



Santa Clara Family
Health Plan™

PROVIDER TOOLKIT

Medi-Cal
Continuous Coverage

Table of Contents

| | |
|---|----|
| A message from Santa Clara Family Health Plan | 3 |
| Redetermination FAQs | 5 |
| For Beneficiaries..... | 5 |
| For Providers | 7 |
| Renewal Eligibility Sequencing Maps | 11 |
| SCFHP Flyers | 13 |
| Department of Health Care Services (DHCS) Customizable Flyers..... | 16 |
| Department of Health Care Services (DHCS) Social Media Posts and Graphics | 19 |
| SCFHP Continuous Coverage Communications Strategy | 22 |
| List of Important Links | 23 |

A message from Santa Clara Family Health Plan

Dear Trusted Provider,

As we emerge from the COVID-19 pandemic, Medi-Cal is returning to normalcy as well.

During the COVID-19 Public Health Emergency (PHE), all Medi-Cal beneficiaries were able to keep their coverage regardless of any change to their circumstance due to the Continuous Coverage Requirement. That gave Medi-Cal beneficiaries one less thing to worry about during the uncertainty of the pandemic.

For months, counties have been gearing up to restart eligibility renewals at the end of the PHE. The Continuous Coverage requirement ended on March 31, 2023, and with it, Medi-Cal redeterminations resumed on April 1, 2023. Millions of Californians, including thousands of Santa Clara County residents, are expected to lose coverage because of redetermination. Many of these beneficiaries may not be aware of an impending loss of coverage because they don't know they need to renew their coverage annually, have not reported a change in address, or perhaps their circumstance has changed (i.e. new job). However, there are steps beneficiaries can take to prevent loss of coverage.

Santa Clara Family Health Plan (SCFHP) is asking providers to help keep beneficiaries and their families covered. The following are things you can do to ensure your patients are better prepared for redetermination.

1. **Remind beneficiaries to update their personal information.** Beneficiaries can log into their account on [BenefitsCal](#) or call the County at 1-408-758-3600 to update their information. Their address, phone number, and email address must be up to date. The county will use this information to communicate with them.
2. **Have beneficiaries sign up for updates.** Beneficiaries can receive updates through email and text by:
 - Signing up for DHCS's updates at www.KeepMediCalCoverage.org. Here they can get general updates about what is happening with Medi-Cal renewals.
 - Creating or checking their [Covered California](#) or [BenefitsCal](#), account to sign up for text or email alerts about their Medi-Cal case. They may be able to submit renewals or requested information online.

3. **Ask beneficiaries to look out for a notice in the mail.** Some beneficiaries will receive a yellow envelope in the mail from Santa Clara County with a renewal packet or a letter stating their Medi-Cal has been automatically renewed. If they received a renewal packet, they can submit their updated information by mail, phone, in-person, or online to help avoid a gap in their Medi-Cal coverage.
4. **Let beneficiaries know they can get in-person help.** Beneficiaries who want to speak with a representative in person can find their nearest Santa Clara County Social Services office at socialservices.sccgov.org/how-do-i/apply-for-benefits.
5. **Tell beneficiaries that they must complete their renewal packet (if they get one) to stay covered.** Beneficiaries may submit their information by mail, phone, in person, or online to avoid a gap in their Medi-Cal coverage.

To support you and your patients during this transition, we have put together this SCFHP Continuous Coverage Provider Toolkit with downloadable assets available at bit.ly/continuous-coverage-provider-toolkit. In this toolkit you will find the following:

- **Redetermination FAQs:** A list of frequently asked questions your clients may ask related to redetermination.
- **Redetermination Flyers:** Please print and post these flyers at your convenience.
- **Social Media Posts:** Sample posts for Facebook, Instagram, and Twitter.
- **List of Important Links**

We encourage you to share this information with your provider network and your patient-facing staff. To learn more about continuous coverage, please visit www.scfhp.com/renew. For more provider resources, visit our *For Providers* page at www.scfhp.com/for-providers/provider-resources.

Sincerely,
Santa Clara Family Health Plan

Redetermination FAQs

For Beneficiaries

Q: Do I need to complete a Medi-Cal renewal?

A: You may soon need to take steps to find out if you still qualify for Medi-Cal. Counties will mail a letter to beneficiaries about Medi-Cal eligibility. You may need to complete a renewal form. Make sure your current contact information is updated with the local county office, if it has changed.

The local county office will only ask you for more information if they need it to renew your Medi-Cal. If you receive a renewal packet or a letter asking for more information, you may submit the information requested by [mail](#), [phone](#), [in person](#), or [online](#).

- **By Mail:** Santa Clara County Social Services Agency Benefit Assistance Center
1867 Senter Road
San Jose, CA 95112
- **By Phone:** You can find your County Worker's contact information of the top right corner of the last County Notice of Action (NOA) you received in the mail. If you cannot find your County Worker's contact information, call 1-408-358-3600.
- **In Person:** Document drop boxes are located outside at all these locations:

| | |
|---|--|
| Benefit Assistance Center 1867 Senter Road San Jose, CA 95112 | Employment Services 1879 & 1919 Senter Road San Jose, CA 95112 |
| Continuing Benefit Services 1877 Senter Road San Jose, CA 95112 | North County Office 1330 W. Middlefield Road Mountain View, CA 94043 |
| General Assistance Services 1919 Senter Road San Jose, CA 95112 | South County Office 379 Tomkins Court Gilroy, CA 95020 |

Q: When do I need to fill out and return my Medi-Cal renewal packet?

A: You will get a letter in the mail. The letter will tell you if your Medi-Cal coverage was renewed automatically or if your county needs more information to renew your Medi-Cal coverage. If you receive a renewal packet or a letter asking for more information, you may submit the information by mail, phone, in person, or online.

Counties will mail you a letter about your Medi-Cal eligibility. You may need to complete a renewal form. The letter from your county should arrive around the same time as when you have received similar letters in past years. For example, if your Medi-Cal renewal was due in April in past years, you should look out for a letter from your county two months before April.

Q: What can I do to prepare for Medi-Cal renewal?

A: If you moved recently, or if any of your contact information, such as your phone number or email address, has changed, report your changes to your local county office to make sure you get important information about your Medi-Cal coverage. If you recently got a new job or your income has changed, be prepared to provide verifications.

Check your mail — counties will mail you a letter about your Medi-Cal eligibility. You may need to complete a renewal form. If you receive a renewal form, submit your information by mail, phone, in-person, or online, so you don't lose your coverage. Create or check your online account at: [Covered California](#) or [BenefitsCal](#) to sign up to get text or email alerts about your case. You may submit renewals or requested information online.

Q: How do I report a change if I have Supplemental Security Income (SSI)?

A: If you get SSI, do not have a U.S. mailing address and are unable to change your address online, you can report your change by:

- Calling 1-800-772-1213, weekdays from 7 a.m.– 7 p.m.
- Contacting their local Social Security office via the [online locator](#).

If you get SSI, Social Security will process your Medi-Cal renewal. If you have questions, call 1-800-772-1213, or contact your local Social Security office.

Q: What if I am no longer eligible for Medi-Cal?

A: If you no longer qualify for Medi-Cal, you may be able to get health coverage through Covered California. Losing Medi-Cal allows you to enroll in a Covered California plan outside of the open enrollment period. The local county office will send you information about how to enroll.

For Providers

Q: How often do Medi-Cal beneficiaries need to renew their Medi-Cal coverage?

A: Redetermination happens annually. The counties review Medi-Cal beneficiaries' information every 12 months to determine if beneficiaries are still eligible to receive Medi-Cal benefits. This annual review includes but is not limited to:

- Information found in the beneficiary's Medi-Cal, CalWORKs, and CalFresh case files
- Information accessed through an electronic databases or electronic verification services such as the Federal Data Services Hub, and
- All other sources with relevant information reasonably available to the county that are in accordance with the law and DHCS policy.

Beneficiaries are automatically renewed for Medi-Cal and sent an approval Notice of Action (NOA) letter if the county is able to verify their eligibility information during their review. When the county is unable to verify a beneficiary's information, they are sent a renewal package.

Q: How is a Medi-Cal beneficiary's renewal month determined?

A: A beneficiary's annual renewal month is normally the 11th month after the month they originally applied for Medi-Cal.

For example, if a beneficiary applied for Medi-Cal in May, their annual renewal month would usually be set to April of the following year. If a beneficiary is not sure of their renewal month, they can contact [Santa Clara County Social Services](#) for more information.

Q: Why do some Medi-Cal beneficiaries receive a renewal packet requesting additional information in order to renew their Medi-Cal?

A: If the county is unable to verify a beneficiary's eligibility during their annual review process, the beneficiary will receive a renewal packet asking for missing or additional information to redetermine their Medi-Cal eligibility. If a beneficiary receives a renewal packet, they have 60 calendar days to provide the information requested by the county. Renewal packets can be submitted to the county by [mail](#), [phone](#), [in person](#), or [online](#).

Beneficiaries are not required to return the physical renewal packet, but they must provide the necessary information requested and sign the renewal form through any of the available means indicated in their packet.

Q: How long do beneficiaries have to return their renewal packets before they lose their Medi-Cal coverage?

A: If a beneficiary receives a renewal packet requesting more information to help redetermine their eligibility, they will have 60 calendar days to provide their information

to the county. If the renewal packet is not submitted within that timeframe, the beneficiary will lose their Medi-Cal coverage at the end of their renewal month.

After being disenrolled, the beneficiary will have 90 calendar days from their disenrollment date to provide the information the county is requesting to redetermine their eligibility. Once these 90 calendar days have expired, and the information requested was not provided, the beneficiary will have to submit a new Medi-Cal application to determine their eligibility for Medi-Cal coverage.

Q: If a Medi-Cal beneficiary receives a renewal packet from the county requesting information, are they required to fill out and return their renewal packet?

A: Renewal packets are important in helping the county redetermine a beneficiary's eligibility for Medi-Cal coverage. It is crucial for beneficiaries to provide the county with the information they are requesting to avoid losing Medi-Cal coverage. The beneficiary does not need to return the physical renewal packet, but they must provide the necessary information requested and sign the renewal form through any of the available means indicated in the packet.

Q: How will beneficiaries know if their coverage has been renewed after submitting their renewal packet?

A: If the beneficiary's renewal packet is submitted on time and the county has all the information they need to redetermine the beneficiary's eligibility, they will send the beneficiary a letter to let them know their Medi-Cal coverage has been renewed for another year. If additional information is still needed, the county will send the beneficiary a letter requesting more information.

Q: What type of information changes should Medi-Cal beneficiaries be reporting to their county?

A: Medi-Cal beneficiaries are required to report any household changes, such as income, if someone becomes pregnant, they have a new household beneficiary, and any other changes to their local county office to help redetermine their eligibility for Medi-Cal coverage when it's time for their renewal. Beneficiaries can log into their account at www.BenefitsCal.com to update your information or call their local county office to report any changes. Beneficiaries are also encouraged to visit www.KeepMediCalCoverage.org to sign up for text or email updates on Medi-Cal renewals.

If a beneficiary is currently receiving SSI, do not have a U.S. mailing address, and are unable to change their address online, they can report information change by:

- Calling 1-800-772-1213 (TTY 1-800-325-0778), 8 a.m. – 7 p.m., Monday through Friday
- Contacting your local Social Security office via their [online locator](#).

If the beneficiary receives SSI, Social Security will process their Medi-Cal renewal. If a beneficiary has any questions, they can call 1-800-772-1213, or contact their local Social Security office.

Q: If a Medi-Cal beneficiary has moved since their last renewal, what should they do to update their address?

A: Beneficiaries can visit www.BenefitsCal.com or call their county office to report any information changes.

If a beneficiary is currently receiving SSI, do not have a U.S. mailing address, and are unable to change their address online, they can report information change by:

- Calling 1-800-772-1213 (TTY 1-800-325-0778), 8 a.m. – 7 p.m., Monday through Friday
- Contacting your local Social Security office via their [online locator](#).

If the beneficiary receives SSI, Social Security will process their Medi-Cal renewal. If a beneficiary has any questions, they can call 1-800-772-1213, or contact their local Social Security office.

Q: Is there help available in-person for SCFHP member who have received a renewal packet in the mail and need assistance completing it?

A: Yes. SCFHP members who need application assistance can schedule an appointment with a Community Health Worker/Certified Enrollment Counselor at the [SCFHP Blanca Alvarado Community Resource Center](#) (CRC).

- **Address:** 408 N. Capitol Avenue, San Jose, 95133.
- **Phone:** 1-408-874-1750
- The CRC is open 10 a.m. – 5 p.m., Monday through Friday

Medi-Cal beneficiaries can also find in-person application assistance at [Santa Clara County Social Services offices](#), through [Covered California’s Assistance Search Tool](#) or by reach out to one of the local Health Enrollment Navigators listed below:

| Community Based Organization | Website |
|--|--|
| California Community Health Initiatives | www.calchi.org |
| Catholic Charities of Santa Clara County | www.ccsc.org |
| Community Health Partnership | chpscc.org |
| Healthier Kids Foundation | hkidsf.org |

Reference: [DHCS Subcontractors and Local CBO Assistance](#)

Q: What should a beneficiary do if they are no longer eligible for Medi-Cal?

A: If a beneficiary is no longer eligible for Medi-Cal, please encourage them to confirm their automatic plan enrollment or select a plan for [Covered California](#), 1-800-300-1506 (TTY: 1-888-889-4500), to prevent gaps in their health coverage.

Providers can refer the beneficiary to an agent, broker, or other licensed assistant to confirm their automatic plan enrollment. Please obtain the beneficiary's consent to share their information with an agent or broker not directly employed by a qualified health plan (QHP) to help them enroll in a new plan. Please be mindful to explain to them that the agent/broker(s) do not work directly for the QHP but are registered assistants that have appointments with the QHP.

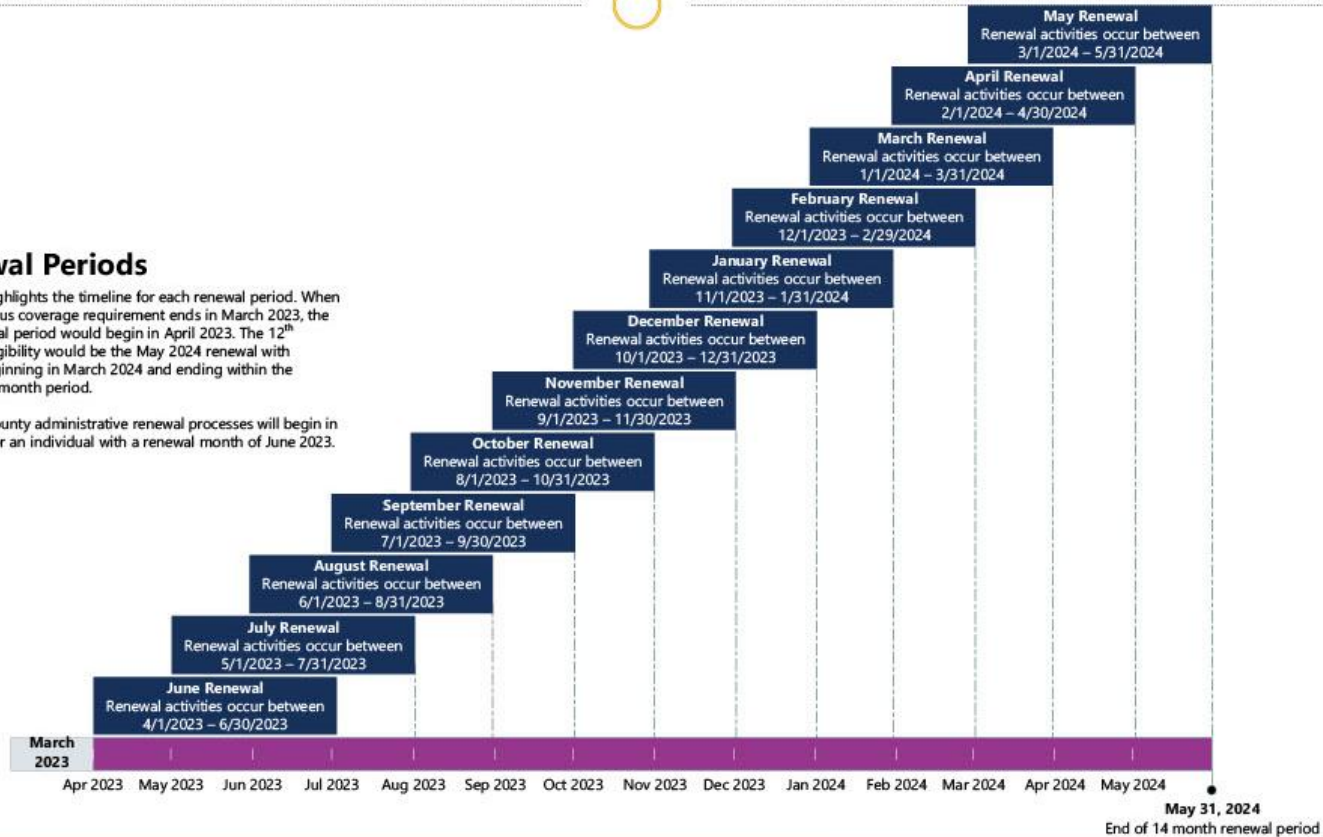
Renewal Eligibility Sequencing Maps

ELIGIBILITY SEQUENCING MAP

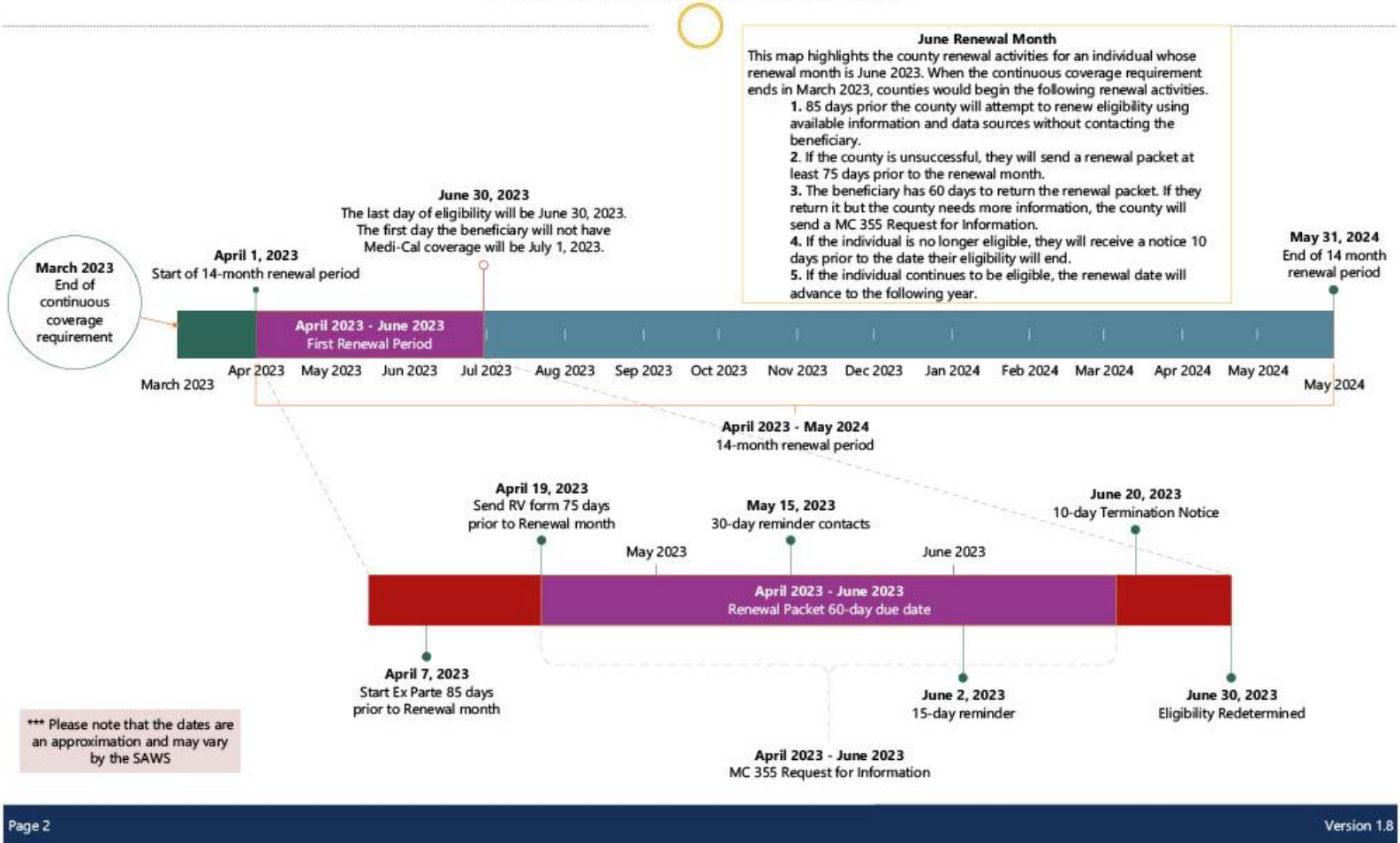
Renewal Periods

This page highlights the timeline for each renewal period. When the continuous coverage requirement ends in March 2023, the DHCS renewal period would begin in April 2023. The 12th month of eligibility would be the May 2024 renewal with activities beginning in March 2024 and ending within the required 14-month period.

Example: County administrative renewal processes will begin in April 2023 for an individual with a renewal month of June 2023.



ELIGIBILITY SEQUENCING MAP



Appendix A: [DHCS Medi-Cal COVID PHE & Continuous Coverage Operational Unwinding Plan](#)

SCFHP Flyers



KEEP YOURSELF & YOUR FAMILY COVERED

Make sure your information is up to date

Medi-Cal covers vital health care services for you and your family, including doctor visits, prescriptions, vaccinations, mental health care, and more. So, if you have Medi-Cal, make sure you renew it when it's time.



Update your contact information

Report any new changes to your name, address, phone number, and email address, so your county can contact you.



Check your mail

Counties will mail you a big yellow envelope with a letter about your Medi-Cal eligibility. You may need to complete a renewal form. If you're sent a renewal form, submit your information by mail, phone, in-person, or online, so you don't lose your coverage.



Create or check your online account

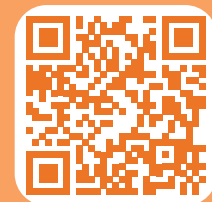
You can sign up to receive alerts on your case. Create or log into your account to get these alerts. You may submit renewals or requested information online.



Complete your renewal form (if you get one)

If you received a renewal form, submit your information by mail, phone, in person, or online to help avoid a gap in your coverage.

To learn more about when and how to renew your Medi-Cal coverage, visit www.scfhp.com/renew or scan here:





Santa Clara Family Health Plan™

Medi-Cal Beneficiaries: Take action to keep your Medi-Cal

Your local county office will
mail you a letter about your
Medi-Cal coverage

The letter will tell you if:

Your county needs
information from you to
renew your Medi-Cal

OR

Your Medi-Cal was
renewed automatically



If you get a big yellow envelope with a renewal form, please fill it out and return it right away.

Check that your local county office has your updated information, including your name, current address, email address and phone number.



6201 San Ignacio Ave.
San José, CA 95119
1-800-260-2055 (TTY:711)
www.scfhp.com

To learn more about when
and how to renew your
Medi-Cal coverage, visit
www.scfhp.com/renew



50600E

Department of Health Care Services (DHCS) Customizable Flyers

Keep yourself and your family covered.



Make sure your information is up to date.

Medi-Cal covers vital health care services for you and your family, including doctor visits, prescriptions, vaccinations, mental health care, and more. So, if you have Medi-Cal, make sure you renew it when it's time.

Update your contact information

Report any new changes to your name, address, phone number, and email address, so your county can contact you.

Check your mail

Counties will mail you a letter about your Medi-Cal eligibility. You may need to complete a renewal form. If you're sent a renewal form, submit your information by mail, phone, in person, or online, so you don't lose your coverage.

Create or check your online account

You can sign up to receive alerts on your case. Create or log into your account to get these alerts. You may submit renewals or requested information online.

Complete your renewal form (if you get one)

If you received a renewal form, submit your information by mail, phone, in person, or online to help avoid a gap in your coverage.

For more details and to learn how to update your contact information, visit [KeepMediCalCoverage.org](https://www.KeepMediCalCoverage.org)



Medi-Cal



Medi-Cal Beneficiaries:

Take action to keep your Medi-Cal

Your local county office will mail you a letter about your Medi-Cal coverage.



The letter will tell you if:

Your county needs information from you to renew your Medi-Cal

or

Your Medi-Cal was renewed automatically



If you get a renewal form, please fill it out and return it right away.



Check that your local county office has your updated information, including your name, current address, email address, and phone number.

For more details and to learn how to update your contact information, visit [KeepMediCalCoverage.org](https://www.KeepMediCalCoverage.org)



Medi-Cal













Department of Health Care Services (DHCS) Social Media Posts and Graphics

SCFHP and DHCS encourage you to share resources and information with your patients about redetermination via social media. Please use the content and graphics below from DHCS on your Facebook, Instagram, and Twitter pages.

You can also follow SCFHP on social media to easily re-share and repost our social posts and help amplify helpful messaging to as many residents in our county as possible. Make sure to tag us in your posts.

| SCFHP Social Media Accounts | URL/Tag |
|---|--|
| Facebook page | www.scfhp.com/scfhp |
| Instagram | @scfhp |
| SCFHP Blanca Alvarado Resource Center (CRC) Facebook page | www.facebook.com/scfhp.crc |
| SCFHP CRC Instagram | @scfhp.crc |

| DHCS Copy | Accompanying Graphic |
|---|---|
| <p>Keep yourself and your family covered. Log into your account to make sure Medi-Cal has your current address, email address, and phone number, if it has changed. For more information or to sign up for email and text message alerts, visit KeepMediCalCoverage.org.</p> |  <p>MEDI-CAL BENEFICIARIES</p> <p>It's almost time to renew your Medi-Cal coverage.</p> <p>Report any changes to your contact information.</p> <p> Medi-Cal  Santa Clara Family Health Plan.</p> |
| <p>It's almost time to renew your Medi-Cal coverage. If you receive a renewal form in the mail, your county needs more information. Fill it out and return it right away to keep yourself and your family covered. Visit KeepMediCalCoverage.org to learn more and to sign up for email and text message alerts.</p> |  <p>MEDI-CAL BENEFICIARIES</p> <p>Take action to keep your Medi-Cal!</p> <p>Watch for an important renewal letter coming soon.</p> <p> Medi-Cal  Santa Clara Family Health Plan.</p> |
| <p>Keep yourself and your family covered. Log into your account to make sure Medi-Cal has your current address, email address, and phone number, if it has changed. For more information or to sign up for email and text message alerts, visit KeepMediCalCoverage.org.</p> |  <p>Keep your family covered.</p> <p>Update your contact information so Medi-Cal can reach you when it's time to renew.</p> <p> Medi-Cal</p> |

| | |
|---|--|
| <p>Medi-Cal renewals are starting! If your contact info has changed in the last three years, log into your Medi-Cal account to update it. Then look for renewal info in the mail and respond right away to keep your coverage. Find where to update your info at KeepMediCalCoverage.org</p> |  <p>GOT MEDI-CAL?</p> <p>Look for important renewal info.</p> <p>DON'T LOSE YOUR COVERAGE.</p> |
| <p>Keep your health covered. Make sure Medi-Cal has your current contact info if it's changed in the last three years, watch your mail for important renewal information, and respond quickly if you get a renewal form. Find where to update your info at KeepMediCalCoverage.org</p> |  <p>MEDI-CAL MEMBERS:</p> <p>Act now to keep your coverage.</p> |
| <p>Important Medi-Cal renewal info is coming! If your contact info has changed in the last three years, log into your account today to update it. And if you get a renewal form, repond quickly so you don't lose your coverage. Find where to update your info at KeepMediCalCoverage.org</p> |  <p>MEDI-CAL RENEWALS ARE STARTING.</p> <p>Make sure you can keep your coverage.</p> |

SCFHP Continuous Coverage Communications Strategy

SCFHP is using the [DHCS Continuous Coverage Unwinding Toolkit](#) and its global language throughout all our communication channels and branded materials to ensure SCFHP members and county residents are receiving information from a local and trusted source.

Our outreach communications follow DHCS' communications strategies that focus on awareness (Phase 1 launched in Spring 2022) and renewal (Phase 2 launched in February 2023), see details below:

| Awareness | Renewal |
|--|---|
| Distribute resources and materials such as flyers at SCFHP Blanca Alvarado Community Resource Center (CRC) and outreach events <ul style="list-style-type: none"> • Include communications via our newsletters and social media pages | Direct beneficiaries who need assistance with Medi-Cal and Covered California applications and renewals to make an appointment with Community Health Worker/Certified Enrollment Counselor at our CRC and other community enrollers |
| Ensure community partners and providers have access to resources and information on Continuous Coverage <ul style="list-style-type: none"> • Encourage enrollment into the DHCS Coverage Ambassador program • SCFHP Provider Toolkit | Partner with the County to send SCFHP members a text message reminder to complete their redetermination packages once they have been sent by the County |
| Support secure collection and sharing of updated member contact information with SCFHP delegates, providers, and vendors | Continue to send notices to members whose eligibility is on hold |
| Participate in collaborative led by Working Partnerships to align messaging and distribution with system partners across County | Build capacity for new communication channels, including email |

List of Important Links

| Resource | URL |
|--|--|
| SCFHP Redetermination Webpage | www.scfhp.com/renew |
| SCFHP Continuous Coverage Provider Toolkit | bit.ly/continuous-coverage-provider-toolkit |
| DHCS Medi-Cal Continuous Coverage Toolkit | www.dhcs.ca.gov/toolkits/Pages/Medi-Cal-Continuous-Coverage-Unwinding.aspx |
| Become a DHCS Coverage Ambassador | www.dhcs.ca.gov/toolkits/Pages/PHE-Outreach-Toolkit.aspx |
| KeepMediCalCoverage.org | www.keepmedicalcoverage.org |
| Covered California | www.coveredca.com |
| Covered California Account Portal | www.coveredca.com/support/account |
| BenefitsCal | www.benefitscal.com |
| Social Security Office Locator | www.ssa.gov/locator |
| Application assistance at the SCFHP Blanca Alvarado Community Resource Center (appointment encouraged) | crc.scfhp.com |