



595 Center Ave | Martinez CA 94553 | 1-800-211-8040 | cchealth.org

**To:** Contra Costa Health Plan Community Advisory Committee (CAC) Members

**From:** Cynthia Laird and Belkys Teutle, Managers of Member Services Department

**Date:** June 11, 2026

**Subject:** Annual Medi-Cal Renewal

### **BACKGROUND**

Contra Costa Health Plan (CCHP) is required to gather Medi-Cal member feedback through the CAC on several topics mandated by the California Department of Health Care Services (DHCS).

**Annual Medi-Cal Renewal** is a required area of review to ensure CCHP services are accessible, culturally competent, and meeting the needs of our members. The purpose of this item is to inform the Committee of the importance of renewing every year, staying covered staying healthy and soliciting members' feedback on this topic.

### **SUMMARY / DISCUSSION**

#### **Presentation Overview: Medi-Cal Renewal Packet Awareness and Assistance**

Each year, Medi-Cal members are required to complete a renewal packet to maintain their health coverage eligibility. Members should look for the renewal packet in the mail, complete and submit it before the due date, and ensure that their contact information is current to avoid delays or missed communications.

Failure to submit the renewal packet by the deadline may result in a loss of Medi-Cal coverage. As a result, it is important to assess whether members understand the renewal requirements and identify any barriers they may face in completing the process.

**Requested Feedback:** CAC members are asked to provide feedback regarding:

- Based on member experience or the experience of someone they know, how difficult is the renewal packet to complete?
- Would you or someone you know benefit from CCHP staff assistance in completing the renewal packet?
- Which location in Contra Costa County is most likely to need assistance completing the renewal packet?



**RECOMMENDATION & NEXT STEPS**

This is an informational item only; no formal action or vote is requested.

The presenter will collect CAC member comments during the meeting and incorporate feedback into program or policy development, as applicable. All feedback will be recorded in the meeting minutes to maintain a public record of advisory input.