How to Help Your Clients Complete their Medi-Cal Renewal and Stay Covered

For Community Based Organization Partners in San Francisco

SFHSA Community Engagement Team
September 2023
What We’ll Cover

- Medi-Cal renewal and discontinuance paperwork
- The best ways to help Medi-Cal members:
  - Refer them to our county OR
  - Help them create a MyBenefitsCalWIN account and link their cases
  - Use Your CBO MyBenefitsCalWIN account to submit the form(s)
Medi-Cal Renewal and Discontinuance Paperwork
Medi-Cal Renewal Paperwork

Public Health Emergency (PHE) and Continuous Coverage Unwinding

During the PHE: DHCS deferred all Medi-Cal annual renewals

Now that the PHE has been lifted (effective 04/01/23): DHCS resumed requiring Medi-Cal members to submit yearly renewal paperwork

It’s important for members to:
1) Let the county know of any changes in contact information (i.e. phone number, home/mailing address)
2) Fill out the renewal form that was mailed to them

Note 1: Different renewal forms are required based on how the people in the household qualified for Medi-Cal. There are also different forms to fill out depending on if the client is still within their renewal month, or their renewal month has already passed.

Note 2: Some members will not receive an envelope because their benefits will be auto-renewed by our system; these members will receive a notice that their benefits will continue.
Medi-Cal Discontinuance Paperwork
Public Health Emergency (PHE) and Continuous Coverage Unwinding

**During the PHE:**
Medi-Cal member cases were not discontinued for failure to complete the annual renewal

**Now that the PHE has been lifted (effective 04/01/23):**
The member may lose their Medi-Cal coverage if renewal paperwork is not submitted by the due date on the form

**It’s important for members to:**
1) Fill out the renewal form that was mailed to them by the due date on the form, otherwise their case may be discontinued.
2) Read the “Medi-Cal Notice of Action (NOA) Discontinuance of Benefits” if one is mailed to them; if a member does not understand the NOA, they should contact our county or log in to MyBCW to provide the information needed for continued coverage.

**Note:** Members have 90 days from the date of discontinuance to provide the needed information. Past the 90 days, members will need to submit a brand new application.
Medi-Cal Discontinuance Paperwork
Public Health Emergency (PHE) and Continuous Coverage Unwinding

The Discontinuance of Benefits Notice of Action is a two-page form as shown to the right.

The back of the form has information about member Hearing Rights.
The Best Ways to Help Medi-Cal Members Renew Their Benefits
Option 1: Refer Your Members To Our County

Our eligibility workers can provide case-specific information
How members can reach us

Here’s how to get in touch with a Medi-Cal and CalFresh eligibility worker:

📞 Call (415) 558-4700

✉️ Email SFMedi-Cal@sfgov.org

Visit one of our Service Centers at 1440 Harrison Street or 1235 Mission Street, or 2 Gough Street, our service hub for older adults, veterans, and adults with disabilities

 rencontrer une personne compétente dans le service de déploiement pour les personnes âgées, les vétérans, et les adultes handicapés

ɒ Meet with an eligibility worker at a designated community partner location
  • Chinese Newcomers Service Center
  • Community Assessment Services Center
  • Wu Yee Children’s Services
Option 2: Help Members Use the MyBenefitsCalWIN Website

For members who would like to apply, renew their paperwork and manage their benefits online.
Option 2: Important Information

Option 2 is a multi-step process for the member

Step 1: CREATE a MyBCW account

Step 2: LINK the MyBCW account to their Medi-Cal case

Step 3: SEE when their renewal form is due

Step 4: COMPLETE THE FORM within MyBCW
How to Create a MyBCW Account

Website: https://www.mybenefitscalwin.org/#/home

**Step 1:**
Click on the “Create An Account” button

**Step 2:**
Click on “San Francisco” from the list of counties

**Create the Account:**
Fill out all of the information needed to create the account.
Benefits of creating a MyBCW account and linking it to a member’s case:

• Members can see when their renewals are due and MyBCW will automatically populate the correct form the member needs to maintain their benefits for Medi-Cal, CalFresh, CAAP/GA and CalWORKS

• Members will automatically be prompted to upload income verification if it is needed

• Members can opt in to receive electronic notifications, including when their renewal is due

• If a member has a Medi-Cal, CalFresh, CAAP/GA or CalWORKS account, they can also link those cases to their MyBCW account to view account balances and more!

** Our county is migrating to a new system on 10/30/23; On or around 10/30/23, members with a MyBCW account will receive an email prompting them to create a BenefitsCal account **
Linking the MyBCW Account to the Medi-Cal Case

Linking is required to see renewal status

Linking allows members to access more information about and manage their benefits!

On the right is a home page comparison between a Non-Linked and a Linked account.
How Members Can Link their Accounts

**Step 1:**
After logging in to their existing MyBCW account, the member will click on the “Settings” link in the upper left-hand corner of the screen.
How Members Can Link their Accounts (cont.)

**Step 2:**
Click on the “Detail info” tab

**Step 3:**
Click on the “Yes” radio button

**Step 4:**
Enter member’s date of birth

**Step 5:**
Click on the “Case Information” tab and fill out the fields with the Medi-Cal case information

**Step 6:**
Click on the green “Save” button
How Members Can Link their Accounts (cont.)

**Step 7:**
The member will receive a pop-up to enter their account password to confirm the change.

**Step 8:**
Click on the “Save Changes” button.
How Members Can Link their Accounts (cont.)

**Step 9:**
The member will see a message that the changes have been saved.

**Step 10:**
Click on the “Overview” tab in the menu bar to return to the home page. It should display the additional options associated with a linked case.

**Note:** In this demo, we only reviewed how to link a Medi-Cal case. Members can also link CalFresh, CalWORKS and CAAP cases depending on the types of benefits they receive.
Renewing Benefits Using MyBCW

**Step 1:**
The member logs in to their existing MyBCW account

**Step 2:**
Click on the “Benefits” tab in the upper left-hand corner

**Step 3:**
Select “Case Reporting” from the drop-down menu

**Step 4:**
Click on the “Report Changes or Renew Benefits” icon
View and Submit Renewal Forms That Are Due

**Step 1:**
Click on the “Reports Due” tab

**Step 2:**
If there is a hyperlink in the “Program” or “Type” columns, click on the hyperlink to complete the associated form

Note: In this example, the client does not have any renewals due this month, so there are no hyperlinks to click on.
Option 3: Submit Member Forms Using Your MyBCW CBO Assistor Account

A good option if:
1) You have a MyBCW CBO Assistor Account
2) The member brings their paperwork to your office
Help the Member Complete and Submit Their Forms

For members who received renewal or discontinuance forms in the mail

Step 1:

Help the member complete the form they received in the mail to the best of their ability and your ability. It is better to submit an incomplete form that our eligibility workers will follow up on than to not submit the form.
Help the Member Complete and Submit Their Forms

For members who received renewal or discontinuance forms in the mail

**Step 2:**
Scan or take pictures of the completed form

**Step 3:**
Log in to your MyBCW CBO Assistor Account at https://www.mybenefitscalwin.org/#/signin

**Step 4:**
From the MyBCW homepage, click on the “Upload Documents” link
Help the Member Complete and Submit Their Forms

For members who received renewal or discontinuance forms in the mail

Step 5:
Enter the member’s Medi-Cal Case Number and their Last Name and click on the “Next” button
Help the Member Complete and Submit Their Forms

For members who received renewal or discontinuance forms in the mail

**Step 6:**
Complete the fields on this page using the drop-down menus.
- **Document Type:**
  - Reports and Forms
- **This document is a:**
  - Medi-Cal Renewal Forms

**Step 7:**
Upload the form. A green check mark will appear with the message “File successfully uploaded”

**Step 8:**
Click on the “Next” button
Help the Member Complete and Submit Their Forms
For members who received renewal or discontinuance forms in the mail

**Step 9:**
The form will be listed as a Case Attachment. Click on the “Next” button.

**Step 10: Confirmation Page**
You can Print/Save the Confirmation Page and also enter an email address to receive email confirmation. Click the “Next” button.

**After clicking “Next,” you will be returned to the MyBCW homepage**
Thank you!

Questions?
Please email hsaoutreachcomms@sfgov.org

www.sfhsa.org