

Keeping You Covered through Medi-Cal Redetermination



California's Health Plans are working to help Californians maintain their Medi-Cal coverage by investing in education and resources necessary to ensure eligible Medi-Cal enrollees are able to keep their coverage.

What is Medi-Cal Redetermination?

Medi-Cal Redetermination is California's process of sending renewal notices to Medi-Cal enrollees requiring them to provide up-to-date household and income information to determine whether they are eligible to continue their coverage. People who no longer qualify or who do not fill out the renewal paperwork may lose their Medi-Cal coverage.

The Medi-Cal Redetermination process, which was paused for three years during the pandemic, requires a robust education and outreach effort to protect millions of eligible Californians from losing coverage after the renewal period.

When is the Medi-Cal Redetermination process?

Renewal notices have begun to be sent out and will continue through June 2024 based on the enrollee's renewal date.

What can Medi-Cal enrollees do to keep their coverage?

Eligible Medi-Cal enrollees should visit the CA Department of Health Care Services at [DHCS.ca.gov/COL](https://dhcs.ca.gov/COL) to keep themselves and their families covered.

FACT: Medi-Cal enrollment increased by **16%** during the COVID-19 pandemic.

FACT: Total health care coverage in California is **94%**, which is higher than ever before.

FACT: **64.3%** of Americans are unaware that the annual Medi-Cal renewal process is beginning again.

FACT: *If not informed about this change, current Medi-Cal enrollees could lose their coverage.*

California's Managed Care Plans are Investing in Resources to Increase Awareness and Education about the Medi-Cal Redetermination Process to Keep Californians Covered.



Call Center protocols, on-hold messaging, and contact information verification are all being utilized to increase Medi-Cal renewal awareness among enrollees and encourage renewals — and health plans are investing in more staff to handle the anticipated high volume of calls.



Health plans are preparing health provider partners to inform Medi-Cal enrollees about redetermination. Efforts include investing in webinar training courses, provider toolkits with FAQs, and online resources for doctors and other providers.



Some health plans are bringing Medi-Cal enrollers to community resource centers to help enrollees fill out renewal paperwork and identify health coverage options.



All Medi-Cal enrollees must be informed about the deadline to renew coverage — that's why health plans are investing in multilingual outreach campaigns through their websites, social media platforms, texting, and more.



Health plans are working with community partners including cultural organizations, faith based leaders, and others to provide educational materials to help Californians understand the process.

What about Californians who no longer qualify for Medi-Cal?

Some California Medi-Cal enrollees will no longer qualify for Medi-Cal. Health plans are working with Covered California to ensure they are aware of their options to obtain low-cost coverage.

- Health plans are assisting members who are losing Medi-Cal coverage and transitioning into Covered California.
- In partnership with Covered California, the Department of Health Care Services, and California counties, health plans are identifying and addressing any implementation issues that may arise as some Californians transition from Medi-Cal to automatic enrollment in Covered California's subsidized coverage.



The Bottom Line:

California Needs to Protect the Health Care Coverage that Millions of Californians Rely Upon.

- The annual renewal process for Medi-Cal enrollment has been waived in California since the COVID-19 pandemic began in 2020. A majority of Americans (64.3%) are unaware that the annual renewal process is beginning again. If not informed about this change, current Medi-Cal enrollees could lose their coverage.
- 94% of Californians currently have health care coverage. To maintain record-high coverage, California's Health plans are investing in the education and resources needed to renew health care coverage in all California communities.

By working together and providing continuous education and outreach to Medi-Cal recipients, health plans, health care advocates, providers, and government agencies can limit the number of eligible Medi-Cal enrollees who will lose coverage, and ensure California continues to advance toward universal coverage.

