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Help Your Members Keep Their Coverage During the Medi-Cal Redetermination

In April 2023, counties throughout California started checking Medi-Cal beneficiaries' eligibility for the first time in three years. **This statewide renewal process will continue through June 2024. As a result, many Health Plan of San Mateo (HPSM) members who are still eligible for Medi-Cal are at risk of losing their coverage because they haven't submitted information that the Human Services Agency (HSA) needs to confirm their eligibility.**

HPSM is conducting proactive outreach to our members to ensure they retain their coverage by completing their Medi-Cal renewal packets. You can help in the following ways:

- Encourage members to complete and return their Medi-Cal renewal packet as soon as possible. If they do not have all their supporting documents, urge them to return it with what they have. Remind members who haven't renewed to check their mailbox for a white envelope with a yellow strip from HSA.
- Tell members who have questions or need renewal assistance to call the HSA office at **1-800-223-8383**.
- Remind members they can also access their accounts on the MyBenefits CalWIN website to get online help and instructions, report changes in their information, renew their Medi-Cal benefits, and/or order a Medi-Cal Benefits Identification Card (BIC). They can find the website at <https://www.mybenefitscalwin.org/#/home>

Please direct questions to HPSM Provider Services at PSInquiries@hpsm.org.

Thank you for your continued commitment to our community,

The Health Plan of San Mateo