

How to Get Care

USING YOUR BENEFITS

We want to make sure you're set up to start using your benefits right away. There are still a few things you have to do, so let's get started!

1 Check your coverage start date

You can start using your Medi-Cal benefits on the first day of the month after you enroll. For example, if you complete your enrollment on April 14, you are covered on May 1. Your member ID card lists your coverage date. If you haven't received your member ID card in the mail, contact Member Services.

2 Confirm your doctor

Take a minute to make sure the right doctor is listed on your member ID card. If you need or want to choose a different doctor, you can. You always have a choice!

If you don't want to keep the doctor listed on your card, contact Member Services.

3 Make an appointment with your doctor

You need to see your doctor within 120 days after your coverage starts. To make an appointment, call your doctor's office at the number listed on your member ID card.

If getting to your appointment is an issue, our no-cost ride services can help! Call Member Services to schedule a no-cost ride.

4 Ask questions and get answers

During your first appointment, your doctor will do a health assessment to help understand your medical history and any health concerns you may have. This is also the perfect time for you to ask questions.

Contact us when you need to:

- Confirm your doctor.
- Make an appointment.
- Arrange no-cost transportation.
- Get answers to your questions.

By phone (toll-free)
1-833-236-4141 (TTY: 711)
24 hours a day
7 days a week

Online
www.chpiv.org