

# Medi-Cal K-12 Schools Communications Message Guide

The California Department of Health Care Services (DHCS) launched a statewide public information, education, and outreach campaign to raise awareness about the return of the Medi-Cal eligibility renewal process for more than 15 million Medi-Cal members. The campaign, scheduled to run through June 2024, seeks to inform Medi-Cal members about the renewal process and guide them to take the necessary steps to keep themselves and their families covered.

The messages and information in this document can provide assistance and direction to individuals and families covered by Medi-Cal. These materials are intended to facilitate school outreach efforts to these individuals during the Medi-Cal renewal process.

## ****Key Messages****

The messages and information in this document can provide assistance and direction to individuals and families covered by Medi-Cal. These materials are intended to facilitate school outreach efforts to these individuals during the Medi-Cal renewal process.

* Do you take care of a child with Medi-Cal health insurance? Medi-Cal covers vital services that help you and your family stay healthy. Healthy kids mean more time in the classroom! These services include:
  + Doctor visits,
  + Immunizations,
  + Prescriptions,
  + Behavioral health care, and more.
* All Medi-Cal members have their eligibility reviewed once per year.
  + Everyone has a different renewal month.
  + Members can expect to receive their renewal packet two months before their renewal due date.
  + You will get a letter in the mail that tells you your renewal month.
  + You can check your renewal month in your online account.
    - Log into [BenefitsCal](https://benefitscal.com/).
    - You can also create a new account.
    - If you don’t know how, go to [KeepMediCalCoverage.org](https://www.dhcs.ca.gov/pages/keep-your-medi-cal.aspx).
  + Not all Medi-Cal members need to complete a renewal form.
* Some people will be **renewed automatically**.
  + Your local Medi-Cal office will review the information they have. They also check other government databases.
  + If they confirm you are eligible, they will renew you. You will receive a notice that you have been renewed. *You do not need to do anything else*.
* **Others will need to provide additional information.** 
  + Your local Medi-Cal office will send you a renewal form. It will be in a bright yellow envelope.
  + *If you receive a form, you must complete it*. You must also submit the additional information it requests. You must do this to keep your coverage.
* The quickest and easiest way to **complete your form is online**. Log in or create an account with [BenefitsCal](https://benefitscal.com/). If you don’t know which system to use, visit [KeepMediCalCoverage.org](https://www.dhcs.ca.gov/pages/keep-your-medi-cal.aspx).
* You can **complete your renewal through** **the mail**. Follow the instructions on your renewal form.
* You can **complete your renewal over the phone**. Call the number on your renewal form. There might be a long wait time; put your phone on speaker and take the time to get the assistance you need.
* You can **complete your renewal in-person**. Go to your [local Medi-Cal office](https://www.dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspx). Let them know the reason for seeking help. They will direct you to the appropriate person. Every Medi-Cal office has different ways to attend to their Medi-Cal members. Have patience.
* If you receive regular income, you may need to provide proof. The form lists examples. These include pay benefits/awards letters, and tax returns.
* You do **not** need to provide any information about non-income assets. These include bank accounts, property, and vehicles.
  + **You are not required to submit proof of your assets. Your Medi-Cal office should NOT ask you for asset information.**
  + You need to report if a new person with property moves in.
  + You need to report if you get money from your property. An example is rent payments paid to you.
  + When you have Medi-Cal you have 10 days to report any significant changes.
* **Help is available.** Each [local Medi-Cal](https://www.dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspx) office has processes to assist individuals. If you need accommodation or assistance, you can ask for help. [Medi-Cal Health Navigators](https://www.dhcs.ca.gov/services/medi-cal/eligibility/Documents/SB154-Subcontractor-and-Local-CBO-Assistance.pdf) are available to help.

**Optional Message For Schools with Help Available to Families:**

* You can get help completing your renewal from us! Contact [ENTER SCHOOL RESOURCE CENTER INFO] at [EMAIL/PHONE NUMBER]. Get help from someone on campus.
* **Your local Medi-Cal office will determine your eligibility. They will contact you by mail.**
  + You can ask your local Med-Cal office to review your case if you are denied. [Contact your local Medi-Cal office](https://www.dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspx).
  + If they cannot help you, you can ask for a [Medi-Cal Fair Hearing](https://www.dhcs.ca.gov/services/medi-cal/Pages/Medi-CalFairHearing.aspx).
    - You can submit an [online request here.](https://www.cdss.ca.gov/hearing-requests)
    - You can also call the State Hearings Division toll-free at (800) 743-8525.
  + Medi-Cal will never require payment to submit a renewal. If you get a call asking for payment to complete your renewal, report it. Please call the Medi-Cal fraud hotline at 1-800-822-6222.
* Even if you are no longer eligible for Medi-Cal, children could still be eligible for coverage. If your local Medi-Cal office determines a child is no longer eligible for Medi-Cal but qualifies for the Optional Targeted Low Income Children’s Program (OTLICP) formerly known as Medi-Cal for Families), the child will be enrolled in a no-cost OTLICP health insurance plan. For more information, contact your [local Medi-Cal office](https://www.dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspx).
* Do you Live in San Francisco, San Mateo or Santa Clara County? Even if you’re not eligible for Medi-Cal, children could be eligible for the County Children’s Health Initiative Program (CCHIP). For more information, contact your [local Medi-Cal office](https://www.dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspx).
* If you do not qualify for Medi-Cal because you are over the income limit, you may be eligible for financial help to lower your monthly premium for a health plan through Covered California.
  + If you qualify, your local Medi-Cal office will send your information to Covered California, which will pick a quality plan for you that provides the best value at the lowest cost.
  + Right now, 90 percent of Covered California’s 1.7 million enrollees receive financial help to make coverage more affordable, with many people paying $10 or less per month for health insurance and some getting covered at no monthly cost.
  + Your new Covered California health plan will provide many of the same benefits and services you had with Medi-Cal, including preventive care and screenings – as well as doctor visits, prescriptions, hospital stays, behavioral health care, and more.
  + Look out for important communications from Covered California, including an envelope that says, “Stay Covered with Covered California.” If you receive a notice asking to confirm your plan, respond right away. You will have the option to change your plan or cancel.
  + Visit [CoveredCA.com](https://www.coveredca.com/) or call Covered California’s service center at 800-300-1506 to learn more.