

# Our+Care OC

A newsletter created by HIV-positive individuals  
for people living with HIV



## Check your mail for Medi-Cal (CalOptima) documents!

In this issue of the Our+Care newsletter, we are going to discuss the Medi-Cal renewal process and some key things you need to know if you receive a Medi-Cal redetermination packet. In Orange County, Medi-Cal is also called CalOptima.

### What is Medi-Cal redetermination?

If you receive Medi-Cal, your eligibility must be assessed and verified every 12 months<sup>1</sup>. This process is to make sure you are still eligible to receive Medi-Cal benefits. This process is different from Ryan White eligibility screening.

### Why is Medi-Cal redetermination important?

Redetermination is required for you to continue your Medi-Cal benefits.

### What will happen and will I have to do anything?

Beginning in 2015, Medi-Cal will do a prescreening of your file to see if you are still eligible to receive services under Medi-Cal<sup>1</sup>. You may have received a **Request for Tax Household Information (RFTHI)** that you must return so Medi-Cal can check your income. If the information on file shows you are still eligible to receive Medi-Cal, your eligibility will automatically renew. You will receive a letter that states you are renewed for another year<sup>1</sup>. This means that you will not need to submit any information to continue your eligibility.

However, if information is needed, a **redetermination packet** will be sent to you asking for specific

documents. Information needed is on a case-by-case basis<sup>1</sup>.

### I received a redetermination packet, what am I supposed to do with it?

If you receive a redetermination packet, provide all the required information before the due date indicated in your packet. You can do this by following the instructions in your packet.

### I do not have a stable address or my address on file is wrong; what do I do?

Call **(800) 281-9799** to see if you need to complete the redetermination process. If so, go to a Medi-Cal office (locations listed at the end of the newsletter) and find out what you need to do to get or keep coverage. If you need to update your address, call **(800) 281-9799**.

### If I have questions about the requested information who do I contact?

If you have questions, contact your Medi-Cal worker or the contact person indicated in the redetermination packet. You can also contact **(800) 281-9799** for general Medi-Cal coverage questions.

### When do I have to return my completed redetermination packet?

Your redetermination packet should have the due date of when you must provide all of the requested information. Make sure you do this as soon as possible before the due date.

<sup>1</sup> Department of Health Care Services. (2014, September 19). Medi-Cal Annual Redetermination Process for MAGI Beneficiaries (Reference ACWDL 14-18) Letter No. 14-32.

## What if I don't submit my documents on time?

**Your Medi-Cal benefits will be stopped.** You will receive a Notice of Action that explains why your benefits have been stopped<sup>1</sup>.

The Notice of Action will also state that you have 90-days from the date of the Notice of Action, also called a **“cure period”**, to provide requested information<sup>2</sup>.

If you provide the requested information within the 90-days after the notice, your benefits may be reinstated and there should be no break in your Medi-Cal coverage<sup>1, 2</sup>. However, there may be delays in your benefit claims if you are reinstated during the 90-day period.

If you do not provide the information or the information submitted is not acceptable, your benefits will be stopped and you will have to reapply for Medi-Cal<sup>1</sup>.

## Can I get ADAP if I am in the 90-day “cure” period?

**No.** Currently, ADAP guidelines states that you cannot receive ADAP during the 90-day period.

If you receive a **denial letter from Medi-Cal**, you can apply to receive ADAP services with a Ryan White eligibility worker.

## Can I get Ryan White medical care if I am in the 90-day “cure” period?

**No.** Ryan White services are provided as payer of last resort. In order to receive Ryan White medical care a **denial letter from Medi-Cal** would be needed.

### Medi-Cal Locations

Hours of Operation: 7am-5pm, Monday-Friday  
(800) 281-9799

[Anaheim Regional Center](#)      [Garden Grove Regional Center](#)  
3320 E. La Palma Ave.      12912 Brookhurst St.  
Anaheim, CA 92806      Garden Grove, CA 92840

[Aliso Viejo Regional Center](#)      [Santa Ana Regional Center](#)  
115 Columbia      1928 S. Grand Ave., BLDG. B  
Aliso Viejo, CA 92656      Santa Ana, CA 92705

## If I currently receive Ryan White medical care (at 17<sup>th</sup> St. Clinic or AltaMed), do I have to do a Medi-Cal redetermination?

**No.** Medi-Cal redetermination is only required for Medi-Cal patients. However, you must continue to be screened for Ryan White eligibility every 6 months.

## Should I apply for Ryan White if I have Medi-Cal?

**Yes.** Ryan White covers services that are not covered by Medi-Cal (for example, food pantry, housing services, or legal services). Ryan White covers services that are partially covered by Medi-Cal (for example dental care). It is important to be screened for Ryan White eligibility to ensure you can access all the services you need and are eligible to receive.



### Reminders:

- ❖ Check and open your mail!
- ❖ If you change your address, let your Medi-Cal worker know.
- ❖ If you received a redetermination packet, provide the requested information as soon as possible to prevent a loss in coverage.
  - ❖ If you have questions about your Medi-Cal coverage call **(800) 281-9799**.
- ❖ Do not put off doing things until tomorrow! If you get a redetermination packet today, respond to it today!
- ❖ Bring all necessary information with you for any scheduled appointments!
- ❖ Use <https://www.mybenefitscalwin.org/> to help manage your Medi-Cal account online!



<sup>1</sup> Department of Health Care Services. (2014, September 19). Medi-Cal Annual Redetermination Process for MAGI Beneficiaries (Reference ACWDL 14-18) Letter No. 14-32.

<sup>2</sup> Department of Health Care Services. (2014, December 10). Medi-Cal Eligibility Division Information Letter No.: 14-60. Medi-Cal Renewal Process-The 90-Day Cure Period Job Aid.

