



CBO MEDI-CAL RENEWAL TIP SHEET

THERE ARE MANY WAYS CBOS CAN ASSIST CUSTOMERS AS THEY PREPARE FOR AN UPCOMING RENEWAL, INCLUDING ONLINE, BY PHONE, AND IN PERSON. MOST METHODS REQUIRE A VALID RELEASE OF INFORMATION (ROI) OR AN AUTHORIZED REPRESENTATIVE (AR) FORM.



LINK TO ROI & AR FORMS



CLICK

WWW.BENEFITSCAL.COM

YOU CAN HELP YOUR CUSTOMER
CREATE AN ACCOUNT OR ACCESS
THEIR MEDI-CAL RENEWAL
INFORMATION ONLINE

AFTER ASSISTING YOUR CUSTOMER WITH LOGGING IN, LOOK UNDER THE **"THINGS TO DO"** SECTION. THIS SECTION WILL TELL YOU AND YOUR CUSTOMER:

- IF THEY HAVE A RENEWAL DUE
- WHEN IT'S DUE BY
- HAS A LINK TO START THE RENEWAL

YOU CAN ALSO ASSIST CUSTOMERS WITH UPLOADING THEIR RENEWAL, EVEN IF THEY DON'T HAVE A BENEFITSCAL ACCOUNT:

- SELECT **'UPLOAD DOCUMENTS'**
- SCROLL TO 'BEGIN',
- FOLLOW THE PROMPTS
- APPLICATION OR CASE NUMBER IS REQUIRED



CALL

866-262-9881 ACCESS CALL CENTER
855-588-0188 ACCESS CBO LINE (WITH PIN)

WITH YOUR CUSTOMER ON THE LINE, ON A THREE-WAY CALL, AS A DESIGNATED AUTHORIZED REPRESENTATIVE (AR), OR WITH A RELEASE OF INFORMATION (ROI) ON FILE, CALL TO RECEIVE INFORMATION ABOUT:

- RENEWAL DATE
- REQUEST A RENEWAL PACKET
- VERIFICATIONS REQUESTED



COME IN

**VISIT YOUR LOCAL
FAMILY RESOURCE CENTER**

IF A VALID ROI OR AR FORM IS ON FILE, STAFF ARE AVAILABLE FOR IN-PERSON ASSISTANCE, WITH:

- PROVIDING A RENEWAL PACKET OR DATE
- PROVIDING INFORMATION ON ITEMS NEEDED FOR THE RENEWAL
- COMPLETING THE RENEWAL IN-PERSON

FULL LIST OF ADDRESSES CAN BE FOUND ON THE SAN DIEGO COUNTY WEBSITE

