

Medi-Cal Enrollment and Renewal Questions

Updated 3.1.23

1. Why is it so important?

Medi-Cal provides critical health services including primary care, but other services too including but not limited to, behavioral health, housing community supports, and case management.

2. When will redeterminations start again with the unwinding of the public health emergency?

See the California Department of Health Care Services [eligibility sequencing map](#) for more information. Some clients will have their coverage auto-renewed through the Federal Hub. This will begin in April and an estimated 35% of beneficiaries will be renewed this way. All others will receive a redetermination packet in mail in April (for June renewal). If the redetermination is not completed prior to the last day of coverage, Medi-Cal can be reinstated in a 90-day “cure period” but the beneficiary will temporarily lose their Medi-Cal coverage.

3. What application assistance is available?

See page 2 of “Steps to Help Clients Get and Retain Medi-Cal” which can be found on the [Alameda County Housing Community Supports website](#).

4. Can someone on General Assistance (GA) be auto-renewed for Medi-Cal?

Auto-renewals are done through the Federal Hub. Someone without income can still be renewed through the Federal Hub. Because not everyone will be auto-renewed, everyone should look out for a redetermination packet.

5. How can I determine whether someone will be auto-renewed?

You can check using the CARS website. See page 2 of “Steps to Help Clients Get and Retain Medi-Cal” which can be found on the [Alameda County Housing Community Supports website](#).

6. Will redeterminations start again for people who receive Social Security Income (SSI) Medi-Cal?

Redeterminations for SSI-linked Medi-Cal are not done through Alameda County Social Services Agency; however standard process for redeterminations will begin again.

If a client receives SSI, Social Security will process their Medi-Cal renewal. If there are any questions, call (800) 772-1213, or contact your local Social Security office.

If someone receiving SSI does not have a US mailing address, and is unable to change their address online, the change can be reported by:

- Calling (800) 772-1213 [TTY (800) 325-0778], Monday through Friday, 8am-7pm

- Contacting your local Social Security office via their [online office locator](#).

7. What do I do if my client has no income or cash income?

Clients without income or cash income can still enroll in Medi-Cal. Paycheck stubs are encouraged for use as documentation if they are available because of their accuracy; however other items that can be used include bank statements, signed statements from an employer or self-attestation.

If paid cash, an employer letter can be used. They can also self-attest. If someone has never had an income, it CAN be e-verified in the Federal Hub.

8. Can someone without California Identification apply?

Yes, identity documentation does not need to be from California. Expired documents can be used as well as documentation from other states or countries. In addition, an organization or other third party can attest to someone's identity.

9. Who can we refer our clients to for help with and follow up on Inter County transfers?

It is often hard for case managers and clients to track the process

Inter County Transfers involve multiple counties and often take time to show up in the system. Case managers can call the Alameda County Social Services Agency Customer Service call center or call an Alameda County Social Services Agency client advocate who can help resolve Medi-Cal case issues. The following is contact information for client advocates:

1. Adriene Clark, Client Advocate
North Oakland Self-Sufficiency Center
(510) 271-0535, AClark@acgov.org
2. Troy Gonzalez, Client Advocate
Eastmont Self Sufficiency Center
(510) 383-5345, TEGonzal@acgov.org
3. Fatima Imami, Client Advocate
Eden Self Sufficiency Center – Hayward Office*
(510) 259-2276, FImami@acgov.org

*Serving Hayward, Fremont Outstation, and Livermore Outstation locations.