



NEW TO MEDI-CAL? Congratulations!

We're excited to hear that you now have medical coverage! Here is what you can expect as a new Medi-Cal recipient:

1. **First month** – your benefits will be under the State of California.
2. **Second month** – your benefits will transfer to Santa Cruz County's managed care program, Central California Alliance for Health (CCAH). They will send you a large package in the mail explaining:
 - a. Your health benefits
 - b. The short period of time you have to identify who you would like as your Primary Care Provider (PCP). Your PCP will be the doctor or clinic that manages your entire healthcare. This is the provider you will call or see ***first*** when you need medical care.

To continue your care here, you must select the Santa Cruz Women's Health Center as your PCP.

Here's how:

- Ask a staff member today to use the clinic phone to call CCAH to make the change
- Call the Alliance Member Service Department at 1 (800) 700-3874
 - Monday through Friday from 8 am to 5 pm

**Let them know that you would like to choose the Santa Cruz Women's Health Center
or East Cliff Family Health Center as your PCP.**

NEW TO PRIVATE INSURANCE? Congratulations!

We're excited to hear that you now have medical coverage! Here is what you can expect as a new private insurance recipient:

- The insurance company you selected will send you a package with your "Explanation of Benefits" and with instructions on how and where to make your monthly premium payments.
- You must make your first payment before you can use your benefits.

If you have not received a bill from your insurance company within a week of submitting your application, call your insurance company to make your first payment.

Covered California Health Plan	Customer Service Number	Website
Anthem Blue Cross	(855) 634-3381	www.anthem.com/ca/paymentlanding
Blue Shield of California	(888) 256-3650	www.blueshieldca.com/coveredca
Health Net	(888) 926-4988	www.healthnet.com/exchange/ca

Please let us know if you have any questions or need help – enrollment counselors can be reached at:
(831) 427-3500