



March 11, 2026

MEDI-CAL RENEWALS

Dear Provider,

Most Medi-Cal members are required to complete an annual renewal to continue receiving Medi-Cal benefits; failure to do so in a timely manner may result in a loss of coverage. Losing coverage restricts their ability to access medical, pharmacy, dental, vision, behavioral health, and other services. Our partner providers play a critical role in supporting members to ensure continuity of care.

As patients arrive for their appointments, we urge staff to:

- Check the member's renewal date in the KFHC Provider Portal
- Inform the member if their renewal date is approaching
- Provide a KFHC Medi-Cal renewal reminder card and write the renewal date on the card.

The following steps will help you locate the renewal date within the provider portal

Current Provider Portal:

1. Go to the Provider Portal (Medi-Cal) and login
2. Click on Members at the top of the navigation menu
3. Enter member information and click search
4. Click on the member's name
5. Scroll down to Gaps in Care to view the Medi-Cal Renewal information*

New Provider Portal Effective April 2026:

1. Go to the Provider Portal (Medi-Cal) and login
2. Hover over Patient Management and click on Search Patient
3. Enter Member ID or Medicaid/Client Index Number (CIN) and click search
4. Select the member from the results
5. Scroll down to Gaps in Care to view the Medi-Cal Renewal information*

**If the member says they have completed their renewal they can call us to confirm it was received and is being processed.*

PROVIDER Bulletin



KFHC Medi-Cal Renewal Reminder Cards

KFHC Medi-Cal renewal reminder cards (bilingual in English and Spanish) allow you to write down your patient(s) Medi-Cal renewal date (if they are due for a renewal). It also provides information on how they can complete the renewal process. We provide help at no cost over the phone or at our offices. Cards will be available for pick-up at upcoming Provider Portal trainings, or you can call your Provider Relations Representative if you would like to order a supply.

Keep Your Medi-Cal.

Renew by: _____

Pick one way to renew your Medi-Cal coverage:



Online

Visit www.benefitscal.com and choose the "Create an Account" link



By Mail

Send the completed packet back to
KCDHS, P.O. Box 511, Bakersfield, CA 93302



In Person

Visit Kern Family Health Care or your local
Kern County Human Services office



Phone

1-800-391-2000, option #9, TTY 711



**Kern Family
Health Care.**

2900 Buck Owens Blvd., Bakersfield, CA 93308 • Monday - Friday, 8am - 5pm

[Provider Bulletins](#) are available on the [KHS website](#). Please visit the site regularly to stay informed about the latest updates and announcements.

If you have any questions or need additional KFHC Medi-Cal renewal reminder cards, please contact your Provider Relations Representative at 1-800-391-2000, silent prompt option #5.

Sincerely,

Kristie Onaindia
Provider Relations Manager
Kern Health Systems