

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.