Medi-Cal Fee-for-Service Transition for Members with Unsatisfactory Immigration Status

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Provider Frequently Asked Questions

Please review the information below for answers to common provider questions regarding the upcoming transition of some CenCal Health members to Medi-Cal Fee-for-Service (FFS).

Effective January 1, 2027, Medi-Cal members with Unsatisfactory Immigration Status (UIS) will transition from CenCal Health managed care to state Medi-Cal Fee-for-Service (FFS), as directed by the California Department of Health Care Services (DHCS). Members who remain eligible and enrolled will continue to receive full-scope Medi-Cal benefits at no cost; however, Enhanced Care Management and Community Supports are not available through Medi-Cal FFS.

1. **How can I continue seeing my patients after they transition to Medi-Cal Fee-for-Service (FFS)?**

   If you would like to continue seeing your patients with Unsatisfactory Immigration Status (UIS) after January 1, 2027, you will need to confirm enrollment in the state's PAVE system and complete any necessary preparation to submit claims directly to Medi-Cal FFS for covered services.

2. **Are UIS members losing their Medi-Cal coverage?**

   No. Eligible members are not losing Medi-Cal coverage. Members who remain eligible and complete required renewals will continue to have Medi-Cal coverage through the state FFS system.

3. **Who is impacted by this transition?**

   The transition applies to Medi-Cal members identified as having Unsatisfactory Immigration Status (UIS). All ages are included in this transition.

4. **Can affected members continue seeing their current provider?**

   Yes, if the provider is enrolled in Medi-Cal Fee-for-Service and is accepting Medi-Cal FFS patients.

5. **Will members continue to have an assigned Primary Care Provider (PCP)?**

   No. Under State Medi-Cal FFS, members are not assigned to a PCP. Members may seek care from any Medi-Cal FFS enrolled provider who is accepting FFS patients.

6. **Will CenCal Health continue authorizing services through December 31, 2026?**

   Yes. CenCal Health will continue to process and authorize covered services through December 31, 2026. Any authorizations beyond December 31, 2026 will be managed by state FFS Medi-Cal. DHCS will provide additional guidance about the special Treatment Authorization Request process intended to reduce disruptions when an existing CenCal Health authorization is on file.

7. **What benefits are changing?**

   Enhanced Care Management (ECM) and Community Supports are benefits and services available only through Managed Care and will not be available under Medi-Cal FFS.

8. **Are any supportive services still available under State Medi-Cal Fee-for-Service?**

   Yes. Some care coordination and care management activities may be reimbursable under Medi-Cal FFS. Community Health Worker (CHW) services will continue to be available under Medi-Cal FFS when billed in accordance with Medi-Cal guidelines.

9. **What should providers tell affected members right now?**

   Providers can tell members that:
   - They are not losing Medi-Cal coverage, as long as they remain eligible and complete renewal requirements.
   - The transition begins January 1, 2027. On January 1, they will no longer have CenCal Health as their insurance provider.
   - They should confirm whether their current providers accept Medi-Cal FFS before seeking care.
   - They should keep their contact information current with their county Department of Social Services office.



CenCal Health Medi-Cal ID Card



State Medi-Cal Benefits Identification Card (BIC)

10. **Will members receive a new Medi-Cal card?**

    No. Members will continue using their existing Benefits Identification Card (BIC). DHCS will not issue new BIC cards solely because of this transition. Members' CenCal Health identification card will no longer be valid.

11. **How can providers help members find a Medi-Cal FFS provider?**

    Providers may direct members to:
    - DHCS Find Doctors & Services Tool - www.dhcs.ca.gov/medi-cal/find-care/
    - Medi-Cal Help Line: **1-800-541-5555**

Helpful Resource Links

- DHCS Transition to Medi-Cal Fee-for-Service Website
  www.dhcs.ca.gov/providers-partners/medi-cal-fee-for-service-transition/
- Medi-Cal Changes Toolkit | DHCS
  www.dhcs.ca.gov/coverage-ambassadors/medi-cal-changes-toolkit/
- CenCal Health Upcoming Medi-Cal Changes Website
  www.cencalhealth.org/providers/upcoming-medi-cal-changes/