

Medi-Cal Renewal Toolkit

Help the People You Serve Keep Their Medi-Cal

After a 3-year pause, Medi-Cal is back to requiring people to **renew their coverage** every year. Medi-Cal is California's state Medicaid program, and it provides health care coverage to low-income households. During July 2023 to September 2024, it is estimated that 2-3 million current Medi-Cal members will lose coverage, including **1.5 million eligible members**. These eligible members will lose coverage because they did not renew on time or did not receive their renewal packet.

People experiencing homelessness are more at risk for losing coverage, as **Medi-Cal members receive their renewal packets at their last known mailing address**. Most people experiencing homelessness may not have a mailing address or their mailing address has changed in the past three years. Without an updated mailing address, they may not realize they need to renew. They may not discover they have no more health coverage until they go to a medical appointment.

With Homebase's toolkit and [outreach presentations](#), YOU CAN HELP! The toolkit equips service providers, people experiencing homelessness, health enrollment navigators, and communities with the resources to keep current Medi-Cal members covered.

AUDIENCE ICON KEY

Each tool in the following pages is marked with an icon or multiple icons in the upper-right corner to identify the intended audience.

Below are the meanings for each audience icon:



Service Providers



People Experiencing Homelessness



Health Enrollment Navigators

Full Tool List

Tools for service providers

- [Background and Key Steps to Helping People Experiencing Homelessness Renew Their Medi-Cal](#)
- [Medi-Cal Infosheet](#)
- [Medi-Cal Renewals: Understanding the Process/Impacts](#)
- [How to Help Your Clients Keep Their Medi-Cal](#)
- [How to Submit a Medi-Cal Renewal Online](#)
- [How to Support Clients if They are Having Issues](#)
- [How to Find your Local Medi-Cal Partners](#)
- [Partnering with Health Enrollment Navigators](#)
- [Medi-Cal Renewals FAQs](#)

Tools for people experiencing homelessness

- [Background and Key Steps to Helping People Experiencing Homelessness Renew Their Medi-Cal](#)
- [Medi-Cal Infosheet](#)
- [How to Renew Medi-Cal if You are Experiencing Homelessness](#)
- [How to Submit a Medi-Cal Renewal Online](#)
- [Medi-Cal Renewals FAQs](#)

Tools for health enrollment navigators

- [Background and Key Steps to Helping People Experiencing Homelessness Renew Their Medi-Cal](#)
- [Overview of Homelessness Response](#)
- [Medi-Cal Renewals FAQs](#)
- [California Continuum of Care \(CoC\) List](#)

Background and Key Steps to Helping People Experiencing Homelessness Renew Their Medi-Cal



For more information on all of these topics, see the full [Medi-Cal Renewal Toolkit](#) on the Homebase website

Background

After a 3-year pause due to COVID-19, Medi-Cal is back to requiring people to renew their coverage every year. [Medi-Cal](#) is California's state Medicaid program, and it provides health care coverage to low-income households. From July 2023 to September 2024, it is estimated that 2-3 million Medi-Cal members will lose coverage, including 1.5 million people who are still eligible but may lose coverage because they did not renew on time or did not receive their renewal packet.

Many people experiencing homelessness are likely eligible for or already enrolled in Medi-Cal. It is a vital safety net for unhoused people, particularly since the program recently introduced additional wraparound services and housing supports through the [CalAIM initiative](#).

People experiencing homelessness are more at risk of losing Medi-Cal coverage, as members receive their renewal packets at their last known mailing address. Most people experiencing homelessness may not have a mailing address or their mailing address has changed in the past three years. They may not receive notice of the upcoming renewal requirements, and they may not discover they have lost health coverage until they go to a medical appointment.

Navigating the Renewal Process

Every year, federal law requires that most Medi-Cal members prove that they still qualify for health coverage by sharing updated information about their income, changes in family circumstances, etc. Each Medi-Cal member has a different renewal date based on when they first enrolled or had a renewal of eligibility. Renewals can happen automatically or manually:

Automatic renewals (also known as [ex parte renewals](#))

California is required to try to automatically renew a Medi-Cal member's coverage based on information that the state and county have about the individual and household (including through electronic data sources). With automatic renewals, a member isn't required to return a form or take any action to maintain their Medi-Cal coverage. Instead of a renewal form, a member will get a letter from Medi-Cal saying that they have Medi-Cal for another year.





California has pursued several strategies that will make more people experiencing homelessness eligible for automatic or streamlined renewals:

- If clients have \$0 or very low-income (100% of the federal poverty level or lower), Medi-Cal can renew their Medi-Cal without needing a completed renewal packet.
- If the county knows the individual is experiencing homelessness (a "hard to reach" population), they can redetermine eligibility and move the renewal date out 12 months. This requires individuals to contact their county office and let them know they are unhoused – but then they do not have to complete the renewal packet.

Manual Renewals

When Medi-Cal can't verify member information through the ex parte process, the member must go through a manual renewal process. Members receive a yellow envelope with the renewal packet in the mail roughly 2 months before their renewal date. This process requires the individual to return the renewal information and sometimes share specific documents that serve as proof (e.g., pay stubs to prove income) about themselves and/or members of their household. They should be sure to return the information by the deadline included in the county request.

There are 4 ways to submit renewals:

-  In-person at the client's county Medi-Cal office
-  On a telephone call with the county [Medi-Cal office](#)
-  Online ([find your county](#) to create an account)
-  Mail in a completed renewal form





You Can Help Your Clients Keep their Medi-Cal

- Help your clients update their contact information (cell, mail, email, etc.) with the county so they receive renewal notices and packets.
- Find out if your client is on Medi-Cal and what their renewal due-date is so they're prepared.
- Identify mailing options for clients at your office/facility or elsewhere.
- Forge relationships with [Health Enrollment Navigators](#), who are experts in helping people learn about, renew or apply for Medi-Cal. They can assist clients in multiple languages.
- Advocate for clients to have an expedited renewal based on the no/low income and "hard to reach" waivers described above.
- Prepare your clients to access their personal documents, if needed for the renewal process.
- [Help your clients start an online Medi-Cal account](#) or, if they already have one, use it to complete the renewal process.
- Call the local Medi-Cal office (with your client present or on a 3-way call) or visit the county office with your client. Note that wait times can be long.
- Help your client complete a [blank Medi-Cal renewal form](#) and mail it.

If your client has an issue or loses their Medi-Cal

- Clients can still submit their renewal form or missing information to their county Medi-Cal office up to 90 days after their Medi-Cal is terminated (aka the "90-day cure period").
- If clients think their Medi-Cal ended in error, they can ask their county for a [Medi-Cal Fair Hearing](#). They can currently request a fair hearing up to 120 days after receiving the notice of termination.
- Contact the [Health Consumer Alliance](#) for free, confidential legal services.
- Re-apply for health care through [Medi-Cal](#) or [Covered California](#).

Key resources

- [Medi-Cal Renewal Toolkit](#) to assist people experiencing homelessness to keep their health coverage
- [Medi-Cal/DHCS main renewal](#) site to apply, renew, update information, etc.
- [DHCS Unwinding and Redeterminations Toolkit](#) – tools for an outreach and awareness campaign
- Create an online account ([find your county](#) to create an account)
- Find the [local county Medi-Cal office's](#) contact information
- List of local [Health Enrollment Navigators](#) by county
- [Health Consumer Alliance](#) - free, confidential legal aid





Medi-Cal is California's public health insurance program that covers low-income families and individuals, children, parents, pregnant people, seniors, and people with disabilities.

Medi-Cal is jointly funded by the federal government and the state of California. It is overseen at the federal level by the Centers for Medicare and Medicaid Services (CMS) and at the state level by the Department of Health Care Services (DHCS).

Medi-Cal provides health coverage to approximately 15.7 million people in California. In California, most Medi-Cal members receive care through Managed Care Plans (MCPs), which operate in different counties across the state.



Medi-Cal is an Important Safety Net for People Experiencing Homelessness

Many people experiencing homelessness are likely eligible for or already enrolled in Medi-Cal.

Research consistently shows that people experiencing homelessness have high rates of chronic, mental, and physical health conditions; co-occurring disorders; and high mortality rates. Living on the streets or other places not meant for human habitation only worsens these health challenges, which makes access to health care vital.

Medi-Cal coverage became even more important in 2022 when California introduced CalAIM, an initiative that aims to provide comprehensive care to low-income Californians with the most complex health needs. CalAIM¹ includes two programs that are particularly important for people experiencing homelessness:

- **Enhanced Care Management (ECM)** provides intensive care coordination and services across multiple systems to address clinical and non-clinical needs. It allows recipients to receive care whenever they need it, including in shelters, on the streets, and more.
- **Community Supports (CS)** are new services that address the social needs of Medi-Cal members. While all 14 of the Community Supports are valuable for individuals with complex health needs, four are explicitly related to housing supports (housing transition navigation services, housing tenancy and sustaining services, housing deposits, and short-term post-hospitalization housing).

People eligible for Medi-Cal must apply to get health coverage. They can apply online, in-person, over the telephone, or through regular mail. Once they are enrolled, they are known as Medi-Cal "members." They can apply online at [BenefitsCal.com](https://www.benefitscal.com) if they are seeking Medi-Cal and other public benefits (like CalFRESH or CalWORKS). If they **only** need health coverage, they can also apply at [BenefitsCal.com](https://www.benefitscal.com) or they can apply through [Covered California's website](https://www.coveredca.com).

Medi-Cal's comprehensive health coverage and housing-related services are incredibly valuable to the health and wellness of people experiencing homelessness.

¹ To learn more about CalAIM, see Homebase's overview materials, [CalAIM's Housing-Related Services](#) and the [HHIP Implementation Toolkit for CoCs](#).

Medi-Cal Renewals: Understanding the Process and Its Impacts



Every year, federal law requires most Medi-Cal¹ members to prove that they still qualify for health coverage through an annual renewal process.

How Renewals Work

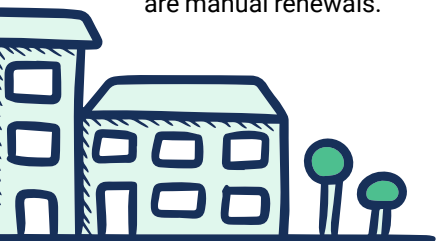
Every Medi-Cal member has a different renewal date based on when they first enrolled or had a renewal of their eligibility, since Medi-Cal requires people to renew every 12 months. People can renew in several ways: online, in-person, over the telephone, or through regular mail.

Automatic renewals

For some people, renewals can happen automatically through a process known as “ex parte renewal.” **California is required to try to automatically renew a Medi-Cal member’s coverage based on information California already has about a household (including through electronic data sources).** With ex parte renewal, a member isn’t required to return a form or take any action to maintain their Medi-Cal coverage.² The ex parte process is something that happens in the background through the Medi-Cal agency. Instead of a renewal form, a member will get a letter in the mail from Medi-Cal telling them that they have Medi-Cal for another year.

Manual renewals

When Medi-Cal can’t verify member information through the ex parte process, the member must go through a manual renewal process. This process requires the individual to return renewal information and sometimes share specific documents that serve as proof of certain facts (such as pay stubs to prove income) about themselves and/or members of their household. They usually have to update their income and household size to be sure they are still eligible for Medi-Cal. Most renewals for Medi-Cal are manual renewals.



Medi-Cal Renewal During the COVID Public Health Emergency

Before the COVID-19 pandemic, Medi-Cal members were required to renew their eligibility every year. But in March 2020, the federal government declared a public health emergency (PHE). During the PHE, people eligible for Medi-Cal had “continuous coverage.” California was not allowed to terminate most people’s Medi-Cal coverage.

This meant that no one had to renew their Medi-Cal, they just stayed on coverage year after year. Continuous coverage allowed millions of people to stay covered without any interruption.

During that time, an additional 3.2 million people in California enrolled in Medi-Cal. For more information and resources, please review [DHCS’ Medi-Cal COVID-19 Public Health Emergency and Continuous Coverage Unwinding Plan](#).

Medi-Cal Renewal after the End of the Public Health Emergency

The public health emergency ended on May 11, 2023. In California, continuous Medi-Cal coverage ended on March 31, 2023 and the annual redetermination process began for June 2023 renewals. The resuming of annual renewals is referred to as the ‘continuous coverage unwinding period.’

Medi-Cal will send letters every month to members with renewals during that specific month telling them what is needed to complete their renewal. They may get a renewal packet or they may get a letter letting them know their Medi-Cal has already been renewed for another year.

During the next 12 months, approximately 16 million Medi-Cal members will have to complete a renewal in some way. California recommends that all Medi-Cal members who have changed their contact information share their most up-to-date contact information to be sure they can receive important information about their renewal date, as well as the renewal package in the mail or online (if they have an online account). Even if a member has shared their updated contact information in a renewal packet, they should call to verify the county received that updated contact information. Members can visit [KeepMediCalCoverage.org](#) or contact their local county Medi-Cal office to learn where to update their information or complete their renewal information.

¹ For a quick overview of Medi-Cal, see the companion document, “[Medi-Cal \(California’s Medicaid Program\)](#)”

² [Streamlining Medicaid Renewals with the Ex Parte Process](#)



Medi-Cal Renewal Process in 2023-2024: What to Expect

Each month, most people whose Medi-Cal is due for renewal will receive a yellow envelope with a renewal package in the mail. The papers are pre-populated with information the county already has about the household from when they first applied for Medi-Cal. Members need to review the information, update the paperwork with any new information, correct wrong information – especially changes to their income, contact information, or the number of people in their household – and return the updated information to their county Medi-Cal office.³

People have approximately two months to gather and return the requested information. They should be sure to return the information by the deadline included in the county request.

Many people are expected to lose their health coverage in this process. Some may lose Medi-Cal because they now make too much money to qualify. Millions are likely to lose coverage due to procedural issues: they did not submit their renewal in time, they did not receive their renewal forms because they were sent to the wrong address, the forms were confusing and/or members did not understand what they needed to do with the forms, and more.



Impact of the Renewal Process on People Experiencing Homelessness

Between 2 and 3 million Californians are projected to lose Medi-Cal coverage during this unprecedented time. People experiencing homelessness are particularly vulnerable to losing coverage because of barriers unique to their situations, such as the following:

- Renewal notices and packets will be sent to last known addresses. People facing housing instability have likely moved since enrolling in Medi-Cal and Medi-Cal may not have their current mailing address. People living in shelters, on the street, in parks, in their cars, by riverbeds and streams – who have no ability to receive their mail – are also unlikely to receive renewal packets, any notices/reminders, or translation information.
- People experiencing homelessness lack access to a telephone or a computer and other supports needed to complete renewals.
- People experiencing homelessness may not have the personal documents often needed for the renewal process, which requires proving changes in income or household size.
- People who had never enrolled in Medi-Cal until COVID have never been through the renewal process and may find it particularly complicated.
- The process itself is complex, burdensome, and challenging for any person, but can be especially challenging if someone is also facing mental health challenges.

As a result of these various barriers, **people experiencing homelessness may lose their health coverage and may not find out until they try to access health care services.**

³ Medi-Cal will eliminate consideration of assets for programs that have a property limit requirement as of January 1, 2024, therefore they will not need to review assets for renewals in 2023. New applications until January 1, 2024 still must be reviewed for property and resources.

How to Help Your Clients Experiencing Homelessness Keep Their Medi-Cal



Homeless providers can play a vital role in helping people experiencing homelessness prepare for and navigate the Medi-Cal¹ renewal process. Below are key steps and actions to take.

Preparing for Renewals

In addition to supporting clients to update their contact information with the county [Medi-Cal office](#), below are key steps providers can take to help them prepare for this process:

- 1. Find out if your client is on Medi-Cal and what their renewal due-date is so you can help them prepare for the process.** Providers can find out clients' Medi-Cal information by: looking in HMIS to see if a copy of their Medi-Cal card is uploaded in their files; asking the client if they have a Medi-Cal card; asking the client if they have a Managed Care Plan (MCP) in case they know the MCP provider name but don't know their Medi-Cal status; and/or calling their county Medi-Cal office. The goal is to find out the name of the MCP, the client's Medi-Cal number, and ideally their renewal date (if they are contacting the county Medi-Cal office).
- 2. Identify mailing options for clients:** While Medi-Cal members will be able to navigate the renewal process by calling the county or using the online benefits portal ([BenefitsCal.com](#)), the state's main approach for sending Medi-Cal renewal notices and renewal packets relies on regular mail. Does your facility accept mail for clients? Do you have partnerships with other providers who can provide that service for the community? Even if your client won't live permanently at their current unit, they should provide the county with a current address.
- 3. Forge relationships with [Health Enrollment Navigators](#):** There are Health Enrollment Navigator partners operating in all CoC counties. These partners are comprised of county entities and local community-based organizations who help people learn about, renew, or apply for Medi-Cal. Connecting with your DHCS Health Enrollment Navigators or local Medi-Cal navigators is a valuable step since they are trained to help your clients apply for or

renew Medi-Cal, troubleshoot any issues during the process, access and utilize health care services, or re-apply if they lose coverage. They can also provide support in different languages, which is vital given the diversity of California's communities. You can find your local, county-designated Health Enrollment Navigators [here](#).

Consider ways to connect clients to these Health Enrollment Navigators: bring them onsite to a shelter, encampment or housing facility, or have them join street outreach/street medicine efforts. They may not have experience working with people experiencing homelessness but will be able to partner with providers who do have that experience. Navigators also receive lists of renewal dates for members they have worked with in the past, so they may be able to clarify if your client is on Medi-Cal and needs to renew.

- 4. Advocate for your clients to expedite the renewal process with the county Medi-Cal office:** California has implemented special rules that will allow many people experiencing homelessness to easily renew their coverage. One of the easiest ways to help clients renew their Medi-Cal may be by talking with the county Medi-Cal office (by telephone or in-person) and advocating for them to renew Medi-Cal coverage. You can find the listing of county offices and contact information [here](#). They can advise you on the most efficient and effective approach to helping your clients in your county.
- 5. Prepare your clients to access their personal documents:** In the renewal process, your clients may need to share personal identification and documents with the county. You can help your clients make a plan to access and gather their documents. Check your systems to see if you have access to any of these documents. For example, do you have documentation of their current income?

¹ For a quick overview of Medi-Cal, see the companion document, "[Medi-Cal \(California's Medicaid Program\)](#)"



Some people will have their Medi-Cal automatically renewed. Automatic renewal may happen because Medi-Cal already had enough information about the individual to renew without requiring anything from them. If they are automatically renewed, they will get a letter in the regular mail telling them that their Medi-Cal will continue for another year.

Special Rules for Renewals

During the continuous coverage unwinding period, California applied for certain flexibilities and waivers to lessen paperwork requirements and burdens on Medi-Cal members and county offices. California has some situations where people are eligible to renew their Medi-Cal more easily, so long as the county has access to key information about them. They may be able to more easily renew if:

- They are very low-income (their income puts them at or below 100% of the federal poverty level) and their income has not changed since they became eligible for Medi-Cal (or since their last renewal before the public health emergency). In cases where someone earns \$0 or has very low-income, the county will automatically renew their coverage. They should receive a notice in the mail that lets them know they were automatically renewed. If they did not get a notice, they will want to contact the county Medi-Cal office to make sure they were renewed. They can also in their online account to see if they were automatically renewed.
- They are considered “hard-to-reach.” The federal government has said that people experiencing homelessness are considered “hard-to-reach.” People must contact the county to tell them they are currently homeless to take advantage of this special rule. They can make contact with the county in a variety of ways, such as reporting a change or applying for another assistance program, or calling the County directly. In these instances, counties may use available information to extend the individual’s renewal date out an additional twelve months.

If a client is newly homeless or experiences a decrease in their income, the member should notify the [county Medi-Cal office](#) as soon as possible to report any changes.

The implementation of these flexibilities is evolving, and guidance will likely change over time. Contacting the county Medi-Cal office will help clarify what flexibilities exist for your clients.

What the Regular Medi-Cal Renewal Process Looks Like

If someone is not automatically renewed, they will get their renewal notice approximately two months before Medi-Cal coverage will end. They then have to gather and return their renewal information. They should be sure to return the information by the deadline included in the county request.

Some people will be able to renew their Medi-Cal just by calling the county and submitting renewal information over the telephone if they qualify for special rules. The information below explains multiple renewal options.

There are 4 ways to renew (without the special eligibility rules):



In-person at the client’s county Medi-Cal office.



On a telephone call with the county [Medi-Cal office](#).



Online (See “[KeepMediCalCoverage.org](#)” to go online)



Mail in a completed renewal form.

NOTE: Leave enough time for the process if you are trying to contact the county Medi-Cal office. The waiting periods for an in-person meeting or by telephone can be long because so many people have to renew right now. However, if you go in person and provide evidence of homelessness, the office can renew coverage for your client in real-time.

If someone did not receive an automatic renewal notice in the mail AND did not receive a renewal packet (or they lost or misplaced it), they will have to complete one. If they do not submit a renewal form, they could lose their Medi-Cal coverage. Individuals can access a blank renewal form [here](#); note that it will take longer to complete than the forms that are individualized.



To renew, the county will need proof of any change in the person's household income or change in the number of people in their household. Members will need to gather any paperwork that can document those changes, such as paystubs, tax filing paperwork, or birth certificates/ID cards, and submit the paperwork along with the renewal form. If they do not submit the renewal, they could lose their Medi-Cal coverage. If the member has questions on what they need to provide proof for, they may contact their local county Medi-Cal office for help.

If they do not have any changes in income or household size, renewing can be quite simple. They will need to submit their renewal form through the mail or online, or tell the [county Medi-Cal office](#) that nothing has changed in their household and complete the renewal over the telephone. Even if nothing has changed, they may still need to provide proof of income if they have any, unless they fit into one of the categories described below.

Helping Clients Renew their Medi-Cal

You can assist your clients with the renewal process. The California Department of Health Care Services has helpful resources to guide you and your client through the renewal process, especially if your client received a renewal packet in the mail. See "[KeepMediCalCoverage.org](#)." Remember, you can always work with a [Health Enrollment Navigator](#) so they can help your clients through these processes.

When helping a client access a new renewal form, you can call the [county Medi-Cal office](#) together with your client or through a three-way call with the county Medi-Cal office. **The Medi-Cal member must be with you or on the telephone when you make the call** - the county Medi-Cal office will not speak with you about your client's Medi-Cal without the Medi-Cal member present, unless the Medi-Cal member has made you their authorized representative.

Anyone can become an [authorized representative](#) to assist clients with Medi-Cal coverage. The client has to sign paperwork that tells Medi-Cal that they give permission for another individual to speak on their behalf about their Medi-Cal coverage, application, renewal, and more.



How to Support Your Client if They are Having Issues with their Medi-Cal Renewal or Lose Coverage



Your client's Medi-Cal¹ coverage may end if they do not turn in the renewal form when required or are missing information that the county requests. Their [county Medi-Cal office](#) will mail them a letter ([Notice of Action](#)) to let them know if their eligibility has been renewed, if they didn't turn in their renewal form or are missing information. If your client is experiencing homelessness and does not have an address, they may not even know they lost their Medi-Cal coverage. **Medi-Cal members who lose their coverage can have their coverage reinstated up to 90 days after they were terminated, if they provide any missing information to the county** (see more information below). If it is more than 90 days after the date on the Notice of Action letter, they must turn in a new Medi-Cal application.

If your client has their Medi-Cal wrongfully terminated

If your client has a complaint about how their benefits were handled, has trouble interacting with their county, or has their Medi-Cal wrongfully terminated, there are steps they can take to address the problem.

- 1. Contact the client's [county Medi-Cal office](#) to review their case.** If they think their Medi-Cal ended in error, they can ask for a [Medi-Cal Fair Hearing](#). While clients must normally file for a fair hearing within 90 days of receiving the Notice of Action that indicates a termination of coverage, they can currently request an eligibility fair hearing up to 120 days after receiving the notice.² If they did not receive a denial letter because they do not have a home address but learned their coverage was terminated when they interacted with the health care system, they should still ask for a Medi-Cal Fair Hearing.
- 2. Contact the [Health Consumer Alliance](#) for a free, confidential consultation at 888-804-3536 ([healthconsumer.org](#)).** The Health Consumer Alliance helps California individuals and families get the health care services they need. They provide free legal services to all consumers, in all languages, regardless of income level.

If your client loses Medi-Cal coverage – because they do not submit their renewal packet or required information on time, or are over the income limits – **it will be important to help them access health coverage again.**

Take Advantage of the 90-Day Cure Period

Clients can still submit their renewal form or missing information to their county Medi-Cal office up to 90 days after Medi-Cal ends. This is what's known in California as the "90-day cure period." If you suspect a client is at risk of losing Medi-Cal coverage, contact the county Medi-Cal office with your client. Find out if they are at risk of losing Medi-Cal, if the [county](#) has already sent a Notice of Action, when Medi-Cal ended, and what information is missing from the client's file. If you are within the 90-day cure period, the county can turn Medi-Cal back on without requiring a new Medi-Cal application.

¹ For a quick overview of Medi-Cal, see the companion document, "[Medi-Cal \(California's Medicaid Program\)](#)"

² This additional time only applies between April 1, 2023 and September 30, 2024.



Re-apply for health care

If your client loses Medi-Cal and more than 90 days have passed since it ended, a new Medi-Cal application is required. The application for Medi-Cal requires much more effort than renewing within the 90 day cure period. If they have to re-apply, you can help them:

Re-Apply for Medi-Cal

Clients who are terminated should re-apply for Medi-Cal if they are likely still eligible. They can do that by mail, in person, by telephone, or online.

- Go to [KeepMediCalCoverage.org](https://www.KeepMediCalCoverage.org) or contact their local county Medi-Cal office to learn where to update their information or complete their renewal information.
- Contact a local [Health Enrollment Navigator](#) to help your clients through the application process. Applying for Medi-Cal is more involved than the renewal process.
- Help your clients access the key documents they may need in the application process, such as a photo ID, proof of current income, etc.

Access Affordable Health Care through Covered California

There may be some clients who are no longer income-eligible for Medi-Cal; they can find affordable options through [Covered California](#). For members who lose coverage, Medi-Cal should automatically send their case to Covered California. Covered California will enroll them into a low-cost health plan. People must confirm their plan enrollment and pay any premium (if they have one) to continue on Covered California.

To learn more, see Western Center on Law and Poverty and the National Health Law Program's [overview](#) of the rules about transitions to Covered California. Covered California also has [guidance](#) on the topic.



Frequently Asked Questions:

How to Help People Experiencing Homelessness Keep their Medi-Cal¹



How do I know when a renewal is due?

Medi-Cal members renew their Medi-Cal once per year. Everyone has a different renewal date – it is one year from when they first applied for Medi-Cal or the last time they were redetermined for eligibility. They should get a letter in the mail that tells them when their renewal is due or they should get a letter from Medi-Cal telling them they were automatically renewed. If they did not receive either letter, they can find out their renewal date by logging in or creating an online account or by contacting [their county Medi-Cal office](#).

Members can visit [KeepMediCalCoverage.org](#) to get routed to the online portal or contact their local county Medi-Cal office to learn where to update their information or complete their renewal information. Health Enrollment Navigators are also receiving lists of renewal dates for members they have worked with in the past.

My clients don't have homes to get their renewals by mail. Does that mean they will lose their Medi-Cal?

Medi-Cal members do not need to have a home address. But it is harder to renew coverage when they don't have a place to get mail. Providers can help:

- Your client may have been automatically renewed by Medi-Cal. If they have \$0 or very low-income (100% of the federal poverty level or lower), Medi-Cal can renew their Medi-Cal without needing a completed renewal packet. You can confirm their automatic renewal through their online account (see below) or by calling the county Medi-Cal office.
- If your client did not receive an individualized form, they can access a blank renewal form [here](#); note that it will take longer to complete than the forms that are individualized.
- While you are with your client, you can call the [county Medi-Cal office](#) and ask them when the client's Medi-Cal is up for renewal. During the call, be sure to tell them that your client is experiencing homelessness and ask to renew coverage immediately.

- You can offer clients a place to receive their mail so they can receive their renewal forms and notices. Make sure you have them update their address with their county Medi-Cal office.
- You can help your clients create online accounts. Members can visit [KeepMediCalCoverage.org](#) to get routed to the online portal or contact their local county Medi-Cal office to learn where to update their information or complete their renewal information.
- Then they can check online to see when their Medi-Cal is up for renewal. It may take an hour or two before their online account is updated for their renewal information to appear in their account.

How do I know if my clients need to complete Medi-Cal renewal forms?

- Not all Medi-Cal members need to complete a renewal form. While you are with your client, contact the [county Medi-Cal office](#) and have them review the information they have about your client. They will be able to confirm if a renewal was completed automatically and nothing else is needed. Or they will be able to extend the renewal period an additional twelve months using special rules for hard-to-reach people. Make sure they know that your client does not have their own regular mail address. You can tell them to send the notice to your office mailing address.
- Some clients will need to provide more information. If the [county Medi-Cal office](#) needs more information, they will send the member a renewal form. It will be in a bright yellow envelope. If they get a form, they will need to complete it or return the information by telephone or online by the due date. They will also need to turn in any extra information or proofs that the county requests.



¹ For a quick overview of Medi-Cal, see the companion document, "[Medi-Cal \(California's Medicaid Program\)](#)"



Why do some clients automatically have their Medi-Cal renewed but others do not? Do I need to help clients if they are automatically renewed?

For some people, Medi-Cal renewals can happen automatically through a process known as “ex parte renewal.” California is required to try to automatically renew a Medi-Cal member’s coverage based on information California already has about a household (including through electronic data sources). In that case, a member isn’t required to return a form or take any action to maintain their Medi-Cal coverage. Instead of a renewal form, they will get a letter in the mail telling them they have Medi-Cal for another year.

California also applied for additional flexibilities and waivers to lessen burdens on Medi-Cal members and county offices. As a result, individuals who have \$0 income or who are very low income (at or below 100% of the federal poverty level) will have their coverage automatically renewed. If your client received a notice in the mail or online that they were automatically renewed, the process is complete for them. If you think they qualify for this waiver but have not received notification that they were automatically renewed, you can help them contact their county Medi-Cal office or check their online account to see their current status and advocate with the county for them to renew Medi-Cal coverage automatically.

How do I help my clients submit their renewals?

- The fastest and easiest way is online. They can log in or create a new account online. Members can visit [KeepMediCalCoverage.org](https://www.KeepMediCalCoverage.org) to get routed to the online portal and learn where to update their information or complete their renewal information.
- You can help them turn in their renewal forms through regular mail. Follow the directions on their renewal forms if they received them; if they did not receive renewal forms in the mail and cannot or do not want to complete the process online, you can help them complete a blank form, available [here](#). Note that it will take longer to complete than the forms that are individualized.
- You can help them complete their renewal in-person. Take them to their [county Medi-Cal office](#). There might be a long wait time. Every Medi-Cal office has different ways to attend to their Medi-Cal members.

- You can help them complete their renewal over the telephone. If they have a renewal form, contact the number on the form when you are with your client or through a three-way call. There might be a long wait time.
- Connect them with a [Health Enrollment Navigator](#).

What information do my clients need to give to their local Medi-Cal office?

- The [county Medi-Cal office](#) will ask for what they need.
- They only ask for information and documents that affect Medi-Cal eligibility. The county will need to know about things that have happened since your client first applied for or last renewed their Medi-Cal.
- Medi-Cal will tell them what is needed. The renewal form/paperwork will include a list of information that the county needs the client to report.
- Clients may need to give proof of any changes. The renewal form lists examples such as pay stubs and tax returns
- Clients do not need to tell Medi-Cal about assets like bank accounts, property, or vehicles.
- If they are very low-income, they may not have to provide proof of their income when they renew.

How did Medi-Cal get the information that is included on my client’s renewal form?

- The renewal form has all the information Medi-Cal knows about your client.
- They got most of the information from your client’s previous applications, reported changes, and renewals.
- Some of the information may have come from other places Medi-Cal has access to like Social Security or the Employment Development Department.



My client did not turn in their renewal form or information. They got a notice that their Medi-Cal is ending, found out their Medi-Cal is ending when they checked online, or found out that their coverage ended when they interacted with their health care provider. What can I do?

- If it is less than 90 days after their Medi-Cal ended, they can still keep their Medi-Cal. Help them turn in their renewal form or missing information. The [county Medi-Cal office](#) will see if they can still get Medi-Cal. They do not have to submit a new application.
- Tell the county Medi-Cal office that the client is currently experiencing homelessness. They may be able to renew more simply.
- If it is more than 90 days after Medi-Cal ended, they will have to [turn in a new Medi-Cal application](#). You can help them apply online and collect the documents they need to reapply.

Where can my clients get legal assistance if they are having problems with their renewals?

Contact the [Health Consumer Alliance](#) for a free, confidential consultation at 888-804-3536 (healthconsumer.org). The Health Consumer Alliance helps California individuals and families get the health care services they need. They provide free legal services to all consumers, in all languages, regardless of income level.





There are Health Enrollment Navigator partners operating in all 44 CoC counties who can help people learn about, renew, or apply for Medi-Cal.¹ There are also local community-based agencies that serve alongside state Health Enrollment Navigators that can assist with these needs. They can provide support in different languages, which is vital given the diversity of California's communities. Connecting with your local navigators is a valuable step, since they are trained to help your clients apply for or renew Medi-Cal, troubleshoot any issues during the process, or re-apply if they lose coverage. You can find your local, county-based Health Enrollment Navigators [here](#).

Health Enrollment Navigators and homeless service providers can partner together to prevent people experiencing homelessness from losing their Medi-Cal.

How Medi-Cal Renewals Impact People Experiencing Homelessness

People experiencing homelessness are all at risk of losing their health coverage over the next 12-month renewal period for one simple fact: **they do not have a home address where they can receive their renewal paperwork.**

Medi-Cal's renewal forms are sent to people's last known address. The renewal forms are pre-populated with information about the household's eligibility to renew. Most people experiencing homelessness do not have an address to receive their renewal forms. **They may not know they need to renew their Medi-Cal until they go to a health care provider and discover they have lost Medi-Cal.**

Partnering Across Health Care and Homeless Systems to Provide Medi-Cal Assistance

Homeless service providers often have deep and trusting relationships with people living in shelters, on the streets, in their cars, in encampments, and other places not meant for human habitation. They know where people can be found, but don't always have expertise on Medi-Cal applications and renewals.

Health Enrollment Navigators have expertise on Medi-Cal renewals. Health Enrollment Navigators know how to work with the county Medi-Cal offices. They know what documentation is needed to ensure people don't lose health coverage. They have trusting and deep relationships within the health care communities they serve. They also know about the new special rules that can expedite Medi-Cal renewals for very low-income people and hard-to-reach populations, including people experiencing homelessness.



¹ For a quick overview of Medi-Cal, see the companion document, "[Medi-Cal \(California's Medicaid Program\)](#)"



Opportunities for Greater Collaboration

There are many opportunities for providers to partner with Health Enrollment Navigators to help people experiencing homelessness complete Medi-Cal renewals, exercise their rights under federal waivers, apply to Medi-Cal for the first time, or re-apply if they have been disenrolled.



Street Outreach

To support people who don't want to leave their encampments to get services (because they risk losing personal belongings or don't want to leave their pets or household members behind), street outreach teams can partner with Health Enrollment Navigators on street outreach visits. During those visits, street outreach workers and Health Enrollment Navigators can find out if people have Medi-Cal and help them enroll if they do not or help them with renewals or exercise their rights under any federal waivers.



Coordinated Entry

Coordinated Entry (CE) offers practical and meaningful opportunities for cross-system coordination. There is an opportunity to build relationships between homeless service providers and Health Enrollment Navigators to facilitate warm hand-offs for Medi-Cal renewals (and to connect people to homeless system housing and services). CE's Homeless Management Integration System (HMIS) may be a way to collect data to enable warm hand-offs across the partnership.



Shelters and temporary housing providers

While people experiencing homelessness wait for housing and services, shelter or temporary housing provider staff can partner with Health Enrollment Navigators to work with clients to gather their documents and help them renew or apply for Medi-Cal.

For a list of the Health Enrollment Navigators and local entities that provide navigation services in your area, see: <https://www.dhcs.ca.gov/services/medi-cal/eligibility/Documents/SB154-Subcontractor-and-Local-CBO-Assistance.pdf>



How to Find your Local Medi-Cal Partners



The state has an easy way to find contact information for county Medi-Cal offices and Health Enrollment Navigators to support clients with the Medi-Cal renewal process.



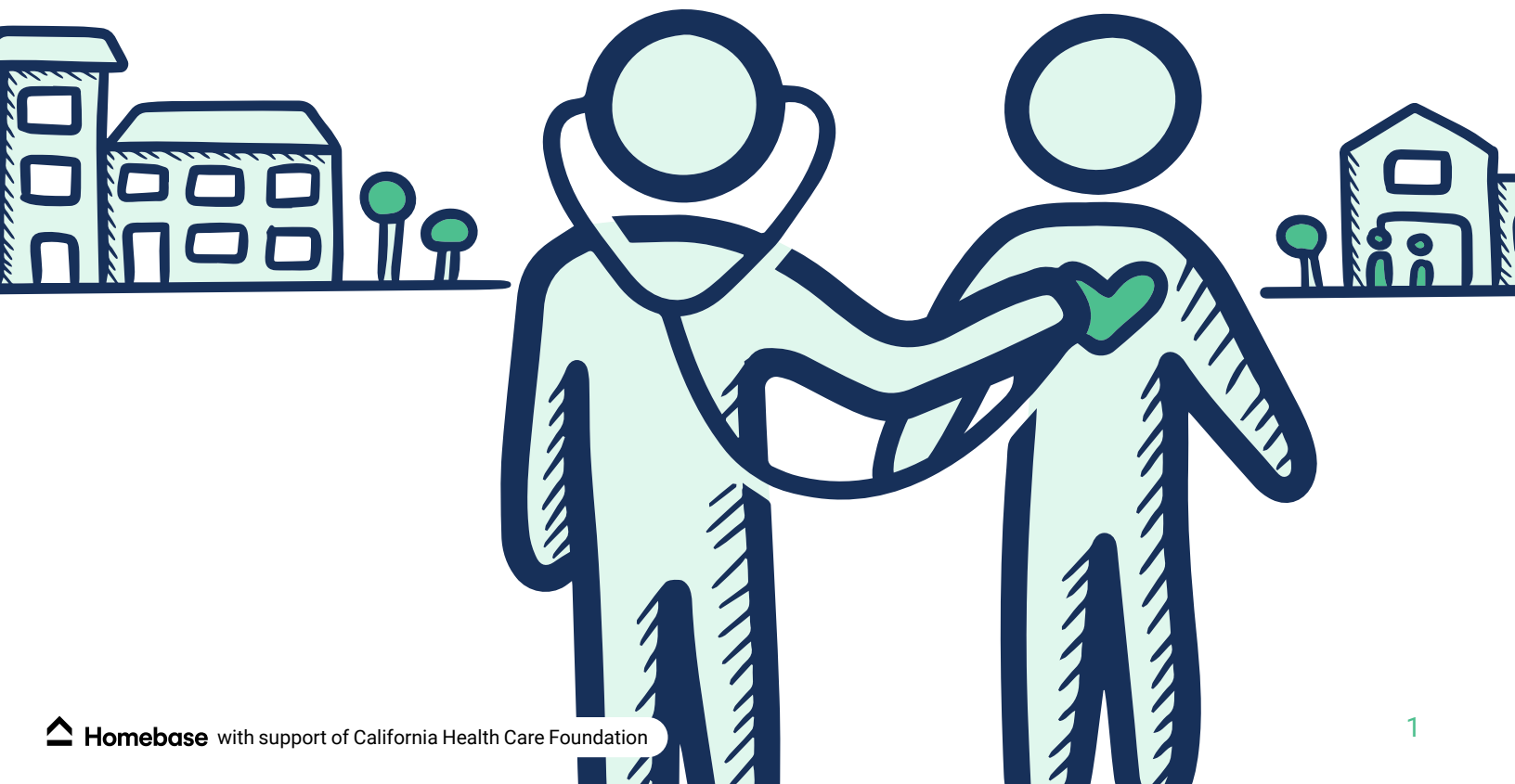
Find out how to contact a client's [county Medi-Cal office](#) in-person or by telephone:

<https://www.dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspx>



Find out what organizations provide Health Enrollment Navigators in the community:

<https://www.dhcs.ca.gov/keep-your-Medi-Cal/Pages/find-local-help.aspx>



How to Renew Medi-Cal¹ if You are Experiencing Homelessness



To prepare for the renewal process, contact your county Medi-Cal office and share your most current contact information, such as name, address, phone number, and email address.

This way, the county will contact you with important information about keeping your Medi-Cal benefits. If you can set up a mailing address with a trusted source, that will be helpful.

When your Medi-Cal is about to end, it may be automatically renewed. If Medi-Cal has information that you are very low-income or have no income, they will send you a letter telling you your Medi-Cal is automatically renewed. If not, you should receive a yellow envelope with the renewal in the mail. You have approximately two months to return information to Medi-Cal.



If you don't get your mail, there are other ways to find out if you are automatically renewed or to get your Medi-Cal renewal information - you can:



GO IN-PERSON to your county Medi-Cal agency.



CALL your [county Medi-Cal office](#).



GO ONLINE. Visit [KeepMediCalCoverage.org](https://www.KeepMediCalCoverage.org) to learn where to update your information online or complete your renewal information.



MAIL in a completed renewal application if you received yours in the mail.



If you got a renewal packet in the mail, you can get help filling it out. Click on "[Keep Your Medi-Cal](#)" for help.

¹ For a quick overview of Medi-Cal, see the companion document, "[Medi-Cal \(California's Medicaid Program\)](#)"



You May Not Have to Complete a Renewal Packet

Not everyone has to complete renewal paperwork. Some people can more easily renew their Medi-Cal. Here is what might happen:

- **Automatic renewal**

Medi-Cal will send a letter telling you that you are automatically renewed for another year. If you have no or very low income, Medi-Cal should automatically renew you. Medi-Cal will send a letter telling you that you are automatically renewed for another year. If this has not happened, you should call your county Medi-Cal office and ask to be automatically renewed.

- **If you are currently experiencing homelessness, you may be able to extend your renewal date by 12 months.**

But you have to tell your county Medi-Cal office that you are currently experiencing homelessness. You should call or go in-person to the [county Medi-Cal office](#). Tell them you are currently homeless. Tell the Medi-Cal representative that you would like to extend your Medi-Cal renewal.

You will have to let your [county Medi-Cal office](#) know about your situation. The best way to do that is to contact your [county Medi-Cal office](#) by telephone or go in-person. You can have someone help you call or go to the office if you want.



You do not need to go through the renewal process alone.

You can get help - from your case workers, case managers, or [Health Enrollment Navigators](#).

You can also ask someone to become your authorized representative so they can do this for you.



How to Renew if You Don't Have a Renewal Packet or Did Not Get a Letter Saying that Your Medi-Cal was Renewed for Another Year

Medi-Cal must be renewed every twelve months. Your Medi-Cal may be automatically renewed if the county Medi-Cal office has everything they need. If they were not able to automatically renew your Medi-Cal, they will send you a renewal packet to complete. You could lose your Medi-Cal coverage if you do not renew.

The county will send you a personalized renewal form or you can set up an online account to renew. If you did not get a renewal form in the mail or a letter telling you that your Medi-Cal was automatically renewed, reach out to the county Medi-Cal office and request a renewal packet.

To get a renewal form you can:



CALL

Call your county Medi-Cal office and request renewal forms. This will work if you have an address where you can receive regular mail. They might get enough information from you while you are on the telephone that they can renew you while you are on the call.



GO IN-PERSON

Go in-person to your [county Medi-Cal office](#) and ask for your renewal forms. They may get enough information from you during the in-person visit that they can renew your Medi-Cal during the visit.



GO ONLINE

Log in or create an online account to renew online. Members can visit [KeepMediCalCoverage.org](#) to find out how to go online to renew.

To renew, the county will need proof of changes in your life. You could have a change in income. You could have a change in the number of people in your household. You may need to gather any documents that show what changes you have. You will need to submit the documents with your renewal forms. If you do not submit all the documents, Medi-Cal may not let you renew. You could lose your Medi-Cal coverage.

If you do not have any changes, renewing can be simple. You will need to tell your [county Medi-Cal office](#) (or submit online) that nothing has changed in your household and submit your renewal forms.

How to Submit a Medi-Cal¹ Renewal Online

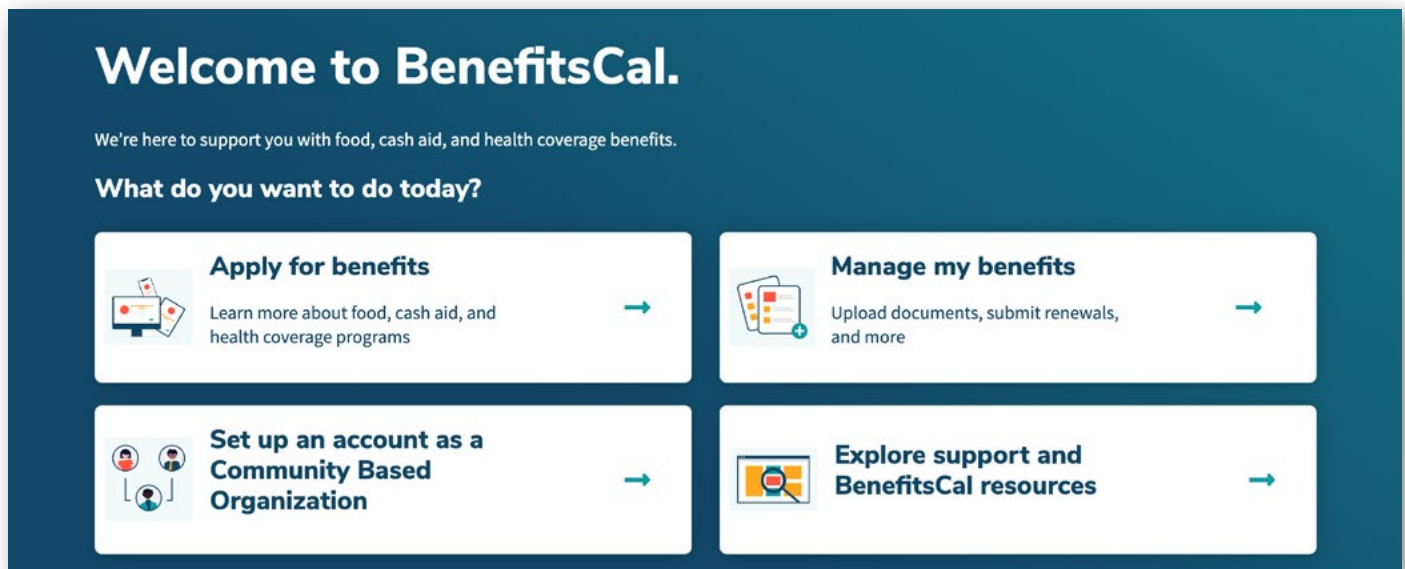


Anyone can apply for or renew their Medi-Cal benefits online. Members can visit [KeepMediCalCoverage.org](https://www.KeepMediCalCoverage.org) or contact their local county Medi-Cal office to learn where to go online to update their information or complete their renewal information. The below information is for [BenefitsCal.com](https://www.BenefitsCal.com) where most people in California can apply for or renew their Medi-Cal.

1

Create an account on **BenefitsCal.com**

(Skip Step 1 if you already have an online account)



You will have to enter information:

- **Choose the county where you live or the county where you last applied for Medi-Cal.** If you live in a shelter, in your car, or on the streets, choose the county where you are staying. You can also contact the county where you used to live when you had a home.
- **Type in your first and last name.**
- **Email** is required. If you do not have an email, you will need to find someone who can receive email for you. Email is the way the [county Medi-Cal office](#) can contact you about your Medi-Cal.
- **Create a Password.** You will need to create a password. Passwords can be difficult to remember. You should write down your password and keep it somewhere safe.
- **Type in your mobile telephone number.** Telephone is the way to get a password reset. Be sure you have your phone with you when you use your online account. The system will text you to be sure you are you. If you don't have a telephone, you should be able to skip this question.

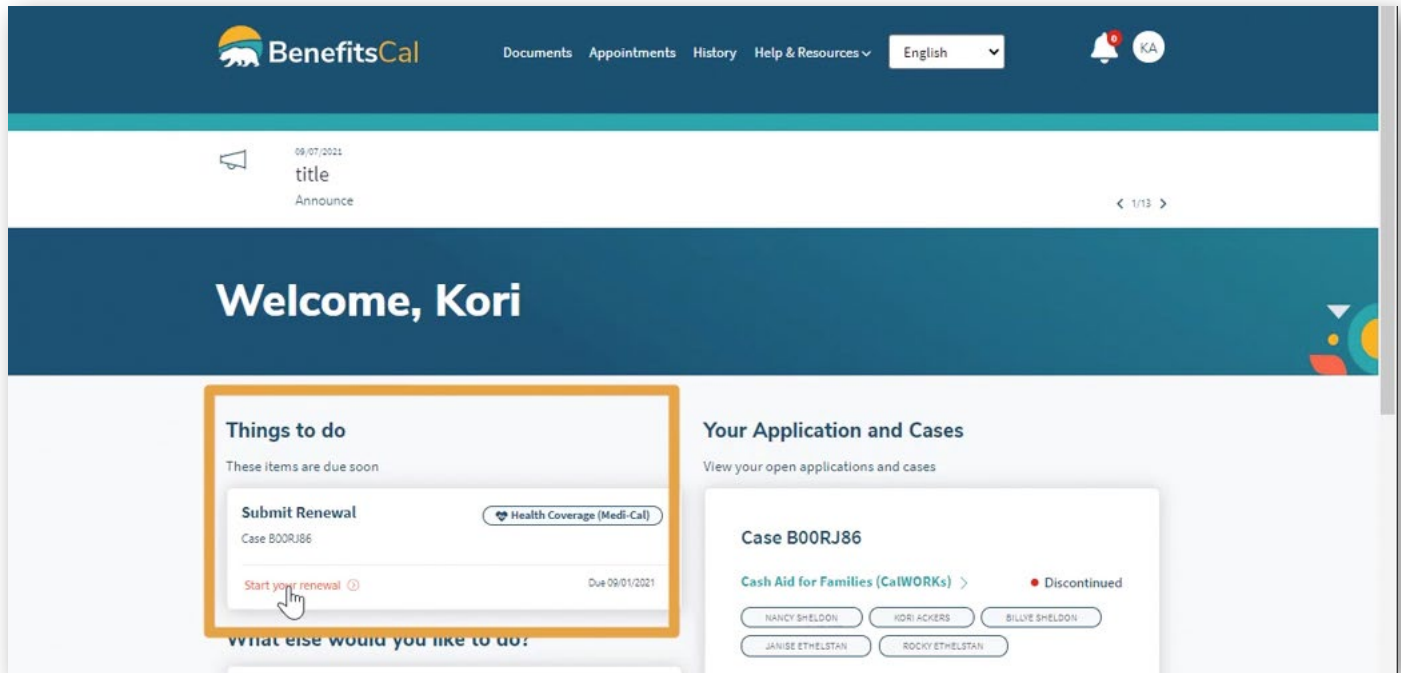
You will have to set up security questions. Once you are done, you will be invited to login.

¹ For a quick overview of Medi-Cal, see the companion document, "[Medi-Cal \(California's Medicaid Program\)](#)"



2 Sign into your account on BenefitsCal.com

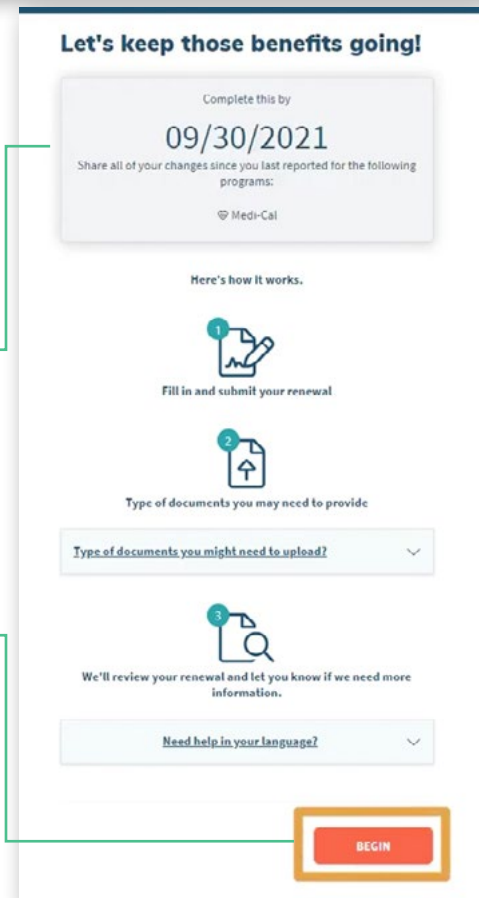
3 Go to "Things to Do"



4 Under "Things to Do" click on "Start Your Renewal."

The next screen tells you about the renewal process. At the top is the date when your renewal forms have to be filled out.

5 Select "Begin" at the bottom of the screen.

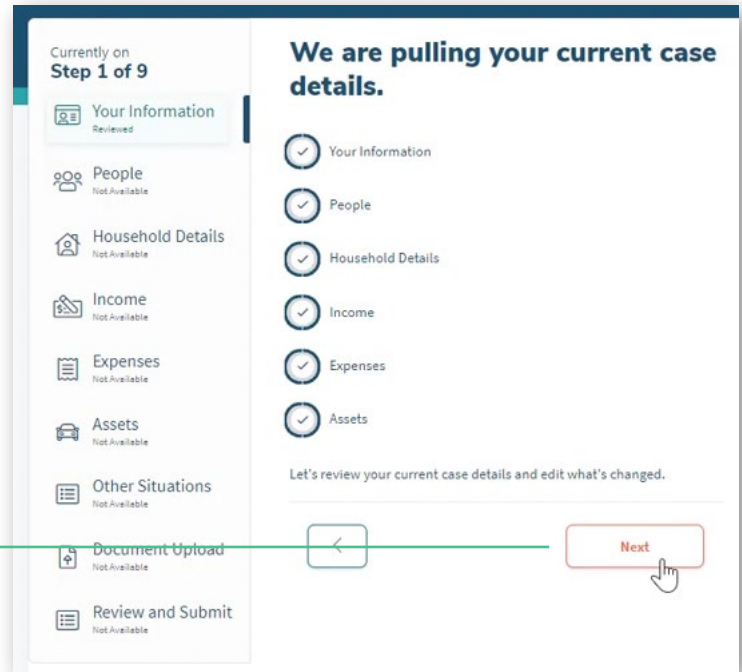




6

The next page shows all the information you will need to renew Medi-Cal.

Click **“Next”** on each page to update or change any of your information.

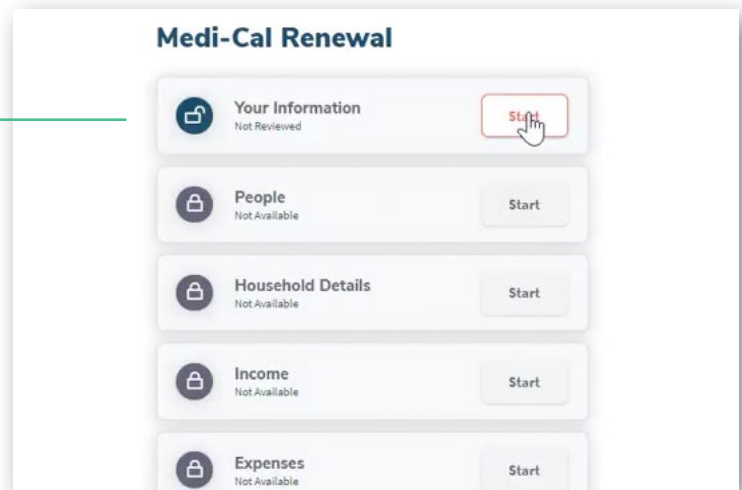


7

You can update any parts of your case. You can change or delete information.

Start with **“Your Information.”**

It will take you through one screen at a time.

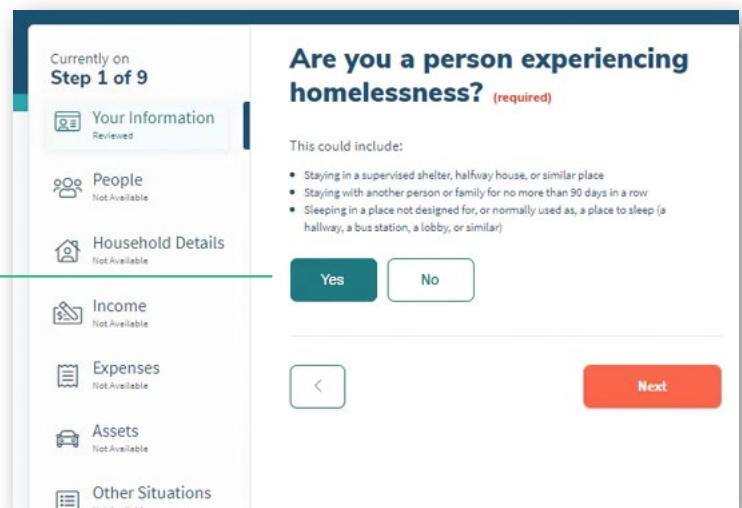


8

The renewal will ask if you are experiencing homelessness.

If you are homeless, you should click **“Yes.”**

There are ways to renew Medi-Cal faster if the state knows you are homeless.





9 Go through each step to update your information.

There will be a chance at the end of each section to press **“This Looks Correct.”**

10 After going through all the questions, you will see a new screen. It lists other programs and help you can apply for.

You can click on any of the programs to see if you can get more help.

11 Next is the document upload section.

If your income has changed, this is the time to upload proof of your income. **You do not have to upload documents to submit a renewal. You will need to submit documents at some point if the county requests them.**

The system will tell you the documents you need to upload; if you need help finding or uploading documents, you can ask someone you have worked with (like an outreach worker, a case worker, or navigator) to help you.

If you are not ready to share documents, skip the upload documents, by pressing **“Next.”**

You may be able to get more help.

Select the programs and your caseworker will follow-up.

- Child Health and Disability Prevention**
Access free well-child exams to help children grow up healthy.
- Women, Infants, and Children (WIC)**
Discover services that are key to childhood and family well-being such as:
 - Additional money to buy healthy foods for your family (fruits, milk, eggs, and bread)
 - Help for breastfeeding moms
 - Help to find medical care
 - Tips on exercise and healthy eating
- Personal Care Services Program**
This program offers in-home care program for aged, blind, or disabled persons (also called IHSS or in-Home Supportive Services)

< Next



12 Now you can review your renewal and “sign” it online.

You will enter your first name and last name. Then the date. You will need to click the box that says you agree to use this as your electronic signature.

Then press **“Submit Renewal.”**

Household Details Reviewed

Income Reviewed

Expenses Reviewed

Assets Reviewed

Other Situations Reviewed

Document Upload Reviewed

Review and Submit Reviewed

myself, I made every reasonable attempt to confirm the answer with someone who did know. I have read or had read to me the privacy statement, rights, and responsibilities on the following pages.

- I know that if I do not tell the truth on this renewal form, there may be a civil or criminal penalty for perjury that may include up to four years in jail (See California Penal Code section 126). I know that the information in this renewal form will be used to decide if the people who are applying qualify for health insurance. The Medi-Cal program and Covered California will keep the information private, as required by federal and California law.
- If anything changes on this renewal form for any person applying for health insurance, I agree to notify the Medi-Cal program or contact my local county office within 10 days of any change. If I have insurance through Covered California, I agree to report any changes within 30 days.

Signature of applicant/beneficiary or authorized representative

First Name (required)

Kaitlyn

Last Name (required)

Conner

Date (required)

10/27/2021

By checking this box, you are signing this application electronically. You agree that your electronic signature is the legal equivalent of your manual signature on this application.

< SUBMIT RENEWAL

13 If possible, take a picture or download the renewal summary after submitting the renewal.

14 Watch your email and regular mail for any requests from the county.

They may contact you to ask for documents to prove your income or more information that they need to complete your renewal. Check your online account once a week so you don't miss any questions they might have for you.



There is a Youtube video that walks through the renewal process at [BenefitsCal.com: How to Submit a Medi-Cal Renewal](https://www.benefitscal.com/medi-cal-renewal)

Overview of Homelessness Response for Health Enrollment Navigators¹



Partnering Across Health and Homeless Systems of Care to Provide Medi-Cal Assistance

Health Enrollment Navigators and homeless service providers can partner to prevent people experiencing homelessness from losing their Medi-Cal. Read more below to understand the homeless system of care, how the Medi-Cal renewal process impacts people experiencing homelessness, and the role you can play in helping people experiencing homelessness maintain their health coverage.

The homelessness response system (sometimes referred to as the Continuum of Care, or CoC) functions at the local, community level. In California, there are 44 different CoCs working to prevent and end homelessness. They are mostly organized by county, though some CoCs cover multiple counties.

No single agency or organization administers all housing and services in a community. A variety of organizations and agencies provide different types of assistance to individuals and families at risk of or experiencing homelessness, such as emergency shelter, financial support (one-time assistance or ongoing rental assistance), temporary or permanent housing, supportive services (e.g., case management, assistance applying for benefits, connections to medical or behavioral health care, help finding or securing housing), or assistance with transportation and/or food. In many communities, counties lead the local homeless response efforts, while in other communities, nonprofit organizations anchor the homeless efforts.

Homeless assistance funding offers very limited resources. Unlike Medi-Cal, homeless assistance is not an entitlement. This is important because organizations doing the work often are limited in how they can help people.

Who are People Experiencing Homelessness

All different kinds of people may experience homelessness: families, older adults, youth, children, veterans, and single individuals. They might be homeless because they lost a job or had their work hours reduced, were evicted from their home or priced out of a home, have mental health issues or substance use issues that made it difficult for them to keep a job or maintain their housing, had a disagreement with their family or are getting divorced, are survivors of domestic violence or stalking or human trafficking, or are unable to access public benefits.

Many people experiencing homelessness live unsheltered in places not meant for human habitation such as on the streets, in vehicles or tents, in parks, or along rivers and streams. **Most people experiencing homelessness are likely eligible for Medi-Cal.**

Medi-Cal Renewal and People Experiencing Homelessness

People experiencing homelessness are all at risk of losing their Medi-Cal health coverage over the next 12-month renewal period for one simple fact: **they do not have a home address where they can receive their renewal paperwork.**

Medi-Cal's renewal forms and renewal letters are sent to people's last known address. The renewal forms are pre-populated with information about the household's eligibility to renew. Most people experiencing homelessness do not have an address to receive their renewal forms. They may not know they need to renew their Medi-Cal until they go to a health care provider and discover they have lost Medi-Cal.



¹ This tool was adapted from "[Homelessness Response 101 for Health Care Providers and Stakeholders](#)," originally developed in February 2021 by Homebase, in partnership and with the support of the California Health Care Foundation.



Partnerships Can Make a Difference

Homeless service providers and Health Enrollment Navigators can partner together to help ensure people experiencing homelessness do not lose their Medi-Cal. **Homeless service providers often have deep and trusting relationships with people living in shelters, on the streets, in their cars, in encampments, and other places not meant for human habitation.** Service providers know where people can be found, but they don't have expertise on Medi-Cal applications and renewals.

As Navigators, you also know about the new federal waivers that can expedite Medi-Cal renewals for very low-income people and hard-to-reach populations, including people experiencing homelessness.

Together homeless service providers and Health Enrollment Navigators can partner in their local communities to protect people experiencing homelessness from losing Medi-Cal.

Opportunities for Greater Collaboration

There are many opportunities for you to partner with homeless service providers to help Medi-Cal members with renewals or exercise their rights under any federal waivers. There are also opportunities to help individuals who are not already enrolled in Medi-Cal apply or to help individuals who have been disenrolled re-apply.



Street Outreach

People often don't want to leave their encampments to get services because they risk losing their personal belongings or don't want to leave their pets or household members behind. Organizations in the homeless system conduct street outreach to go where people live and offer supportive services at those locations. You can partner with street outreach staff to join them in street outreach. During those visits, street outreach workers and Health Enrollment Navigators can find out if people have Medi-Cal and help them enroll if they do not or help them with renewals or exercise their rights under any federal waivers.



Coordinated Entry

Coordinated Entry (CE) is the process each community sets up to ensure people are matched to available housing and supportive services most suitable to meet their needs. CE's primary purpose is to allocate housing resources fairly and appropriately. It can also be used to refer and connect people to health care and other mainstream resources. There is an opportunity to build relationships between Navigators and CE staff to facilitate warm hand-offs for Medi-Cal renewals (and to connect people to homeless system housing and services).



Shelters and temporary housing providers

While people experiencing homelessness wait for housing and services, they often live in emergency shelters or interim/temporary housing. During this time, service providers work with them to gather their documents, search for housing, provide life skills and job training, and assist them to apply for public benefits, including Medi-Cal. You can build strong partnerships with shelters and interim housing providers to go onsite to ensure those who need to renew Medi-Cal do not lose it and help people experiencing homelessness apply for Medi-Cal who are likely eligible but unenrolled.

For more in-depth Homelessness 101, see: [Homelessness Response 101](#) or [Fundamentals of Homelessness Response for Managed Care Providers](#).

For a list of the 44 Continuums of Care (CoCs) in California, see: [California Continuum of Care List](#)



California Continuum of Care List

compiled March 2023¹



County or City	Name of CoC	CoC Website
Alameda County	Oakland, Berkeley/Alameda County CoC	everyonehome.org/about/committees/hud-coc-committee
Alpine County	Alpine, Inyo, Mono Counties CoC	www.imaca.net
Amador County	Amador, Calaveras, Mariposa, Tuolumne Counties CoC (Central Sierra CoC)	www.atcaa.org
Butte County	Chico, Paradise/Butte County CoC	www.buttecaa.com
Calaveras County	Amador, Calaveras, Mariposa, Tuolumne Counties CoC (Central Sierra CoC)	www.atcaa.org
City of Glendale	Glendale CoC	www.glendaleca.gov/government/departments/community-services-parks/human-services/homeless-services/glendale-continuum-of-care-social-service-agencies
City of Long Beach	Long Beach CoC	www.longbeach.gov/health/services/directory/homeless-services
City of Pasadena	Pasadena CoC	pasadenapartnership.org/coc-program
Colusa County	Colusa, Glenn, Trinity Counties CoC (aka Dos Rios CoC)	www.countyofglenn.net/dept/community-action/dos-rios-continuum-care-ca-523
Contra Costa County	Richmond/Contra Costa County CoC	cchealth.org/h3/coc/council.php
Del Norte County	Redding/Shasta, Siskiyou, Lassen, Plumas, Del Norte, Modoc, Sierra Counties CoC (NorCal CoC)	www.shastacounty.gov/housing-community-action-programs/page/norcal-continuum-care
El Dorado County	El Dorado County CoC	www.edokcoc.org
Fresno County	Fresno City and County/Madera County CoC	fresnomaderahomeless.org
Glenn County	Colusa, Glenn, Trinity Counties CoC (aka Dos Rios CoC)	www.countyofglenn.net/dept/community-action/dos-rios-continuum-care-ca-523
Humboldt County	Humboldt County CoC	humboldt.gov.org/2512/Humboldt-Housing-Homeless-Coalition
Imperial County	Imperial County CoC	www.imperialvalleycontinuumofcare.org
Inyo County	Alpine, Inyo, Mono Counties CoC	www.imaca.net
Kern County	Bakersfield/Kern County CoC	bkrhc.org
Kings County	Visalia/Kings, Tulare Counties CoC	www.kthomelessalliance.org
Lake County	Lake County CoC	www.lakecoc.org

¹ If a listed website has changed since this material was finalized, using the following search terms in an online search engine should help you find the updated website: [county's name] + continuum of care + homeless



Geography Covered	Name of CoC	CoC Website
Lassen County	Redding/Shasta, Siskiyou, Lassen, Plumas, Del Norte, Modoc, Sierra Counties CoC (NorCal CoC)	www.shastacounty.gov/housing-community-action-programs/page/norcal-continuum-care
Los Angeles County (except the cities of Glendale, Long Beach, and Pasadena)	Los Angeles City & County CoC	www.lahsa.org
Madera County	Fresno City and County/Madera County CoC	fresnomaderahomeless.org
Marin County	Marin County CoC	www.marinhhs.org/homelessness-marin
Mariposa County	Amador, Calaveras, Mariposa, Tuolumne Counties CoC (Central Sierra CoC)	www.atcaa.org
Mendocino County	Mendocino County CoC	mendocinococ.org/continuum-of-care
Merced County	Merced City & County CoC	www.co.merced.ca.us/848/Homeless-Assistance
Modoc County	Redding/Shasta, Siskiyou, Lassen, Plumas, Del Norte, Modoc, Sierra Counties CoC (NorCal CoC)	www.shastacounty.gov/housing-community-action-programs/page/norcal-continuum-care
Mono County	Alpine, Inyo, Mono Counties CoC	www.imaca.net
Monterey County	Salinas/Monterey, San Benito Counties CoC	chsp.org
Napa County	Napa City and County CoC	www.countyofnapa.org/1036/Napa-Continuum-of-Care
Nevada County	Nevada County CoC	www.hrcscoc.org
Orange County	Santa Ana, Anaheim/Orange County CoC	www.ochealthinfo.com/homeless_serv/coc/2021
Placer County	Roseville, Rocklin/Placer County CoC	www.hrcscoc.org
Plumas County	Redding/Shasta, Siskiyou, Lassen, Plumas, Del Norte, Modoc, Sierra Counties CoC (NorCal CoC)	www.shastacounty.gov/housing-community-action-programs/page/norcal-continuum-care
Riverside County	Riverside City and County CoC	rivcohhpws.org/continuum-care-division
Sacramento County	Sacramento City & County CoC	sacramentostepsforward.org
San Benito County	Salinas/Monterey, San Benito Counties CoC	chsp.org
San Bernardino County	San Bernardino City & County CoC	sbcountycdha.com/community-development-and-housing-department/homelessness
San Diego County	San Diego City and County CoC	www.rtfhsd.org



Geography Covered	Name of CoC	CoC Website
San Francisco County	San Francisco CoC	hsh.sfgov.org/committees/lhcb
San Joaquin County	Stockton/San Joaquin County CoC	www.sanjoaquincoc.org
San Luis Obispo County	San Luis Obispo County CoC	www.slocounty.ca.gov/Departments/Social-Services/Homeless-Services.aspx
San Mateo County	Daly City/San Mateo County CoC	hsa.smcgov.org/san-mateo-county-continuum-care
Santa Barbara County	Santa Maria/Santa Barbara County CoC	www.countyofsb.org/443/Continuum-of-Care-Program
Santa Clara County	San Jose, Santa Clara City & County CoC	osh.sccgov.org/continuum-care
Santa Cruz County	Watsonville/Santa Cruz City & County CoC	homelessactionpartnership.org
Shasta County	Redding/Shasta, Siskiyou, Lassen, Plumas, Del Norte, Modoc, Sierra Counties CoC (NorCal CoC)	www.shastacounty.gov/housing-community-action-programs/page/norcal-continuum-care
Sierra County	Redding/Shasta, Siskiyou, Lassen, Plumas, Del Norte, Modoc, Sierra Counties CoC (NorCal CoC)	www.shastacounty.gov/housing-community-action-programs/page/norcal-continuum-care
Siskiyou County	Redding/Shasta, Siskiyou, Lassen, Plumas, Del Norte, Modoc, Sierra Counties CoC (NorCal CoC)	www.shastacounty.gov/housing-community-action-programs/page/norcal-continuum-care
Solano County	Vallejo/Solano County CoC	www.housingfirstsolano.org
Sonoma County	Santa Rosa, Petaluma/Sonoma County CoC	sonomacounty.ca.gov/CDC/Homeless-Services/Continuum-of-Care
Stanislaus County	Turlock, Modesto/Stanislaus County CoC	csocstan.com/about
Sutter County	Yuba City and County/Sutter County CoC	www.syhomelessconsortium.org
Tehama County	Tehama County CoC	www.tehamacoc.org
Trinity County	Colusa, Glenn, Trinity Counties CoC (aka Dos Rios CoC)	www.countyofglenn.net/dept/community-action/dos-rios-continuum-care-ca-523
Tulare County	Visalia/Kings, Tulare Counties CoC	www.kthomelessalliance.org
Tuolumne County	Amador, Calaveras, Mariposa, Tuolumne Counties CoC (Central Sierra CoC)	www.atcaa.org
Ventura County	Oxnard, San Buenaventura/Ventura County CoC	www.venturacoc.org
Yolo County	Davis, Woodland/Yolo County CoC	www.y3c.org
Yuba County	Yuba City and County/Sutter County CoC	www.syhomelessconsortium.org