

## FREQUENTLY ASKED QUESTIONS ABOUT MEDI-CAL

### What does Medi-Cal cover?

It covers medical, dental, vision, prescriptions unless you receive Medicare, care in a hospital, vaccinations, pregnancy care and birth control, STD care, TB care, mental health, and care in a nursing home. If mental health care is needed, call **1-888-678-7277**.

### What is Emergency Medi-Cal?

Emergency Medi-Cal is also referred to as Restricted or Limited Services. It is coverage that is limited to pregnancy-related care, serious life-threatening medical emergencies, and nursing home care.

### How does Medi-Cal work?

Clients must use a health care provider who accepts Medi-Cal for payment of services. It is important to always present your Medi-Cal card.

### What is the Medi-Cal Application Process?



#### How do I get started?

You can either call Medi-Cal at **1-800-709-8348** or go to your nearest Medi-Cal office. There are various office locations available to residents:

- 1275A Hall Ave., Richmond, 94804
- 151 Linus Pauling Dr., Hercules, 94547
- 4545 Delta Fair Blvd., Antioch, 94509
- 2500 Alhambra Ave., Martinez, 94553
- 30 Muir Rd., Martinez, 94553

You can also call the Child Health and Disability Prevention (CHDP) Program at **925-313-6150** to obtain information about applying for Medi-Cal.

### What is required?



- Your name, address, phone number, and Social Security Number (for full-scope benefits)
- Proof of income and property (if any)
- Proof of California residency, i.e. a driver's license, DMV ID card, school ID, work badge, or rental/lease agreement
- Proof of U.S. citizenship and your identity
- Proof of legal residence status, i.e. green card or other papers from the Bureau of Citizenship and Immigration Services (BCIS)

### How long does the Medi-Cal application process take?

It will take several weeks to process your application, unless there is an emergency situation. Please tell your worker if you need immediate medical care.

**If I am only approved for Limited Services Medi-Cal, then how can I get additional care?**

Call Basic Health Care at **1-800-771-4270** for assistance.

**How do I re-apply?**

If your Medi-Cal has been terminated for less than 30 days, call **1-866-663-3225**. If it has been over 30 days, you call **1-800-709-8348**.

**What is “pending” status?**

It is when an application is being reviewed and eligibility is pending until a decision is made.



**How does a share-of-cost (SOC) work?**

The SOC is a certain amount of your medical expenses that you must pay each month before Medi-Cal will begin to pay. If your child or spouse has a SOC and you are not eligible, you may use your health care expenses to meet the SOC for your spouse or child.

**What can I do if my application is denied or I don't agree with the amount of my SOC?**

Ask to speak with the supervisor of your Eligibility Worker and ask him/her to review your case, or file a formal appeal by completing the back of the notice of action and mailing it to the address shown or calling **1-800-952-5253 (TDD 1-800-952-8349)**. You may also call Bay Area Legal Aid at **1-800-551-5554**.

**How do I find a doctor or dentist?**

You can call your health plan to find a doctor. To find a dentist, call the Children's Oral Health Program at **925-313-6280** or the Contra Costa Dental Society at **925-932-8662**.



**How do I get my Medi-Cal card replaced?**

Call **1-866-663-3225**.

**Who can I call if I have Medicare questions?**

You can call the Health Insurance Counseling and Advocacy Program at **1-800-510-2020 (TDD 925-335-8730)** or the Social Security Administration at **1-800-MEDICARE (1-800-633-4227)**.

***PLEASE NOTE:*** Applying for health coverage programs will not hurt your ability to obtain legal residency or prevent you from becoming a lawful permanent resident or a United States citizen, as long as health coverage funds are not used to pay for long-term or institutional care.

***REMEMBER:*** Always bring your white plastic Medi-Cal Benefits Identification Card with you to every medical appointment.