



Case #: _____

Frequently Asked Questions (FAQ) | Last Updated 2/3/2015



Starting the Application Process

- **How, where and when can I apply for Medi-Cal?**

Online: www.mybenefitscalwin.org where you can complete and submit it online anytime.

By Phone: We can help you complete your application by phone, or you can request to have it mailed to you. Please call us Monday to Friday from 8am-5pm to make an appointment for a worker call back. (415)558-2800 or Toll-Free (855)355-5757

In Person:

1235 Mission St., San Francisco, CA 94103 between 8th and 9th streets. Monday to Friday from 8am-5pm. Depending on capacity, we may stop seeing clients earlier.

1440 Harrison St., San Francisco, CA 94103, between 10th and 11th streets across from Costco. Monday to Friday from 8am-5pm. Depending on capacity, we may stop seeing clients earlier.

Completing the Application Process

- **What's the difference between Covered California, Obamacare and Medi-Cal?**

Obamacare (The Affordable Care Act) is a law that allows most people to have health care coverage either from Covered California or Medi-Cal. Your income determines which program you qualify for and/or whether you may need to pay a monthly premium. The difference between these 2 programs is that Medi-Cal is free and Covered California is a subsidized program.

- **Can you help me choose a plan?**

We can help to see if your benefits are active. Having active benefits is necessary to enroll in a plan.

We at Medi-Cal do not provide this service, but we can refer you to a state agency in charge of helping people find and enroll in a plan. If you are currently enrolled in Medi-Cal, we can refer you to "Health Care Options" and their number is (800) 430-4263 and website is www.healthcareoptions.dhcs.ca.gov. If you want to make an appointment to see a Health Care Options representative then call (415) 558-2212. If you are at 1440 Harrison Street then we can refer you to a Health Care Options representative in the building. If you are currently enrolled with Covered California, you can contact them at (800)300-1506 to pick your health plan.

- **Can I pick my own doctor?**

Yes, if your doctor accepts Medi-Cal and participates in one of the health plans: Anthem Blue Cross or San Francisco Health Plan. You may be eligible for Kaiser Permanente through San Francisco Health Plan.

After Submitting Application or Renewing Benefits

- **Who do I report any changes to?**

If you are enrolled with Medi-Cal, please report any changes to your local Medi-Cal agency.
If you are enrolled with Covered California, please report any changes to Covered California.

- **Who is my worker?**

We no longer have assigned workers because we have a call center. All staff has access to your information and anyone of us can help you.

- **Why do I have to submit my paperwork or application again?**

We do not see it in our system although you may have submitted it. The paperwork or application needs to be provided again in order for us to process your request.

- **How long will it take to receive my Medi-Cal card?**

The card comes from the State of California in Sacramento. It can take 4 – 6 weeks to get it in the mail. Please call us at (415) 558-2800 if you have not received it by then.

- **Does my Medi-Cal card Expire?**

No, however, if your benefits are discontinued, then your card is deactivated. Please contact us within 30 days of your card being deactivated or you may need to reapply.

- **Why did my benefits stop?**

This can happen for several reasons, such as we did not receive the necessary documents requested or there was a change in your income or household size. Ask us and we can tell you.

- **What's my income limit?**

It depends on the number of people reported on last year's federal income tax.

- **How do I complete my renewal form (also called "Annual Redetermination Form")?**

Please sign the form and provide us with the best number to reach you in case we need further information. Also, please provide last year's tax return.

- **When is my renewal form due (also called "Annual Redetermination Form" or "RV")?**

It is due 11 months after you were approved to start receiving benefits. For example, if you were approved in March 2014, then it will be due February 2015.

- **How can I submit my renewal form ((also called "Annual Redetermination Form" or "RV")?**

By Mail: PO Box 7988, San Francisco, CA 94120

By Fax: (415)355-2432

In Person: at our 1440 Harrison Street or 1235 Mission Street, San Francisco, CA 94103

- **Is dental and vision covered?**

Yes, some services are covered under Medi-Cal. For more information, call Denti-Cal (800) 322-6384 and for vision call (800)877-7195. Under Covered California, dental and vision may be purchased.

- **What can I do to make this process go faster?**

When giving us any documents, please make sure to print your name and case number on each page. A case number is 7 characters (ex. AB12345 or 1234567). It may consist of both letters and numbers. Once we have reviewed your application, then we will include this case number when we communicate with you. Ask us and we can tell you.