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

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Important news about your Medi-Cal coverage

Dear [Member Name],

We sent you a letter in February about changes to your Medi-Cal health coverage. You have **restricted scope** Medi-Cal services now. **Starting May 1, 2022**, your Medi-Cal health coverage will change to **full scope** Medi-Cal. You will get your Medi-Cal services through a Medi-Cal Managed Care Plan.

You will be enrolled in this Medi-Cal Managed Care Plan:

Health Plan	Dental Plan	Start Date
<Insert MCP>	<Insert Dental Program>	XX/XX/XXXX

To learn more about your Medi-Cal coverage change, read the *Frequently Asked Questions FAQ)* that 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, pharmacies and other health care providers in your service area. They give you the medically necessary Medi-Cal services you need. Your plan will:

- Help manage your Medi-Cal benefits and services

- Help you find doctors and specialists in the plan network (group)

- Have a 24-hour nurse advice line you can call for health care advice

- Have member services to help answer your questions about health care

- Help you with rides to and from your provider (such as your doctor's office, hospital, or pharmacy)

- Help you get services you may need that your plan does not cover

- Give you language services you need

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When you are in a Medi-Cal Managed Care Plan, you may still get some services through Fee-For-Service (FFS) Medi-Cal, also called "Regular" Medi-Cal, instead of through your plan. These include most pharmacy services, substance use disorder (SUD) treatment services, and dental services in most counties.

If the provider you have now is not in your Medi-Cal Managed Care Plan
If you want to keep your provider and have gone to them in the past 12 months but they do not work with a Medi-Cal Managed Care Plan, you can ask your health plan for "continuity of care." If your provider and your Medi-Cal Managed Care Plan agree to work together, you may be able to keep your provider for up to 12 months, or more in some cases.

If you want continuity of care, call your Medi-Cal Managed Care Plan's member services after you are enrolled. To learn more about continuity of care, read the *Frequently Asked Questions (FAQ)* that 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 go to: <Insert web address>

Your Medi-Cal Managed Care Plan will send a welcome packet. It will tell you how to choose a primary care provider (PCP). It will also tell you about your plan benefits.

How to get dental services
You will get **dental** services from the FFS Medi-Cal Dental Program. To learn more about dental services, read the *Frequently Asked Questions (FAQ)* that came with this letter.

You will need to go to a dentist who takes FFS Medi-Cal Dental. To find a dentist near you, call FFS Medi-Cal Dental Customer Service at **1-800-322-6384** (TTY: 1-800-735-2922), Monday through Friday, 8 a.m. to 5 p.m.

How to get your prescription drugs
Medi-Cal Rx covers prescription drugs that your provider prescribes for you to get from a pharmacy. **Your Medi-Cal Managed Care Plan** covers the drugs your provider gives you in person, such as at the doctor's office or clinic.

To learn more about Medi-Cal Rx prescription drug coverage and pharmacies that take Medi-Cal, go to **www.medi-calrx.dhcs.ca.gov**. Or call the Medi-Cal Rx Customer Service Center at **1-800-977-2273** (TTY State Relay: 711). Have your Medi-Cal Benefits Identification Card (BIC) number ready when you call.

If you have questions after you are enrolled in your new Medi-Cal Managed Care Plan, call your plan's member services phone number.

Questions?
If you need more help, call the DHCS Medi-Cal Helpline at **1-800-541-5555**
(TTY 1-800-430-7077). The call is free.

You may also call the DHCS Ombudsman Office at **1-888-452-8609** (TTY State Relay:
711), Monday through Friday, 8 a.m. to 5 p.m. The call is free. You can also email
them at MMCDOmbudsmanOffice@dhcs.ca.gov. The Ombudsman Office helps
people with Medi-Cal use their benefits and know their rights and responsibilities.

For help with substance use disorder (SUD) services
For help with non-emergency counseling, detoxification services, and residential or
long-term outpatient treatment, call the state SUD treatment line at **1-800-879-2772**.
If you are outside California, call **1-916-327-3728**. Or visit the Department of
Health Care Services website at **www.dhcs.ca.gov/provgovpart/Pages/SUD-Non-
Emergency-Treatment-Referral-Line.aspx**.

After you are in your new Medi-Cal Managed Care Plan, you can also call your
plan's member services for help with SUD services.

For help with specialty mental health services
For non-crisis questions, treatments, or to learn more, call your local mental health
department. The phone numbers are on the Department of Health Care Services
website at **www.dhcs.ca.gov/individuals/Pages/MHPContactList.aspx**.

After you are in your new Medi-Cal Managed Care Plan, you can call your plan's
member services for help getting mental health services through your Medi-Cal
Managed Care Plan or specialty mental health services through your County
Mental Health Plan.

To find an FFS Medi-Cal dental provider or for FFS Medi-Cal Dental Program
questions:

Call **1-800-322-6384** (TTY: 1-800-735-2922), Monday through Friday, 8 a.m. to 5 p.m.
Or go to **www.smilecalifornia.org**.

Thank you,

Department of Health Care Services