

Medi-Cal

What If a Client is Denied Eligibility or Service?

There are various types of denials through Medi-Cal. Some examples are:

- Eligibility denied (“You cannot get Medi-Cal.”)
- Eligibility terminated (“We are cutting off your Medi-Cal.”)
- Benefits reduced (“You cannot get as many services as you used to get.”)
- Benefits denied (“Medi-Cal will not pay for that prescription or that doctor.”)
- Request ignored (You asked for a service and did not get an answer within 30 days.)

Options for Appeals

Clients have the option to ask for a state hearing, where a judge will rule on whether the decision was correct or not.

- Clients can request a state hearing by calling (800) 952-5253.
- If Medi-Cal sent a denial letter, clients can complete the form on the back of the letter.

Clients who are already on Medi-Cal may be able to continue the same services through the hearing process. In order to continue benefits, clients must request “Aid Paid Pending” when requesting a hearing.