



Alameda County Housing Community Supports (HCS)

HELPING CLIENTS GET AND RETAIN MEDI-CAL

WHY DOES IT MATTER?

- » Many people being served in Housing Community Supports have complex health conditions and connections to health services can improve quality of life
- » Medi-Cal provides critical health services including primary care, behavioral health, and housing community supports!
- » **Medi-Cal coverage must be renewed every year.** Alameda County Social Services Agency will mail your client a Medi-Cal Renewal Packet at least 60 days before the renewal deadline. If your client moves, or the packet is lost, or your client doesn't have an address, your client may not know that they need to take action in order to avoid a lapse in coverage.
- » Case managers should help clients obtain and retain Medi-Cal so that clients have access to ALL services they are eligible for.

WHAT'S HAPPENING NOW?

- » During the COVID-19 pandemic/Public Health Emergency (PHE) (March 2020-present), Medi-Cal enrollees were not required to renew their Medi-Cal to continue to receive Medi-Cal benefits.

ALL Medi-Cal enrollees must renew their coverage before their renewal month or they may lose coverage.

- » Starting **July 1, 2023**, people will lose their coverage if there is not a successful redetermination completed at their redetermination date.
 - ★ People with a redetermination date of June 30, 2023 whose Medi-Cal did not auto-renew can expect to receive their redetermination packet sometime in **April 2023** and MUST complete by June 30, 2023.
 - ★ See the [Eligibility Sequencing Map](#) for more information.
- » It is VERY important for people to update their address with Medi-Cal to make sure they receive important information about their renewal.

WHAT HOUSING COMMUNITY SUPPORTS PROVIDERS CAN DO TO HELP

1. Check the Medi-Cal status of your client as part of intake and on a regular basis (at least quarterly).
2. Assist with enrollment and retention
3. Check to make sure your client's address and contact information on file with Alameda County Social Services is accurate
 - ★ If your client is unhoused, use an alternative address (SSA office, your agency, or an address of a friend or family member)
4. Note the redetermination date and help your client with redetermination
5. Talk to your client about the benefits of health insurance, health care... and the need to do a redetermination

Hover your phone camera
here to learn more ↓

