

CLIENTS' FREQUENTLY ASKED QUESTIONS ABOUT MEDI-CAL

What does Medi-Cal cover?

It covers medical, dental, vision care, prescriptions unless you receive Medicare, care in a hospital, vaccinations, pregnancy care and birth control, STD care, TB care, mental health, 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, unless there is an emergency situation. Please tell your worker if you need immediate medical care.

Why is so much information required of me?

Medi-Cal is a government program with requirements that must be met.



Who determines eligibility?

An Eligibility Worker at the Employment & Human Services Department.

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, you need to call **1-866-663-3225**. If it has been over 30 days, you need to 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.

Why do I have 2 aid codes?

Each program has an aid code for identification purposes. Some people qualify for 2 programs.

What is CalWIN?

It is the computer system that determines eligibility for the cash program, food stamps, and Medi-Cal.



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** or (TDD, **1-800-952-8349**), or 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 & Advocacy Program at **1-800-510-2020** or TDD **925-335-8730** for the hearing impaired, or the Social Security Administration at **1-800-MEDICARE (1-800-633-4227)**.



Who can I ask about Social Security or SSI benefits?

Call the Social Security Administration at **1-800-772-1213**.

Who can I talk to about nursing homes or assisted living?

Call Ombudsman Services at **925-685-2070**.

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.