

## PART 1: Reporting a Move

All Medi-Cal members that move to a new county must go through an inter-county transfer process to keep their health care coverage. This roadmap outlines the two key phases of the process.

### PART 1: Reporting a Move

### Part 2: Enrolling in a New Health Plan

#### STEP



Determine if Medi-Cal Is Linked to Supplemental Security Income (SSI)

#### STEP




Report the Move Promptly

#### STEP



Request an Expedited Transfer (if needed)

This reference sheet focuses on **Part 1: Reporting a Move**

 For more detailed instructions and FAQs about the Medi-Cal inter-county transfer process, please see this **full guide**.

#### STEP



### Determine if Medi-Cal Is Linked to Supplemental Security Income (SSI)

For some people, Medi-Cal eligibility and enrollment are directly linked to SSI. If a Medi-Cal member receives their Medi-Cal through their SSI enrollment, their inter-county transfer process will look different from all other Medi-Cal members.

#### How to Find out if Medi-Cal is through SSI?

- Visit a [local Social Security office](#)
- Call Social Security at 1-800-772-1213 (TTY 1-800-325-0778)

#### STEP



### Report the Move Promptly

#### For Medi-Cal Members Who are Getting SSI:

SSI recipients must report their move to Social Security. Then, Social Security will send an updated address to Medi-Cal.

#### 1. How to Report a Move to Social Security?

- Visit in-person at the local [Social Security office](#) (preferred)
- Call Social Security at 1-800-772-1213 (TTY 1-800-325-0778)
- Mail or fax change of address to the [local Social Security office](#)

#### 2. For All Other Medi-Cal Members:

People who are not getting SSI must report their move to the county Medi-Cal office in either the county they are leaving **OR** the county they are moving to.

#### How to Report a Move to the County Medi-Cal Office?

- Visit, call, or mail a change of address to the [county Medi-Cal office](#)
- Update address online (navigate to “report a change”) at [BenefitsCal.com](#) or [CoveredCA.com](#)

## STEP

### III

## Request an Expedited Transfer (if needed)

Normally Medi-Cal members may wait up to two months for the County to process their Medi-Cal inter-county transfers. But people can get a faster transfer if they have an immediate medical need.

An immediate medical need might be an upcoming appointment, a scheduled treatment, medications to pick up, a prenatal visit in the current month, dialysis, or any other care that somebody needs.

### Steps to Request an Expedited Transfer:

1. Call or visit the [county Medi-Cal Office](#);
2. Share information about the medical condition and need for care; and
3. Specify when the care is needed and why it is necessary to have access to that health care service on time.

## What to Do if the Inter-County Transfer Does Not Go Forward?

If an inter-county transfer is not processed within two months, or a request for an expedited transfer is denied, people should follow these steps:

### For Members Receiving SSI:

1. Contact the [Social Security office](#) to confirm that the new address is updated in their system; **AND**
2. Contact the [Medi-Cal office](#) in the new county and ask to speak with the “MEDS Coordinator” to confirm their Medi-Cal has been updated with their new address.

If that does not work, email

[NonMAGIinbox@dhcs.ca.gov](mailto:NonMAGIinbox@dhcs.ca.gov) and request that Medi-Cal complete the transfer. Include identifying information (name, date of birth, Medi-Cal number) so that Medi-Cal can look up the case.

### For All Other Medi-Cal Members:

1. Email the Department of Health Care Services (DHCS) at [Medi-CalNow@dhcs.ca.gov](mailto:Medi-CalNow@dhcs.ca.gov) with case details (name, date of birth, Medi-Cal number) and to:
  - o Confirm that the new address has been updated in the new County’s system, the member has been released from their old health plan, and that both counties have processed the transfer.
  - o Share any information on earlier attempts to resolve the transfer issues, including dates wherever possible.

## Still stuck?

Contact the [Health Consumer Alliance](#) at 1-888-804-3536 for free and confidential legal assistance.