



Important Medi-Cal Information: Telehealth Services

Throughout the COVID-19 Public Health Emergency, many health care visits were provided through telehealth. Telehealth services are health care services that are provided over the phone, over video, or through other technologies used to connect you with health care providers.

To meet your health care needs, telehealth services will continue to be available to you, even after the Public Health Emergency ends. As telehealth services are often now used for health care visits, the Department of Health Care Services (DHCS) wants to make sure you understand your rights as a Medi-Cal member for telehealth and in-person health care services.

- You have the right to access covered health care services through a face-to-face, in-person visit with a health care provider, instead of through telehealth.
- Connecting with your provider through a telehealth visit is up to you. If you do not want to use telehealth, your ability to access in-person covered Medi-Cal services **does not change**.
- If you do not have transportation to attend an in-person health care appointment, transportation services may be available to you. More information on transportation is available on the DHCS' website: <https://www.dhcs.ca.gov/services/medi-cal/Pages/Transportation.aspx>.
- Medi-Cal covers telehealth services, but not all health care providers offer services through telehealth.
- For certain services, there may be limits to receiving care through telehealth as compared to an in-person visit. Your health care provider will explain these possible limits to you. If at any time you have a question or concern about telehealth, please contact your health care provider.

If you have more questions or concerns about telehealth:

- **If you are enrolled in a managed care plan**, contact your plan. Contact information is here: <https://www.dhcs.ca.gov/individuals/Pages/MMCDHealthPlanDir.aspx>
 - **If you are not enrolled in a managed care plan**, call (800) 541-5555 for our Telephone Service Center.
 - **If you have a complaint or a problem**, visit: https://www.dhcs.ca.gov/Pages/File_a_Complaint.aspx
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