

Where to Get Help for Medi-Cal Expansion

1) Eligibility

Eligibility for the Medi-Cal program continues to be processed through the county Medi-Cal offices. County Medi-Cal office listings in alphabetical order are available at <http://www.dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspx>

2) Changing plans

If you are enrolled in a Medi-Cal Health Plan and want to choose another health plan for any reason, you may leave the health plan and join a different health plan. You can call a Health Care Options (HCO) Representative, toll free, at 1-800-430-4263, between 8:00 a.m. to 5:00 p.m., Monday-Friday, or visit a HCO Presentation Site for assistance in making a health plan change. You may also complete and mail an Enrollment Choice Form to Health Care Options: http://www.healthcareoptions.dhcs.ca.gov/HCOCS/Enrollment/Choice_Enrollment_Form.aspx
Additional Enrollment Information is available on the Enrollment page: <http://www.healthcareoptions.dhcs.ca.gov/HCOCS/Enrollment/default.aspx>

3) Issues within the managed care plan

- a. Consumers must first address issues by contacting the member services department within the health plan.
- b. The Medi-Cal Managed Care Ombudsman assists individuals in a Medi-Cal managed care plan. Call 1-888-452-8609 for help with the following:
 - Navigating throughout the Medi-Cal managed care system.
 - Urgent enrollment and disenrollment problems.
 - Information and referrals.
 - Resolving issues with the managed care plan.
- c. Department of Managed Health Care (DMHC) Help Center: 1-888-466-2219.
DMHC's Help Center is available to explain your health care rights and help you understand how to use your health care benefits. The Help Center can also resolve problems you may have with your health plan.