



\*\*Frequently Asked Questions come from the Department of Health Care Services.



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## FAQs - Medi-Cal Managed Care Plan Transition

- Will changes to Medi-Cal health plans impact my Medi-Cal coverage?
- What must I do if I live in a county that is changing health plans?
- How will Medi-Cal inform me about changes to my health plan?
- Why are Medi-Cal health plans changing in some counties?
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- What is a Medi-Cal health plan?
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### Will changes to Medi-Cal health plans impact my Medi-Cal coverage?

Your Medi-Cal coverage and benefits will stay the same even if your Medi-Cal health plan changes.

### What must I do if I live in a county that is changing health plans?

[Find out if your Medi-Cal health plan will change](#)

#### Health plan is changing

If Medi-Cal health plans are changing in your county, you may have to choose a new Medi-Cal health plan.

## Automatic enrollment

In some counties, you will be automatically enrolled in a health plan without having to select one.

[Details for foster care and youth members](#)

## How will Medi-Cal inform me about changes to my health plan?

### Health plan is changing

If your health plan is changing:

- **September/October 2023** - You will be mailed a letter from your current Medi-Cal health plan letting you know about the health plan changes.
- **November/December 2023** - You will be mailed a letter from Medi-Cal with additional information about:
  - New health plan enrollment
  - Additional options available

**If you have to choose a new health plan, you must select one by December 22, 2023.** If you don't, you will be automatically enrolled in a new health plan.

- **December 2023** - After you select a new Medi-Cal health plan, or are automatically enrolled into a new health plan, you will be mailed a letter with information about your new health plan.
- **January 2024** - Your new health plan will mail you a welcome packet.

### Single-Plan or County-Organized Health System (COHS)

If you live in a Single Plan county or a county that has a County-Organized Health System (COHS), you will be **automatically enrolled** in the COHS plan, Single Plan, or Kaiser Permanente.

- **September/October 2023** – You will be mailed a letter from your current Medi-Cal health plan letting you know about the health plan change.
- **December 2023** - You will be mailed a letter from Medi-Cal with information about your automatic enrollment into a new health plan on January 1, 2024.
- **January 2024** - Your new health plan will mail you a welcome packet.

## Why are Medi-Cal health plans changing in some counties?

California is transforming Medi-Cal so you can get the care you need to live a healthy life.

In 2024, Medi-Cal health plans must meet new requirements for quality, access, accountability, and transparency. This will make sure all our members have access to timely, high-quality care from all health plans statewide.

## Can I keep my doctor?

### My doctor is in my new health plan

- The new Medi-Cal health plans in your county may already include your current doctors.
- To learn more about your Medi-Cal health plan choices and doctors who work with Medi-Cal health plans, visit: [www.healthcareoptions.dhcs.ca.gov](http://www.healthcareoptions.dhcs.ca.gov).

### My doctor is not in my new health plan

- If you have gone to a Medi-Cal doctor in the past **12 months** who is not in your new Medi-Cal health plan, you might be able to keep your doctor if you ask your new Medi-Cal health plan for [continuity of care](#).
- Continuity of care means you may be able to keep a Medi-Cal provider for up to 12 months after you join a new Medi-Cal health plan. This includes your primary care doctor (PCP), specialists, physical and occupational therapists, and more.
- Your doctor may agree to work with your new Medi-Cal health plan. This can last up to 12 months or, in some cases, longer.
- Continuity of care is important for your health and well-being. ([Notice of Additional Information](#))
- If you want continuity of care, call your new Medi-Cal health plan's member services once you join the new Medi-Cal health plan.
- To learn more about your Medi-Cal health plan choices and doctors who work with Medi-Cal health plans, visit: [www.healthcareoptions.dhcs.ca.gov](http://www.healthcareoptions.dhcs.ca.gov).

### Find a new doctor

If your doctor does not agree to work with your new Medi-Cal health plan, your new Medi-Cal health plan will help you find a new doctor.

## What does the transition mean for foster care children and youth?

### I live in one of these counties:

- Butte
  - Colusa
  - Glenn
  - Mariposa
  - Nevada
  - Placer
  - Plumas
  - San Benito
  - Sierra
  - Sutter
  - Tehama
  - Yuba
- Your county is changing to a County Organized Health Systems Model.
  - You must enroll in the Medi-Cal health plan in your county.
  - You will get a notice in November and in December letting you know of this change.
  - In January you will get a Welcome Packet from your new health plan.
  - It is important you choose a primary care provider. Your new health plan can help you choose one.
  - If you have a primary care provider today, you should call your new health plan to make sure that your doctor works with them.

## Will my Medicare change if I have both Medi-Cal and Medicare (dual eligible)?

Your Medicare benefits and providers will not change when your Medi-Cal health plan changes unless you change your Medicare Advantage plan.

Your Medicare providers:

- Do not have to be in your Medi-Cal health plan network to keep giving you care.
- Cannot charge you co-pays, co-insurance, and deductibles if you have Medi-Cal.
- Should bill your Medi-Cal health plan for co-pays, co-insurance, and deductibles, even if they are not in the Medi-Cal network.

## Will PACE and SCAN health plans change if my Medi-Cal health plan changes?

[Program of All-Inclusive Care for the Elderly \(PACE\)](#) and [Senior Care Action Network \(SCAN\)](#) plans will not change if your Medi-Cal health plan changes.

## What protections are there for American Indian and Alaska Native Members during this transition?

### I have an Indian healthcare provider

American Indian/Alaska Native (AI/AN) members can get healthcare services from any Indian Health Care provider at any time.

For assistance, contact:

- **Member's Medi-Cal health plan or**
- **Medi-Cal Ombudsman**
  - **Phone:** 1-888-452-8609 (Call is free.)
  - **TTY:** 711 for California State Relay
  - **Email:** [MMCDOmbudsmanOffice@dhcs.ca.gov](mailto:MMCDOmbudsmanOffice@dhcs.ca.gov)

### I have a Non-Indian healthcare provider

AI/AN members getting care from a provider that is not an Indian Health Care provider may be able to get continuity of care to keep the same provider. If you need assistance with [continuity of care](#), please contact your Medi-Cal health plan.

### Managed care opt-out

- AI/AN members can opt out of managed care in some counties.
- For counties where a member cannot opt out, the member still has a right to be seen by an Indian Health Care Provider (IHCP) even if they are not with the plan.
- For more information:
  - [Notice of Additional Information](#)
  - [www.healthcareoptions.dhcs.ca.gov](http://www.healthcareoptions.dhcs.ca.gov)

## What is a Medi-Cal managed health plan?

Learn more about [Medi-Cal managed health plan options and benefits](#).

## Where can I get help and more information?

[Visit the MCP Contact Us webpage.](#)