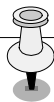


## What If Medi-Cal Says “No” ?

### 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.

**UPDATE:** DHCS received federal Section 1135 approval to temporarily extend the time to appeal **up to an additional 120 days**, for a total of up to 210 days after the date of the notice. This temporary extension is effective March 1, 2020 and will terminate upon termination of the public health emergency.

Materials developed by: