

CPC Meeting Questions and Answers

11/21/2025

1. For the form authorizing a representative to complete redetermination paperwork on behalf of a Medi-Cal member – does the member need to submit the form in person (and is the member's presence required) or can it be mailed, and once it is received and processed, can the designated individual show up to a DHA office and/or call in to DHA to discuss a members' case?

The Authorized Representative form can be downloaded from the state website [MC382](#), completed online and either uploaded to their case or mailed to P.O. Box 487. Once received the Authorized Representative will be able to contact DHA and discuss the members case as well as complete paperwork, and sign for the customer unless specifically limited on the MC382. We encourage customers and their Authorized Representatives to contact DHA via telephone and submit/look up case information via BenefitsCal rather than going into an office.

2. Is the Medi-Cal card issue date related to the redetermination date, and if so in what way and with what accuracy (e.g., if redetermination date generally occurs X months after the issue date)?

The Medi-Cal card issue date is not related to the redetermination date. It may or may not be in the same month as the card was issued depending on other benefits that the customer receives, if the card is the original, and other case factors.

3. Given three hour wait times for eligibility offices, is there some way clients can look up their redetermination date with their basic identifying information without calling? How can CBOs can get access to PAVE numbers to support clients with applications?

Customers can look up case information via BenefitsCal. CBO's can also get a CBO BenefitsCal account which will allow them to assist the customers. PAVE is administered by DHCS at [PAVE Provider Portal](#).

4. Have you heard from DHCS what the redetermination envelopes will look like (e.g., yellow envelope)?

No, we have not heard if the redetermination envelopes will be color coded and at this point don't have guidance on what the redetermine process will look like.

5. Are there any other updates/information regarding redetermination implementation guidance and processes, etc. that DHA can share?

At this time, we have not been given any updated information on the redetermination changes implementation. Since the effective date is January 1, 2027 we anticipate more guidance in 2026 after the guidance is issued for changes happening in October 2026.