

Resources for Navigating Medi-Cal and Federal Immigration Changes

FAQs

Q. Is my Medi-Cal affected by these federal changes?

Your Medi-Cal is not currently affected.

Q. Is my Medi-Cal being cancelled because I am undocumented?

No, your Medi-Cal is not being cancelled.

Q. Will my immigration status be shared with the authorities?

HPSJ/MVHP must follow the directions of Department of Health Care Services (DHCS) on information sharing. If a law enforcement agency has a warrant (legal order) for the information, we may have to share it.

Q. I no longer want to receive Medi-Cal benefits because I am afraid that I will be targeted/ reported. Can you cancel my benefits and remove me from the system?

Contact your county human services agency.

Q. Are my housing or my other county benefits impacted?

Contact your county human services agency.

Q. These current events are causing a lot of stress for my family and I. How can we get help?

Call your county crisis line. HPSJ/MVHP covers outpatient mental health services for people of all ages who are in mild or moderate distress. For more information, call Customer Service.

Q. I need some help with my paperwork, but I am afraid to go to your office. What are my options?

Contact HPSJ/MVHP's Customer Service team.

HPSJ/MVHP Member Resources

Website	www.hpsj-mvhp.org
Customer Service	1-888-936-7526 TTY 711 Monday - Friday, 8am - 5pm
24/7 Advice Nurse Line	1-800-655-8294

Human Services Agencies

San Joaquin County	1-209-468-1000
Stanislaus County	1-209-558-2500
El Dorado County	1-530-621-6150
Alpine County	1-530-694-2235

County Crisis Lines

San Joaquin County	1-209-468-8686
Stanislaus County	1-209-558-4600
El Dorado County (West Slope)	1-530-622-3345
El Dorado County (South Lake Tahoe)	1-530-544-2219
Alpine County	1-800-318-8212

Where can I learn about my rights?

Immigration Legal Resource Center
www.ilrc.org/community-resources

Catholic Charities
<https://catholiccharitiesca.org/where-we-operate>

El Concilio
www.elconcilio.org/3-services/immigration-services

Q. Will my children be able to access care if they're legal residents or are U.S. citizens?

Yes, your children can access care.

Q. I am afraid to go to the doctor/clinic. What are my options?

You can call your doctor and/or clinic and request a telehealth appointment.

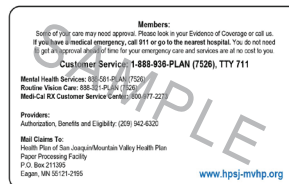
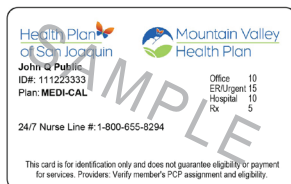
Q. I am afraid to go to Urgent Care/ER. What are my options?

As an HPSJ/MVHP member, you have access to a registered nurse 24 hours a day, seven days a week. A nurse can speak to you over the phone, in your preferred language, when you think you or a family member needs urgent medical care.

The nurse will help you decide if you:

- Need to go to an urgent care facility.
- Can wait to see your doctor.
- Can take care of your symptoms at home.

Have your HPSJ/MVHP ID Card or Medi-Cal Benefits ID Card ready when you call the Advice Nurse Line. If you are calling for someone else, please have that person near you.



If you are sick, or unable to get to the doctor or pharmacy in person, these resources may help you.

Telehealth

Don't miss your health visit! Telehealth is a way of getting services without being in the same physical location as your provider. This means you can have a live conversation with your provider by phone, video, or other means.

You can get many services through telehealth. Telehealth may not be available for all covered services. You can contact your provider to learn which services you can get through telehealth.

It is important that you and your provider agree that using telehealth for a service is appropriate for you.

Mail-In Pharmacy Services

Medi-Cal Rx covers mail order services. This means you can get your medication mailed to you. You can call the Medi-Cal Rx Customer Service Center (CSC) for assistance locating a mail order pharmacy at **1-800-977-2273**.

You can also locate a pharmacy that offers mail order services by utilizing the Pharmacy Locator Tool on the Medi-Cal Rx website:



<https://medi-calrx.dhcs.ca.gov/home>

- Enter your ZIP code
- Select **Search**
- Select **Display Filter** and then choose **Mail Order**
- Select **Apply Filter** to view results

Choose a pharmacy and call to have your medications mailed. You will need to confirm your address.