



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



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FAQs - Medi-Cal Managed Care Plan Transition

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

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

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

Will a change to Medi-Cal health plan affect my Medi-Cal coverage?

No. Even if your Medi-Cal health plan changes, your Medi-Cal coverage and benefits will stay the same.

How do I know if my Medi-Cal health plan is changing?

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

What do I need to do if I live in a county that is changing Medi-Cal health plans?

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 tell me about changes to my health plan?

It depends on the county you live in. Counties that will be in the Partnership service area:

- Butte*
- Colusa*
- Del Norte
- Glenn*
- Humboldt
- Lake
- Lassen
- Marin
- Mendocino
- Modoc
- Napa
- Nevada*
- Placer*
- Plumas*
- Shasta
- Sierra*
- Siskiyou
- Solano
- Sonoma
- Sutter*
- Tehama*
- Trinity
- Yolo
- Yuba*

*Changing to Partnership on January 1, 2024.

Health plan is changing

If you live in a county in the Partnership service area, you will be **automatically enrolled** in the COHS plan, Single Plan, or Kaiser Permanente.

- **October 2023** – If you are now in a Medi-Cal health plan that will be leaving the county at the end of 2023, your Medi-Cal health plan will mail you a letter to tell you about the Medi-Cal health plan change.
- **November and December 2023** - Medi-Cal will mail you letters with more details on:
 - New Medi-Cal health plan enrollment
 - More choices you may have
- **December 2023** - Medi-Cal will mail you a letter with information about your automatic enrollment in a new Medi-Cal health plan or Medi-Cal Fee-for-Service (FFS) (for example, foster care children or youth members in Single Plan counties).
- **January 2024** - Your new health plan will mail you a welcome packet.

Can I keep my doctor?

If your doctor is in your new Medi-Cal health plan:

The new Medi-Cal health plans in your county may include your doctor. To learn more about your Medi-Cal health plan choices and doctors who work with Medi-Cal health plans, go to: www.healthcareoptions.dhcs.ca.gov

If your doctor is not in your new Medi-Cal 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, go to: www.healthcareoptions.dhcs.ca.gov.

If you need 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.

If my Medi-Cal health plan is changing, can I still be in Enhanced Care Management (ECM) and Community Supports between October 2023 and December 31, 2023?

Yes. Members who are in a Medi-Cal health plan now can still be enrolled in ECM and Community Supports in that Medi-Cal health plan until December 31, 2023.

If I am new to Medi-Cal, can I be enrolled in Enhanced Care Management (ECM) and Community Supports between October 2023 and December 31, 2023?

It depends. Only Medi-Cal health plans offer ECM and Community Supports. They are not available in Medi-Cal Fee-For-Service (FFS). If you join a Medi-Cal health plan in your county now, you will be enrolled on the first day of the next month. You can access ECM and Community Supports after your enrollment date.

If you join a Medi-Cal health plan that is new in your county starting January 1, 2024, you will stay in Medi-Cal FFS until your new Medi-Cal health plan starts January 1, 2024. You will not get ECM and Community Supports until after the date your new Medi-Cal health plan starts.

To learn more about existing Medi-Cal health plans and new Medi-Cal health plans that start on January 1, 2024, read the [list of Medi-Cal MCPs by county](#).

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 letters from Medi-Cal in November and December to tell you about this change.
 - In January, you will get a Welcome Packet from your new Medi-Cal health plan.

- It is important you choose a primary care provider (PCP). Your new Medi-Cal health plan can help you choose one.
- If you have a PCP now, you should call your new Medi-Cal health plan to make sure that your doctor works your new Medi-Cal health plan.

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

No, your Medicare benefits and providers will not change when your Medi-Cal health plan changes.

Your Medicare providers:

- Do not have to be in your Medi-Cal health plan network to keep giving you care; however, they need to be enrolled Medi-Cal providers.
- 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?

No, [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.

Learn how to [enroll in a PACE or SCAN health plan](#).

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

If you have an Indian healthcare provider

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

For help, 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

I have a Non-Indian healthcare provider

AI/AN members getting care from a provider that is not an Indian Health Care provider (IHCP) may be able to keep the same provider if they get [continuity of care](#).

Contact your Medi-Cal health plan if you need help with [continuity of care](#).

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

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.](#)