



# Help Your Medi-Cal Patients and Clients Keep Their Coverage



A quick check-in during a visit or call can help your Medi-Cal patients and clients prevent unnecessary loss of Medi-Cal benefits.

This guide is designed to support you and your team with questions you may receive from your patients and clients about Medi-Cal renewals.



## About Medi-Cal Eligibility Renewal

People enrolled in Medi-Cal are required to renew their Medi-Cal coverage every year. Starting January 2027, people who receive Medi-Cal may need to renew every 6 months.

- The renewal process starts when Medi-Cal checks the enrollee's eligibility for the program using data collected from sources such as the Internal Revenue Service (IRS). If an enrollee successfully renews through this process, there is nothing they need to do. This process is called auto-renewal. A notice of action will be mailed to the enrollee letting them know that they have been renewed for the program.
- However, if the enrollee does not meet the eligibility criteria, they may receive a yellow envelope from their local Medi-Cal office telling them that more information is needed to renew. They will also receive an alert through their **BenefitsCal** account. If the enrollee does not respond in a timely manner or fails to provide the information requested, they may be terminated from the program.

Loss of coverage results in missed appointments, delayed care and impacts the health and wellbeing of the entire community.

**Let's Get  
Our Community  
Prepared!**



**BenefitsCal**

Encourage your patients and clients to create or log in to their **BenefitsCal** account to:

**Find out their renewal date**

**Update their contact information**

**Check for messages about their renewal status**



## Getting Help with Medi-Cal and Renewals

- **Fast and Convenient**

Upload documents and communicate with eligibility workers online at [BenefitsCal](#).

- **Telephone and In-person Assistance**

HPSJ/MVHP members can receive help from HPSJ/MVHP Certified Application Counselors by calling **1-888-936-PLAN (7526) TTY 711**.

- **Help in Our Community – Where People Live, Work and Play**

Community Health Workers (CHW's) are available throughout the community to help people apply for coverage, renew, and problem solve eligibility issues. Visit [www.hpsj-mvhp.org/keep](http://www.hpsj-mvhp.org/keep) for an up-to-date list of local enrollment counselors and CHW's.



## Other Important Facts for Medi-Cal Patients and Clients

- **Renewals are Always Free**

Anyone asking for payment to renew or apply is a scam.

- **Proof of Income May Be Flexible**

If documentation is unavailable, a sworn statement may be accepted.

- **SSI Members Renew Through Social Security**

Call **1-800-772-1213** (TTY 1-800-325-0778), Monday–Friday, 8 a.m.–7 p.m.

- **Other Changes to Medi-Cal**

For a summary of changes, visit [www.hpsj-mvhp.org/keep](http://www.hpsj-mvhp.org/keep).

- **Help in Non-English Languages, Sign Language, and Alternative Formats is Available**

Interpreter services and alternative format materials are offered at no cost by phone and in person.

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## Your Support is Key. Help Connect Patients and Clients to the Best Resources.

Other ways to spread the word and educate our community about Medi-Cal renewal help:

- Download our **Social Media Toolkit** and leverage **pre-composed text messages** for your next texting campaign
- Share printed materials like **flyers and handouts** when a patient or client has a question or issue related to Medi-Cal eligibility and renewals.

It is our responsibility to ensure that our community maintain access to important healthcare services — knowledge is power!

To learn more about partnering around this important initiative, visit [www.hpsj-mvhp.org/access](http://www.hpsj-mvhp.org/access).

