



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

P.O. Box 989009, West Sacramento, CA 95798-9009



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John Case Sample
 1234 Sample Street
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Important Information About Your Child's Medi-Cal Benefits

Dear Parent/Guardian:

Please read this letter for important information about the health benefits of your child listed below. Due to a change in their health coverage, your child will be enrolled in the following programs on the effective date shown.

Name	Health Plan	Dental Plan	Effective Date
John Bene1 Sample	Medical Plan1	Denti-Cal	June 1, 2016
John Bene2 Sample	Medical Plan2	Denti-Cal	June 1, 2016
John Bene3 Sample	Medical Plan3	Denti-Cal	June 1, 2016
John Bene4 Sample	Medical Plan4	Denti-Cal	June 1, 2016

Your child's health coverage has changed to full scope Medi-Cal services. This means your child now has more benefits. It also means your child will get care through a Medi-Cal managed care health plan (also called a Medi-Cal health plan). Now that your child has full scope Medi-Cal, your child can keep getting health care from any doctor that accepts Medi-Cal Fee-For-Service (also called regular Medi-Cal). When your child is enrolled into a Medi-Cal health plan, they will get their care through the health plan.

A Medi-Cal health plan provides medical services through a network of doctors that focus on primary and preventive care. When your child becomes a member of a Medi-Cal health plan, the plan will help manage your child's care, help you find doctors and specialists, have a 24-hour advice nurse phone line, have member services to assist you, can help you with transportation to medical visits, and more. The Medi-Cal health plan will also help you get services that your child may need, which the plan itself does not cover. **Your child will become a member of your county's Medi-Cal health plan stated above no later than 6/1/2016.**

Your child will also get **dental** coverage from the Medi-Cal dental program called Denti-Cal. You can find information on dental services in the "Frequently Asked Questions" page that came with this notice. Your child will need to go to a dentist that accepts Denti-Cal. To find a dentist near you, please call the **Denti-Cal Beneficiary Customer Service line at 1-800-322-6384 [TTY: 1-800-735-2922].**



The Frequently Asked Questions page that came with this letter has details 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.

How can I contact my Medi-Cal Health Plan?

To contact: CenCal Health
Call their member services line: 1-877-814-1861
Or visit them online at: <http://www.cencalhealth.org/members/medi-cal/>

When your child becomes a member of the Medi-Cal health plan listed above, you will be able to select a doctor on or after that date by calling their member services phone line.

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 by visiting the Alcohol and Other Drugs Program County Directory website:
<http://www.dhcs.ca.gov/individuals/Pages/DMC-CountyNumbersDirectory.aspx>

Mental Health Services:

For non-crisis, general services or information, contact your local mental health department by visiting the County Mental Health Plan Contact List website:
<http://www.dhcs.ca.gov/individuals/Pages/MHPContactList.aspx>

Denti-Cal Beneficiary Customer Service line:

For help in locating a Medi-Cal dental provider in your area, clinical screening appointment information, or general Denti-Cal program questions, call or visit their website:
1-800-322-6384 [TTY: 1-800-735-2922]
Available 8:00 a.m. to 5:00 p.m.
Monday through Friday
<http://www.denti-cal.ca.gov/WSI/Bene.jsp?fname=ProvReferral>

Under current law, we are not required to, nor will we voluntarily, disclose or otherwise share your child's information with immigration authorities.

Frequently Asked Questions

About your Child's Benefits Expanding in Medi-Cal

1. What is Medi-Cal?

Medi-Cal is what Medicaid is called in California. It provides medical services, dental care, mental health services, alcohol and drug use treatment, vision (eye) care, and other needed health care services to millions of Californians. You can learn more about Medi-Cal at www.dhcs.ca.gov.

2. Is my child still covered by Medi-Cal?

Yes, your child still has Medi-Cal, but now it is "full scope". This means your child's Medi-Cal coverage now has more benefits. Your child will get most of these benefits when they are in a Medi-Cal health plan.

3. Why is my child's Medi-Cal changing?

There is a new law in California called Senate Bill (SB) 75. All children under the age of 19 can now get full scope Medi-Cal, if they meet all requirements. Their immigration status does not matter now.

4. What are my child's Medi-Cal benefits now?

Your child's Medi-Cal health plan will cover free medical visits, vaccines (shots), medicines, vision (eye) care, and hospital stays. Your child will have a primary care doctor and referrals to a specialist if needed. For more Medi-Cal benefits, see question #10.

5. Can my child change Medi-Cal health plans?

In the county where you live, there is only one Medi-Cal health plan available. Once your child received full scope Medi-Cal, the Medi-Cal program began the process of enrollment into your county's plan. The plan will not have your child's information until after they are enrolled. Your county's Medi-Cal health plan is named in the letter that came with this Frequently Asked Questions page.

6. Will I pay monthly premiums for my child in Medi-Cal?

If you pay premiums now, you will continue to pay premiums. Nothing will change.

7. Will I pay co-payments for my child in Medi-Cal?

There are no co-payments. The Medi-Cal health plan covers all the medical costs for your child. If you pay a Share of Cost today, you will continue to pay a Share of Cost.

8. Who will be my child's doctor in Medi-Cal?

It depends. If your child's current doctor is also part of a Medi-Cal health plan in your county, then you may be able to still see that doctor. If the doctor is not part of the Medi-Cal health plan then you will have to choose a new one. The Medi-Cal health plan will send your family a Provider Directory to help you choose a doctor. The Medi-Cal health plan's Customer Service Representatives can check to see if a doctor is available in the plan. If you do not choose a doctor, the Medi-Cal health plan will choose a doctor for your child. If your child is seeing a doctor now, ask their doctor if they work with your child's Medi-Cal health plan. If they do, you can choose that doctor after enrollment and keep seeing the doctor.

9. What if my child is seeing a doctor who doesn't work with the Medi-Cal health plan? Can my child keep seeing them?

If your child has been seeing a doctor within the past 12 months and that doctor doesn't work with the Medi-Cal health plan, you can request Continuity of Care. Continuity of Care means your child may continue to see their current doctor if the doctor and the Medi-Cal health plan can come to an agreement. If you wish to receive Continuity of Care, please contact the Medi-Cal health plan's Customer Service Representatives for help.

10. What other Medi-Cal benefits are available?

Dental Services

If your child needs dental services, they are eligible to receive services through the regular Medi-Cal dental program called Denti-Cal. You will need to check for a dentist that accepts Denti-Cal. To find a dentist you can call the **Denti-Cal Customer Service Line at 1-800-322-6384 [TTY: 1-800-735-2922]**, Monday through Friday, from 8:00 a.m. to 5:00 p.m. The call is free. You can learn more by going to: <http://www.denti-cal.ca.gov/>.

Remember to bring your child's Medi-Cal card to their dental appointments.

Mental Health Services

If your child needs mental health services, please talk to your new Medi-Cal health plan or your doctor. If your new health plan does not offer the services you need, they will refer you to a mental health specialist or to the Medi-Cal mental health plan in your county.

Alcohol and Drug Treatment Services

If your child needs alcohol or drug treatment services, your new Medi-Cal health plan will help you find a provider.

You can check with your Medi-Cal health plan if you need other health care services to see if they are available.

11. If my child gets full scope Medi-Cal, will this affect his or her immigration status?

No, under current law, we are not required to, nor will we voluntarily, disclose or otherwise share your child's information with immigration authorities.

Please check the following DHCS website for more information on changes from SB 75:

<http://www.dhcs.ca.gov/services/medi-cal/eligibility/Pages/SB-75.aspx>