Q. Your Medi-Cal or the Medi-Cal of a child in your care is not working, what should I do?

A. Although every child who does not reside with a parent should have active Medi-Cal, there are times when coverage is incorrectly terminated. If you have been told Medi-Cal is not active, please contact the Alliance for Children’s Rights.

Q. I am a former foster youth between the ages of 18-21 and my Medi-Cal is not working, what should I do?

A. If your case closed at age 18 or older, contact the Department of Public Social Services’ (DPSS) Former Foster Youth Program at (626) 569-2968. If your case closed before age 18, contact your DPSS Medi-Cal eligibility worker or the Alliance.

Q. I/a child I am caring for has been denied medical treatment/services/medication/medical equipment. What should I do?

A. If Medi-Cal denies treatment, services, medication, and/or medical equipment, please contact our office as soon as possible. You are entitled to an appeal within 90 days.

Q. Who can authorize medical care for a child other than his or her biological parent(s)?

A. Please see the Medical Consent power point training, the caregiver’s affidavit, or the third party consent information provided on this website.

Q. I received a medical bill for a child placed with me by DCFS. What should I do?

A. Contact the provider who sent you the bill, give them the child’s Medi-Cal information, and ask the provider to submit or resubmit the claim to Medi-Cal. If this does not resolve the issue, contact the child’s social worker and/or the Alliance.

Q. I paid for medical care or a prescription for a child placed with me by DCFS. What should I do?

A. Contact the child’s social worker to request reimbursement. If this does not resolve the issue, contact the Alliance.

Q. I am a former foster youth and I received a medical bill. What should I do?

A. If you were told your Medi-Cal is not working, see question 1, and request that your Medi-Cal be reinstated back to the date of service if your bill is less than one year old. If this does not resolve the issue, contact the Alliance.

Q. I live outside Los Angeles County but have a child from Los Angeles County placed in my home. I am having trouble accessing medical/mental health services in the county where I reside. What should I do?
A. Call your social worker and explain the problem you are having. If that does not resolve the issue, contact the Alliance.

Q. The child placed with me has managed care Medi-Cal and I want fee for service (straight) Medi-Cal.

A. Call Health Care Options (HCO) at 1-800-430-4263 1-800-430-4263, a representative is available between 8:00 a.m. to 5:00 p.m., Monday through Friday

Q. I want to switch from one managed care plan to another for the child placed in my home. How do I do so?

A. Call Health Care Options (HCO) at 1-800-430-4263 1-800-430-4263, a representative is available between 8:00 a.m. to 5:00 p.m., Monday through Friday

Q. I am 19 or older and do not have health insurance. Are there any low cost or free coverage programs for me?

A. Yes. Healthy Way LA is a new program in Los Angeles for uninsured individuals. For more information, please visit the Healthy Way LA website at http://www.ladhs.org/wps/portal/HWLA.

Note: former foster youth are eligible for Medi-Cal until 21. See question 2 above if you are a former foster youth and your Medi-Cal has been terminated.