FAQ’s - Medi-Cal Redetermination

1. How often do I need to renew my Medi-Cal?
You need to renew your Medi-Cal once every year (every 12 months). The state will automatically check your information to see if you still qualify. In some cases, they can renew your Medi-Cal automatically by using information in their records.

Important: Not everyone will be renewed automatically, you need to make sure your contact information is up to date because the State will be sending you renewal (redetermination) information.

2. Why do I have to renew my Medi-Cal?
The State of California requires an annual review to make sure participants meet program eligibility. The State works with you to check your information and make sure you still qualify for free or low-cost health coverage.

3. What should I do if I get a renewal packet in the mail?
Read the packet carefully. Check to make sure all the information is correct.

- If nothing has changed, follow the instructions to confirm your information.
- If something has changed, such as your income, address, or the number of people in your household, update the information, sign the form, and return it as soon as possible.

4. How can I submit my renewal form and documents?
Follow the instructions in your renewal packet for submitting required form or documents; a lot of time this may be an electronic submission.

However, if you are having trouble or are unsure, SY Health can help you with your Medi-Cal renewal process.

You can either:
- Visit one of our clinics and speak with a Certified Eligibility Specialist (CES), or
- Call our Health Insurance Line at 619-600-3000 for assistance. Please leave a detailed message and we will return your call within 1 business day.

5. What happens if I miss my renewal deadline?
If you miss the deadline, your Medi-Cal coverage may end.
In most cases, you have up to 3 months to submit your renewal form and ask for your coverage to be reinstated.

It is important to act quickly so you do not lose access to healthcare services.

6. What if I no longer qualify for Medi-Cal?
If your personal situation has changed and you no longer qualify for Medi-Cal, you may still be able to get low-cost health insurance through another program.

Your information may also be reviewed to see if you qualify for other coverage options, including Covered California.

San Ysidro Health also offers a sliding-fee-schedule for all services provided which could reduce the cost you pay for care significantly (based on current income and other household factors). For more information on this program or others please visit one of our clinics or feel free to call our Health Insurance Line at 619-600-3000 for assistance.