkit. We encourage you to share this information with LACOE districts and schools to downstream to students, parents, and guardians potentially impacted by the resumption of Medi-Cal redeterminations and renewals.

Included in the Redetermination LACOE Toolkit are the following:

1. Draft correspondence to be sent to parents and guardians via email or other written communication
2. Copy of recommended text message scripting from the State of California
3. Social Media:
 - a. Directions to repost and share L.A. Care and Health Net social media redetermination content
 - b. Copy of content and recommended language for social media posting
4. Access to and guidance to upload educational animation videos including key messages related to Medi-Cal redeterminations and renewals
 - a. The videos can be shared with students, parents, and guardians in multiple ways: via social media postings, on websites, displayed in school offices or classrooms, etc.
 - b. Link to access and download the videos:
<https://lacarecloud.sharefile.com/share/view/s3c15c3ec045f4fbe9c2f17203e9bb658/fo45d1c9-e0d6-4323-8042-c54a14b2f0ee>
5. Access to L.A. Care and Health Net's redetermination flyer to share electronically with students, parents, and guardians or display in school offices and classrooms. Download copies at **<https://lacarecloud.sharefile.com/d-sfe4007880e5442758afda3d0a0cabae4>**
6. Redetermination Frequently Asked Questions (FAQs)
7. Flyers for assistance with Medi-Cal renewals
 - a. L.A. Care Community Resource Center (CRC) Flyer provides a list of CRCs across Los Angeles County with enrollment assistors on-site who are able to provide Medi-Cal enrollment assistance
 - b. The Los Angeles County Department of Public Health Medi-Cal Enrollment Assistance Flyer provides a list of agencies across Los Angeles County with bilingual staff who are able to provide Medi-Cal enrollment assistance **[CHOIContractorListEngSp.pdf \(lacounty.gov\)](#)**

L.A. Care and Health Net greatly appreciates the partnership with the Los Angeles County Office of Education. Together, we can help raise awareness on redetermination requirements to support continuity of coverage for eligible Medi-Cal beneficiaries.

Sincerely,
L.A. Care Health Plan & Health Net

Letter to Parents and Guardians



Dear Parents and Guardians,

Medi-Cal beneficiaries have been able to keep their coverage regardless of any change in circumstance (e.g., income eligibility) due to the continuous enrollment requirement that was put into effect to support access to care during the pandemic. The continuous enrollment requirement ended on March 31, 2023. Medi-Cal redeterminations and renewal operations resumed on April 1, 2023. During the redetermination process, the county will check to see if beneficiaries still qualify for Medi-Cal and take action following verification of eligibility.

Many beneficiaries have had minimal or no contact with their county eligibility case worker due to the continuous enrollment requirement. It is anticipated that a significant volume of eligible individuals could lose their coverage once redeterminations resume as a result of the County having outdated contact information or beneficiaries being unaware of the renewal process.

Keep yourself and your family covered. We urge all parents and guardians whose families have Medi-Cal coverage to take the following key steps to avoid a gap in coverage.

1. Update your contact information with the county

- Report any new changes to your name, address, phone number, and email address, so your county can contact you.

2. Create or check your online account

- Create or log into your **benefitscal.com** account to sign up and receive alerts on your Medi-Cal case.
- You may submit renewals or requested information online.

3. Check your mail

- The county will mail you a letter about your Medi-Cal coverage.
- The letter will tell you if your Medi-Cal was renewed automatically or if your county needs information from you to renew your Medi-Cal.

4. Complete your renewal form if you get one

- If you get a renewal form, submit your information online, by mail, phone, or in person to avoid a gap in coverage.

Parents and guardians can also help to promote continuous coverage for other Medi-Cal beneficiaries through bringing awareness to the resumption of Medi-Cal renewals and sharing the key steps to take with friends and community members who have Medi-Cal coverage.

Should you have questions related to the information shared, L.A. Care Health Plan and Health Net have developed Medi-Cal renewal webpages with helpful information and frequently asked questions and answers. Please visit <https://www.lacare.org/members/member-support/medi-cal-renewals> and www.HealthNet.com/StayWithUs

Text Message Script



Recommended Text Message Scripting from DHCS

- To get your Medi-Cal renewal letter, make sure you've updated your contact information if it changed recently. You can report information in person, phone, mail, or online at **benefitscal.com**
- Don't miss your Medi-Cal renewal letter. Update your contact information in person, phone, mail, or online, if it changed at **benefitscal.com**
- Take action to keep your Medi-Cal. Make sure your address is up to date so you get your renewal letter. If your information has changed, you can update it in person, by phone, mail, or online: at **benefitscal.com**
- Medi-Cal renewals are coming soon. Make sure your address is up to date. If your information has changed, you can update it in person, by phone, mail, or online: at **benefitscal.com**
- Did you get a Medi-Cal renewal packet? Fill it out and return it to your county in person, phone, mail, or online, as soon as possible at **benefitscal.com**

Social Media

Social Media Sharing Guide

Link to Social Graphics:

<https://lacarecloud.sharefile.com/d-s0f19191ec87e4510a57a07905507de4a>



Sharing on Instagram (on Mobile)

1 Navigate to the Instagram page at the link below and locate the video you would like to share.

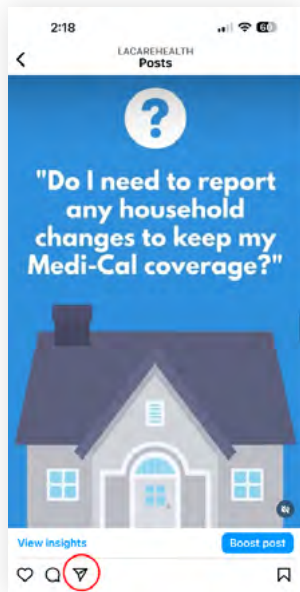
a. www.instagram.com/lacarehealth/

b. www.instagram.com/healthnet/

2 Click on the post.

3 Click the share button.

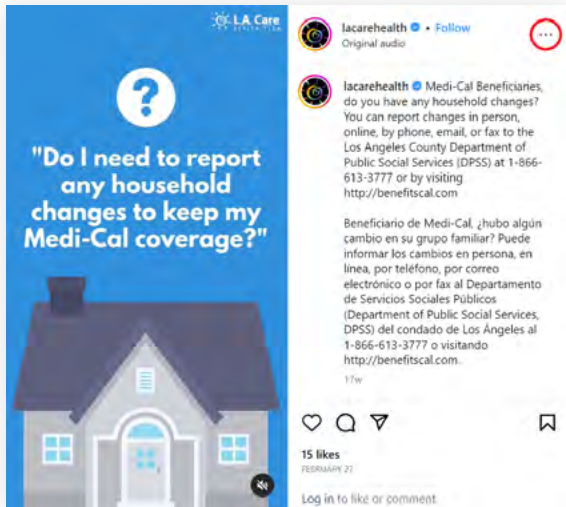
4 After, you will have the option of sharing the reel to your Instagram story or a number of different ways at the bottom of your device.



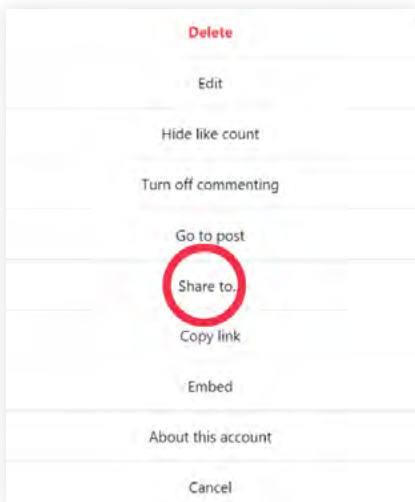


Sharing on Instagram (on Desktop)

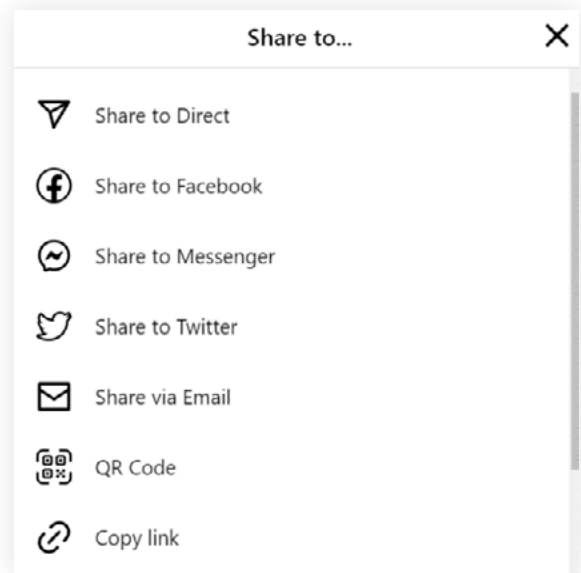
- 1 Navigate to the Instagram page at the link below and locate the video you would like to share.
 - a. www.instagram.com/lacarehealth/
 - b. www.instagram.com/healthnet/
- 2 Click on the post.
- 3 Click the 3 dots in the top right.



- 4 Click "Share to"



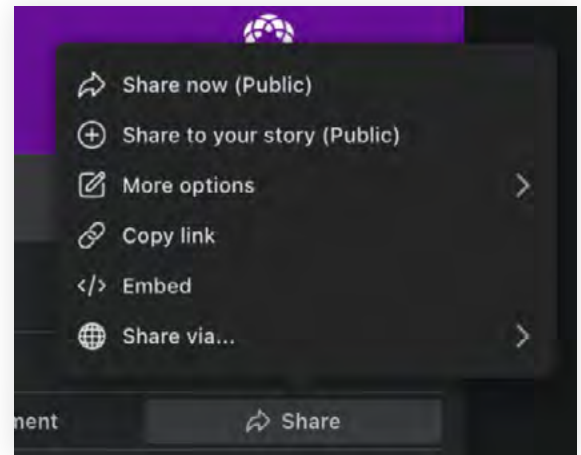
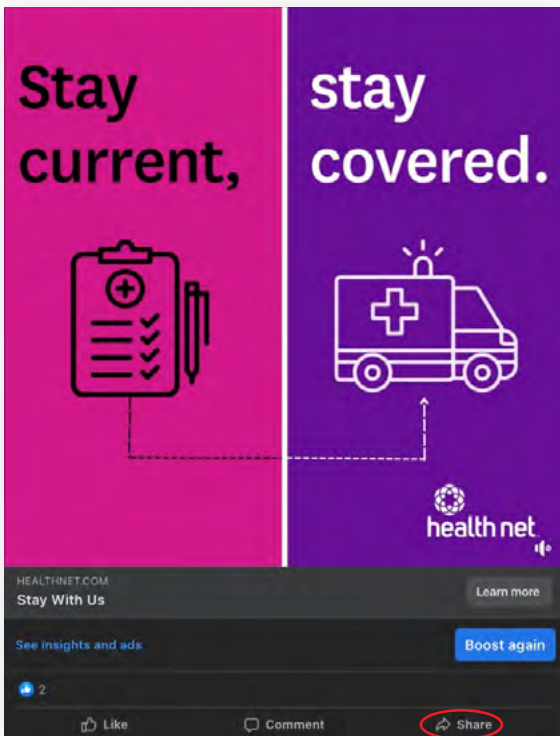
- 5 From there, a menu appears with multiple sharing options.



 + 

Sharing on Facebook (mobile and desktop)

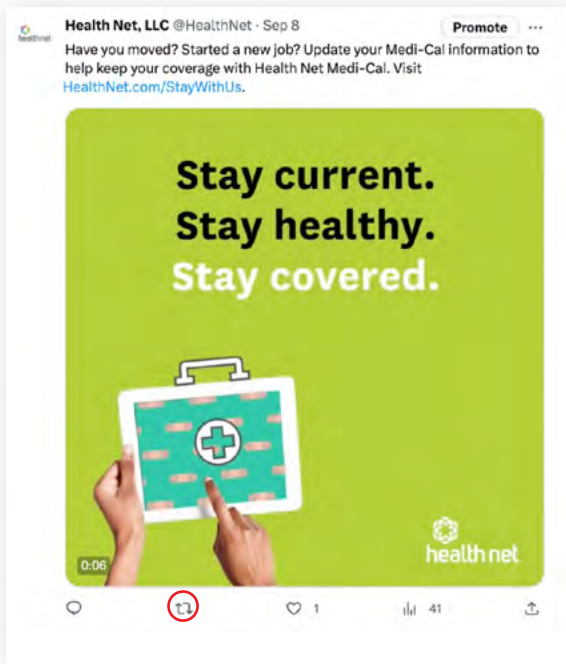
- 1 Visit **Facebook.com/lacarehealth** or **Facebook.com/HealthNetInc**
- 2 Locate the post that you would like to share.
- 3 Click "share" in the bottom right corner.
- 4 You will then see a menu with sharing options.



+ **Sharing on Twitter (mobile and desktop)**

Option 1 – Retweeting or Quote Tweeting:

- 1 Visit **Twitter.com/lacarehealth** and **Twitter.com/HealthNet**
- 2 Locate the post that you would like to share.
- 3 Click the “Retweet” icon.



- 4 From there, a menu will pop giving the option to retweet (a sharing of the tweet onto your page) or quote tweet (a sharing of the tweet onto your page with a comment of your choosing included).



Option 2 – Sharing:

- 1 Visit **Twitter.com/lacarehealth** and **Twitter.com/HealthNet**
- 2 Locate the post that you would like to share.
- 3 Click share button in the bottom right corner.



- 4 From there, a menu will appear with sharing options.





Social Media Graphics



<https://lacarecloud.sharefile.com/d-s0f19191ec87e4510a57a07905507de4a>

Take action to keep your Medi-Cal




UPDATE
your contact information.

Report any new changes to your name, address, phone number, and email address, so your county can contact you. For more details and to update your contact information, visit benefitscal.com or Los Angeles County Department of Public Social Services (DPSS) **1.866.613.3777** (TTY **1.800.660.4026**) Monday–Friday from 7:30 a.m.– 6:30 p.m. Excluding holidays.








Take action to keep your Medi-Cal



COMPLETE
your renewal form
(if you get one).

If you received a renewal form, submit your information by mail, phone, in person, or online at benefitscal.com to help avoid a gap in your coverage.

Take action to keep your Medi-Cal



CHECK
your mail.

Counties will mail you a letter about your Medi-Cal eligibility. You may need to complete a renewal form. If you're sent a renewal form, submit your information by mail, phone, in person, or online at benefitscal.com, so you don't lose your coverage.





Medi-Cal renewals are coming




There is **NEVER** a fee for members to renew their Medi-Cal benefits.

Members are encouraged to not fall for scammers who threaten to discontinue their Medi-Cal coverage unless they pay a fee.




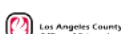



Take action to keep your Medi-Cal



CREATE OR CHECK
your BenefitsCal online account.

You can sign up to receive alerts on your case. Create or log into your BenefitsCal account to get these alerts. You may submit renewals or requested information online at benefitscal.com.



Social Media Messaging

<https://lacarecloud.sharefile.com/d-s0f19191ec87e4510a57a07905507de4a>

- 1** Medi-Cal Beneficiaries, if you or someone in your household receives a letter from the county asking for information about your Medi-Cal coverage, please provide it. This will help the county ensure that your Medi-Cal coverage remains active.
- 2** Medi-Cal Beneficiaries, has your contact information changed in the past two years? Report any changes to the Los Angeles County Department of Public Social Services at **1.866.613.3777** or visit **benefitscal.com**
- 3** Medi-Cal Beneficiaries, have you moved? It's important to provide the county with your updated information so you can continue receiving Medi-Cal coverage information, such as renewal packets, benefit change notices, or other vital reminders. Report any changes to the Los Angeles County Department of Public Social Services at **1.866.613.3777** or visit **benefitscal.com**
- 4** Medi-Cal Beneficiaries, has your phone number changed? Don't miss out on receiving important information. Report any changes to the Los Angeles County Department of Public Social Services at **1.866.613.3777** or visit **benefitscal.com**
- 5** Medi-Cal beneficiaries, are you pregnant? It's important that you report any household changes as soon as possible. Report any changes to the Los Angeles County Department of Public Social Services (DPSS) at **1.866.613.3777** or visit **benefitscal.com**
- 6** Medi-Cal Beneficiaries, do you have any household changes? You can report changes in person, online, by phone, email, or fax to the Los Angeles County Department of Public Social Services (DPSS) at **1.866.613.3777** or by visiting **benefitscal.com**
- 7** Keep your Medi-Cal. Don't miss important information about your Medi-Cal health coverage. Make sure that your county has your current contact information. Please report all updated contact information to the Los Angeles County Department of Public Social Services at **1.866.613.3777** or visit **benefitscal.com**
- 8** You can access your Medi-Cal case, complete your annual renewal, or report changes to your case by creating an online account. You can create one today by going to **benefitscal.com** and selecting the "Create an Account" link in the upper right hand corner of the page.



9 Medi-Cal Beneficiaries, during the COVID-19 public health emergency (PHE), you have been able to keep your coverage regardless of any changes in your circumstances. However, once the COVID-19 PHE ends, your county will check to see if you still qualify for free or low-cost Medi-Cal. If you or someone in your household receives a letter from the county asking for information about your Medi-Cal coverage, please provide the requested information.

10 During the COVID-19 public health emergency (PHE), Medi-Cal beneficiaries have stayed enrolled in the program. If your contact information or household circumstances have changed, please update your information today by contacting the Los Angeles County Department of Public Social Services (DPSS) at **1.866.613.3777** or visit **benefitscal.com**. This may help you keep your Medi-Cal coverage after the end of the COVID-19 PHE

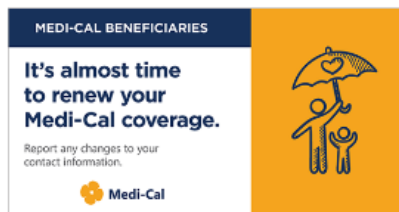
11 Are you enrolled in Medi-Cal? Has your contact information changed in the past two years? Report any changes to the Los Angeles County Department of Public Social Services (DPSS) at **1.866.613.3777** or visit **benefitscal.com** so you can stay enrolled.

12 If you no longer qualify for Medi-Cal, there are other low-cost health insurance options through Covered California. Losing Medi-Cal allows you to enroll in a Covered California plan outside of the open enrollment period. Visit Covered California for more information or call the service center at **1.800.300.1506**, Monday through Friday, excluding holidays, from 8 a.m. until 6 p.m.

DHCS Social Media Graphics

<https://socialpresskit.com/keep-medi-cal-coverage#keep-your-medi-cal>

Social Media



[Download It's Almost Time Social Graphic](#)

- [Square Version](#)

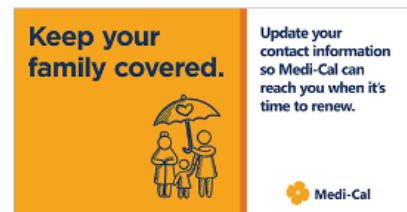
Keep yourself and your family covered. Log into your account to make sure Medi-Cal has your current address, email address, and phone number, if it has changed. For more information or to sign up for email and text message alerts, visit KeepMediCalCoverage.org.



[Download Take Action Social Graphic](#)

- [Square Version](#)

It's almost time to renew your Medi-Cal coverage. If you receive a renewal form in the mail, your county needs more information. Fill it out and return it right away to keep yourself and your family covered. Visit KeepMediCalCoverage.org to learn more and to sign up for email and text message alerts.



[Download Keep Covered Social Graphic](#)

- [Square Version](#)

Keep yourself and your family covered. Log into your account to make sure Medi-Cal has your current address, email address, and phone number, if it has changed. For more information or to sign up for email and text message alerts, visit KeepMediCalCoverage.org.

Redetermination Animation and Video Guidance

Redetermination animation videos can be accessed via the website at

<https://lacarecloud.sharefile.com/share/view/s3c15c3ec045f4fbe9c2f17203e9bb658/fo45d1c9-e0d6-4323-8042-c54a14b2f0ee>



Sharing on your social media channels

We recommend sharing vertical videos on your social media channels.

- 1 Download the digital files using the link that was shared.
- 2 Select a video from the “9x16_Vertical” folder that you would like to share.
- 3 Upload the video to your channel.

Sharing via email

We recommend using a YouTube link when sharing the videos. A YouTube link is quick to load and won't slow down an email server.

Either vertical or horizontal versions of the videos are fine for email, as an equal number of people check email from a phone as they do from a desktop.

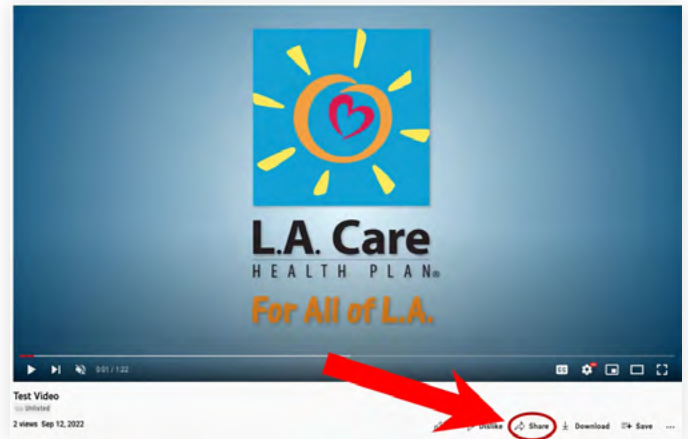
There are two possible methods:

Method 1:

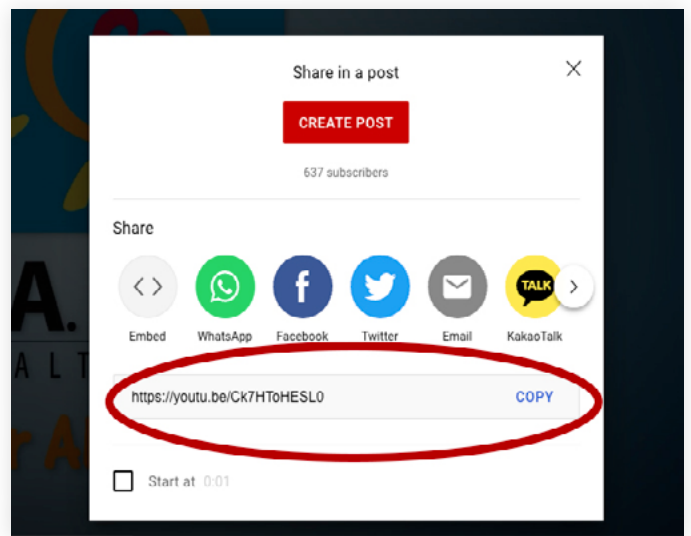
Simply copy and paste the original YouTube link that was shared with you into an email

Method 2:

- 1 Navigate to the YouTube video page
- 2 Click the “Share” icon at the bottom of the player



- 3 Copy the URL that appears on the popup

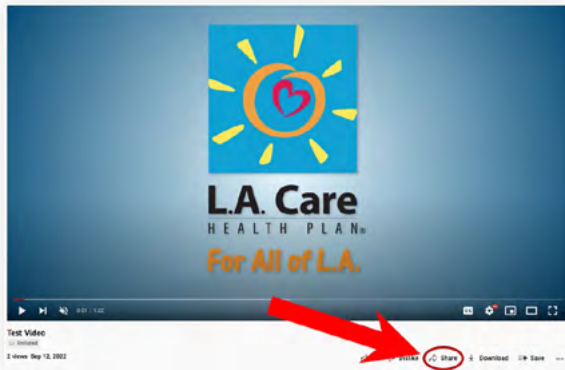




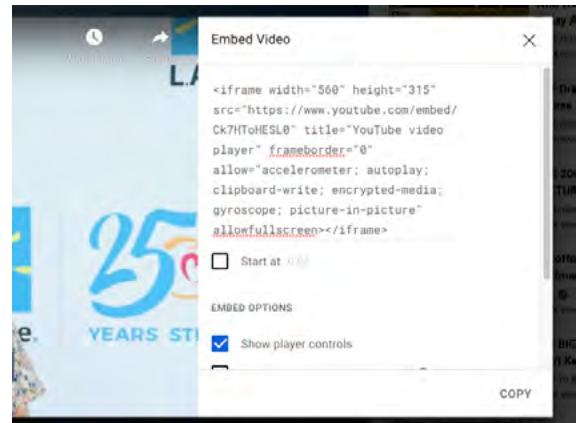
Sharing on a webpage

If you would like to share the videos on your webpage, this is how to locate the embed code on YouTube. For websites, we recommend using the horizontal version of the videos.

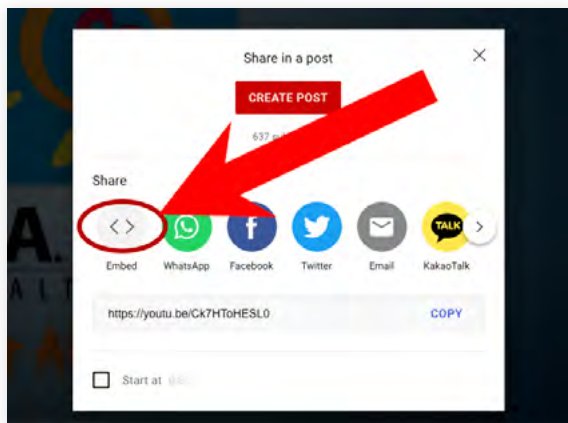
- 1 Navigate to the YouTube video page
- 2 Click the "Share" icon at the bottom of the player



- 4 Copy the embed code



- 3 Select "Embed"



If you have any questions, please contact Jose Bedoya - Jbedoya@lacare.org

Medi-Cal Redetermination Flyer



Medi-Cal Keep Covered Flyer - All Threshold Languages

<https://lacarecloud.sharefile.com/d-sfe4007880e5442758afda3d0a0cabae4>

Keep yourself and your family covered

.....
If you have Medi-Cal,
make sure you renew
it when it's time



Medi-Cal covers vital health care services for you and your family, including doctor visits, prescriptions, vaccinations, mental health care, and more.

1 Update your contact information

Report any new changes to your name, address, phone number, and email address, so your county can contact you.

2 Check your mail

Counties will mail you a letter about your Medi-Cal eligibility. You may need to complete a renewal form. If you're sent a renewal form, submit your information by mail, phone, in person, or online at benefitscal.com, so you don't lose your coverage.

3 Create or check your BenefitsCal online account

You can sign up to receive alerts on your case. Create or log into your BenefitsCal account to get these alerts. You may submit renewals or requested information online at benefitscal.com.

4 Complete your renewal form (if you get one)

If you received a renewal form, submit your information by mail, phone, in person, or online at benefitscal.com to help avoid a gap in your coverage.



For more details and to update your contact information, visit benefitscal.com or

Los Angeles County Department of Public Social Services (DPSS)
1.866.613.3777 (TTY 1.800.660.4026)
Monday–Friday from 7:30 a.m.– 6:30 p.m. Excluding holidays



LA5052 08/23

Frequently Asked Questions (FAQs)

Medi-Cal Redetermination FAQs

Q: What is the Medi-Cal annual renewal redetermination process?

A: All Medi-Cal members have their eligibility reviewed once per year. Some people will be renewed automatically. Others will need to provide additional information. The Los Angeles County Department of Public Social Services will contact members two months before their renewal is due. If renewed automatically, they will receive a notice that they have been renewed and do not need to do anything else. If they get a renewal form in a bright yellow envelope, they must complete it. If they don't, they will lose their Medi-Cal coverage! The easiest way to complete the form is online through BenefitsCal. They can also provide their renewal information by mail, in-person at their local Los Angeles County Department of Public Social Services (DPSS) office, or by calling **1.866.613.3777** (TTY) **1.800.660.4026**.

Q: Are Medi-Cal members required to fill out and return renewal packets when they receive them?

A: Yes. It is important that Medi-Cal members respond to county requests for updated information, including renewal packets. Members do not need to return the paper annual renewal form but they must provide the necessary information requested in the form and sign the form through any of the available means indicated.

Members need to read the pre-populated information, if it is wrong, they need to make changes or updates on the renewal form. They will need to give proof when the renewal instructs them to. If they get income, they need to give proof. The renewal form lists examples, which include pay stubs and tax returns.

Members do NOT need to complete the section about non-income assets and property or give proof.



Medi-Cal Redetermination FAQs

Q: Is there help available for Medi-Cal members who have received a renewal packet in the mail and need assistance completing it?

A: Yes. If a member needs assistance completing their renewal packet, there are agencies across Los Angeles County with bilingual staff who are able to provide Medi-Cal enrollment assistance. To view the list of available agencies, please reference the following link: publichealth.lacounty.gov/mch/choi/CHOIContractorListEngSp.pdf

The following Community Resource Centers (CRC) listed below are currently offering assistance with Medi-Cal enrollment and renewals:

Palmdale

2072 E. Palmdale Blvd.
Palmdale, CA 93550
1.213.438.5580

Pomona

696 W. Holt Avenue
Pomona, CA 91768
1.909.620.1661

Norwalk

11721 Rosecrans Avenue
Norwalk, CA 90650
1.562.651.6060

Panorama City

(Opening January 2024)
7868 Van Nuys Blvd.
Panorama City, CA 91402
1.213.438.5497

Metro Los Angeles

1233 S. Western Avenue
Los Angeles, CA 90006
1.213.428.1457

Inglewood

2864 W. Imperial Hwy
Inglewood, CA 90303
1.310.330.3130

West Los Angeles

(Opening January 2024)
11173 W. Pico Blvd.
Los Angeles, CA 90064
1.310.231.3854

Lynwood

3200 East Imperial Hwy
Lynwood, CA 90262
1.310. 661.3000

Long Beach

5599 Atlantic Avenue
Long Beach, CA 90805
1.562.256.9810

El Monte

3570 Santa Anita Ave
El Monte, CA 91731
1.213.428.1495

East Los Angeles

4801 Whittier Blvd.
Los Angeles, CA 90022
1.213.438.5570

Wilmington

911 North Avalon Blvd.
Wilmington, CA 90744
1.213.428.1490

If an individual needs help completing their Medi-Cal application or renewal packet, they can call a CRC listed to schedule an appointment with an application assister.

Medi-Cal Redetermination FAQs

Q: How does a Medi-Cal member know when their renewal month is?

A: The annual renewal month is the month in which the member's annual renewal is due. Typically, the annual renewal due month is the 11th month after their application month. Members will receive a letter in the mail indicating when their renewal is due.

Members can find their renewal due date information online by logging in or creating an online account at <https://benefitscal.com/>. The renewal due month will be listed in the member's account under 'Case Information'. Members can also call DPSS at **1.866.613.3777** Monday – Friday from 7:30 a.m. – 6:30 p.m. (excluding holidays) to request this information.

Q: Which members will be renewed through the auto-renewal / ex parte process?

A: DPSS will attempt to verify the member's information through multiple sources available to the county. If DPSS locates the information needed to redetermine eligibility through the ex parte process, DPSS will complete the annual renewal and send the approval Notice of Action letter.

Q: Which members are required to complete an annual renewal packet?

A: An annual renewal form will be sent to the member if DPSS is unable to redetermine continued Medi-Cal eligibility through the ex parte process. Members who do not have a valid social security number will not be able to successfully complete the ex parte process and a packet will be sent to have the member complete their annual Medi-Cal renewal.

Members who do not have a valid social security number will not be able to successfully complete the ex parte process and a packet will be sent to have the member complete their annual Medi-Cal renewal.

Members who receive a renewal packet must complete it and turn in the extra information it requests. This must be done in order for the member to keep their Medi-Cal coverage.

Q: Is there an easy way to identify the renewal packet in the mail?

A: Yes. The packet from DPSS will arrive in a yellow envelope.

Medi-Cal Redetermination FAQs

Q: What information do members need to give DPSS?

A: DPSS will only ask for the information they need and for things that affect each individual member's Medi-Cal coverage. They will need details and proof of any changes, to include whether a member:

- Gets married or divorced
- Has a child, adopts or places a child for adoption
- Becomes pregnant
- Gets more or less money
- Gets any other health coverage, like through a job or Medicare. This won't stop their Medi-Cal
- Has become disabled or had a change in their disability
- Has a change in how they file their income taxes, such as starting or stopping claiming someone as a tax dependent
- Moves, or changes who is living in their home
- Has a change in citizenship or immigration status
- Are incarcerated (jail, prison, etc.) or released from incarceration
- Has a change in American Indian or Alaska Native status
- Has a change in their tribal status
- Changes their name, date of birth or Social Security Number (SSN)
- Has any other changes that may affect their income or household size

If a member gets income, they may need to give proof. The form lists examples such as pay stubs and tax returns.

Members do **not** need to tell DPSS about non-income assets, which include bank accounts, homes and vehicles. Members do **not** need to turn in proof of their assets and property

Members do need to report :

- If a new person with property moves in
- If they get money from their property (e.g. rent payments)

Q: How long does a member have to complete their renewal packet before getting disenrolled from Medi-Cal?

A: The member is provided 60 days to provide the requested information to DPSS. If the requested information is not received by the 60-day due date, Medi-Cal benefits will discontinue at the end of the renewal due month. If members get a renewal form, they must complete their renewal by the due date printed on the form. If they don't, they could lose their Medi-Cal coverage. If members get a renewal form, they must complete their renewal by the due date printed on the form. If they don't, they could lose their Medi-Cal coverage.

Medi-Cal Redetermination FAQs

Q: What happens after renewal packets are returned?

A: DPSS will review the member's renewal and determine if they are still eligible to get Medi-Cal. If the renewal is missing something, DPSS will ask for more information and send the member a notice telling them what information they need.

If DPSS has the information they need, they will send the member a notice to tell them whether or not they still qualify for Medi-Cal coverage. If they do still qualify, the letter will indicate that their Medi-Cal is renewed for one year. If they do not still qualify, the letter will indicate when the member's Medi-Cal coverage ends.

Q: How long does a member have to re-establish Medi-Cal coverage after discontinuance?

A: The Los Angeles County Department of Public Social Services (DPSS) will mail members a letter to let them know if they didn't turn in their renewal form or are missing information. If it is less than 90 days from the date on the letter, members need to send their local Medi-Cal office the renewal form or missing information. DPSS will determine if they still qualify. They do not need to complete a new application. If it is more than 90 days from the date on the letter, they must **complete a new Medi-Cal application**.

Q: How can members update their information and/or respond to county requests for information?

A: Requested information can be submitted by mail, in person, online, or phone. Members can submit information online by logging in or creating an online account at **benefitscal.com**. To submit information by phone, members can call DPSS at **1.866.613.3777** Monday – Friday from 7:30 a.m. – 6:30 p.m. (excluding holidays).

Q: How can Medi-Cal members receive alerts on their Medi-Cal case?

A: Medi-Cal members can receive alerts on their case by creating an online account at **benefitscal.com**

Medi-Cal Redetermination FAQs

Q: Are there instructions on the Medi-Cal renewal process for members to reference?

A: Yes. DPSS has released a video tutorial and written instructions on the Medi-Cal renewal process. These tools can be accessed on the L.A. Care website at <https://www.dhcs.ca.gov/keep-your-Medi-Cal/Pages/I-got-a-renewal-form.aspx>

Q: Can an individual enroll into Medi-Cal without a California ID?

A: Yes. DPSS will accept other forms of identification if a California ID is not available. Accepted documents include passports, bus passes or any other form of identification. As a last resort, DPSS will also accept an affidavit.

Q: If a patient is experiencing homelessness what mailing address can be provided to DPSS?

A: Individuals experiencing homelessness who are in need of a mailing address to receive/send communication to/from the county may utilize a county district office address closest to them. Please reference the office locations listed on the county website: dpss.lacounty.gov/en/resources/offices.html

Q: Will the Young Adult Expansion population that turned 26 during the continuous coverage period or will turn 26 during the unwinding lose their coverage prior to January 2024?

A: No, to maintain continuity of coverage for these individuals who would have aged out until the new law takes affect, counties have been instructed to deprioritize these renewals towards the end of the unwinding period.

Q: Will completing a Medi-Cal renewal count as a public charge or affect a member's immigration status? What can these members do?

A: Medi-Cal is not public charge! It does not affect immigration status. Free health insurance is now available to more Californians through Medi-Cal. Immigration status doesn't matter. Applying for or using Medi-Cal is NOT considered in a public charge determination. Learn more at <https://www.dhcs.ca.gov/Get-Medi-Cal/Pages/default.aspx>.



Medi-Cal Redetermination FAQs

Q: How is Medi-Cal renewed for members who have Supplemental Security Income (SSI)?

A: Individuals who have Supplemental Security Income (SSI) get Medi-Cal through the Social Security Administration. If a member has questions, please advise them to call **1.800.772.1213**, Monday – Friday, 8 a.m. – 7 p.m. or they can visit their local Social Security Office.

Q: How can members who receive SSI report a change?

A: If a member receives SSI, they can report changes by calling **1.800.772.1213**, Monday – Friday, 8 a.m. – 7 p.m. or they can visit their local Social Security Office. **www.ssa.gov/locator**

Q: Where can members be directed if they no longer qualify for Medi-Cal coverage?

A: If a member no longer qualifies for Medi-Cal, they may be able to get health coverage through a Covered California plan and could also get financial assistance. If a member qualifies, DPSS will share their information and Covered California will enroll them in a quality plan.

These members should look out for important notices from Covered California. The envelope may say “Stay Covered with Covered California”. If the member gets a notice asking them to confirm their plan, they should respond right away. They will also have the option to change or cancel their plan.

Visit **coveredca.com** or call Covered California’s service center at **1.800.300.1506**, Monday through Friday, excluding holidays, from 8:00 a.m. until 6:00 p.m. to learn more.

Q: Is there a fee for Medi-Cal members to renew their Medi-Cal?

A: Medi-Cal will never ask for money to turn in a renewal. If a member gets a call asking for money to complete their renewal, they can report it to the Medi-Cal fraud hotline at **1.800.822.6222**.

Q: If a member receives a notice that they no longer qualify for Medi-Cal but they think they should still qualify, what can they do?

A: The member can ask DPSS to look at their case, these members should contact DPSS. If they cannot help the member, the member can ask for a **Medi-Cal Fair Hearing**. Members can submit an online request at: **<https://www.cdss.ca.gov/hearing-requests>** or call the State Hearings Division toll free at **1.800.743.8525**.



Medi-Cal Redetermination FAQs

Q: If a member did not turn in their renewal form or information and got a notice that their Medi-Cal is ending, what can they do?

- A:**
- If a member gets a renewal form and does not complete it, their Medi-Cal will end.
 - If it is less than 90 days from the date on the letter they can turn in their renewal form or missing information. DPSS will see if they still qualify for Medi-Cal, these members do not need to turn in a new application.
 - If it is more than 90 days after the date on the letter, they must turn in a new Medi-Cal application.

Q: If a member believes their Medi-Cal ended in error and asked for a hearing, do they still have Medi-Cal?

- A:** The member's notice had a date of when their Medi-Cal ended. If they asked for a hearing before their Medi-Cal ended, they still have Medi-Cal coverage.

Medi-Cal Enrollment & Renewal Assistance



CRC Renewal Assistance Flyer - All Threshold Languages

<https://lacarecloud.sharefile.com/d-s8c4667263ae8434c938f69e81a81a94b>

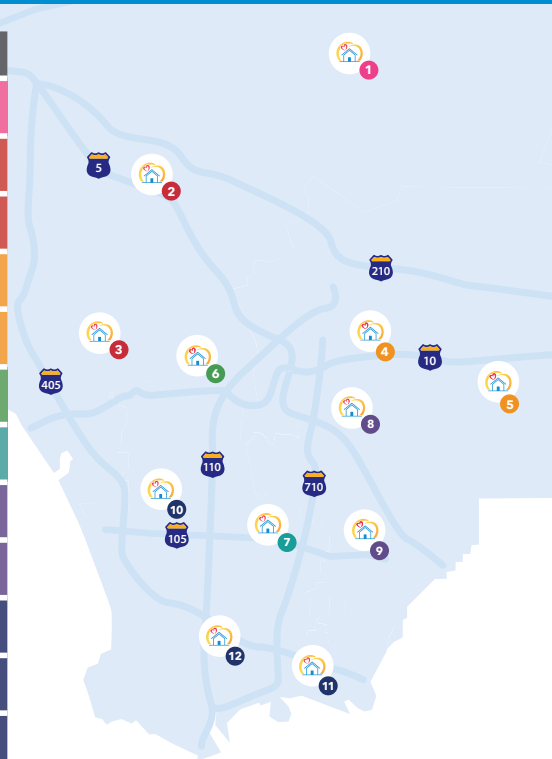


Community Resource Center

Get Help Completing Your Medi-Cal Enrollment or Renewal Application

All Community Resource Centers (CRC) listed below will be offering assistance with Medi-Cal enrollment and renewals. If you need help completing your Medi-Cal application or renewal packet, call a CRC listed below to schedule an appointment with an application assister. L.A. Care and Blue Shield Promise CRCs are open to our members and the general public.

CRC Location	Address and Phone Number
1. Palmdale	2072 E. Palmdale Blvd, Palmdale, CA 93550 1.213.438.5580
2. Panorama City (Opening January 2024)	7868 Van Nuys Blvd, Panorama City, CA 91402 1.213.438.5497
3. West L.A. (Opening January 2024)	11173 W. Pico Blvd. Los Angeles, CA 90064 1.310.231.3854
4. El Monte	3570 Santa Anita Avenue, El Monte, CA 91731 1.213.428.1495
5. Pomona	696 W. Holt Avenue, Pomona, CA 91768 1.909.620.1661
6. Metro L.A.	1233 S Western Avenue, Los Angeles, CA 90006 1.213.428.1457
7. Lynwood	3200 East Imperial Hwy, Lynwood, CA 90262 1.310.661.3000
8. East L.A.	4801 Whittier Blvd, Los Angeles, CA 90022 1.213.438.5570
9. Norwalk	11721 Rosecrans Avenue, Norwalk, CA 90650 1.562.651.6060
10. Inglewood	2864 W. Imperial Hwy, Inglewood, CA 90303 1.310.330.3130
11. Long Beach	5599 Atlantic Blvd, Long Beach, CA 90805 1.562.265.3130
12. Wilmington	911 North Avalon Blvd, Wilmington, CA 90744 1.213.428.1490



Blue Shield of California Promise Health Plan and Blue Cross of California are independent entities, contracted with L.A. Care Health Plan to provide Medi-Cal Managed Care services in Los Angeles County.

Blue Shield of California Promise Health Plan is an independent licensee of the Blue Shield Association.



For more information, visit **CommunityResourceCenterLA.org** or call **1.877.287.6290 (TTY 711)**, Monday through Friday, 9 a.m. to 5 p.m.
Scan the QR code to find a center near you.

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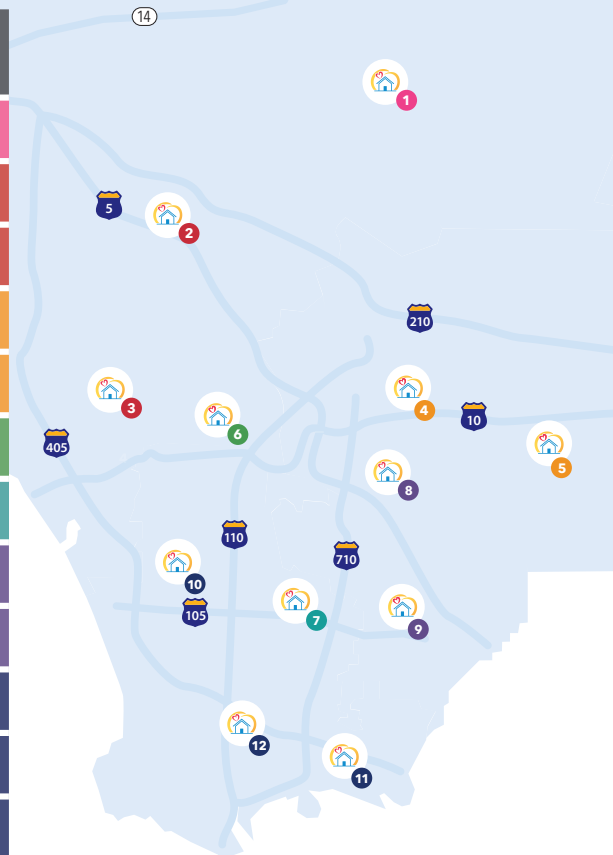


Community Resource Center

Obtenga ayuda para completar su solicitud de inscripción o renovación de Medi-Cal

Todos los Centros de Recursos Comunitarios (*Community Resource Centers, CRC*) enumerados a continuación ofrecerán ayuda con la inscripción y renovación de Medi-Cal. Si necesita ayuda para completar su solicitud o paquete de renovación de Medi-Cal, llame a uno de los CRC que se mencionan a continuación para programar una cita con un asistente de solicitud. Los CRC de L.A. Care y Blue Shield Promise están abiertos a nuestros miembros y al público en general.

Ubicaciones de los Centros De Recursos	Dirección y número de teléfono
1. Palmdale	2072 E. Palmdale Blvd, Palmdale, CA 93550 1.213.438.5580
2. Panorama City (Abriendo Enero 2024)	7868 Van Nuys Blvd, Panorama City, CA 91402 1.213.438.5497
3. West L.A. (Abriendo Enero 2024)	11173 W. Pico Blvd. Los Angeles, CA 90064 1.310.231.3854
4. El Monte	3570 Santa Anita Avenue, El Monte, CA 91731 1.213.428.1495
5. Pomona	696 W. Holt Avenue, Pomona, CA 91768 1.909.620.1661
6. Metro L.A.	1233 S Western Avenue, Los Angeles, CA 90006 1.213.428.1457
7. Lynwood	3200 East Imperial Hwy, Lynwood, CA 90262 1.310.661.3000
8. East L.A.	4801 Whittier Blvd, Los Angeles, CA 90022 1.213.438.5570
9. Norwalk	11721 Rosecrans Avenue, Norwalk, CA 90650 1.562.651.6060
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Blue Shield of California Promise Health Plan tiene contrato con L.A. Care Health Plan para proporcionar servicios de atención administrada de Medi-Cal en el condado de Los Angeles. L.A. Care es independiente de Blue Shield Promise. Blue Shield of California Promise Health Plan es un licenciatario independiente de Blue Shield Association.



Para obtener más información, visite CommunityResourceCenterLA.org o llame al **1.877.287.6290 (TTY 711)**, de lunes a viernes, de 9 a.m. a 5 p.m.
Escanee el código QR para encontrar un centro cerca de usted.

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Get Help Applying for Free or Low-Cost Health Coverage

All agencies listed below serve clients in Los Angeles County. Bilingual staff assist families with enrollment in public and private health programs. Please contact the agencies listed below for more information.

SPA 1	Antelope Valley, Lancaster, Palmdale, Northern LA County	Tarzana Treatment Center (661) 726-2630, ext 2186, 4323, or 4330
SPA 2	Burbank, Glendale, Northridge, Santa Clarita, San Fernando Valley	<ul style="list-style-type: none"> • Northeast Valley Health Corp (866) 696-3842 • Valley Community Healthcare (818) 763-8836 Ext 1053 • Child & Family Guidance Center (818) 739-5000
SPA 3	El Monte, Monrovia, Pomona, San Gabriel Valley	<ul style="list-style-type: none"> • Emanate Health, G.E.M. (626) 851-2748 • Asian Pacific Health Care Venture (323) 644-3882 • Maternal & Child Health Access (213) 749-4261 • Worksite Wellness LA (323) 758-9480
SPA 4	Boyle Heights, Chinatown, Downtown LA, Echo Park, El Sereno, Elysian Park, Hollywood, Koreatown, Little Toyko, Pico Union, Westlake	<ul style="list-style-type: none"> • Maternal & Child Health Access (213) 749-4261 • Dignity Community Care (213) 742-5537 • Asian Pacific Health Care Venture (323) 644-3882 • Chinatown Service Center (213) 808-1700 • Korean Health Education Information & Research (213) 637-1080 • Worksite Wellness LA (323) 758-9480
SPA 5	Culver City, Santa Monica, Venice, West Los Angeles	Venice Family Clinic (310) 664-7509
SPA 6	Compton, Crenshaw, Exposition Park, Florence, Watts, Jefferson Park, Leimert Park, Lynwood, Paramount, North University Park, South Central LA, University Park	<ul style="list-style-type: none"> • Dignity Community Care (213) 742-5537 • Community Health Councils (323) 295-9372 ext:228 or 256 • Maternal & Child Health Access (213) 749-4261 • Worksite Wellness LA (323) 758-9480
SPA 7	Artesia, Bell, Bellflower, Bell Gardens, Downey, East LA, Huntington Park, Hawaiian Gardens, Lakewood, Lynwood, Montebello, Norwalk, Pico Rivera, Santa Fe Springs, South Gate, Whittier	<ul style="list-style-type: none"> • Human Services Association (562) 806-5400 • Maternal & Child Health Access (213) 749-4261 • St. Francis Medical Center (800) 603-9355 • Worksite Wellness LA (323) 758-9480
SPA 8	Carson, Hawthorne, Inglewood, Lawndale, Lomita, San Pedro, Torrance, Wilmington	<ul style="list-style-type: none"> • Community Health Councils (323) 295-9372 ext:228 or 256 • Crystal Stairs, Inc. (323) 299-9295

For countywide assistance with healthcare advocacy and troubleshooting, call Maternal & Child Health Access at (213) 749-4261 or Neighborhood Legal Services at (800) 896-3202.

For healthcare support through your local public school, call: LA Unified, (213) 241-3840. All other school districts: LA County Office of Education, (562) 922-8954.

City of Long Beach
Dept. of Health & Human Services (562) 570-7979

Altadena, Pasadena & Sierra Madre
Pasadena Public Health Dept. (626)744-6068



Obtenga Asistencia Aplicando Para Cobertura de Salud Gratis o de Bajo Costo

Todas las agencias mencionadas abajo ayudan a los clientes en El Condado de Los Angeles. Empleados bilingües ayudan a las familias con la inscripción en programas de salud públicos y privados. Por favor, póngase en contacto con las agencias para más información. Las agencias se enumeran por áreas de planificación de servicio (SPA).

SPA 1	Antelope Valley, Lancaster, Palmdale, Northern LA County	Tarzana Treatment Center (661) 726-2630, ext 2186, 4323, or 4330
SPA 2	Burbank, Glendale, Northridge, Santa Clarita, San Fernando Valley	<ul style="list-style-type: none"> Northeast Valley Health Corp (866) 696-3842 Valley Community Healthcare (818) 763-8836 Ext 1053 Child & Family Guidance Center (818) 739-5000
SPA 3	El Monte, Monrovia, Pomona, San Gabriel Valley	<ul style="list-style-type: none"> Emanate Health, G.E.M. (626) 851-2748 Asian Pacific Health Care Venture (323) 644-3882 Maternal & Child Health Access (213) 749-4261 Worksite Wellness LA (323) 758-9480
SPA 4	Boyle Heights, Chinatown, Downtown LA, Echo Park, El Sereno, Elysian Park, Hollywood, Koreatown, Little Toyko, Pico Union, Westlake	<ul style="list-style-type: none"> Maternal & Child Health Access (213) 749-4261 Dignity Community Care (213) 742-5537 Asian Pacific Health Care Venture (323) 644-3882 Chinatown Service Center (213) 808-1700 Korean Health Education Information & Research (213) 637-1080 Worksite Wellness LA (323) 758-9480
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SPA 7	Artesia, Bell, Bellflower, Bell Gardens, Downey, East LA, Huntington Park, Hawaiian Gardens, Lakewood, Lynwood, Montebello, Norwalk, Pico Rivera, Santa Fe Springs, South Gate, Whittier	<ul style="list-style-type: none"> Human Services Association (562) 806-5400 Maternal & Child Health Access (213) 749-4261 St. Francis Medical Center (800) 603-9355 Worksite Wellness LA (323) 758-9480
SPA 8	Carson, Hawthorne, Inglewood, Lawndale, Lomita, San Pedro, Torrance, Wilmington	<ul style="list-style-type: none"> Community Health Councils (323) 295-9372 ext: 228 or 256 Crystal Stairs, Inc. (323) 299-9295

Para obtener asistencia en todo el condado con defensa y solución de problemas de atención médica, llame a Maternal, Child, yHealth Access al (213) 749-4261 o Neighborhood Legal Services al (800) 896-3202.

Para obtener asistencia médica a través de su escuela pública local, llame al: LA Unified, (213) 241-3840. Todos los demás distritos escolares: Oficina de Educación del Condado de Los Ángeles, (562) 922-8954.

City of Long Beach
Dept. of Health & Human Services (562) 570-7979

Altadena, Pasadena & Sierra Madre
Pasadena Public Health Dept. (626)744-6068





Los Angeles County
Office of Education



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