

Medi-Cal Program Overview

Healthcare for the Homeless Presentation
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Alameda County
Social Services Agency

Overview

- What is Medi-Cal
 - Redetermination Requirement for Medi-Cal
- How to Apply for Medi-Cal
- How to Submit a Medi-Cal Redetermination
- How to Submit Documents for a Medi-Cal Application or Redetermination
- Intercounty Transfers
- CARS System
- Health Navigators Project
- Customer Service Call Center

Medi-Cal

Medi-Cal is California's Medicaid program. It is a joint federal and state program which provides needed health care services for low-income individuals including:

- Families with children
- Seniors
- Persons with disabilities
- Foster care
- Pregnant women, and
- People with specific diseases such as tuberculosis, breast cancer or HIV/AIDS.



Medi-Cal Eligibility Requirements



1. Household Composition
2. Proof of California Residency
3. Citizenship Or Legal Immigrant Status
 - U.S. Birth Certificate,
 - U.S. Passport, or
 - Lawful Permanent Resident Card.
4. Assets (depending on program)

Applying for Medi-Cal

- Online
 - MyBenefitsCalWIN (www.MyBenefitsCalWIN.org)
 - Covered California (www.CoveredCA.com)
- Phone
 - (510) 272-3663
- Fax
 - (510) 670-5095
- Mail
 - Call (510) 272-3663 or 1-800-698-1118 (toll free) to request a Medi-Cal application and instructions booklet
 - Form CCFRM604 or SAWS 2 Plus
- In Person
 - Visit one of our offices, Monday through Friday from 8:30 am to 5:00 pm

Submitting Additional Documents

- Online
 - MyBenefitsCalWIN
(www.MyBenefitsCalWIN.org)
 - Covered California
(www.CoveredCA.com)
 - GetCalFresh
(www.GetCalFresh.org/docs)
 - Virtual Kiosk
(<https://virtualkiosk.acgov.org>)
- Mail
 - P.O. Box 12941, Oakland, CA 94604
- Fax
 - (510) 670-5095
- In Person
 - Visit one of our offices, Monday through Friday from 8:30 am to 5:00 pm



Medi-Cal Redetermination Requirements

- An Annual redetermination is required to keep Medi-Cal coverage.
- A Change in Circumstance (CIC) redetermination can also be made if there are changes to the household's situation
 - Someone enters or leaves the household
 - Someone becomes employed, changes or loses employment
 - Changes in assets
- Due to the COVID-19 Public Health Emergency (PHE), processing of Medi-Cal Redeterminations have been paused. However, they are still being sent out and collected.

Medi-Cal Redeterminations

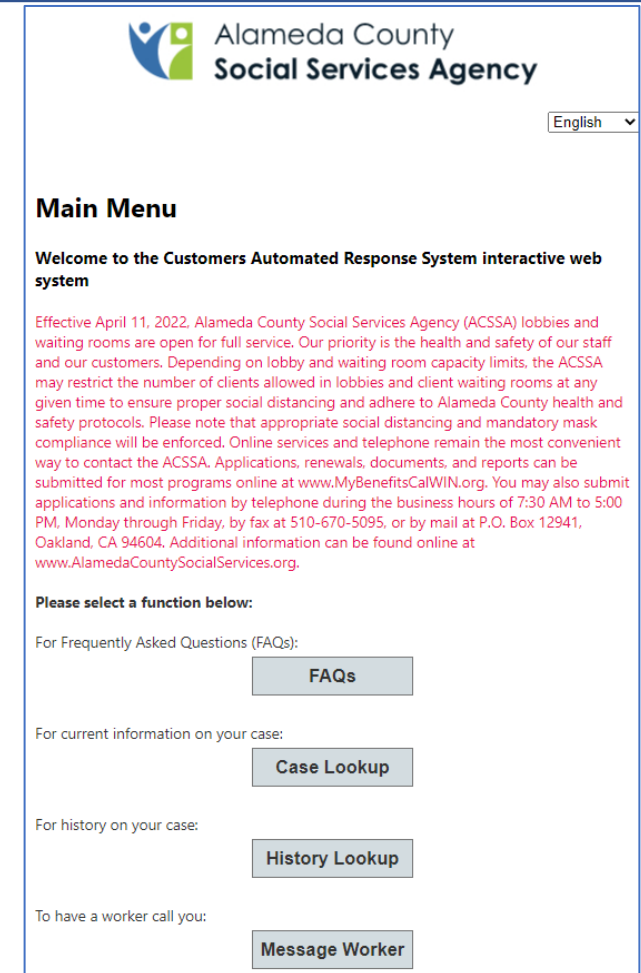
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Intercounty Transfers (ICTs)

- When someone moves to another county, their Medi-Cal coverage will need to be transferred to their new county of residence
 - An ICT can be initiated by informing either the old county of residence or new county of residence that you have moved.
 - There should be no break in coverage
 - Medi-Cal will remain active in the old county of residence until the new county of residence is ready to pick up coverage.

Customer Automated Response System (CARS)

- Look up case information or message a worker
 - <https://public.alamedasocialservices.org/CARS>
- SSN is required to use CARS



The screenshot shows the Alameda County Social Services Agency website. At the top left is the agency logo, and at the top right is a language dropdown menu set to "English". Below the header is a "Main Menu" section with the text: "Welcome to the Customers Automated Response System interactive web system". A red notice follows, stating: "Effective April 11, 2022, Alameda County Social Services Agency (ACSSA) lobbies and waiting rooms are open for full service. Our priority is the health and safety of our staff and our customers. Depending on lobby and waiting room capacity limits, the ACSSA may restrict the number of clients allowed in lobbies and client waiting rooms at any given time to ensure proper social distancing and adhere to Alameda County health and safety protocols. Please note that appropriate social distancing and mandatory mask compliance will be enforced. Online services and telephone remain the most convenient way to contact the ACSSA. Applications, renewals, documents, and reports can be submitted for most programs online at www.MyBenefitsCalWIN.org. You may also submit applications and information by telephone during the business hours of 7:30 AM to 5:00 PM, Monday through Friday, by fax at 510-670-5095, or by mail at P.O. Box 12941, Oakland, CA 94604. Additional information can be found online at www.AlamedaCountySocialServices.org." Below the notice is a section titled "Please select a function below:" with four options, each with a corresponding button: "For Frequently Asked Questions (FAQs):" with a "FAQs" button; "For current information on your case:" with a "Case Lookup" button; "For history on your case:" with a "History Lookup" button; and "To have a worker call you:" with a "Message Worker" button.



Authorized Representatives

- Form MC 382 Appointment of Authorized Representative
 - Allows an applicant/beneficiary to appoint an individual as their Authorized Representative for Medi-Cal.
 - Form MC 382 will need to be completed for each Authorized Representative.
- Form MC 383 Authorized Representative Standard Agreement for Organizations
 - If the Authorized Representative is assisting the client as part of an organization, the organization will also need to complete this form
 - Each individual that will be acting as the applicant's/beneficiary's Authorized Representative should be listed on Form MC 383.





Health Navigators Project

- An initiative by the Department of Health Care Services (DHCS) to expand Medi-Cal outreach and provide enrollment and renewal assistance to the most vulnerable populations in the community
 - Young people of color
 - Immigrants and families of mixed immigrant status
 - Aged individuals (65 and older)
 - Persons who are homeless
 - Persons with limited English proficiency
 - Low-wage workers and their families or dependents
 - Persons who are currently in county jails, in state prison, on state parole, on county probation or under post release community supervision

Health Navigators Project

- Alameda County has partnered with 8 community-based organizations (CBOs) to conduct outreach activities and assist with Medi-Cal and CalFresh applications and/or renewals.
 - Alameda Health Consortium
 - East Bay Agency for Children
 - Family Bridges
 - Kidango
 - Korean Community Center of the East Bay
 - La Familia
 - Roots Community Health Center
 - Ruby's Place



Health Navigators Project

Select Language

Find help with your application

Alameda County Social Services Agency

DHCS

What is Medi-Cal? What is CalFresh? Media Campaign

**It all starts with
healthcare + healthy food**

You may qualify for Medi-Cal & CalFresh. Apply for both today!

- CBO partners can assist with applications, renewals, ICTs or access to care issues.
- Visit <https://healthyac.org/> to locate the nearest CBO partner that can assist.
 - Call to set up an in-person or over-the-phone appointment

Customer Service Call Center

24-Hour Automated Service Line

If you are already receiving benefits, get fast answers to questions such as:

Case
Status

Request
Verification
Letters

Request
Forms

Benefit
Amount

Automated Benefit Information Line:

1-888-999-4772 or 510-263-2420

Office Locations

North County
Self-Sufficiency Center
2000 San Pablo Ave.
Oakland, CA 94612

Gail Steele
Multi-Service Center
24100 Amador St.
Hayward, CA 94544

Eastmont
Self-Sufficiency Center
6955 Foothill Blvd., Suite 100
Oakland, CA 94605

Livermore
Self-Sufficiency Center
2499 Constitution Drive
Livermore, CA 94551

Enterprise
Self-Sufficiency Center
8477 Enterprise Way
Oakland, CA 94621

Fremont Office
39155 Liberty St., Suite C330
Fremont, CA 94536

Homeless individuals can pick up their SSA related mail from their office of choice.

Questions?



Thank you!