



Jennifer Kent
Director

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



EDMUND G. BROWN JR.
Governor

October 17, 2016

Medi-Cal Eligibility Division Information Letter No.: I 16-18

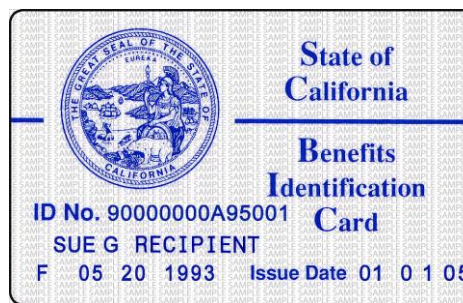
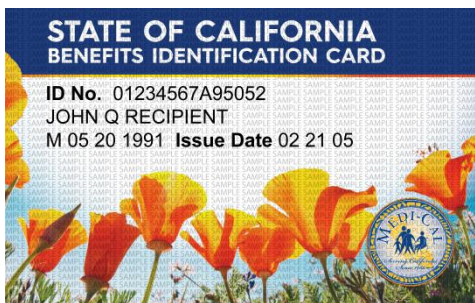
TO: ALL COUNTY WELFARE DIRECTORS
ALL COUNTY MEDI-CAL PROGRAM SPECIALISTS/LIAISONS

SUBJECT: Beneficiary Identification Card Redesign

The purpose of this letter is to advise counties that the Department of Health Care Services is introducing a new design for the Beneficiary Identification Card (BIC).

New Benefits Identification Card Design Coming Soon

As California’s largest health insurer, Medi-Cal provides coverage to more than 13.5 million people including childless adults, families, seniors and children. In commemoration of Medi-Cal’s 50th anniversary, the Benefits Identification Card (BIC) is being redesigned. This new design, featuring the California poppy, will be going into production in mid-September and will be provided to newly-eligible beneficiaries and those who request replacement cards due to loss or damage.



With the release of the new design, both the new and older BIC design (displayed above) will be valid. Beneficiaries will not need to call for a replacement card. There are no plans at this time to replace BICs already in circulation. Providers are not to deny care based on the design of the card. Calls from providers should be referred to the provider Telephone Service Center at 1-800-541-5555.

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If you have any questions or would like to request additional information, please contact Linda Page at (916) 319-9784 or by email at linda.page@dhcs.ca.gov.

Original Signed By:

Sandra Williams, Chief
Medi-Cal Eligibility Division