

Hello Mr.

Thank you for your email, and apologies for the delay in responding.

Due to the large number of Medi-Cal applications received through the Covered California website, it is taking longer than expected to verify all of the applications. Once an application is found likely eligible for Medi-Cal, it is sent to the applicant's county of residence for processing. You and/or the applicant do not need to submit another application to the county if one has already been submitted. A tax penalty will NOT affect those who applied by the deadline and are waiting on an eligibility determination.

If the individuals you're assisting would like more information about their applications and eligibility statuses, you or they can contact the applicant's county human services agency at <http://www.dhcs.ca.gov/services/medi-cal/Pages/CountyOffices2.aspx>.

Please remember that in the event of an emergency where medical care is needed, individuals should call 9-1-1 or go to their nearest hospital. Medi-Cal will cover costs associated with services rendered while their application is pending.

Regarding assistance payments, are you a Certified Insurance Agent?

Thank you for your patience.

Crystal

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