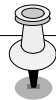


What If Medi-Cal Says “No” ?

Has Medi-Cal Told You “No”?

Has Medi-Cal said “No” to you about any of the following?

- ◆ Eligibility Denied: “No, you cannot get Medi-Cal.”
- ◆ Eligibility Terminated: “No, we are cutting off your Medi-Cal.”
- ◆ Benefits Reduced: “No, you cannot get as many services as you used to get.”
- ◆ Benefits Denied: “No, we will not pay for that prescription or service or doctor.”
- ◆ Request Ignored: You asked for a medical service and did not get an answer within 30 days.



How To Make Them Say “Yes”

Ask For a State Fair Hearing

You have the right to have a hearing, where a judge will decide if Medi-Cal can cut you off. Right away, you should **ask for a State Fair Hearing by calling 800-952-5253**, or by requesting it in writing. If Medi-Cal sent you a letter denying care, there is a form on the back to use to ask for a hearing.

Ask For Continued Benefits Right Away

If you are already on Medi-Cal, you may be able to continue the same services until your hearing. To make this happen, you must also **ask to keep your benefits under “Aid Paid Pending.”** As fast as you can, ask for this when you ask for your hearing.

Materials developed by:



The Health Consumer
ALLIANCE

For more information, contact the
Health Consumer Alliance
888-804-3536