

Medi-Cal member retention tips and resources

Following Medi-Cal redetermination, members may not know how to continue receiving healthcare services. Blue Shield of California Promise Health Plan has a dedicated team of enrollment and retention specialists who can help members renew their Medi-Cal coverage or transition into an affordable plan. To help you advise your patients, we have compiled the following tips and resources.

1. **Call the Blue Shield Promise Medi-Cal Retention Department at (855) 636-5251 (TTY:711).**
Our team is available Monday through Friday, from 8 a.m. to 6 p.m. PT, excluding holidays.
2. Remind members to make sure their address is up to date with their county office and with Blue Shield of California Promise Health Plan.
 - If the county can verify the member's eligibility electronically, their coverage will be automatically renewed and the county will inform them by mail.
 - If more information is needed for renewal, the county will mail them a renewal packet, which must be completed and returned within 60 days.
3. Share links to resources:
 - BenefitsCal website – where to go to apply for and manage benefits in all counties benefitscal.com
 - List of California county office addresses dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspx
 - Blue Shield Promise Medi-Cal Renewal Information blueshieldca.com/en/bsp/medi-cal-members/your-medi-cal-program/renewal-information
4. In Los Angeles County, invite members to visit a Community Resource Center near them, where they can ask to meet with a Blue Shield Promise representative who can help them with their Medi-Cal paperwork.
Get Community Resource Center details at communityresourcecenterla.org/locations
5. If they no longer qualify for Medi-Cal, suggest members learn about individual and family plans on the Blue Shield of California website at blueshieldca.com

blueshieldca.com/promise