

Medi-Cal Renewal FAQ

1. Why do CalOptima Health members need to update their information with the county by April 1?

During the COVID-19 public health emergency, members kept their coverage regardless of changes in their circumstances. However, starting April 1, the County of Orange Social Services Agency (SSA) will check if Medi-Cal members still qualify for coverage. Current contact information is needed so you can receive notices from SSA. If you or someone in your household receives a letter in a yellow envelope asking for information about your Medi-Cal, please provide the requested information.

2. What information do members need to update?

Please report changes to your mailing address, phone number, income and disability status. You should also report if someone in your household becomes pregnant, if someone moves in or anything else that may affect your Medi-Cal eligibility.

3. How can members update their information?

- Update online: [BenefitsCal.com](https://benefitscal.com)
- Call SSA: 1-800-281-9799
- Visit an office: <https://ssa.ocgov.com/about-us/office-locations/office-location-list>

4. Are there other websites for Medi-Cal members to update their information other than MyBenefitsCalWIN.org?

Medi-Cal members can also use the Covered California portal at www.coveredca.com.

5. Can a community-based organization report an address change on a member's behalf?

The member or someone acting as an authorized representative on their behalf must report the address change to SSA. A community-based organization must be an authorized representative for that member to report the change. In instances when the community-based organization is not the authorized representative, the member should be redirected to report the address change to SSA through any of the allowable methods.

6. Will renewal forms be sent to all Medi-Cal members?

Starting in April 2023, notifications regarding annual renewal will be sent to every Medi-Cal member. Some members will receive a letter saying they were renewed automatically. Others will receive a renewal form in a yellow envelope. If you get a renewal form, submit your information online, by phone, in person or by mail to avoid a gap in your coverage.

7. Is there a grace period before Medi-Cal members are disenrolled?

Medi-Cal members will not be disenrolled immediately on April 1. SSA will maintain the Medi-Cal members' current renewal month in their case records and conduct a full redetermination at the next scheduled renewal month. Individuals no longer eligible for Medi-Cal will be assessed for other health coverage through Covered California.