



Social Services: E-Tools e-Notifications, Texting, and Online Services

Increasing options for Customers

Communication options using current technology are provided in order to increase enrollment and retention in Medi-Cal, CalFresh and CalWORKs. Customers may choose to receive text notifications, receive correspondence electronically, and use BenefitsCal.com to apply for or maintain benefits. These services are optional.

BenefitsCal.com for Customers

BenefitsCal allows customers to apply for, maintain, and check benefits online. BenefitsCal is a secure, self-service, web-based portal. With a free BenefitsCal account a customer can:

- Get up-to-date case and benefit information
- Check status of an application or renewal
- Submit an application or periodic report such as a semi-annual report
- Recertify (renew) benefits online
- Report changes and update information
- Upload verification documents same day to case
- Download and review any needed forms or notices
- Check appointment dates and times

A customer can use BenefitsCal in addition to other office contact methods. An ongoing customer who has benefits can create a BenefitsCal account at any time; it doesn't need to be created at the time of application.

To create a BenefitsCal account:

On BenefitsCal.com click the CREATE ACCOUNT button. An email is needed to complete this action. For customers with benefits, they can go to their customer dashboard and select the Link to an Existing Case hyperlink to connect their BenefitsCal account to their active case.

Text Notifications

A customer can sign up to receive reminder texts from Social Services. The texts will be *in addition* to any other correspondence and do not replace anything. Once a customer is signed up, Social Services sends a courtesy text message to the customer's mobile phone when:

- The customer has an appointment
- The customer is missing necessary required documents
- The customer's benefits will be discontinued

Regular text messaging fees apply.

To sign up

- On BenefitsCal.com click the user profile icon in the top right corner to display Your Account Settings. Select Communications Preferences from the menu to opt into the Text Messages option.
- Call the Eureka Call Center at 1-877-410-8809 to speak with an eligibility specialist to opt in to Text Messages by phone.

e-Notification through BenefitsCal.com

Some customers prefer using e-mail as a primary form of communication. In order to keep information safe and secure, Social Services does not directly e-mail customers about eligibility and benefits-it uses the BenefitsCal secure system.

If a customer opts in, they will receive an electronic notice in place of physical letters. When these are posted the customer receives a notification e-mail that correspondence is available in the BenefitsCal account. The customer can then log into the secure BenefitsCal system and read the mail, letter or notice. Some correspondence is mailed as well as posted to BenefitsCal due to regulations and in order to provide postage paid return envelopes. Correspondence regarding fair hearings is never posted to BenefitsCal.

Enrolling

- On BenefitsCal.com click the user profile icon in the top right corner to display Your Account Settings. Select Communications Preferences from the menu to opt into the Email Messages option.
- Call the Eureka Call Center at 1-877-410-8809 to speak with an eligibility specialist to opt in to Email Messages by phone.

BenefitsCal.com for Community-Based Organizations (CBOs)

CBOs may choose to provide access to a computer with internet capability to customers, or they may actually enter the applicant's information into BenefitsCal. Each CBO wanting to help applicants in BenefitsCal must create a CBO User Account.

Create CBO User Account

Click the Register Your CBO Account button and complete the form to register your community based organization. BenefitsCal has YouTube user videos and quick guides that can be provided as needed. This account will be approved by the Social Services Community Liaison in the system as part of the BenefitsCal process. You can contact the Social Services Liaison for help with these accounts at CalFreshOutreach@co.humboldt.ca.us or 707-476-4760.

Frequently Asked Questions

The customer had an account before and can't remember any of the information-now what?

If the customer has access to the e-mail account they had when they signed up, they can select the "forgot password?" option available. If they don't remember the original e-mail address, they will need to create a new account. The new account can be linked to their case.

Can a customer do one option without the other?

A customer can opt in to the texting notification without a BenefitsCal account. For e-notifications, a customer must have a BenefitsCal account.

The customer has been on benefits for years. What's the point of a BenefitsCal account now?

BenefitsCal was developed with the customer in mind and has increased capabilities. Now is a good time to check out the options and look at how it can help them maintain their benefits. A customer can create the BenefitsCal account just to be able to check case status; it's not a big commitment. BenefitsCal has YouTube videos that can help show what it can do and how easy it is to use.

I need help with BenefitsCal, where can I go?

BenefitsCal has its own YouTube channel. You can access it by going to "help" on BenefitsCal.com or direct to the channel at: [BenefitsCal - YouTube](#) for multiple walk through videos.