

## Important Notice Regarding Optometry Services

The Department of Health Care Services (DHCS) has reinstated [optometry services](#) for adults effective 7/26/2010. These are again covered by Medi-Cal.

## Important Notice Regarding Pertussis/Whooping Cough

The San Diego County Health and Human Services Agency (HHS) is recommending that people with medical coverage go to their private provider to obtain the pertussis or whooping cough vaccine. People with no primary care physician can go to HHS's Public Health Centers to receive protection against the disease. Click on this hyperlink to be directed to a downloadable [list of those Centers](#). Please call the Center before going to verify vaccine availability and eligibility. For more information, visit the [San Diego Immunization Branch](#) website (<http://www.sdiz.org/>).

## Important Notice for Welfare-To-Work Participants

The County of San Diego has made changes to who provides Welfare-to-Work services effective August 16, 2010. Please refer to the WTW Providers chart below to see who provides services in your HHS region.

### Welfare-To-Work Providers - Effective August 16, 2010

Region/Site	Provider	Employment Services	Address	Main Phone Number
North North Coastal Site	Arbor E&T	<ul style="list-style-type: none"> <li>Welfare-to-Work</li> <li>Refugee Employment Services</li> <li>Child Care</li> </ul>	1310 Union Plaza Court Suite 200 Oceanside, CA 92054 <b>Mail Stop - N105</b>	760-696-9600
North North Inland Site	Arbor E&T	<ul style="list-style-type: none"> <li>Welfare-to-Work</li> <li>Refugee Employment Services</li> <li>Child Care</li> </ul>	463 North Midway Drive Suite 100A Escondido, CA 92027 <b>Mail Stop - N88</b>	760-871-1900
Central Region	Arbor E&T	<ul style="list-style-type: none"> <li>Welfare-to-Work</li> <li>Refugee Employment Services</li> <li>Child Care</li> </ul>	1750 5 <sup>th</sup> Avenue San Diego, CA 92101 <b>Mail Stop - W69</b>	619-321-1800
East	PCG	<ul style="list-style-type: none"> <li>Welfare-to-Work</li> <li>Refugee Employment Services</li> <li>Child Care</li> </ul>	133 West Main Street El Cajon, CA 92020 <b>Mail Stop - W454</b>	619-270-4000
East	PCG	<ul style="list-style-type: none"> <li>WTW Orientation</li> <li>WTW Job Club</li> </ul>	7065 Broadway Lemon Grove, CA 91945 <b>Mail Stop - W418</b>	619-270-4000
South	PCG	<ul style="list-style-type: none"> <li>Welfare-to-Work</li> <li>Refugee Employment Services</li> <li>Child Care</li> </ul>	690 Oxford Street Chula Vista, CA 91911 <b>Mail Stop - W297</b>	619-270-4100

### A partir del 16 de Agosto del 2010

Región/Lugar	Proveedor	Servicios de Empleo	Dirección	Número de Teléfono
North North Coastal Site	Arbor E&T	<ul style="list-style-type: none"> <li>Welfare-to-Work</li> <li>Refugee Employment Services</li> <li>Child Care</li> </ul>	1310 Union Plaza Court Suite 200 Oceanside, CA 92054 <b>Mail Stop - N105</b>	760-696-9600
North North Inland Site	Arbor E&T	<ul style="list-style-type: none"> <li>Welfare-to-Work</li> <li>Refugee Employment Services</li> <li>Child Care</li> </ul>	463 North Midway Drive Suite 100A Escondido, CA 92027 <b>Mail Stop - N88</b>	760-871-1900
Central Region	Arbor E&T	<ul style="list-style-type: none"> <li>Welfare-to-Work</li> <li>Refugee Employment Services</li> <li>Child Care</li> </ul>	1750 5 <sup>th</sup> Avenue San Diego, CA 92101 <b>Mail Stop - W69</b>	619-321-1800

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**WELFARE-TO-WORK – WTW** (Programa Para La Transición De La Asistencia Pública Al Trabajo)  
**REFUGEE EMPLOYMENT SERVICES** (Servicios de Empleo para Refugiados)  
**CHILD CARE** (Servicios De Cuidado De Niños)  
**WTW ORIENTATION** (Orientación de WTW)  
**WTW JOB CLUB** (Club de Empleo de WTW)

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### Important Notice for Eligibility Customers

On April 13, 2010, ACCESS Self-Service will become available to callers. [Customers](#) will be able to hear the status of their case, benefit amount, and periodic report status without speaking to an agent. Callers will need to enter their Social Security Number (SSN) to utilize this system. These services will be available 24 hours a day, 7 days a week - [click here for exceptions](#). For faster service, call before or after ACCESS business hours, which are Monday – Friday, 8:00 a.m. to 5:00 p.m. For more information on how to use ACCESS Self-Service, refer to our [ACCESS Self-Service Flyer](#).

### Aviso Importante Para Los Clientes de Elegibilidad

El 13 de abril de 2010, el auto servicio de ACCESS estará a la disposición de personas que nos llamen por teléfono. [Los clientes](#) podrán de solicitar el estado de su caso, la cantidad de sus beneficios, y el estado de su reporte de periodo sin tener que hablar con un agente. Las personas que llamen, necesitarán introducir su número de Seguro Social (SSN) para utilizar este sistema. Estos servicios estarán disponibles 24 horas al día, 7 días a la semana con [algunas excepciones](#). Para agilizar el servicio, llame antes o después del horario de ACCESS, que es de Lunes a Viernes de 8:00 a.m. a 5:00 p.m. Para más información sobre cómo utilizar el auto servicio de ACCESS, consulte nuestro [volante acerca del auto servicio de ACCESS](#).

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### EITC Notice for Low Income Workers

You may be eligible for the Earned Income Tax Credit (EITC), a tax credit designed to lift low-income working families and individuals out of poverty. For more information, visit the [EITC page](http://www.sdcounty.ca.gov/hhsa/programs/sd/community_action_partnership/earned_income_tax_credit.html) ([http://www.sdcounty.ca.gov/hhsa/programs/sd/community\\_action\\_partnership/earned\\_income\\_tax\\_credit.html](http://www.sdcounty.ca.gov/hhsa/programs/sd/community_action_partnership/earned_income_tax_credit.html))

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### Notice of Security Incident Impacting ADHC Medi-Cal Beneficiaries (February 8, 2010)

This is to inform you that the Department of Health Care Services (DHCS) received notification on February 4, 2010, that the envelopes used February 1, 2010, to mail notices to Adult Day Health Care (ADHC) Medi-Cal beneficiaries regarding the ADHC program included the recipient's Social Security Number (SSN) in the address field. The numbers did not have spaces or dashes so they may have appeared to be a random 9-digit letter to people other than the recipient. While DHCS has no evidence that the information has been accessed or acquired by an unauthorized party, we immediately took steps to notify all ADHC recipients, due to the possibility that someone could use the information to commit identity theft.

All ADHC Medi-Cal beneficiaries will receive a follow-up letter from DHCS, advising them of the steps to take for protecting against identity theft. DHCS is notifying all ADHC providers of this incident because we anticipate you will be receiving questions from your participants. For your convenience, we are providing you the same information given to all ADHC Medi-Cal beneficiaries regarding protection against identify theft. The instructions we provided are as follows: *We recommend that you shred the envelope instead of discarding it in the trash, and that you immediately place a free fraud alert on your credit files.*

*If you do find suspicious activity on the credit reports, you will need to contact the creditors involved and report the crime to your local police or sheriff's office and file a police report of identity theft. Get a copy of the police report. You may need to give copies of the police report to creditors to clear up the inaccuracies.*

*For more information on identity theft, you may visit the California Office of Privacy Protection Web site at [www.privacy.ca.gov](http://www.privacy.ca.gov).*

DHCS sincerely regrets this incident and we are sorry for the inconvenience this may cause. DHCS and its mailing vendor are taking this matter seriously and have implemented steps to ensure this does not occur in the future. We have enclosed the "Privacy Protection Recommendations" sheet that has some additional information. If you have questions about this incident, you may call the toll-free telephone number 1-800-541-5555.

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### **Food Stamp/SNAP Applicants (Effective 12/1/2009)**

Beginning December 1, 2009, Food Stamp/SNAP applicants with property (resources) over the Food Stamp/SNAP Program limits may be eligible to food stamp benefits as Modified Categorical Eligible (MCE), if the household:

- Includes a child under 18 years of age, and
- Receives information regarding Temporary Assistance for Needy Families (TANF) benefits or services.

The Human Services Specialist (HSS) will provide information on TANF services during the interview.

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### **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](http://www.ebt.ca.gov)

If you have trouble accessing your benefits, on or after September 21, <sup>st</sup> 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)

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### **CALWORKs GRANT REDUCTION (Effective 7/1/2009)**

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

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### **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

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