

October 2023

## Important news about your health coverage

Dear Medi-Cal Member,

Good news! You may get more Medi-Cal benefits soon. Starting **January 1, 2024**, full Medi-Cal will be available to adults ages 26 through 49 who qualify for Medi-Cal. **Full** Medi-Cal is different from the **restricted** Medi-Cal you have now. Restricted Medi-Cal only covers emergency services. It does not cover things like medicine and primary care.

Things to consider in the upcoming months:

- Your immigration status will not be considered as part of the eligibility process.
- **In December 2023, you will get a letter in the mail telling you if and when you will get full Medi-Cal.**
- **You will get more health care services with full Medi-Cal.**
- Medi-Cal has free or low-cost health care for people who live in California.

Full Medi-Cal covers these services and more:

- Medical care
- Medicine your doctor orders
- Specialty care
- Mental health care
- Family planning and maternity care
- Emergency care
- Tests your doctor orders
- Medical supplies
- Alcohol and drug use treatment
- Dental care
- Transportation to doctor and dental visits and to get prescriptions
- In-home care and supports to help avoid nursing home care
- Vision care (eyeglasses)
- Hearing aids
- Foot care

If you have pregnancy-related Medi-Cal now, you have all the medically necessary services that Medi-Cal covers.

**You can learn more about Medi-Cal in the Frequently Asked Questions (FAQ) for members that came with this letter.**

**Below you will find important information that will inform you about the next steps:**

**You do not need to fill out a new Medi-Cal application.**

You already have restricted Medi-Cal, so you do not need to fill out a new application for full Medi-Cal. **If you qualify for full or SOC Medi-Cal, you will automatically be enrolled.**

If you get a packet in the mail to renew your Medi-Cal, fill it out and return it. You can call your county office for help.

**How you will get health care services.**

Most people with full Medi-Cal will get health care services through a Medi-Cal Managed Care Plan. A Medi-Cal Managed Care Plan is a health plan that works with doctors, hospitals, and other health care providers in your service area to give you the Medi-Cal services you need.

When you join a Medi-Cal Managed Care Plan, you may still get some services through Fee-For-Service (regular) Medi-Cal instead of through your Medi-Cal Managed Care Plan. In most counties, these include certain home and community-based services, most Medi-Cal pharmacy services, substance use disorder treatment services, and dental services.

Your Medi-Cal Managed Care Plan choices depend on the county you live in. Some counties have one plan. Some counties have more than one plan to choose from. We will mail you a letter and a *My Medi-Cal Choice* packet with your plan choices.

**How you will get health care services if you have Medi-Cal with a Share of Cost (SOC).**

If you have a SOC, you may get your health care services through Fee-For-Service (regular) Medi-Cal or through a Medi-Cal Managed Care Plan. You may not need to choose a Medi-Cal Managed Care Plan. In Fee-For-Service (regular) Medi-Cal, you can see any doctor who accepts Fee-For-Service (regular) Medi-Cal.

**You should keep your Medi-Cal Benefits Identification Card (BIC).**

Your BIC is a plastic card with orange poppy flowers or a blue and white design. You will need it when you get full or SOC Medi-Cal. Call your county office if you need a new BIC.

Always take your BIC to your doctor and other medical and dental visits. When you are in a Medi-Cal Managed Care Plan, you will get a card from your new plan. You will need to show both cards when you visit your doctor, dentist, pharmacy, and other medical providers.

## **Resources for you and your family as you navigate your Medi-Cal services:**

### **You need help in a different language.**

If you need help in a language other than English, read the list of phone numbers for free language assistance services that came with this letter. Contact the language assistance services to get an interpreter to help you read this letter.

### **You can get materials in a different format.**

You can ask to get all written information about your Medi-Cal benefits in a different format. The format can be Braille, large print, an audio or data CD, or some other format to help you understand and read letters or fill out your packet. To ask for this, you can:

- Go to [afs.dhcs.ca.gov](https://afs.dhcs.ca.gov). Follow the instructions to choose a different format.
- Call **1-833-284-0040** (California Relay 711). The call is free.
- Contact your local county office. You can find your local county office information at [dhcs.ca.gov/COL](https://dhcs.ca.gov/COL).

**For in-person assistance**, you can contact a Health Enrollment Navigator in your community. Visit [GetMedi-CalCoverage.dhcs.ca.gov](https://GetMedi-CalCoverage.dhcs.ca.gov) and select “Find Local Help.”

**To learn about Medi-Cal Managed Care Plans**, call Health Care Options at 1-800-430-4263 (TDD/TYY users call 1-800-430-7077) the call is free. Or go to the Health Care Options website at [healthcareoptions.dhcs.ca.gov/](https://healthcareoptions.dhcs.ca.gov/).

**You can learn more about the Adult Full Medi-Cal Expansion** on the DHCS website at [bit.ly/AdultExpansion](https://bit.ly/AdultExpansion).

### **For questions about immigration and the Medi-Cal program:**

For immigration information and resources, go to California’s Immigrant Guide at [immigrantguide.ca.gov/](https://immigrantguide.ca.gov/).

The U.S. Department of Homeland Security and U.S. Citizenship and Immigration Services do NOT consider health, food, and housing services as part of the public charge determination. Therefore, using Medi-Cal benefits (except for nursing home or mental health institution care) will NOT hurt an individual's immigration status. When someone applies for state-funded benefits, their information is only used to determine if they qualify. State laws protect the privacy of their information.

To learn about public charge go to the California Health and Human Services Agency Public Charge Guide at [chhs.ca.gov/public-charge-guide](https://chhs.ca.gov/public-charge-guide).

The California Department of Social Services (CDSS) funds qualified nonprofit organizations to give services to immigrants who live in California. There is a list of these organizations at [bit.ly/immigration-service-contractors](https://bit.ly/immigration-service-contractors).

Thank you,

Department of Health Care Services