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Director

State of California-Health and Human Services Agency
Department of Health Care Services



GAVIN NEWSOM
Governor

Important news about your Medi-Cal coverage

Dear Member,

Your Medi-Cal health coverage will soon change from Fee-For-Service (FFS) Medi-Cal, also called Regular Medi-Cal, to Medi-Cal Managed Care. If you have Medicare benefits, your Medicare benefits and providers will not change.

Your Medicare benefits

If you have Medicare, your Medicare benefits and providers won't change when you join a Medi-Cal Managed Care Plan. Your Medicare providers:

- Don't have to be in your Medi-Cal Managed Care Plan network to keep giving you care
- Can't charge co-pays, co-insurance, and deductibles if you are in Medi-Cal
- Should bill your Medi-Cal Managed Care Plan for those costs even if they are not in the Medi-Cal network

You will be enrolled in the Medi-Cal Managed Care Plan and Dental Plan below:

Health Plan	Dental Plan	Start Date
<COHS Health Plan>	Medi-Cal Dental	01/01/2023

To learn more about these Medi-Cal changes, read the *Notice of Additional Information About Your Rights and Mandatory Medi-Cal Managed Care Enrollment*. It came with this letter.

About Medi-Cal Managed Care Plans

A Medi-Cal Managed Care Plan is a health plan. It works with doctors, hospitals, and other health care providers in their service area to give you health services. It gives you the medically necessary Medi-Cal services you need. Your plan will:

- Help manage your Medi-Cal benefits and services
- Help you find Medi-Cal doctors and specialists in the plan network (group)
- Have a 24-hour nurse advice line you can call
- Have a free member services telephone number to answer your questions
- Help you with rides to and from your providers (such as your specialist or hospital)
- Help you get services you may need that the plan does not cover
- Give you language services you need (interpreter services; documents in your language; or documents in Braille, large print, or audio or data CD)

You will keep getting these benefits the same way you get them today:

- Medicare benefits
- Home and community-based services
- Pharmacy services
- Substance use disorder (SUD) treatment services
- Specialty mental health services
- Dental services

To learn more, read the *Notice of Additional Information About your Rights and Mandatory Medi-Cal Managed Care Enrollment*. It came with this letter.

How to contact your Medi-Cal Managed Care Plan

To contact: <Insert COHS Plan Name>
Call member services at: <insert Member Services number here and TTY>
Or visit them online at: <insert web address>

Your Medi-Cal Managed Care Plan will send you a welcome packet. It will tell you how to choose a Medi-Cal doctor. It will also tell you about benefits the plan offers.

Questions?

For questions about Medi-Cal:

- Call the DHCS Medi-Cal Helpline at 1-800-541-5555 Monday – Friday 8 a.m. to 5 p.m. The call is free.

For questions about why your Medi-Cal services are changing:

- Call the DHCS Ombudsman Office Monday – Friday 8 a.m. to 5 p.m. at 1-888-452-8609 (TTY: 711 for California State Relay). The call is free. You can also email **MMCDOmbudsmanOffice@dhcs.ca.gov**. The Ombudsman Office helps people with Medi-Cal use their benefits and know their rights and responsibilities.
- Call the Medicare Medi-Cal Ombudsman Program at 1-855-501-3077. The call is free. The Medicare Medi-Cal Ombudsman helps people with complaints and issues for both Medicare and Medi-Cal.

For more resources, read the *Notice of Additional Information About Your Rights and Mandatory Medi-Cal Managed Care Enrollment*. It came with this letter.

Thank you,

Department of Health Care Services