

Attention Medi-Cal Members

Get Care Now

Frequently Asked Questions

Medi-Cal changes are coming in the future. But CalOptima Health's mission to keep you healthy has not changed. Your health is everything to us, and we are here for you every step of the way.

See answers to common questions about Medi-Cal, as of October 2025. The information is subject to change. Visit Medi-Cal's member page for updates: www.dhcs.ca.gov/Medi-Cal/Pages/changes.aspx.

Why should CalOptima Health members get care now?

Recent changes to state and federal law may affect Medi-Cal coverage and benefits for some members in the future, starting January 2026 and through 2028. Right now, it's important that all members continue to see their doctor and use their benefits to stay well. Do not delay needed care. CalOptima Health and the County of Orange Social Services Agency (SSA) will work together to inform the community about the changes.

With your Medi-Cal coverage, you can:

- See your doctor or go to the hospital.
- Get emergency help.
- Get your medicine.
- Get support for mental health or addiction.
- Have checkups and vaccines to stay healthy.
- Get long-term care if you need it.
- Get rides to your appointments if you need them.
- See a dentist.
- Get eye exams and glasses.

Do the changes affect all members?

No. They mostly affect adult immigrants and adults ages 19–64 without children, starting in 2026. Most Medi-Cal members won't see any changes. CalOptima Health urges you to take care of yourself and your family now. Your health matters.

Can I get care if I'm an immigrant?

Yes. CalOptima Health provides access to care for all current members, regardless of immigration status. Starting January 1, 2026, some adults will no longer be able to sign up for Medi-Cal based on their immigration status. If you already have Medi-Cal, you can stay covered no matter your immigration status. To keep your Medi-Cal, you must:

- Fill out your renewal form every year.
- Still meet the Medi-Cal rules (like income level).
- Use your benefits and renew on time. If you don't, your Medi-Cal could end.

I'm worried about leaving my home. Are there options to seek virtual care?

CalOptima Health understands that some members do not feel safe seeking health care in the community. We offer many virtual care options, such as virtual doctor visits, a nurse advice line, medicine home delivery and online behavioral health services. Please use these resources to stay healthy and get needed care. Visit www.caloptima.org/getcare to learn more.

Who can I call if I have questions or concerns?

Medi-Cal Customer Service:.....1-888-587-8088 (TTY 711)

OneCare (HMO D-SNP) Customer Service:.....1-877-412-2734 (TTY 711)

Program of All-Inclusive Care for the Elderly (PACE)

Customer Service:.....1-714-468-1100 (TTY 1-714-468-1063)

Where can I learn more about the upcoming changes?

The California Department of Health Care Services (DHCS) oversees Medi-Cal. DHCS offers a web page at www.dhcs.ca.gov/Medi-Cal/Pages/changes.aspx with information about the changes and when they are happening.

How do I keep my Medi-Cal coverage?

You must renew your coverage on time every year. Start by making sure SSA has your current contact information. Call 1-800-281-9799 or go to BenefitsCal.com to report any changes to your name, mailing address, email address and phone number. Then, watch for a letter about your Medi-Cal eligibility. You may need to complete a renewal form. If you are sent a renewal form in a yellow envelope, submit your information online, by phone, in person or by mail within 60 days to avoid a gap in your coverage.

caloptima.org/getcare

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