

Medi-Cal Continuous Coverage Unwinding

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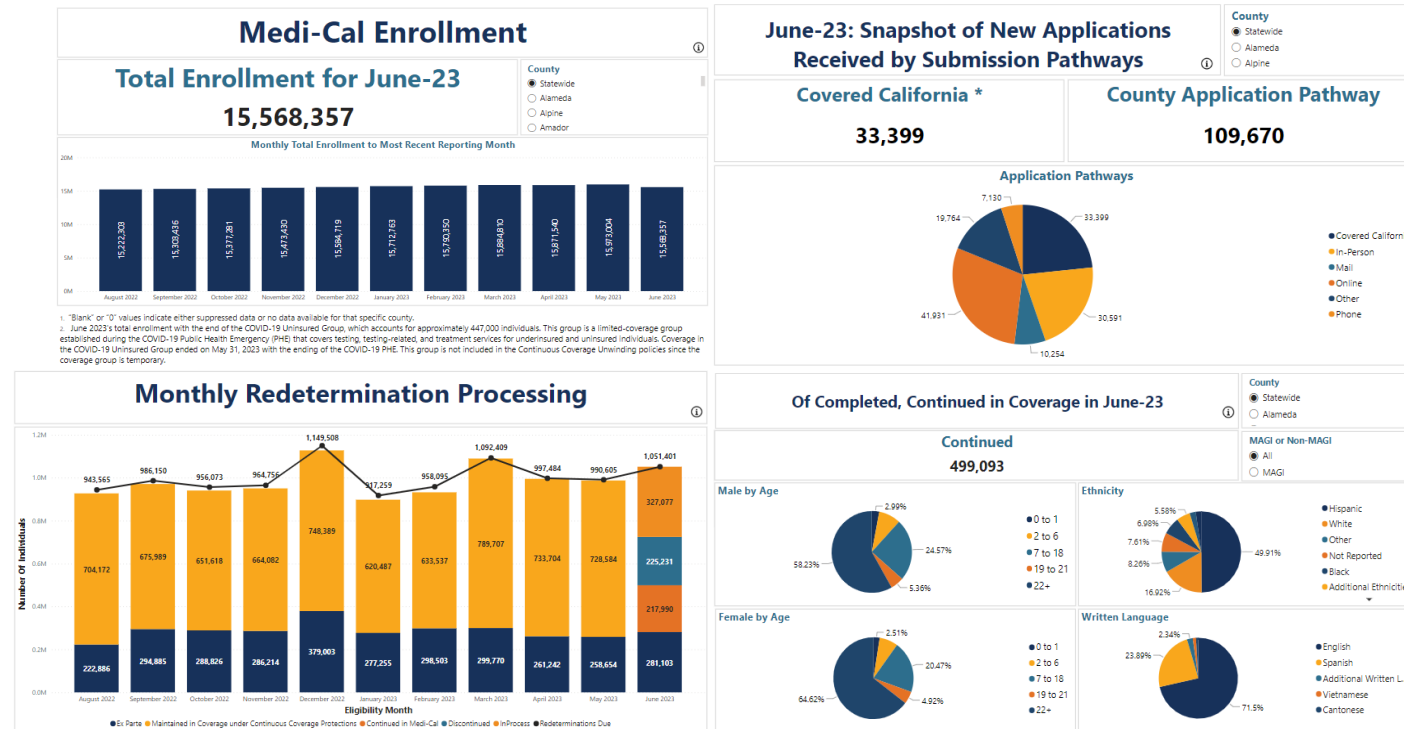
Medi-Cal Continuous Coverage Unwinding

- » DHCS Continuous Coverage Unwinding Guiding Principal:
 - **Maximizing Continuity of Coverage for Medi-Cal beneficiaries**
- » Ensuring individuals have timely and correct redeterminations based upon their current information
- » Implementing innovative policy and waivers to relieve the administrative burden on Medi-Cal members and County Eligibility Workers.

Medi-Cal Continuous Coverage Unwinding

Medi-Cal Continuous Coverage Unwinding Dashboard

» <https://www.dhcs.ca.gov/dataandstats/Pages/Continuous-Coverage-Eligibility-Unwinding-Dashboard.aspx>



Continuous Coverage Unwinding Outreach Efforts



Keep Your Community Covered Resources Hub

- » DHCS launched the Keep Your Community Covered Resources Hub to support collaboration in this effort.
- » Download and share resources in all **19 threshold languages**.



Keep Your Medi-Cal

CAMPAIGN ⓘ

Keep Your Medi-Cal

DESCRIPTION

The California Department of Health Care Services (DHCS) is conducting a statewide public information, education, and outreach campaign to raise awareness about the return of the annual Medi-Cal eligibility renewals and encourage Medi-Cal members to take steps to keep themselves and their families covered.

To promote collaboration with community groups in this effort, DHCS created the Keep Your Community Covered Resource Hub with outreach materials in **English**. Simply select from the tabs below to download and share graphics, flyers, videos, and access specific audience resources. These materials can be customized and are designed to help Medi-Cal members take steps to keep their health coverage.

Important: clicking on the file names will immediately begin downloading the files.

General Messaging Resources ⓘ	Social Media Graphics ⓘ	Print Materials ⓘ	
Media Outreach Resources ⓘ	Videos ⓘ	For IHSS Recipients ⓘ	For Uninsured Group ⓘ
For Providers ⓘ	For Managed Care Plans (MCPs) ⓘ	For Schools and Families ⓘ	
For Older Californians ⓘ	For Employers ⓘ	For American Indian & Alaska Native Groups Resources ⓘ	
For Asset Eligibility Rules Changes ⓘ			

⬇️ ADDITIONAL DOWNLOADABLE ASSETS & HOUSED MEDIA

[English Communications Toolkit](#)[English Renewal Message Guide](#)[English Train the Trainer Deck](#)


General Messaging Resources

- » The Phase 2 toolkits include messaging for landing pages, call centers, emails, and much more.
- » A new messaging provides easy-to-reference messages about:
 - Renewal process
 - Updating contacting information
 - Completing a renewal form
 - What happens once their renewal form is submitted
 - Transition to Covered California




Social Media Graphics

GOT MEDI-CAL?




Look for important renewal info.




DON'T LOSE YOUR COVERAGE.

Got Medi-Cal Tweet

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](https://www.KeepMediCalCoverage.org)

 **Post**


Take action to keep your Medi-Cal!



Watch for an important renewal letter coming soon.

Take Action FB Post Copy

Make sure Medi-Cal can reach you. Visit [KeepMediCalCoverage.org](https://www.KeepMediCalCoverage.org) to learn how to log in and check that Medi-Cal has your current contact information – and update it if you need to.



 **Post to timeline**

MEDI-CAL MEMBERS:

Act now to keep your coverage.



Get in-person help to renew your Medi-Cal.



已经参加 MEDI-CAL?

请注意重要的续保信息。



不要失去您的保险。

ការបន្ត MEDI-CAL ឡើងវិញ កុំពងចាប់ផ្ដើម។

ធានាថា អ្នកអាចរក្សា ការធានារ៉ាប់រងរបស់អ្នក។



Print Materials

- » Customizable flyers, poster, and palm card are available in 19 threshold languages.
- » You can add a logo and contact information using free Adobe Reader.
- » To add your organization's logo, click on the grey mountain icon and upload your logo.
- » There is also a text box to add contact information.

How to Update Your Contact Information for Medi-Cal

Your local Medi-Cal office will contact you when it is time for you to renew your coverage. If your information changes, update your account or let your local Medi-Cal office know right away. Update your contact information so you don't miss any important information about your Medi-Cal.

Three ways to update your contact information



ONLINE

- This is the fastest way to check and update your information.
- You can log in or create an account through BenefitsCal.com.
- If you don't know which system to use, visit KeepMediCalCoverage.org for help.



BY PHONE

- You can call your local Medi-Cal office.
- Find your local Medi-Cal office's phone number at KeepMediCalCoverage.org. Select "Find my local Medi-Cal office" from the menu.
- Have your information ready before you call.



IN PERSON

- You can visit your local Medi-Cal office.
- Find your local Medi-Cal office's address at KeepMediCalCoverage.org. Select "Find my local Medi-Cal office" from the menu.
- Bring your new information that you will be using.



You can also contact an Enrollment Navigator for additional help. Visit KeepMediCalCoverage.org and select "Find local help."



Tuav koj tus kheej thiab koj tsev neeg li ntawv pov hwm mus ntxiv.



Xyuas kom zoo seb koj tej ntaub ntawv kev tiv tauj puas tseem yog li qub lossis hloov lawm.

Medi-Cal pov hwm ntau yam kev kho mob tseem ceeb rau koj thiab koj tsev neeg, xws li kev mus ntsib tus kws kho mob, cov ntawv sau tshuaj noj, tshaj tshuaj tiv thaiv kab mob, kev kho siab ntsws, thiab ntau yam ntxiv. Ces yog tias koj muaj Medi-Cal, nco ntsoov ua ntau ntawv txuas mus ntsib thaum txog cajj.

Qhia paub kev tiv tauj

Qhia txog tej yam hloov tshiab uas hloov xws li koj lub npe, chaw nyob, xov tooj, thiab tus email, es koj lub tsev xoom qhaub thaj tiv tauj rau koj.

Xyuas tej ntawv xa tuaj rau koj

Tsev xoom qhaub yuav xa ib tsab ntawv tuaj qhia koj paub txog koj li kev muaj npe rau Medi-Cal. Tej zaum koj yuav tau ua daim ntawv rov tso npe dua. Yog tias koj tau daim ntawv rov tso npe dua, xa tuaj hauv kev xa ntawv, hauv xov tooj, nqa tuaj tim ntsej tim muag, lossis xa hauv online kom thiag li tsis plam koj li ntawv pov hwm.

Tsim lossis xyuas koj tus as khaus nyob hauv online

Koj tuaj yeem tso npe kom tau txais xov xwm qhia paub txog koj cov ntaub ntawv. Tsim lossis nkag mus rau hauv koj tus as khaus los txais cov ntawv ceeb toom no. Koj ua tau daim ntawv rov tso npe dua hauv online lossis thov tej ntaub ntawv nyob hauv online los tau thiab.

Ua kom tiav koj daim ntawv rov tso npe dua (yog tias koj tau txais)

Yog tias koj tau daim ntawv rov tso npe dua, xa koj cov ntawv tuaj hauv kev xa ntawv, hauv xov tooj, nqa tuaj tim ntsej tim muag, lossis xa hauv online kom thiag li tsis plam koj li ntawv pov hwm.



Yog xav paub ntxiv thiab yuav kho tshiab koj tej ntaub ntawv sib tiv tauj li cas, mus rau KeepMediCalCoverage.org

Videos

- » Detailed How-To explaining the step-by-step renewal process. This is perfect for lobbies and waiting rooms.
- » Short videos made for social media and advertising, including "Take Care" and "Stay Covered".

**Top 3 things
to know about
Medi-Cal renewal.**



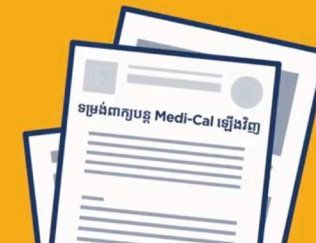
**Las 3 cosas más importantes
que debe saber sobre
la renovación de Medi-Cal.**



**يُحافظ برنامج
Medi-Cal
تأمينك وتأمين
عائلتك.**



**អ្នកត្រូវផ្តល់ព័ត៌មានដែលបានស្នើសុំ
ដើម្បីដឹងថា តើ អ្នកនៅតែមានលក្ខណៈសម្បត្តិសម្រាប់
Medi-Cal ឬយ៉ាងណា។**



Media Outreach Resources

- » Radio readers are scripts for radio hosts to read on air and share information about Medi-Cal renewals.
- » A MAT release is a pre-written article about renewals for community newspapers, websites, and newsletters.
- » There are pitch emails to send with each of these to ask news outlets to use them.

Medi-Cal 加入者の方へ: Medi-Cal 資格を保つために必要な情報について

(BPP)ーご注意くださいーカリフォルニア州は4月にMedi-Cal加入者の更新手続きを開始しました。あなたがMedi-Cal医療保険に加入されている場合、更新が必要です。Medi-Cal医療保険が中断されないよう、来年にかけて加入者全員に重要情報が送付されます。

Medi-Calは医師の診療、In Home Supportive Services (IHSS: 在宅支援サービス)、入院、歯科診療、小児科健診、予防接種、処方箋、心の健康に関するサービスなどに適用されます。Medi-Calを通じてあなたとご家族の医療保険を継続するための必要事項を以下にご案内します。

1. あなたの情報が最新であるか確認してください

過去3年以内に引っ越した、または連絡先情報が変わった場合、お近くのMedi-Calオフィスに現住所、電話番号、メールアドレス、希望する連絡手段をお知らせください。お近くのMedi-Calオフィスに最新情報を知らせることで、重要な案内を受け取れるようになります。

連絡先の確認と変更についてはbenefitscal.comまたはmybenefitscalwin.orgのオンラインアカウントにログインするのが最も便利な方法です。オンラインアカウントをお持ちでない場合は、アカウント登録すると更新手続きが簡単に行えます。

または、お近くのMedi-Calオフィスまで郵送や電話で、またオフィス窓口でも情報を提出することができます。

2. 郵送される通知をお受け取りください

更新日は加入者ごとに異なります。加入者のお手元に2023年4月から2024年5月の間に、Medi-Cal更新に関する重要な情報が届きます。

- 自動更新通知: 地域のMedi-CalオフィスがあなたのMedi-Cal資格を自動更新したという通知を受け取った場合は、何もする必要はありません。
- 更新書類: 地域のMedi-CalオフィスがあなたのMedi-Calを自動更新できなかった場合、*資格更新通知*が入った更新書類が送付されます。書類を受け取ったら記入し、医療保険を継続するために必要な追加情報を提出しなければなりません。

Earned Media Radio Reader Pitch

હેરે [\[Insert Reporter Name\]](#),

જિવેં કિ લગાડાર કલેજનં દી લેઝ ખતમ હેદેગી, ખંટ અમદની વાલે 15 મિલિઅન ટે વંધ ફેલીટેરનીઆ વાસીઆં નું જલદી ગીં દિહ યકીનીં ઘટાઉદ લણે કદમ ચુંકદ દી લેઝ હેદેગીં કિ ઉગ આપનીં Medi-Cal હેલ્થ કલેજનં નું કાદિમ રંમ સકદાં. મેઘરાં નું ડિંન સાલાં લણે નવિઆઉદ દી લેઝ નગીં પણે હે, અડે દિહ અદિમ હે કિ ઉગ આપનીં સંપરક જાદકારી વિંચ આણે કિમે લીં ટકદીલીં દી રિપેરટ કરનં ટાં કિ ઉગનાં દાં સથાનક Medi-Cal દરૂઝર ઉગનાં ટંક નવિઆઉદ દી જાદકારીં દે નાલ પહુંચ સકે, અડે નેકર ઉગનાં નું નવીનીકરનં દારમ પૂપર હુંદાં હે ટાં ઉગ ઉસનું ટર સકદાં.

કિરપા કરકે [\[Insert Radio Station name\]](#) વિદાર કરનં લણે નેંધીં કીંડે ગદે :30s અડે :15s હેડીં રીડર દેધે કિઉકિ અસીં ઉમીંદ કરદે ટાં કિ ટુસીં રાનં ટર દે Medi-Cal મેઘરાં ટંક દિહ પૂચાર કરનં વિંચ સાઢીં મદદ કર સકદે હે. દિહ યકીનીં ઘટાઉદાં જાદે કિ નવિઆઉદ દી પૂકિરિઆ ઘારે જાગરૂકડાં વધાઉદાં જરૂરી હે ટાંકિ મેઘર આપદે અડે આપદે પરિવારાં લણે જરૂરી સિગર ધીમાં કલેજનં નું રંખદ લણે લેડીંદે કદમ ચુંકદાં.

કિરપા કરકે આપદે સરેડિઆં નું ઉગનાં દી Medi-Cal કલેજનં નું ઘટાણે રંખદ લણે મરૂંડવપૂરનં જાદકારીં મુરેલીઆં કરનં લણે હેડીં રીડર દી વરડેં કલે. નેકર ટુગાડે કલે સુખાલ હનં જાં વાપુ જાદકારીં ધાંદુદે હે, ટાં કિરપા કરકે ધિનાં ડિઘક સંપરક કરે જાં KeepMediCalCoverage.org ટે જાં.

ધંનવાદ,

:30 Renewal – Earned Reader

નેકર ટુગાડે કલે Medi-Cal સિગર ધીમાં હે, ટાં યકીનીં ઘટાઉં કિ ટુસીં દિસ નું ઘટાણે રંખે.

Medi-Cal દે નવીનીકરનં ટુરુ હે ગદે હનં.

પુસદી દી રિંડીં જાં નવીનીકરનં દારમ લણે ટાક વિંચ દેધે.

નેકર ટુગાનું નવીનીકરનં દારમ નાલ પીલાં લિઢાદાં પૂપર હુંદાં હે...

આપનીં કલેજનં નું ઘટાણે રંખદ લણે ટુરૂંડ જાવાં દેદા યકીનીં ઘટાઉં

KeepMediCalCoverage.org ટે હેર જાં.

ઉગ હે KeepMediCalCoverage.org

:15 Renewal – Earned Reader

Medi-Cal દે નવીનીકરનં ટુરુ હે ગદે હનં, દિસ લણે ટુસીં આપનીં કલેજનં નું ઘટાણે રંખદ નું યકીનીં ઘટાઉં.

ટાક વિંચ પૂપર હેદ વાલી જાદકારીં ટે નજર રંખે અડે ટુરૂંડ જાવાં દિધે.

KeepMediCalCoverage.org ટે હેર જાં.

ઉગ હે KeepMediCalCoverage.org

Tailored Audience Resources

- » Tailored resources for specific audiences and outreach partners, including American Indian & Alaska Native Groups



Do you have Medi-Cal?

Renewals are happening!



Medi-Cal covers vital health services for American Indian/Alaska Natives throughout the state. This includes care at Indian Health Care Programs.



Your local Medi-Cal office will review your eligibility each year. They will send you a letter or renewal form.



If you get a renewal form or a request for information, you must complete it. Otherwise you and your family may lose your coverage.

- Submit the information by the due date listed



- You can complete your renewal:



ONLINE - Log in or create an account with BenefitsCal or MyBenefitsCaWIN.



BY MAIL - Send to the address on your form.



OVER THE PHONE - Call the number on your form.



IN PERSON - Go to your local Medi-Cal office.

HELP IS AVAILABLE

Health Enrollment Navigators can provide in-person assistance.



For more information, visit KeepMediCalCoverage.org



Questions?

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