



Overview on Medi-Cal Renewal

City of Garden Grove
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CalOptima Health Mission

“To serve member health with excellence and dignity, respecting the value and needs of each person.”

CalOptima Health Medi-Cal Insurance

- \$4 billion budget with 90% State tax revenues and 10% Federal funds
- Organized health care through a network of contracts with providers
- Separate public agency bylaws and a fiduciary Board of Directors



CalOptima Health Medi-Cal Insurance (cont.)

Orange County Population:

~3.1 Million Residents

CalOptima Health Insures:

~990,000 Members

City of Garden Grove Population:

~172,000 Residents

CalOptima Health Insures:

~88,500 Garden Grove Residents
(51% of all residents)

Medi-Cal Renewal

Step 1: Update Your Contact Info

- Report any changes:
 - Name
 - Mailing address
 - Email address
 - Phone number
- Contact the County of Orange Social Services Agency (SSA):
 - Online: **BenefitsCal.com**
 - Phone: **1-800-281-9799**
 - In person: SSA Regional Offices



ATTENTION Medi-Cal Members

TAKE ACTION to Keep Your Medi-Cal

CalOptima Health's Medi-Cal plan covers vital health care services for you and your family, including doctor visits, prescriptions, vaccinations, mental health care and more. Make sure you renew it when it's time.

Update your contact information
Report any new changes to your name, mailing address, email address and phone number, so the County of Orange Social Services Agency (SSA) can contact you. Call 1-800-281-9799.

Create or check your online account
You can sign up to receive alerts about your Medi-Cal. Create or log into your account to get these alerts. You may submit renewals or requested information online. Go to MyBenefitsCalWIN.org.

Check your mail
SSA will mail you 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 to avoid a gap in your coverage.

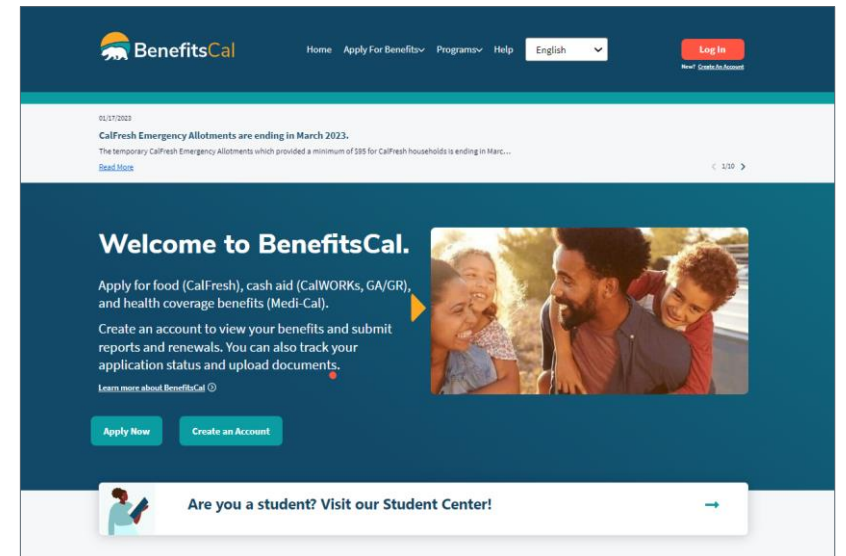
Complete your renewal form (if you get one)
If you receive a renewal form, submit your information within 60 days online, by phone, in person or by mail to avoid a gap in your coverage.

Medi-Cal Renewal

Step 2: Create or Check Your Online Account

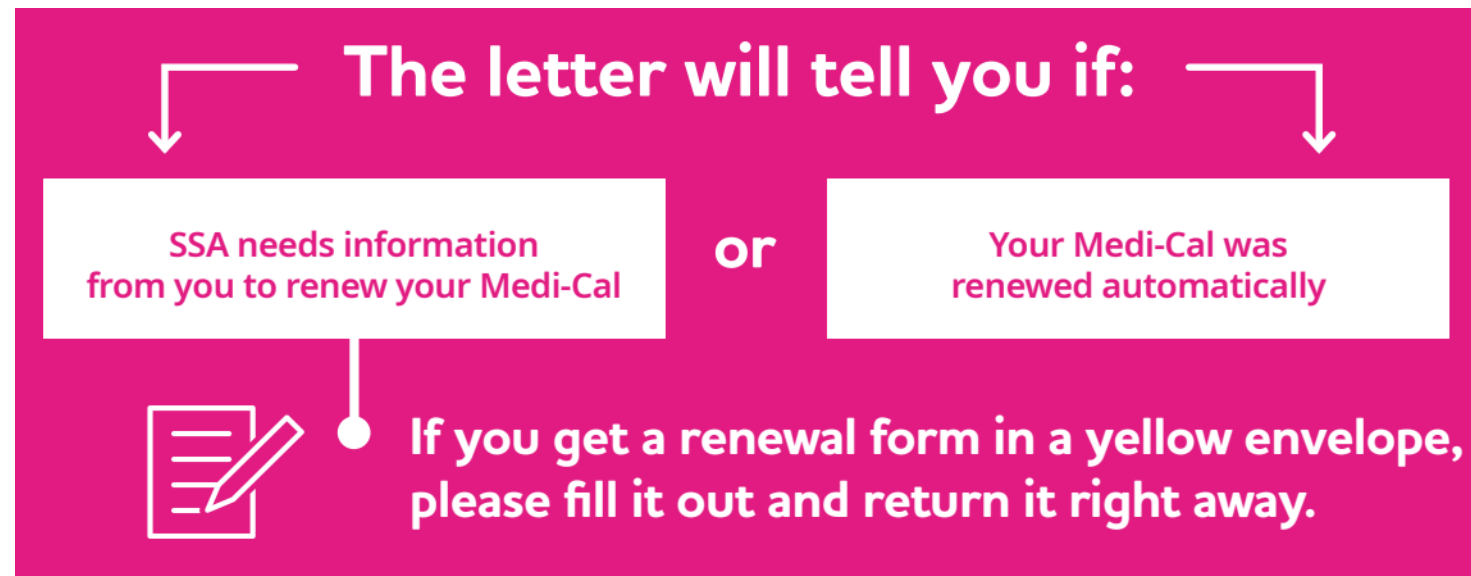
- Use new online system:
BenefitsCal.com
- Create your account
- Check your renewal month
- Make updates



Medi-Cal Renewal

Step 3: Check Your Mail

- You will get one of two letters in the mail:
 - Automatic renewal letter (regular envelope)
 - Renewal form (yellow envelope)



Medi-Cal Renewal

Step 4: Complete Your Renewal Form

○ Respond in the way best for you:

- Online
- By phone
- In person
- By mail

○ Act as soon as possible:

- Due date on the renewal form
- No later than 60 days

STATE OF CALIFORNIA HEALTH AND HUMAN SERVICES AGENCY DEPARTMENT OF HEALTH CARE SERVICES

Medi-Cal Renewal Form

You may lose your Medi-Cal if you do not respond by [Month day, Year]

You can get this form in another language or accessible format of your choice. To ask for help in your language, call: 1-XXX-XXX-XXXX (TTY: 1-XXX-XXX-XXXX).

[prepopulate] Notice date: [prepopulate]
[prepopulate] Case number: [prepopulate]
[prepopulate] Case name: [prepopulate]
Worker name: [prepopulate]
Worker telephone number: [prepopulate]


It's time to renew benefits for:


Name	Date of birth
[prepopulate]	[prepopulate]


Household members not on this form will get a separate letter about their Medi-Cal.


→ Step 1. Read the form and answer the questions
→ Step 2. Sign and date on the Declaration and Signature page
→ Step 3. Send the form with proof by the due date of [Month day, Year]


Easy ways to give us your form and proof:

 **Online**
at [SAWS online portal] or coveredca.com

 **By mail**
in the envelope that came with this letter.

 **By phone**
at 1-XXX-XXX-XXXX (TTY: 1-XXX-XXX-XXXX).

 **In person**
to [Name of county office] at [address], [City, State, ZIP]. They are open Monday through Friday, [X:XX a.m. to X:XX p.m.]

 **Questions? Call your local county office at 1-XXX-XXX-XXXX before the due date.**

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Medi-Cal Renewal Member Resources

- CalOptima Health Customer Service:
 - Phone: **1-888-587-8088**
- County of Orange Social Services Agency (SSA):
 - Phone: **1-800-281-9799**
 - Online: **[BenefitsCal.com](https://www.benefitscal.com)**
- To learn about community events
 - Follow social media @caloptima: Facebook/Twitter/Instagram



**THANK YOU &
QUESTIONS**