



# Important News about Your Medi-Cal

## As of January 2024, your Medi-Cal plan may change

Do you have Medi-Cal and live in one of these counties – Butte, Colusa, Glenn, Nevada, Placer, Plumas, Sierra, Sutter, Tehama, and Yuba?

On January 1, 2024, you will be enrolled in Partnership HealthPlan of California or Kaiser (Kaiser may be an option in Placer, Sutter, and Yuba counties). Partnership will manage your benefits, which includes primary and specialty care, and hospital services.

Your Medi-Cal eligibility and benefits are **not** impacted by this change to Partnership, and there is no need to call your eligibility worker unless you need to update any personal information. Programs like cash assistance (CalWorks), CalFresh, or SSI will not change.

### Can I keep my doctor?

You will be able to keep your doctor if they contract with Partnership. You can ask your doctor if they will be in the Partnership network. You can also call Partnership if you have any questions.

If your doctor **does not** work with us, you might be able to keep your doctor for 12 months under “continuity of care.” If you want continuity of care, please call our Member Services once you join the Medi-Cal health plan.

If you would like a new doctor or need help choosing one, call Partnership after January 1, 2024.

If you do not pick a doctor, Partnership will pick one for you. You can always change your doctor by calling us.

## Partnership’s Member Services:

If you have a question about your health benefits, call our Member Services Team:

**(800) 863-4155**

TTY: (800) 735-2929 or 711

8 a.m. to 5 p.m. Monday – Friday

Visit our website at [PartnershipHP.org](https://PartnershipHP.org) or scan the QR code to learn more.



## Joining Partnership

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### Do you have appointments or any of the following happening on or after January 1, 2024?

- Treatment for a health issue
- Surgery or medical procedure
- Doctor visits if you are about to or have just had a baby

If so, call Partnership.

### Can I still get Medi-Cal services once I have Partnership?

All services given by your last Medi-Cal plan will be covered by Partnership. Some services will still be covered by Fee-For-Service or state Medi-Cal (pharmacy and dental).

#### Learn more

To learn more about these changes and how to keep getting care during this change, go to the DHCS Medi-Cal website [www.dhcs.ca.gov/MCP-Transition/Pages/Members.aspx](http://www.dhcs.ca.gov/MCP-Transition/Pages/Members.aspx) or scan the QR code.

**At Partnership, our mission is to help our members, and the communities we serve, be healthy.**

### Keep yourself and your family covered.

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#### Make sure your information is up to date.

Log into your Medi-Cal account and report any new changes to your name, address, phone number, or email address so your county can contact you.



For more details and to learn how to update your contact information, visit [KeepMediCalCoverage.org](http://KeepMediCalCoverage.org)



## Services covered by State Medi-Cal

These services are NOT affected by the change to Partnership because they are covered by state Medi-Cal.

#### PHARMACY SERVICES

Medi-Cal RX will still provide pharmacy services. For questions about your pharmacy benefit, call:

**(800) 977-2273**

TTY: (800) 735-2929 or 711

24 hours a day, 7 days a week

8 a.m. to 5 p.m. Monday – Friday

[www.medi-calrx.dhcs.ca.gov/member/](http://www.medi-calrx.dhcs.ca.gov/member/)

#### DENTAL SERVICES

The state will still provide dental services. Call Medi-Cal Dental to learn more about your coverage:

**(800) 322-6384**

8 a.m. to 5 p.m. Monday – Friday

[www.smilecalifornia.org](http://www.smilecalifornia.org)

#### Check your mail.

Your counties will mail you a letter about your Medi-Cal eligibility.

The letter will tell you if you need to fill out a renewal form to see if you can still get Medi-Cal.

**If you get a form, turn it in by mail, phone, in person, or online so you do not have any gap in your coverage.**