
EBT Card Cutover (Effective 9/20/2009)

You will be unable to use your EBT card beginning Saturday, September 19, 2009 at 11:00pm through Sunday, September 20, 2009 at 11:00pm.

The State of California is changing the EBT provider from JP Morgan to ACS. During this period, you will not be able to use your EBT benefits (food or cash), because of an EBT System update.

After the system update, you will have:

- Access to your EBT benefits as usual, with your current card and PIN.
- Lower transaction fees at the ATM (Automated Teller Machine).
- Transaction fees lowered from 85 cents to 80 cents for each use after the first four free cash only withdrawals per month.
- Note: Any bank surcharges will still apply.
- Access to new Client Website: www.ebt.ca.gov

If you have trouble accessing your benefits, on or after September 21, st you can still use the Toll Free Customer Service number that is on your EBT card: 1-877-328-9677 (TTY:1-800-735-2929)

HEALTHY FAMILIES WAIT LIST (Effective 7/17/2009)

As of July 17, 2009, Healthy Families is no longer approving new children for enrollment into the Healthy Families Program. Children on new applications will be placed on a wait list. This is due to budget changes at the State.

Applications may still be submitted to Healthy Families. Eligible children will be placed on the wait list based on the date the application is received by Healthy Families.

For more information regarding the Healthy Families Wait List please see:
http://www.healthyfamilies.ca.gov/MyHealthyFamilies/HFP_Wait_List.aspx

Or, you may call Healthy Families at 1-800-880-5305.

For Share of Cost Medi-Cal, you will need to apply separately. For information, call ACCESS at 1-866-262-9881.

CALWORKs GRANT REDUCTION (Effective 7/1/2009)

Effective July 1, 2009, CalWORKs grant levels will be reduced by four percent (4%).

MEDI-CAL BENEFIT CHANGES (Effective 7/1/09)

Due to a recent law change, the Medi-Cal Program will no longer pay for some Medi-Cal benefits for beneficiaries over 21. These benefits include:

- Dental services
- Speech therapy services
- Podiatric services
- Audiology services
- Chiropractic services
- Acupuncture services
- Optometric and optician services (ophthalmology [doctor services for the eyes] will continue to be covered)
- Psychology services (psychiatry services, and all services through county mental health programs, as well as services through some community clinics will continue to be covered)
- Incontinence creams and washes

There are many exceptions to this change and you may still be able to receive services. Please continue reading below for exceptions and exemptions from this change.

Are you exempt from the changes?

Some Medi-Cal beneficiaries are exempt from the change. Medi-Cal will continue to pay for the above benefits for those who are:

- Under the age of 21; or
- Living in a skilled nursing facility (Level A or B; this includes subacute care facilities); or
- Pregnant. (If you are pregnant, you can continue to receive pregnancy-related benefits and services. You can also receive other benefits and services listed above to treat conditions that, if left untreated, might cause difficulties for the pregnancy. This includes dental exams, cleanings, and gum treatment. Dental and other benefits and services may also be available up to 60 days after the baby is born); or
- Receiving benefits through the California Children's Services program; or
- Receiving benefits through a Program of All-Inclusive Care for the Elderly (PACE).

If you do not meet the above exceptions, can you still get these benefits?

You can still receive some or all of the reduced benefits, and certain dental services if you are:

- Receiving the services directly from a physician; or
- Receiving the benefits through the county mental health program; or
- Receiving the benefits through the Medicare Part B program; or
- Receiving the services through the Genetically Handicapped Persons Program (GHP).

You should contact your physician or dentist if you have any questions about these changes.

If you are not exempt from the changes, you may be able to receive the above benefits if:

- You can receive the benefits and services listed above if an emergency condition occurs and the benefit is required to treat the emergency condition.
- Some medical and surgical services provided by a dentist will continue to be covered. Check with your dentist for more information.
- Some of these benefits and services may be provided in many community clinics such as hospital outpatient clinics, Federally Qualified Health Centers, Rural Health Clinics, Indian Health Services, adult day health care centers, or home health agencies. Check with your primary health care provider for a referral.
- Some of these benefits and services may be continued if you are currently receiving them or if you move from an exempt group, such as under 21 years of age, to a non-exempt group, such as turning 21 years of age. Check with your primary health care provider for more information.

For more information regarding this change:

San Diego County Public Health Services does not provide any of the discontinued Medi-Cal benefits. For further questions about this benefit change, please contact the Department of Health Care Services at the:

- Medi-Cal Web site at <http://www.medi-cal.ca.gov/>.
- Medi-Cal Beneficiary Services Line at **1-888-284-0623**.

For information about low cost community clinics in San Diego, Call 2-1-1
