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Mr. John Sample
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Important Information About your Child's Medi-Cal Benefits

Dear Parent/Guardian:

Please read this letter for important information about your child's health benefits.

Your child's health coverage changed to full scope Medi-Cal benefits. This means your child will have more benefits. It also means your child will get care through a Medi-Cal managed care health plan (also called a Medi-Cal health plan). Now that your child has full scope Medi-Cal, you can keep getting your health care through fee-for-service Medi-Cal until you enroll in a Medi-Cal health plan.

You need to choose a Medi-Cal health plan for your child. Your child will become a member of a Medi-Cal health plan on 0/00/0000.

A Medi-Cal health plan is a health plan that covers Medi-Cal benefits. When your child becomes a member of a Medi-Cal health plan, he or she will get most of their Medi-Cal services from that plan.

You will get an Enrollment Choice packet in the mail. It will have information to help you choose a Medi-Cal health plan for your child. You can fill out the Medi-Cal Choice Form in the packet to enroll, or you can call Health Care Options (HCO) to enroll over the phone. **If you do not choose a Medi-Cal health plan, one will be chosen for your child.** You can always change your child's plan or doctor at a later date.

Your child will get **dental** services through a Medi-Cal dental plan. For more information, you can call **HCO at 1-800-430-4263 (TTY: 1-800-430-7077)** or you can fill out a Dental Choice Form which you will get with your Enrollment Choice Packet. **Please be sure to choose a Medi-Cal dental plan before 0/00/0000.**

The FAQ page also has details on other Medi-Cal services. These services include mental health services, alcohol and drug treatment services, and vision (eye) care.

What are my choices?

1. You can choose your child's Medi-Cal health plan. You can either mail in your choice or enroll your child over the phone.

Mail: Choose a Medi-Cal health plan for your child, then fill out the Choice Form and return it in the pre-paid envelope. You must mail it in by 0/00/0000.

Phone: Call HCO at **1-800-430-4263** by 0/00/0000.

2. You can choose to do nothing.

0/00/0000 is when your child will be enrolled in the following Medi-Cal health plan:
<insert MCP here>.

What Should I Do Now?

- Wait for your Enrollment Choice packet to come in the mail. It will be in a large envelope from the Department of Health Care Services.
- Talk to your child's doctor to find out if they work with a Medi-Cal plan.
- Choose a Medi-Cal plan for your child.

Who can I call for more information or help?

Call **Health Care Options (HCO) at 1-800-430-4263 (TTY: 1-800-430-7077)**. We are here to help you Monday through Friday, from 8:00 a.m. to 5:00 p.m. The call is free.

HCO can:

- Answer questions about the changes in your child's Medi-Cal benefits.
- Help you enroll your child in a Medi-Cal health plan over the phone.
- Help you get this letter in another language, large print, audio, or Braille.

To learn more about Medi-Cal health plans, visit the HCO website at: www.healthcareoptions.dhcs.ca.gov

Frequently Asked Questions

About your Child's Benefits Expanding in Medi-Cal

1. What is Medi-Cal?

Medi-Cal is what Medicaid is called in California. It provides medical, dental, mental health, alcohol and drug use treatment, and vision (eye) care to millions of Californians. You can learn more about Medi-Cal at www.dhcs.ca.gov.

2. Is my child still covered by Medi-Cal?

Yes, your child still has Medi-Cal. The state is adding more benefits to your child's Medi-Cal coverage. Your child will have more benefits when he/she is in a Medi-Cal health plan.

3. Why is my child's Medi-Cal changing?

There is a new law in California called Senate Bill (SB) 75. All children under the age of 19 can now get full scope Medi-Cal, if they meet all requirements. Their immigration status does not matter now.

4. What are my child's Medi-Cal benefits now?

Medi-Cal will now cover free medical visits, vaccines (shots), medicines, and hospital stays. Your child will have a primary care doctor and referrals to a specialist, if needed.

5. Can my child change Medi-Cal health plans?

Yes, you can change your child's Medi-Cal health plan at any time. Your child will need to enroll in a Medi-Cal plan by 00/00/0000.

If you need help choosing a plan, please call Health Care Options (HCO) at 1-800-430-4263 (or TTY: 1-800-430-7077), Monday – Friday, 8 a.m. – 5 p.m. You can always change your child's Medi-Cal health plan in the future.

6. Will my child be in a vision plan?

Your child will have vision (eye) care through the Medi-Cal health plan.

7. Will I pay monthly premiums for my child in Medi-Cal?

If you pay premiums now, you will continue to pay premiums. Nothing will change.

8. Will I pay co-payments for my child in Medi-Cal?

There are no co-payments. The Medi-Cal health plan covers all the medical costs for your child. If you pay a Share of Cost today, you will continue to pay a Share of Cost.

9. Who will be my child's doctor in Medi-Cal?

You will need to choose a doctor for your child's primary care. The doctor must be in your child's Medi-Cal health plan network. The Medi-Cal health plan will send your family a Provider Directory to help you choose a doctor. The Medi-Cal health plan's Customer Service Representatives can check to see if a doctor is available in their plan. If you do not choose a doctor, the Medi-Cal health plan will choose a doctor for your child. If your child is seeing a doctor now, ask their doctor if they work with a Medi-Cal health plan. If they do, you can enroll your child in the same Medi-Cal health plan and keep seeing the doctor.

10. What if my child is seeing a doctor who doesn't work with a Medi-Cal health plan? Can my child keep seeing them?

If your child has been seeing a doctor within the past 12 months and that doctor doesn't work with a Medi-Cal health plan, you can request Continuity of Care. Continuity of Care means your child may continue to see their current doctor for up to 12 more months if the doctor and Medi-Cal health plan can come to an agreement. If you wish to receive Continuity of Care, please contact Medi-Cal health plan's Customer Service Representatives for help.

11. What other services can my child get?

Dental Services

Your child can get dental services through Medi-Cal.

- If you live in Sacramento County, your child will get services through a Medi-Cal Dental plan. For more information, you can call Health Care Options at 1-800-430-4263 (TTY: 1-800-430-7077) or you can fill out a Dental Choice Form which you will get with your Enrollment Choice Packet.
- If you live in Los Angeles County, your child can get services through Denti-Cal (regular Medi-Cal for dental services) or a Medi-Cal Dental plan. For more information, you can call Health Care Options at 1-800-430-4263 (TTY: 1-800-430-7077) or you can fill out a Dental Choice Form which you will get with your Enrollment Choice Packet.
- For all other counties, your child will get dental services through Denti-Cal, which is regular Medi-Cal for dental services. Your child will need to go to a dentist that accepts Denti-Cal.
- To find a dentist you can call the Denti-Cal Customer Service Line at 1-800-322-6384, Monday through Friday, from 8:00 a.m. to 5:00 p.m. The call is free. You can also go to the Denti-Cal website: www.denti-cal.ca.gov.

Mental Health Services

If your child needs mental health services, please talk to your new Medi-Cal health plan or your child's doctor. If your new Medi-Cal health plan does not offer the services you need, they will help you get them. They will refer you to a mental health specialist or to the Medi-Cal mental health plan in your county.

Alcohol and Drug Treatment Services

If your child needs alcohol or drug treatment services, your new Medi-Cal health plan will help you find a provider.

Please check to the following DHCS website for more information on changes from SB 75:
www.dhcs.ca.gov/services/medi-cal/eligibility/Pages/SB-75.aspx