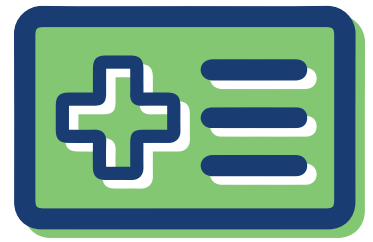


# Medi-Cal Redetermination Patient FAQ



## What is Medi-Cal redetermination?

During the COVID-19 pandemic, states were able to stop reviewing eligibility for Medicaid and couldn't remove anyone who was enrolled in this coverage. Starting [April 1, 2023](#), Medi-Cal, for both medical and dental coverage, will resume its normal renewal processes over the subsequent 14 months, redetermining eligibility for around 15 million current enrollees.

## Why does it matter to me?

Failure to complete a renewal form will result in automatic unenrollment of Medi-Cal Benefits as early as July 1, 2023 regardless of qualification.

If you are on Medi-Cal (or caring for someone who is), you should keep an eye out for a letter from county officials asking for the information needed to determine eligibility. If you don't receive a renewal form right away, don't panic as the state plans to spend more than a year on eligibility checks based on the month in which you last enrolled.

## What must I do to keep my coverage?

To ensure coverage, patients must complete a renewal form with the county in which they live. They are required to report and provide documentation for any changes to their household since they last renewed. This includes information such as income, if someone becomes pregnant, a new household member, and any changes to their address.

## How do I complete my redetermination?

Renewal packets will be mailed to the address currently on file within the Medi-Cal account starting April 1, 2023. Renewal information can be returned via mail, or submitted by phone [\(888\) 999-7671](tel:8889997671), in person, or online at [BenefitsCal.com](https://www.benefitscal.com) to avoid gaps in coverage.



## What information will I need to provide?

### Income:

- If you file taxes, you should provide form 1040 and Schedule C within your tax statement.
- If you get paid in cash, then you'll need to write and submit an affidavit.
- If you do not file income taxes and get paid by check, then you will need all paychecks of the previous month, not the last 30 days.

### Other household changes:

- If reporting any changes in your household such as address, adding a member to your household, or pregnancy, then we will need proof of documentation, which includes:
  - Proof of pregnancy
  - Proof of address within the 60 days of reporting
  - Adding a member of the household (Social Security and birth certificate within 45 days of reporting)

## What if I updated my address or contact information after April 1, 2023?

### Will forms still be mailed?

If you've updated your information before your eligibility period begins, the forms will be mailed to the correct address. If unsure, you'll need to login to your [benefitscal.com](https://benefitscal.com) account. You can always renew online, by phone, in person, or with the help of our Patient Relations staff. There's no need to mail in any paperwork to submit a renewal, and all information being mailed to patients is found online.

## What if I no longer qualify for Medi-Cal coverage?

People who lose Medi-Cal coverage can get health coverage through the Covered California Health Insurance Marketplace. Under a 2019 state law, anyone who loses Medi-Cal coverage is automatically enrolled in Covered California's lowest cost policy in the silver tier, which pays 70% of the healthcare costs incurred on average by an enrollee. You will then have a month to accept the coverage and pay the premium (if there is one), change to a different health plan, or drop the coverage altogether.

Please contact Eisner Health's Patient Relations teams at [\(213\) 342-3358](tel:(213)342-3358) Mon-Sat 8:00am – 4:30pm to review all options.

## What if I am an immigrant without documentation?

Under Medi-Cal, many immigrants were able to receive Medi-Cal benefits. However, if you are no longer eligible, Covered California is only available only to citizens or lawful residents, as federal law requires. You can contact our Patient Relations team to learn about our sliding fee scale available based on family size and income. Eisner Health does NOT report immigrant status.

## Who should I contact with questions?

Eisner Health's Patient Relations team is available and ready to help; contact them at [\(213\) 342-3358](tel:(213)342-3358) Mon-Sat 8:00am - 4:30pm.