

Take Action to Keep Your Medi-Cal

Make sure your information is up to date

Medi-Cal covers vital health care services for you and your family, including doctor visits, prescriptions, vaccinations, mental health care, and more. So, if you have Medi-Cal, make sure you renew it when it's time.



Update your contact information

Report any new changes to your name, address, phone number, and email address, so your county can contact you. Call the San Francisco Medi-Cal Office at **1(415) 558-4700** or **1(855) 355-5757** (toll-free).

Check your mail

Counties will mail you a letter about your Medi-Cal eligibility. You may need to complete a renewal form. If you're sent a renewal form, submit your information by mail, phone, in person, or online, so you don't lose your coverage.

Create or check your online account

You can sign up to receive alerts on your case. Create or log into your account to get these alerts. You may submit renewals or requested information at **MyBenefitsCalWIN.org**.

Learn more about renewing your Medi-Cal coverage at sfhp.org/renew.

Renewing Your Medi-Cal Frequently Asked Questions

**SAN FRANCISCO
HEALTH PLAN™**



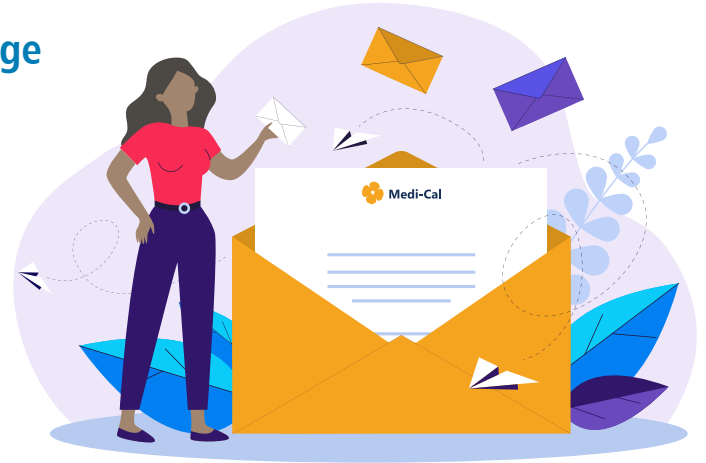
Here for you

I need help with accessing Medi-Cal Coverage

Contact the San Francisco Medi-Cal Office at **1(415) 558-4700** or **1(855) 355-5757** (toll-free).

My Medi-Cal Coverage was discontinued, what should I do?

Contact the San Francisco Medi-Cal Office at **1(415) 558-4700** or **1(855) 355-5757** (toll-free).



Why do I have to provide updated information?

If you have Medi-Cal, your local county office will try to renew your Medi-Cal. They will use the information they have. The local county office will only ask you for more information if they need it to renew your Medi-Cal. If you receive a renewal packet or a letter asking for more information, you may submit the information by mail, phone, in person, or online.

If your contact information or household circumstances have changed, please update your information today by contacting your local county office at **1(415) 558-4700** or **1(855) 355-5757** (toll-free).

You can also update your contact information online at **MyBenefitsCalWIN.org**.

I am pregnant, do I need to update my information?

Yes. Updates can be made by contacting your local county office at **1(415) 558-4700** or **1(855) 355-5757** (toll-free). You can also update your contact information online at **MyBenefitsCalWIN.org**.

I have had a change in my household, do I need to update my information?

Yes, you are required to report any changes in your household, such as income, if someone becomes pregnant, a new household member, and any changes to your address to your local county office. Updates can be made by contacting your local county office at **1(415) 558-4700** or **1(855) 355-5757** (toll-free). You can also update your contact information online at **MyBenefitsCalWIN.org**.

For more information call the San Francisco Medi-Cal Office at **1(415) 558-4700** or **1(855) 355-5757** (toll-free).

Are we required to fill out and return renewal packets when we receive them?

Yes, it is important that Medi-Cal beneficiaries respond to county requests for updated information, including renewal packets. This will make sure the county has the most current information it needs to renew your Medi-Cal coverage. It will also help the county see if you qualify for no-cost or lower cost coverage. If you're sent a renewal form, submit your information by mail, phone, in-person, or online, so you don't lose your coverage. Create or check your online account at **MyBenefitsCalWIN.org** to sign up to get text or email alerts about your case. You may submit renewals or requested information online.

Do I need to complete a Medi-Cal renewal?

The local county office will only ask you for more information if they need it to renew your Medi-Cal. If you receive a renewal packet or a letter asking for more information, you may submit the information by mail, phone, in person, or online.

Updates can be made by contacting your local county office at **1(415) 558-4700** or **1(855) 355-5757** (toll-free). Visit **MyBenefitsCalWIN.org** for more information on how to create or access your online account.

When do I need to fill out and return my Medi-Cal renewal packet?

The letter from your county should arrive around the same time as when you have received similar letters in past years. For example, if your Medi-Cal renewal was due in April in past years, you should watch for a letter from your county in the 2 months before April.

What if I am no longer eligible for Medi-Cal?

If you no longer qualify for Medi-Cal, you may be able to get health coverage through Covered California. Losing Medi-Cal allows you to enroll in a Covered California plan outside of the open enrollment period. The local county office will send you information about how to sign up.

I have moved. Who should I call?

We can update your address for your managed care plan. It's important that we share this information with the county so you can continue receiving important notices about your Medi-Cal. If you do not want us to share your new address with your local county office, you will need to contact them directly and provide your updated information. Contact the San Francisco Medi-Cal Office at **1(415) 558-4700** or **1(855) 355-5757** (toll-free).