



Answers to Your Questions about Changes to Medi-Cal

Version Date October 2, 2025

General Questions

1. Q: Is CenCal Health responsible for determining Medi-Cal eligibility?

A: No, CenCal Health is not responsible for determining Medi-Cal eligibility. Medi-Cal eligibility is determined by the Department of Social Services and the Department of Health Care Services.

2. Q: Is CenCal Health dropping Medi-Cal coverage for some people?

A: No, CenCal Health does not determine Medi-Cal eligibility or coverage. Changes in who can receive Medi-Cal are managed by the Department of Social Services and have to do with factors like the amount of money that you make.

3. Q: Does CenCal Health share member data with non-healthcare organizations?

A: No. Member data is utilized only for the purpose of managing member care in partnership with a member's care team, in accordance with state and Federal data privacy laws.

4. Q: Does CenCal Health cover undocumented populations?

A: Yes, CenCal Health administers the Medi-Cal Program, and the Medi-Cal program provides coverage to certain undocumented populations.

5. Q: What is the Health and Human Services memo released in July regarding the interpretation of Federal Public Benefit?

A: The memo released by Health and Human Services revises the interpretation of who can receive Federal public benefits. This memo is not related to Medi-Cal coverage and does not impact CenCal Health directly. This memo was received by some local providers and community-based organizations.

6. Q: If I am being told that I have to find a new provider, does that mean that I no longer have CenCal Health?

A: No. Medi-Cal eligibility and the provider who you see are different. If you are a CenCal Health member and you have to find a new provider, CenCal Health will make sure that you are connected with a new provider.

7. Q: How does the California state budget affect undocumented Medi-Cal members?

A: Recent changes in the California state budget, effective from 2026 onward, include significant modifications to Medi-Cal access for undocumented adults, such as:

- **New applicants (age 19+):** Not eligible for full-scope Medi-Cal after Jan 1, 2026. Only eligible for restricted-scope services, includes emergency and pregnant-related services.

- **Current full-scope members:** Individuals 19 years of age or older who enrolled in Medi-Cal prior to Jan 1, 2026 and are undocumented can maintain coverage without disruption, provided they do not experience a loss in eligibility. However, from Jan 2027, they'll be asked to pay a \$30 premium monthly.
- **Services affected:** Full dental benefits will end June 30, 2026.

8. Q: Is CenCal Health sharing members' immigration status with any government entities?

A: No, CenCal Health has not shared or been asked by any government entities for members' immigration status.

9. Q: Is CenCal Health being asked for member data by DHS or ICE?

A: No, CenCal Health has not shared or been asked by the Department of Homeland Security (DHS) or Immigration and Customs Enforcement (ICE) for member data.

10. Q: How is CenCal Health approaching the issue of undocumented members skipping physician appointments due to fear of ICE?

A: CenCal Health also offers a Nurse Advice Line 24 hours a day, 7 days a week to help our members from the privacy of their homes. Members can call 1-800-524-5222 to consult with nurses regarding medical concerns, symptoms, medications, and more. Some of our network providers may also offer services through telehealth, allowing a member to access care from a location that works for them. Members are encouraged to contact their provider to find out the availability of these options.

11. Q: What if a member doesn't believe their immigration status is correct. How can they update this information?

A: Members can access the Department of Social Services (DSS) in one of several ways:

1. Call, visit, or mail DSS directly.

- **Santa Barbara County** can be reached at 1-844-289-4682 or online at [DSSOctopus.com](https://www.dssoctopus.com).
- **San Luis Obispo County** offices:

- **Arroyo Grande**
1086 East Grand Avenue
Arroyo Grande, CA 93420
805-474-2000

- **Atascadero**
9630 El Camino Real
Atascadero, CA 93422
805-461-6000

- **Morro Bay**
600 Quintana Road
Morro Bay, CA 93442
805-772-6405

- **Nipomo**
681 West Tefft Street, Suite 1
Nipomo, CA 93444
805-931-1800

- **Paso Robles**
406 Spring Street
Paso Robles, CA 93446
805-237-3110

- **San Luis Obispo**
3433 South Higuera Street
San Luis Obispo, CA 93401
805-781-1600

2. Visit www.benefitscal.com to create a user account.

3. Call CenCal Health.

- Our Member Services team can facilitate a connection to DSS by providing this same guidance and phone number. Our team can be reached at 1-855-490-6837.

12. Q: What are the broader impacts of H.R.1 on Medicaid (“Medi-Cal” in California) members, including cuts to SNAP, Planned Parenthood? What does it mean for eligibility and access to services?

A: H.R.1, also known as the “One Big Beautiful Bill Act”, includes changes to programs that many Medicaid members rely on. Local impacts for CenCal Health Medi-Cal members might include:

- Loss of health coverage due to stricter eligibility rules or new work requirements.
- Reduced access to food through SNAP.
- California and our local partners will work to ensure that the process for verifying work requirements will be as streamlined as possible.

13. Q: How does HR1 impact member eligibility?

A: H.R.1 requires that states add work requirements for Medicaid effective Jan 1, 2027, which could result in some members losing coverage if they don't meet reporting requirements — even if they are otherwise eligible. H.R.1 also mandates more frequent eligibility redeterminations (every 6 months instead of annually) for the adult expansion group aged 19-64.

14. Q: What support is available to members who lose eligibility during treatment or who have pending surgery?

A: There may be several options available for health care coverage. We recommend contacting your local Department of Social Services for information about Medi-Cal eligibility and benefits. CenCal Health's Member Services Department at 1-877-814-1861 can also assist members with information about contacting their local Department of Social Services.

15. Q: Do assets count for Medi-Cal eligibility?

A: Currently, assets are not counted for Medi-Cal. Beginning Jan 1, 2026 Asset Limits for some Medi-Cal programs will be reinstated.