



## Healthcare Frequently Asked Questions

**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.