

Unsatisfactory Immigration Status Members Information Page

Unsatisfactory Immigration Status Members: Important Information About How You Receive Your Healthcare

Starting on January 1, 2027, Federal law requires Medi-Cal members with unsatisfactory immigration status (UIS) to transfer from Medi-Cal managed care to Medi-Cal Fee-for-Service. This service is also called Medi-Cal FFS. **These members will keep their Medi-Cal coverage**, but the way they access care may change.

Some UIS pregnant and postpartum members covered under CHIPRA 214 may remain enrolled in managed care. They **might not be impacted** by this transfer in the same way as other members.

DHCS plans to alert impacted members (members who will have to transfer to Medi-Cal FFS) by **December 1, 2026**. Please make sure your mailing address and contact information are current with your county Medi-Cal office. Do this to get **important information about your benefits**.

Important: This change is based on each person's immigration status. Only impacted members will move to Medi-Cal FFS.

What you can do now

- Make sure your mailing address is **up to date**. If your address has changed, update it with Community Health Plan of Imperial Valley or through your county Medi-Cal office.
- Keep going to your appointments and use your benefits as you do today.
- Call Community Health Plan of Imperial Valley Member Services 1-833-236-4141 if you have questions about how this may affect you. Also call if you have:
 - Care that is in progress
 - Open approvals
 - Support services
- Use the links below to find
 - DHCS tools and information
 - County office information
 - Provider tools and information

Frequently Asked Questions

Is my Medi-Cal coverage ending?

No. This change does not mean your Medi-Cal coverage will end. Impacted members will be able to keep their Medi-Cal plan as long as they remain qualified.

What is Medi-Cal FFS?

Medi-Cal FFS is a way to get Medi-Cal services through the State of California instead of through a Medi-Cal managed care plan.

Before January 1, 2027, ask your doctor, clinic or other providers if they accept Medi-Cal FFS. If your doctor does not accept Medi-Cal FFS, you can find a new doctor by:

- Using the Medi-Cal FFS Provider Lookup tool: [Medi-Cal FFS Provider Lookup](#)
- Viewing the online list of Medi-Cal FFS doctors: <https://bit.ly/MediCalProviderList>
- Calling the Medi-Cal Helpline at 1-800-541-5555 for help.

When will this change happen?

The change will happen **January 1, 2027**.

Will I receive a notice?

DHCS will alert members by text campaign in October and by letter December 1, 2026. To help ensure you receive your notice, please contact your county Medi-Cal office. Medi-Cal Helpline 1-800-541-5555. Or contact Community Health Plan of Imperial Valley Member Services.

Will everyone in the family lose Community Health Plan of Imperial Valley coverage?

No, the change is based on each person's immigration status. One person's transfer to Medi-Cal FFS does not mean the other family members will also lose their Community Health Plan of Imperial Valley coverage. **This is as long as other family members remain qualified for Medi-Cal.**

Will I need to change doctors?

Maybe. You may need to see doctors who accept Medi-Cal FFS after the move. You can ask your doctor(s) if they accept Medi-Cal FFS.

Will my prescriptions change?

No, your pharmacy coverage does not change due to the move from managed care to FFS. Medi-Cal Rx pharmacy benefits are offered through the Medi-Cal FFS service system. Members can use Medi-Cal Rx tools and for pharmacy information.

Will I receive a new Medi-Cal card when I move from my health plan to Medi-Cal FFS?

No. If you are moving from managed care to Medi-Cal FFS, you will be able to use your current Medi-Cal Beneficiary Identification Card (BIC) to receive covered services. A new BIC will not be issued as part of the change.

If your BIC is lost, stolen or damaged, you can request a new one through your local county Medi-Cal office. Or you can request one online through BenefitsCal. To find your county office, visit the DHCS [webpage](#). You can also submit a new card request through <https://benefitscal.com>.

Where can I get more information?

Use the resource links below and check for official information from DHCS. If you receive a notice from DHCS, read it closely and keep it for your records.

Resources and support

The links listed can help you find:

- Medi-Cal information
- County office support
- Provider tools and information
- Pharmacy information
- Dental services
- Behavioral health tools and information

Resource	How it may help	Link
DHCS Medi-Cal information	Learn about: <ul style="list-style-type: none">• Medi-Cal• Benefits• How to use Medi-Cal• How to keep coverage	Open link
DHCS immigration status and changes to how to qualify for Medi-Cal	Review DHCS information about immigration status types. Also learn about the changes to qualify for Medi-Cal.	Open link
Find your county Medi-Cal office	Find your local county office for help with Medi-Cal and address updates.	Open link
Find a Medi-Cal provider	Search DHCS provider finder resources for medical providers. DHCS has designed a new Find Doctors & Services tool. Members can use this tool to search for Medi-Cal FFS providers by: <ul style="list-style-type: none">• Location• Type• Specialty Also, members may contact the Medi-Cal FFS Member	Open link

	Telephone Service Center at 1-800-541-5555. The Telephone Service Center is open Monday through Friday, 8 a.m. to 5 p.m. Pacific time. DHCS' Medi-Cal Contacts webpage lists the phone numbers members can call for help with Medi-Cal questions.	
Medi-Cal FFS provider information	View public information about enrolled Medi-Cal FFS doctors.	Open link
Medi-Cal Rx	Find Medi-Cal pharmacy information and resources.	Open link
Medi-Cal Dental	Find information about Medi-Cal dental services.	Open link
Find a Medi-Cal Dental provider	Search for Medi-Cal dentists.	Open link
DHCS Behavioral Health Services	Learn about mental health and substance abuse programs and services.	Open link

Need help?

If you have questions about the Community Health Plan of Imperial Valley coverage or services you are getting, call Community Health Plan of Imperial Valley Member Services at the number on your Member ID card. If you have questions about how to qualify for Medi-Cal or need to update your mailing address, contact your county Medi-Cal office.

For questions about how immigration status may affect your health coverage, use DHCS resources. Or contact your county Medi-Cal office. **Community Health Plan of Imperial Valley cannot provide legal advice.**