

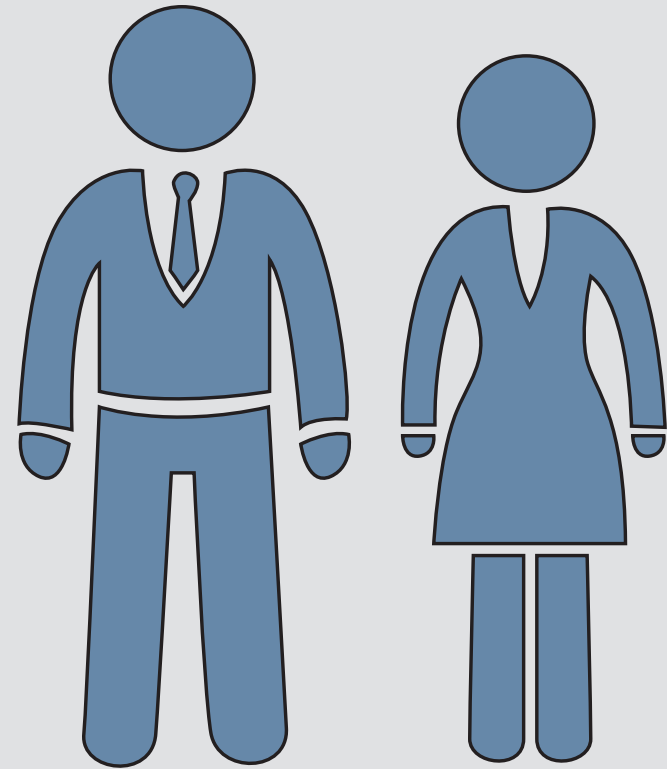
FILING AN APPLICATION



Online

- Start the application process from anywhere using a secure internet location.
- Sign in using your existing account or sign up for a new account and submit an online application for CalFresh, CalWORKs, or health care benefits.

benefitscal.com



In Person

- You can pick up an application at any one of our regional offices.
- Completed applications can be turned in to a receptionist or placed in drop box during business hours. If the office is closed, drop the application in the exterior drop box at the building entrance.

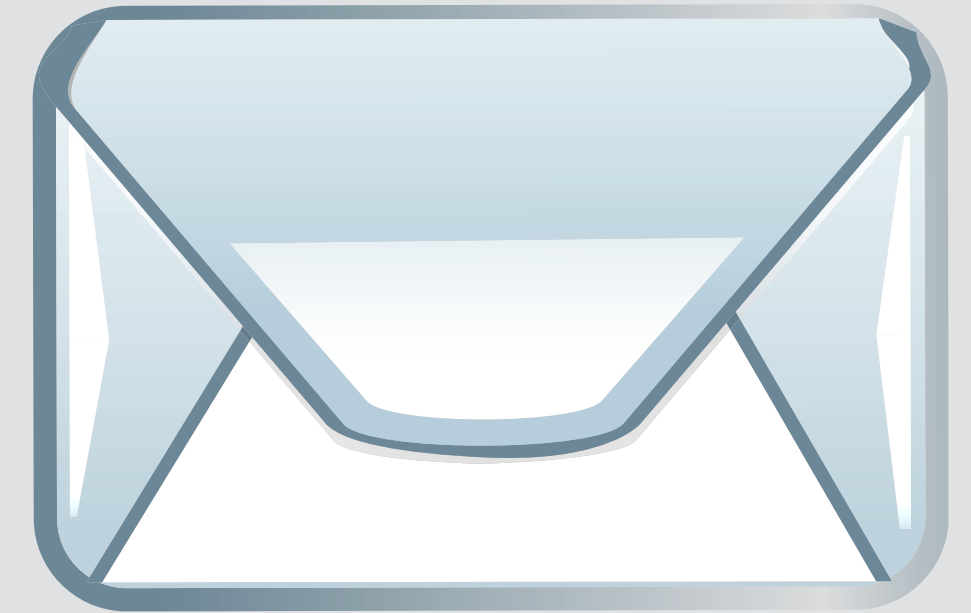
shastahhsa.net



Phone

- Call our Customer Service Center at 1 (877) 652-0731 to request an application by mail or find a regional office near you.
- To complete health care applications via phone, call 1 (800) 300-1506.
- CalWORKs and CalFresh applications cannot be completed over the phone at this time.

1 (877) 652-0731



Mail / Fax

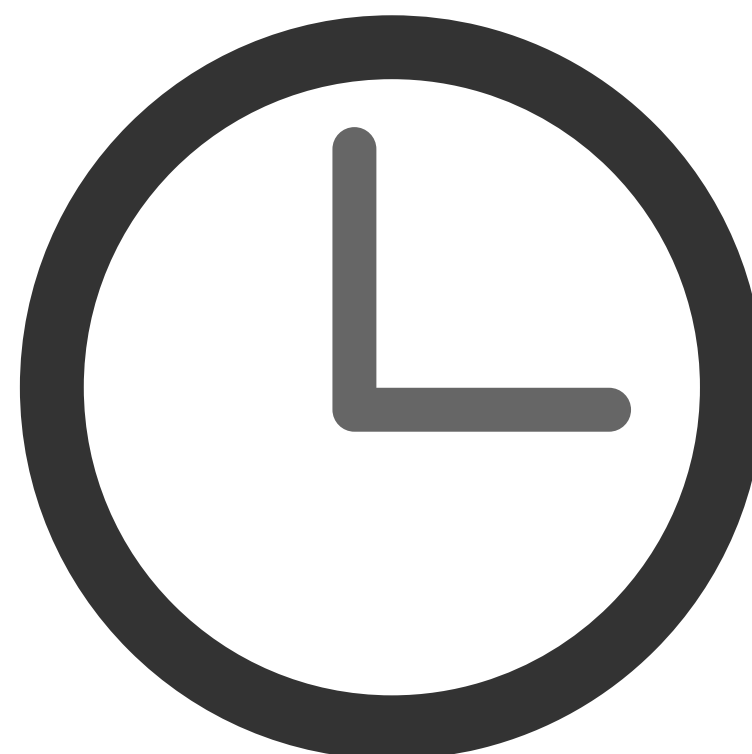
- Fax your completed and signed Medi-Cal and CalFresh applications to (530) 225-5288.
- Send completed and signed applications by mail to:

Shasta County HHSA
P.O. Box 496005
Redding, CA
96049-6005

DON'T WAIT TO FILE AN APPLICATION

If you do not have all of the information to complete the application, just complete what you can! You may leave an incomplete application with just your name, address and signature. An eligibility worker can assist you in finishing the application.

You have a right to receive a paper copy of application information you submit electronically. Ask your worker if you would like a paper copy of your application.



You have a right to file an application on the date you contact the County. The date your application is received can impact when you start receiving benefits for health care programs and how much benefits you receive for CalFresh and CalWORKs.

Not sure which application to complete? See the color-coded packet chart or ask a receptionist.

For CalFresh, it can take up to **30 days** to process your application. You may be able to get benefits within three calendar days if you meet certain criteria. Your application will be reviewed to see if it meets these criteria. If you think you may meet the criteria to have your application processed within three days, please ask an eligibility worker. If an eligibility worker reviews your application and determines you are not entitled to expedited processing, you may ask for an in-person meeting with an eligibility supervisor to review this decision.