

STATE + FEDERAL LAW

Undocumented, Queer and Transgender (QT) Immigrants have the legal right to use many public services in California

State and Federal Laws protect the privacy of your information

Using Medi-Cal rarely, almost never, affects your immigration status. ➤ Scan the QR code for details.

IMPORTANT REMINDERS

Renew your Medi-Cal every 12 months to keep your health care plan active

Filing a complaint helps improve your healthcare and for other QT people. You will not be penalized for filing a complaint--it is free, and legally protected.

CALIFORNIA LAW

STARTING JAN 1, 2024
**IMMIGRATION STATUS
DOES NOT MATTER
TO GET MEDI-CAL**

SCAN QR CODE FOR MORE RESOURCES



POWERED BY



*QUEER + TRANSGENDER (QT):
SEXUALITY + GENDER TERMS
USED TO DESCRIBE THE LARGER
LGBTQIA2S+ COMMUNITIES

QUEER AND TRANSGENDER IMMIGRANT HEALTH IN CALIFORNIA



2024

ENROLLING IN MEDI-CAL,
ACCESSING SERVICES
& FILING COMPLAINTS

2024 ELIGIBILITY

IMMIGRATION STATUS DOES NOT MATTER

You are eligible for Medi-Cal if you:

- live in California
- meet home income eligibility

Use the income eligibility chart below to see if you and your family qualify:

Family Size	138% Poverty Level
1	\$20,783
2	\$28,208
3	\$35,632
4	\$43,056
5	\$50,481
6	\$57,905
7	\$65,330
8	\$72,754

- Income requirements are different for kids, pregnant people and people with disabilities

ENROLLMENT PROCESS

1. GATHER YOUR DOCUMENTS

- Identification: driver's license or photo ID--passport, school ID, marriage record, work badge, home country ID
- Proof of Income: pay stub, bank statement or written statement
- Proof of Address: telephone or electric bill--people under homelessness also qualify

2. COMPLETE THE APPLICATION

- Enroll by PHONE: 800) 300-1506
 - Enroll ONLINE: BenefitsCal.com
 - Enroll IN-PERSON:
- Scan the QR code on the back to enroll in-person + find help near you

3. WAIT FOR APPLICATION NOTICE

- Wait time, no more than 45 days
- If approved, sign-up for services
- If denied, file an appeal

FILE A COMPLAINT

FILING A COMPLAINT IS EFFECTIVE AND PART OF THE QT HEALTHCARE PROCESS

Challenge denials to get the medically necessary health care you need.

1. CREATE A STRONG COMPLAINT

- Gather a letter from doctor stating the procedure is medically necessary, and documents that support your complaint
- Review Evidence of Coverage to identify why you think a service is covered

2. FILE A COMPLAINT WITH MEDICAL PLAN

- Find their phone# on the back of your Medical Card
- Explain your case and the urgency
- Call back often to speed-up the process

3. FILE AN APPEAL WITH THE CALIFORNIA DEPARTMENT OF MANAGED HEALTH CARE

- If the Medical Plan denies your claim, call 888) 466-2219 or visit dmhc.ca.gov (IMR Complaint Form) to file an appeal
- Explain your case and call often

MEDI-CAL SERVICES

AFFIRMING HEALTH CARE SERVICES

- Prescription Medications:
 - hormones
 - testosterone blockers
 - puberty suppression

- Scan the QR code on the back to see a list of all Medi-Cal services

SERVICES + SURGERY TO TREAT DYSPHORIA ARE MEDICALLY NECESSARY, NOT COSMETIC

- Chest Removal / Augmentation
- Facial Feminization / Masculinization
- Tracheal Shave
- Voice Training / Therapy
- Voice Surgery
- Hair Restoration
- Laser Hair Removal, Electrolysis

- Body Contouring
- Hysterectomy, Phalloplasty and Metoidioplasty
- Orchiectomy and Vaginoplasty

- If you are denied a service listed, follow the steps above to file a strong complaint