

URGENT: RENEW IT OR LOSE IT!

Don't lose out on Medi-Cal.

Enrollees must renew Medi-Cal yearly to keep their benefits.

- Once a year, Medi-Cal enrollees will get a letter in the mail that tells them if their Medi-Cal was automatically renewed by the county or if their county needs more details.
- It's important they read this letter and follow the instructions right away.

What will the county ask for?

- Completed renewal forms
- Income verification (such as a copy of their pay stub)
- Updates to their contact information

NOTE: If the county asks for more information, enrollees must provide it by the due date. If they don't respond by that date, their Medi-Cal benefits may end.

How can Medi-Cal enrollees turn in this information?

They may submit it online, by mail, in person, or by phone.

1. Go online: Create an account on www.BenefitsCal.com and choose the "Create an Account" link.
2. Mail the completed packet back to their county.
3. Visit their county office in person.
4. Call their county office:
 - **Riverside County:** 1-877-410-8827, Monday-Friday, 8am-5pm
 - **San Bernardino County:** 1-877-410-8829, Monday-Friday, 7am-5pm

Need more help filling out the forms?

Call IEHP's Eligibility team at 1-888-860-1296, Monday-Friday, 8am-5pm



REMEMBER:

It's important that Medi-Cal enrollees keep their information current with their county. This includes:

-  **Name**
-  **Address**
-  **Phone**
-  **E-mail**

