



JOHN OR JANE SAMPLE
1234 SAMPLE STREET
ANYTOWN CA 90000

Your Medi-Cal Benefits are Changing

Dear [Member Name]:

This letter is about your health benefits. There is a change in your health coverage. You will now get your health care through a **Medi-Cal health plan**.

We sent you a *My Medi-Cal Choice* packet in early January. The packet tells how to choose a Medi-Cal health plan. If you do not choose a Medi-Cal health plan by **March 1, 2020**, we will enroll you in these plans:

Name:	Health Plan:	Dental Plan:	Start Date:
<Insert Bene's Namexxxx>	<Insert MCPxxxxxxxxxxxxxxxx>	Medi-Cal Dental	3/1/2020

What is changing?

Your health coverage has changed to **full scope** Medi-Cal services. You now have more benefits. You will get care through a Medi-Cal health plan.

With full scope Medi-Cal, you can keep getting health care for up to two months from any doctor that accepts Medi-Cal Fee-For-Service (regular Medi-Cal). Once you enroll in a Medi-Cal health plan, you will get your medically necessary services through the health plan.

What is a Medi-Cal health plan?

A Medi-Cal health plan gives you medically necessary services through a "network" (group) of doctors. They give primary and preventive care. When you join a Medi-Cal health plan, the plan will:

- Help manage your care
- Help you find doctors and specialists
- Have a 24-hour nurse advice line
- Have member services to help you

- Help you with transportation to medical visits
- Help you get services that you may need that the plan does not cover

What happens next?

You should have gotten your *My Medi-Cal Choice* packet in the mail. It tells how to choose a health plan and doctor. To enroll in a plan by phone, call Health Care Options (HCO) at **1-800-430-4263** (TTY: 1-800-430-7077).

What are my choices?

1. You can choose to do nothing. We will enroll you in the Medi-Cal health plan listed above on **March 1, 2020**.
2. You can enroll in the Medi-Cal health plan listed above and choose a doctor or clinic **before March 1, 2020**.
3. You can enroll in a **different** Medi-Cal health plan and choose a doctor or clinic in that plan.

If you want to enroll in the plan listed above or a different plan now, call HCO at **1-800-430-4263** (TTY: 1-800-430-7077). Or mail the choice form that came in your packet. If you enroll in a health plan before March 1, 2020, your health plan may start as early as **February 1, 2020**.

How do I get dental services?

You will have two choices to get dental services:

- You can enroll in a **dental plan** covered by Medi-Cal. Your *My Medi-Cal Choice* packet will have a dental plan choice form and information on dental plans. For dental plan information or enrollment help, call HCO at **1-800-430-4263** (TTY: 1-800-430-7077).
- Or you can get dental services through the Medi-Cal Dental Program. For Medi-Cal Dental information, call Medi-Cal Dental Customer Service at 1-800-322-6384 (TTY: 1-800-735-2922).

You will be enrolled in Medi-Cal Dental if you do not choose a dental plan before **March 1, 2020**.

The Frequently Asked Questions (FAQ) page that came with this letter has more on other services available through Medi-Cal. They include mental health services, alcohol and drug treatment services, vision (eye) care, and other medically needed services.

What should I do now?

- Talk to your doctor or clinic to find out if they work with a Medi-Cal plan.
- Choose one choice from "**What are my choices?**" above in this letter.
- Call HCO at **1-800-430-4263** (TTY: 1-800-430-7077) for more on plan choices. Or wait for your *My Medi-Cal Choice* packet in the mail. The packet comes in a large envelope from the Department of Health Care Services.
- You can also visit our website at: **www.healthcareoptions.dhcs.ca.gov**.

If you need more help, call the Department of Health Care Services Ombudsman at 1-888-452-8609 Monday through Friday, 8 a.m. to 5 p.m. The call is free.

What if I have more questions?

Substance Use Disorder Services

For help with emergency counseling, detoxification services, and residential or long-term outpatient treatment, contact your local program listed on the Alcohol and Other Drugs Program County Directory website at:

www.dhcs.ca.gov/individuals/Pages/SUD_County_Access_Lines.aspx

Mental Health Services

For non-crisis questions, general services or information, contact your local mental health department listed on the County Mental Health Plan Contact List website at:

www.dhcs.ca.gov/individuals/Pages/MHPContactList.aspx

After you are enrolled in the Medi-Cal health plan listed above, you can also call your plan's member services phone number for help with mental health services.

Health Care Options

For questions about the changes in your Medi-Cal benefits, help enrolling by phone, help enrolling in a dental plan, or getting this letter in another language, large print, audio, or Braille:

Call: **1-800-430-4263** (TTY: 1-800-430-7077), Monday through Friday, 8 a.m. to 6 p.m.

Or go to: **www.healthcareoptions.dhcs.ca.gov**

Medi-Cal Dental Customer Service

For help finding a Medi-Cal dental provider in all counties except Sacramento, clinical screening appointment information, or general 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.denti-cal.ca.gov/Beneficiaries/Denti-Cal**