

# Latest News from California Children's Services

August 2022




**Important:** Are you enrolled in Medi-Cal? Has your contact information changed in the past two years? Give your county office your updated contact information so you can stay enrolled. Please click the attached flyers for more information.



### Keep Your Medi-Cal

Don't miss important information about your Medi-Cal health coverage.


Make sure that your county has your current contact information.

|   |  |
|---|--|
|  Name    |  Phone  |
|  Address |  E-mail |

Report any changes to your name, address, phone number, or e-mail address. Contact us at:

Medi-Cal  
916-874-3100  
<http://www.mybenefitscalwin.org/>

**Did You Know?**  
You can complete your annual renewal and report changes to your Medi-Cal online.  
Create your online account today by going to [mybenefitscalwin.org](http://mybenefitscalwin.org) and selecting the "Create An Account" link.



DEPARTMENT OF HEALTH CARE SERVICES

Dear Medi-Cal Member,

During the COVID-19 public health emergency (PHE), you have been able to keep your coverage regardless of any changes in your circumstances. However, once the COVID-19 PHE ends, your county will check to see if you still qualify for free or low-cost Medi-Cal. If you or someone in your household receives a letter from the county asking for information about your Medi-Cal coverage, please provide the requested information.

**Change in Circumstances**  
Please continue to report any changes in your household to your local county office. This includes changes to your income, disability status, phone number, or mailing address. You should also report if someone in your household becomes pregnant, if someone moves in, or anything else that may affect your Medi-Cal eligibility. Reporting these changes may help you continue to receive Medi-Cal coverage after the end of the COVID-19 PHE.

**Reporting Contact Information**  
It is important for the county to have your current contact information. Please report any changes in your contact information so you don't miss important information about your Medi-Cal coverage. Please report all updated contact information, such as your phone number, email address, or home address, to your local county office online or by phone, email, fax, or in person. You can find a listing of county offices at <http://dhcs.ca.gov/COL>. You can also update your contact information online at [CoveredCA.com](http://CoveredCA.com) or [BenefitsCal.org](http://BenefitsCal.org).

**Requests for Information**  
If you or someone in your household receives a letter from the county asking for information about your Medi-Cal coverage, please provide it. This will help the county ensure that your Medi-Cal coverage remains active.

**Questions?**  
If you have any questions, or need help with accessing your Medi-Cal coverage, or if your Medi-Cal was discontinued, please contact your local county office. Frequently asked questions and answers can be found at [FAQ page].

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## Summer Events

Need some ideas for Summer?

Click the image below for some cool things to do!



## Medi-Cal RX

Medi-Cal Rx is Live! All administrative services related to Medi-Cal pharmacy benefits billed on pharmacy claims from the existing Medi-Cal Fee-for-Service (FFS) or Managed Care Plan (MCP) intermediaries have transitioned to Medi-Cal Rx.

**What do I need to do?** Most people in Medi-Cal will not need to do anything. Your doctors and pharmacies are already informed about the change to Medi-Cal Rx and know what to do.

**Who do I contact for help or more information?**

- Call the Medi-Cal Rx Customer Service Center line 1-800-977-2273 24 hours a day, 7 days a week.
- 711 for TTY, Monday - Friday, 8am - 5pm
- Visit the [website www.Medi-CalRx.dhcs.ca.gov](http://www.Medi-CalRx.dhcs.ca.gov) for information
- You can email or chat with a customer service representative from the Medi-Cal Rx Beneficiary Portal
- If you register in the Medi-Cal Rx Beneficiary Portal you can email or chat about confidential health information in a secure way

### Medi-Cal Rx Beneficiary Tips

What Beneficiaries Need to Fill Prescriptions. Click on the image below to learn more.

**Medi-Cal Rx Beneficiary Tips**  
February 28, 2022

**What Beneficiaries Need to Fill Prescriptions**

Important changes for Medi-Cal Rx beneficiaries include the following:

- It is highly recommended that beneficiaries bring either their Benefits Identification Card (BIC), Client Index Number (CIN), or Health Access Program (HAP) card so the pharmacy can successfully bill for medications. See Figure 1.

**Figure 1. Required Identification Card Examples**

- Beneficiaries cannot use their Managed Care Plan (MCP) ID card.

**Note**

- There is no Medi-Cal Rx card.
- Beneficiaries must use their BIC, CIN, or HAP card number.

**How to Get a Replacement BIC or CIN Card**

- Beneficiaries can obtain a new BIC or CIN by contacting their local [county social services office](#).

DHCS – Medi-Cal Rx Beneficiary Tips 02/28/2022

To Learn More

**REMINDER:** Please respond to Medi-Cal letters for updates or risk losing Medi-Cal benefits.

# Conservatorship Resources & Helpful Information

[Disability Rights of California](#) - Helpful information to learn about Conservatorship.

[Alta Regional Family Handbook on Conservatorship](#) - If your child is part of Alta Regional this is a great guide to learn more about Conservatorship. [Click here to learn more](#)

[Establishing Conservatorship in California brochure](#) - Legal Aid Society of San Diego in learning how to establish Conservatorship to California.

[Handbook for Conservator](#) from Judicial Council of California.

[Petition for Appointment of Probate Conservator](#), form GC-310. [Click here to learn more](#)

## How Can We Help You?



### CCS Medical Case Management Nurse

Your child's CCS nurse can help coordinate and advocate for your child's medical care. Call and ask to speak to your nurse if you are having any problems getting appointments, medications or supplies. CCS Sacramento. Co office 916-875-9900



### CCS Clerical Staff

Your clerical staff determines financial and residential eligibility. They also provide guidance on Medi-Cal issues. Call and ask to speak to your clerical staff if you are having any Medi-Cal issues or concerns. CCS Sacramento Co. office 916-875-9900



### Medical Therapy Program

Your Medical Therapy Program (MTP) staff provides occupational and physical therapy services to children and youth with certain long term physical disabilities that meet the State's eligibility criteria. If your child is part of the MTP, call and ask to speak to your therapist if you are having any therapy or equipment issues or concerns.

**Bowling Green Medical Therapy Unit** 916-876-1480  
**Orchard Medical Therapy Unit** 916-876-8882  
**Starr King Medical Therapy Unit** 916-876-8877

[Visit our website](#)

## Helpful Links & Resources

[Sacramento Public Health](#)

[WarmLine Family Resource Center](#)

[Family Voices of California](#)

[Alta California Regional Center](#)

[Medi-Cal Booklet](#)

[State Medi-Cal](#)

[Local County Medi-Cal Offices](#)

[211 Sacramento](#)





## Contact Us

9616 Micron Ave, Suite 970

Sacramento, CA 95827

Phone: (916) 875-9900

Fax: (916) 854-9500

TDD: 1-800-735-2929

## Medical Therapy Program Clinics

Bowling Green (916) 876-1480

Orchard (916) 876-8882

Starr King (916) 876-8877