Resources for Navigating Medi-Cal and Federal Immigration Changes

FAQs

Q. Is my Medi-Cal affected by these federal changes?

Your Medi-Cal is not currently affected.

Q. Is my Medi-Cal being canceled because I am undocumented?

No, your Medi-Cal is not being canceled.

Q. Will my immigration status be shared with the authorities?

HPSJ/MVHP must follow the directions of Department of Health Care Services (DHCS) on information sharing. If a law enforcement agency has a warrant (legal order) for the information, we may have to share it. While Health Plan has not shared any information regarding the immigration status of our members with immigration enforcement agencies, we are aware that such information may have been accessed or shared by federal agencies through other channels.

Q. I no longer want to receive Medi-Cal benefits because I am afraid that I will be targeted/ reported. Can you cancel my benefits and remove me from the system?

Contact your county human services agency.

Q. Are my housing or my other county benefits impacted?

Contact your county human services agency.

Q. These current events are causing a lot of stress for my family and I. How can we get help?

Call your county crisis line. HPSJ/MVHP covers outpatient mental health services for people of all ages who are in are in mild or moderate distress. For more information, call Customer Service.

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HPSJ/MVHP Member Resources

Website	**www.hpsj-mvhp.org**
Customer Service	**1-888-936-7526 TTY 711 Monday - Friday, 8am - 5pm**
Behavioral Health	**1-888-581-7526**
24/7 Advice Nurse	**1-800-655-8294**

Human Services Agencies

San Joaquin County	**1-209-468-1000**
Stanislaus County	**1-209-558-2500**
El Dorado County	
West Slope	**1-530-642-7300**
South Lake Tahoe	**1-530-573-3200**
Alpine County	**1-530-694-2235**

County Crisis Lines

San Joaquin County	**1-209-468-8686**
Stanislaus County	**1-209-558-4600**
El Dorado County	
West Slope	**1-530-622-3345**
South Lake Tahoe	**1-530-544-2219**
Alpine County	**1-800-318-8212**

Where can I learn about my rights?

Immigration Legal Resource Center
www.ilrc.org/community-resources

California Rural Legal Assistance Foundation
www.crlaf.org

Catholic Charities
https://catholiccharitiesca.org/where-we-operate

El Concilio
www.elconcilio.org/3-services/immigration-services

Q. I need some help with my paperwork, but I am afraid to go to your office. What are my options?

Contact HPSJ/MVHP's Customer Service team.

Q. Will my children be able to access care if they're legal residents or are U.S. citizens?

Yes, your children can access care.

Q. I am afraid to go to the doctor/clinic. What are my options?

You can call your doctor and/or clinic and request a telehealth appointment.

Q. I am afraid to go to Urgent Care/ER. What are my options?

As an HPSJ/MVHP member, you have access to a registered nurse 24 hours a day, seven days a week. A nurse can speak to you over the phone, in your preferred language, when you think you or a family member needs urgent medical care.

The nurse will help you decide if you:

- Need to go to an urgent care facility.
- Can wait to see your doctor.
- Can take care of your symptoms at home.

Have your HPSJ/MVHP ID Card or Medi-Cal Benefits ID Card ready when you call the Advice Nurse Line. If you are calling for someone else, please have that person near you.

If you are sick, or unable to get to the doctor or pharmacy in person, these resources may help you.

Telehealth

Don't miss your health visit! Telehealth is a way of getting services without being in the same physical location as your provider. This means you can have a live conversation with your provider by phone, video, or other means.

You can get many services through telehealth. Telehealth may not be available for all covered services. You can contact your provider to learn which services you can get through telehealth.

It is important that you and your provider agree that using telehealth for a service is appropriate for you.

Mail-In Pharmacy Services

Medi-Cal Rx covers mail order services. This means you can get your medication mailed to you. You can call the Medi-Cal Rx Customer Service Center (CSC) for assistance locating a mail order pharmacy at **1-800-977-2273**.

You can also locate a pharmacy that offers mail order services by utilizing the Pharmacy Locator Tool on the Medi-Cal Rx website: **https://medi-calrx.dhcs.ca.gov/home**

- Enter your ZIP code
- Select **Search**
- Select **Display Filter** and then choose **Mail Order**
- Select **Apply Filter** to view results

Choose a pharmacy and call to have your medications mailed. You will need to confirm your address.