

Brought to you by Community Health Plan of Imperial Valley



Medi-Cal 101 – Answering Your Questions about Medi-Cal

LEARN WHAT MEDI-CAL HAS TO OFFER AND FIND OUT IF YOU QUALIFY



My Medi-Cal Roadmap: Summary

Apply for Medi-Cal and make a plan to be healthy

You can apply for Medi-Cal online through www.CoveredCA.com or www.BenefitsCal.com, by mail, by phone, or in person. Once you submit your application it will be sent to your local county human services agency. They will decide if you are able to receive Medi-Cal or if more information is needed.

If you do qualify:

1. You will receive a Medi-Cal benefits identification card (BIC) in the mail.
2. Select a health plan.
3. Choose a doctor.
4. Receive your health plan ID card.
5. Start using your Medi-Cal benefits!



What benefits does Medi-Cal offer?

Medi-Cal benefits include:

- Case management
- Durable medical equipment
- Emergency services
- Hospitalization
- Hospice care
- Lab and radiology services (such as X-rays)
- Maternity and newborn care
- 24/7 Nurse Advice Line
- Outpatient services
- Transportation and much more!





Medi-Cal 101 – Overview

What is Medi-Cal?

Medi-Cal is a state health program that offers no-cost or low cost health coverage to California:

- Adults
- Families with children
- Seniors
- Persons with disabilities
- Pregnant women
- Children in foster care
- Former foster youth up to age 26

Did you know?

Qualified people can enroll in Medi-Cal year-round. Plus, **All individuals living in California can get Medi-Cal despite their immigration status.** Their complete healthcare coverage includes:

\$0 doctor visits

\$0 prescription drug coverage

\$0 monthly plan premiums

\$0 health education programs

\$0 vaccinations

Frequently Asked Questions

Why should I enroll in Medi-Cal?

You should enroll because healthcare is a part of life! And Medi-Cal offers medical and dental coverage **whether you can pay or not**. Plus, maintaining preventive healthcare can help you reach your best long-term health goals.

Access to healthcare can also better your social skills and your mental and physical health. This can help to raise your overall standard of living.

Rest assured in knowing that health insurance through Medi-Cal is available to **all Californians who qualify**.



Keep your body and mind healthy with:

- Health screenings
- Vaccines
- Routine health checkups
- Diet and exercise plans
- Physical therapy
- Vision care



Get help when sick or hurt with:

- Primary care doctor's visit
- Telehealth appointments
- Urgent care
- ER



Plan & care for your pregnancy and baby:

- Family planning
- Pregnancy testing
- Prenatal care
- Vaccines and screening
- Well-child visits and school physicals



Get a no-cost ride for:

- Medical appointments
- Dental visits
- Pharmacy
- Dialysis and other sustained care
- Therapist, including substance abuse help visits
- Specialist appointments
- Medical equipment pick up
- Hospital discharge



What are some Medi-Cal preventive care screenings?

Screenings include:

Initial Health Appointment (IHA) – Your family has better health when you are healthy. Your IHA includes an age-suitable history and physical exam. **Put wellness visits at the top of your list for you and your family's health.**

Well-child visits and vaccinations – It's important to follow the **American Academy of Pediatrics (AAP) well-care schedule**. Well child visits and vaccinations help ensure your children's health is taken care of before they get sick.

Teen visits and vaccinations – Keep your teens healthy! **It's important to have teenagers get their checkups.** Schedule a teen well child visit for their current and ongoing health.

Women's health – Mammograms can help detect lumps. Cervical cancer is slow growing so **routine screenings are needed to stay healthy.** Make a plan to be healthy and stick to it.

General health – Includes complete diabetes prevention and care along with blood pressure control. Make preventive care a top goal and feel good about taking care of you.

What is the Federal Poverty Level?

The Federal Poverty Level (FPL) is a standard of measure. It's used by the U. S. Department of Health and Human Services (DHHS) to find out if a person or family is able to receive government-controlled programs and services like Medi-Cal. Government agencies revise and publish FPL amounts every year. You can visit the Department of Health Care Services (DHCS) website at **www.dhcs.ca.gov/services/medi-cal/Pages/DoYouQualifyForMedi-Cal.aspx** for the latest FPL information.





Do health plans offer any help with enrollment?

Yes most, if not all, plans do. You may contact the Medi-Cal health plan of choice for more information. Call Community Health Plan of Imperial Valley Enrollment Department toll-free at **1-888-972-0394**, 7:30 a.m.–6 p.m. Monday through Friday, PT.

How do I apply?

Go to www.dhcs.ca.gov/services/medi-cal/pages/applyformedi-cal.aspx to learn how to apply for Medi-Cal. You can also apply for Medi-Cal:

- Online through **www.CoveredCA.com** or **www.BenefitsCal.com**.
- By mail. Send completed and signed applications to your local county social services office.
- By phone. Call your local county social services office.
- In person. To find your local county social services office go to: www.dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspx

What happens after I apply?

Once your application is submitted it will be sent to your local county human services agency. They will decide if you qualify.

If more information is needed once your application is reviewed the county will contact you. If you are able to receive Medi-Cal you will get your Medi-Cal benefits identification card (BIC) in the mail.

You will receive an information packet in the mail within days **45-days of getting your BIC**. The packet explains the Medi-Cal health plan options offered in your county and how to enroll.

You will then have **30 days** to choose a health plan. Medi-Cal will choose a plan for you if you do not choose one. The health plans offered depend on what county you live in.

Visit **www.healthcareoptions.dhcs.ca.gov** to pick a health plan.

If you're enrolled in Medi-Cal and need to pick a health plan you can do so on the Healthcare Options website at www.healthcareoptions.dhcs.ca.gov.

- If only one health plan listed, the **county has chosen this plan for you**. Please wait for your health plan information in the mail.
- If more than one health plan listed, explore each plan, and choose the one that suits you and your family's needs. Don't forget, if you do not choose a plan within 30 days of getting your health plan information mailer, Medi-Cal will choose a plan for you.

For more information, visit DHCS website at **<https://www.dhcs.ca.gov/individuals/Pages/Steps-to-Medi-Cal.aspx>**

Have More Questions?

Keep reading:

I had a change in income because of job loss or cut hours. Can I apply for health insurance now?

Yes. You can apply for Medi-Cal at any time. You don't have to wait for open enrollment or until your COBRA ends to apply for Medi-Cal. Visit: **www.CoveredCA.com** or **www.BenefitsCal.com**. Or, call Covered California toll free at: 1-800-300-1506 (TTY: 711) Monday through Friday 8 a.m. to 6 p.m. PT.

What are my options if I am furloughed, on unpaid leave or on a Family leave?

Medi-Cal can provide **temporary coverage options** until you return to work. To find out more, visit: www.CoveredCA.com or www.BenefitsCal.com. Or, call Covered California toll free at: 1-800-300-1506 (TTY: 711) Monday through Friday 8 a.m. to 6 p.m. PT. to apply. Make sure to update your Covered California account or BenefitsCal account as your status changes (e.g. if you are going back to work.)





I am pregnant. What pregnancy services come with Medi-Cal?

Medi-Cal covers prenatal care, labor and birth, and postpartum care. To find out more, visit: www.CoveredCA.com or www.BenefitsCal.com. Or, call Covered California toll free: 1-800-300-1506 (TTY: 711) Monday through Friday 8 a.m. to 6 p.m. PT.





Does immigration status impact whether or not I can get Medi-Cal?

No. Each member of your family may be able to get Medi-Cal coverage regardless of immigration status. This means that each person can have healthcare! We can get you covered with Medi-Cal. And you can get no-cost Medi-Cal that covers:

- Doctor visits
- Hospital care
- Lab tests
- Vision
- Transportation
- Pregnancy/newborn care, and more
- Telehealth

Note: Medi-Cal rules for children are different from rules for adults. **Kids could get Medi-Cal while their parents have a different plan.**

Qualified Medi-Cal family members can now get complete healthcare **despite their immigration status**. For more information, visit: www.coveredca.com/individuals-and-families/getting-covered/immigrants/

Under the Affordable Care Act, most immigrants can get health coverage. This includes:

- Lawful permanent residents or “green card holders”.
- Lawful temporary residents.
- Persons fleeing persecution. This includes refugees and asylum seekers.
- Other immigrants. This includes those granted temporary protected status.
- Non-immigrant status holders (e.g. worker visas and student visas)

Applying for Medi-Cal does not change you or your family’s immigration or citizenship status. Community Health Plan of Imperial Valley does not collect or report immigration status information.¹

¹The government does not consider regular Medi-Cal services you receive in the community as part of the public charge determination. Public charge is defined as a non-citizen who is likely to become primarily dependent on the government for support.



Can a mother enroll her newborn in Medi-Cal?

Yes! If you're a mother who has Medi-Cal at the time of birth, call your county Medi-Cal office. The newborn will be able to get Medi-Cal until **at least age one if living in California**. During the first two months, coverage will be under your Medi-Cal number if the newborn has not been enrolled into Medi-Cal.

What happens if I can't get Medi-Cal anymore?

If you get a Medi-Cal Notice of Action telling you that you can no longer receive Medi-Cal you may enroll in a plan through Covered California. To find out more, visit www.CoveredCA.com. Or, call Covered California toll free: 1-800-300-1506 (TTY: 711) Monday through Friday 8 a.m. to 6 p.m. Saturday and Sunday closed.

You will have **60 days from the date listed** in the Medi-Cal Notice of Action to enroll in Covered California under special enrollment.



NONDISCRIMINATION NOTICE

Discrimination is against the law. Community Health Plan of Imperial Valley complies with applicable State and Federal civil rights laws and does not discriminate, exclude people or treat them differently because of race, color, national origin, age, mental disability, physical disability, sex (including pregnancy, sexual orientation, and gender identity), religion, ancestry, ethnic group identification, medical condition, genetic information, marital status, or gender.

Community Health Plan of Imperial Valley:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, and other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact the Community Health Plan of Imperial Valley (CHPIV) at 1-833-236-4141 (TTY: 711), 24 hours a day, 7 days a week.

Upon request, this document can be made available to you in braille, large print, audiocassette, or electronic form. To obtain a copy in one of these alternative formats, please call or write to:
Community Health Plan of Imperial Valley (CHPIV)
Health Equity Department
P.O. Box 9103
Van Nuys, CA 91410-9103
1-833-236-4141 (TTY: 711)

HOW TO FILE A GRIEVANCE

If you believe that Community Health Plan of Imperial Valley has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, or sex (including pregnancy, sexual orientation, and gender identity), mental disability, physical disability, religion, ancestry, ethnic group identification, medical condition, genetic information, marital status, or gender you can file a grievance with CHPIV 1557 Coordinator. You can file a grievance by phone, in writing, in person, or electronically:

- By phone: Contact CHPIV 1557 Coordinator between 8:00 am and 8:00 pm (EST), Monday through Friday by calling 1-855-577-8234 (TTY: 711).
- In writing: Fill out a complaint form or write a letter and send it to:
 - 1557 Coordinator, PO Box 31384, Tampa, FL 33631
- In person: Visit your doctor's office or CHPIV and say you want to file a grievance.
- Electronically: Visit CHPIV's website at <https://chpiv.org>.

OFFICE OF CIVIL RIGHTS – CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

You can also file a civil rights complaint with the California Department of Health Care Services, Office of Civil Rights by phone, in writing or electronically:

- By phone: Call 916-440-7370. If you cannot speak or hear well, please call 711 (Telecommunications Relay Service).
- In writing: Fill out a complaint form or send a letter to:

Deputy Director, Office of Civil Rights Department of Health Care Services Office of Civil Rights
P.O. Box 997413, MS 0009
Sacramento, CA 95899-7413

Complaint forms are available at http://www.dhcs.ca.gov/Pages/Language_Access.aspx.

- Electronically: Send an email to CivilRights@dhcs.ca.gov.

OFFICE OF CIVIL RIGHTS – U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

If you believe you have been discriminated against on the basis of race, color, national origin, age, disability or sex, you can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, by phone, in writing, or electronically:

- By phone: Call 1-800-368-1019. If you cannot speak or hear well, please call TTY/TDD 1-800-537-7697.
- In writing: Fill out a complaint form or send a letter to:

U.S. Department of Health and Human Services 200 Independence Avenue, SW
Room 509F, HHH Building Washington, D.C. 20201

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

- Electronically: Visit the Office of Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

Notice of Availability of Language Assistance Services and Auxiliary Aids and Services

English

If you, or someone you are helping, need language services, call 1-833-236-4141 (TTY: 711). Aids and services for people with disabilities, like documents in braille and large print, are also available. These services are at no cost to you.

Arabic

إذا كنت أنت أو أي شخص تقوم بمساعدته، بحاجة إلى الخدمات اللغوية، فاتصل بالرقم (TTY: 711) 1-833-236-4141 تتوفر أيضاً المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة برايل وبطباعة كبيرة. تتوفر هذه الخدمات بدون تكلفة بالنسبة لك.

Armenian

Եթե դուք կամ որևէ մեկը, ում դուք օգնում եք, ունեն լեզվական օգնության կարիք, զանգահարեք 1-833-236-4141 (TTY: 711): Հաշմանդամություն ունեցող մարդկանց համար հասանելի են օգնություն և ծառայություններ, ինչպես օրինակ՝ փաստաթղթեր բրայլով կամ խոշոր տպագրությամբ: Այս ծառայությունները ձեզ համար անվճար են:

Cambodian

ប្រសិនបើអ្នក ឬនរណាម្នាក់ដែលអ្នកកំពុងជួយ ត្រូវការសេវាផ្នែកភាសា សូមទូរសព្ទទៅលេខ 1-833-236-4141 (TTY: 711)។ ជំនួយ និងសេវាកម្មផ្សេងៗសម្រាប់អ្នកដែលពិការ ដូចជាឯកសារជាអក្សរធំ ឬជាអក្សរខ្នាតធំក៏មានផ្តល់ជូនផងដែរ។ សេវាកម្មទាំងនេះត្រូវបានផ្តល់ជូនអ្នកដោយមិនគិតថ្លៃ។

Chinese (Simplified)

如果您或者您正在帮助的人需要语言服务，请致电 1-833-236-4141 (TTY: 711)。还可提供面向残障人士的帮助和服务，例如盲文和大字版文档。这些服务免费为您提供。

Chinese (Traditional)

如果您或您正在幫助的其他人需要語言服務，請致電 1-833-236-4141 (TTY: 711)。另外，還為殘疾人士提供輔助和服務，例如盲文和大字版文件。這些服務對您免費提供。

Farsi

اگر شما یا هر فرد دیگری که به او کمک می‌کنید نیاز به خدمات زبانی دارد، با شماره 1-833-236-4141 (TTY: 711) تماس بگیرید. کمک‌ها و خدماتی مانند مدارک با خط بریل و چاپ درشت نیز برای معلولان قابل عرضه است. این خدمات هزینه‌ای برای شما نخواهد داشت.

Hindi

यदि आपको, या जिसकी आप मदद कर रहे हैं उसे, भाषा सेवाएँ चाहिए, तो कॉल करें 1-833-236-4141 (TTY: 711)। विकलांग लोगों के लिए सहायता और सेवाएँ, जैसे 'ब्रेल' लिपि और बड़े प्रिंट में दस्तावेज़, भी उपलब्ध हैं। ये सेवाएँ आपके लिए मुफ्त उपलब्ध हैं।

Hmong

Yog hais tias koj, los sis ib tus neeg twg uas koj tab tom pab nws, xav tau cov kev pab cuam txhais lus, hu rau 1-833-236-4141 (TTY: 711). Tsis tas li ntawd, peb kuj tseem muaj cov khoom siv pab thiab cov kev pab cuam rau cov neeg xiam oob qhab tib si, xws li cov ntaub ntawv uas tuaj yeem nkag cuag tau yooj yim thiab cov ntaub ntawv luam tawm uas pom tus niam ntawv loj. Cov kev pab cuam no yog muaj pab yam tsis xam nqi dab tsi rau koj them li.

Japanese

ご自身またはご自身がサポートしている方が言語サービスを必要とする場合は、1-833-236-4141 (TTY: 711)。までお問い合わせください。障がいをお持ちの方のために、点字や大活字の文書などの補助・サービスも提供しています。これらのサービスは無料で提供されています。

Korean

귀하 또는 귀하가 도와주고 있는 분이 언어 서비스가 필요하시면 1-833-236-4141 (TTY: 711) 번으로 연락해 주십시오. 장애가 있는 분들에게 보조 자료 및 서비스(예: 점자 및 대형 활자 인쇄본)도 제공됩니다. 이 서비스는 무료로 이용하실 수 있습니다.

Laotian

ຖ້າທ່ານ, ຫຼື ບຸກຄົນໃດໜຶ່ງທີ່ທ່ານກຳລັງຊ່ວຍເຫຼືອ, ຕ້ອງການບໍລິການແປພາສາ, ໂທ 1-833-236-4141 (TTY: 711) ນອກນັ້ນ, ພວກເຮົາຍັງມີອຸປະກອນຊ່ວຍເຫຼືອ ແລະ ການບໍລິການສຳລັບຄົນພິການອີກດ້ວຍ, ເຊັ່ນ ເອກະສານເປັນຕົວອັກສອນນູນ ແລະ ພິມຂະໜາດໃຫຍ່. ການບໍລິການເຫຼົ່ານີ້ແມ່ນມີໄວ້ຊ່ວຍເຫຼືອທ່ານໃດໜຶ່ງໄດ້ເສຍຄ່າໃດໆ.

Mien

Beiv hngv meih ganh a'fai meih tengx ga'hlen mienh, se gorngv qiemx zuqc longc tengx porv waac bun muangx, mborqv finx lorz 1-833-236-4141 (TTY: 711). Mbenc duqv maaih jaa-dorngx aengx caux gong tengx waaic fangx mienh, beiv zoux sou benx nzangc-pokc bun hluc aengx caux domh nzangc. Naaiv deix gong-bou jauv-louc mv zuqc heuc meih ndortv nyaanh cingv.

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਜਾਂ ਜਿਸ ਦੀ ਤੁਸੀਂ ਮਦਦ ਕਰ ਰਹੇ ਹੋ, ਨੂੰ ਭਾਸ਼ਾ ਸੇਵਾਵਾਂ ਦੀ ਜ਼ਰੂਰਤ ਹੈ, ਤਾਂ 1-833-236-4141 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ। ਅਪਾਹਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਵਿੱਚ ਦਸਤਾਵੇਜ਼ ਅਤੇ ਵੱਡੇ ਪ੍ਰਿੰਟ ਵੀ ਉਪਲਬਧ ਹਨ। ਇਹ ਸੇਵਾਵਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਹਨ।

Russian

Если вам или человеку, которому вы помогаете, необходимы услуги перевода, звоните по телефону 1-833-236-4141 (TTY: 711). Кроме того, мы предоставляем материалы и услуги для людей с ограниченными возможностями, например документы, выполненные шрифтом Брайля или крупным шрифтом. Эти услуги предоставляются бесплатно.

Spanish

Si usted o la persona a quien ayuda necesita servicios de idiomas, comuníquese al 1-833-236-4141 (TTY: 711). También hay herramientas y servicios disponibles para personas con discapacidad, como documentos en braille y en letra grande. Estos servicios no tienen ningún costo para usted.

Tagalog

Kung ikaw o ang taong tinutulungan mo ay kailangan ng mga serbisyo sa wika, tumawag sa 1-833-236-4141 (TTY: 711). Makakakuha rin ng mga tulong at serbisyo para sa mga taong may mga kapansanan, tulad ng mga dokumentong nasa braille at mga malaking print. Wala kang babayaran para sa mga serbisyong ito.

Thai

หากคุณหรือคนที่คุณช่วยเหลือ ต้องการบริการด้านภาษา โทร 1-833-236-4141 (TTY: 711) นอกจากนี้ยังมีความช่วยเหลือและบริการสำหรับผู้ทุพพลภาพ เช่น เอกสารในรูปแบบอักษรเบรลล์และตัวพิมพ์ขนาดใหญ่ บริการเหล่านี้ ไม่มีค่าใช้จ่ายสำหรับคุณ

Ukrainian

Якщо вам або людині, якій ви допомагаєте, потрібні послуги перекладу, телефонуйте на номер 1-833-236-4141 (TTY: 711). Ми також надаємо матеріали та послуги для людей з обмеженими можливостями, як-от документи шрифтом Брайля або надруковані великим шрифтом. Ці послуги для вас безкоштовні.

Vietnamese

Nếu quý vị hoặc ai đó mà quý vị đang giúp đỡ cần dịch vụ ngôn ngữ, hãy gọi 1-833-236-4141 (TTY: 711). Chúng tôi cũng có sẵn các trợ giúp và dịch vụ dành cho người khuyết tật, như tài liệu bằng chữ nổi Braille và bản in khổ lớn. Quý vị được nhận các dịch vụ này miễn phí.

Application
confirmation #: _____

Medi-Cal benefits
identification #: _____

Health plan ID #: _____