



CalFresh & Medi-Cal: Inter-County Transfers

What is an Inter-County Transfer?

CalFresh and Medi-Cal are designed to help customers receive uninterrupted coverage and benefits when they move within California. The customer's case will follow them to their new county of residence through an "inter-county transfer" (ICT). The customer should report their move as soon as possible. Cases cannot be transferred across state lines.

What Does a Customer Need to Do?

A customer contacts the Social Services office in their original county or their new county to provide their new physical and mailing address. If they are contacting Humboldt County, they call the Eureka Call Center. The customer explains they have moved and confirms they want their case transferred to their new county. The original county of residence is called the "sending" county and the new county is called the "receiving" county.

Providing good contact information is important. Benefits continue uninterrupted during this process; the sending county does not discontinue benefits until the receiving county picks up the case. It's important that the customer continue to report required changes, submit status reports and respond to calls or mail from the sending county until they are informed the transfer is complete. The customer may have to complete a CalFresh recertification near the time of their move. The recertification interview will likely be scheduled in the new county but can be done in the old county if it is easier for the customer.

How Long Will the Process Take?

the process might be completed in as little as 30 days. Counties sometimes have different processes, so ICTs work more smoothly between some counties than others. The customer will continue to receive benefits either way.

What about Medi-Cal and Managed Care?

The managed care enrollment and disenrollment process is driven by county of residence, not which county holds the Medi-Cal case. When a move is reported, the worker changes the residence county in the automated computer systems. Both the sending county and receiving county workers can do this by starting the ICT process.

Dis-enrollment from Managed Care

Once the address is changed, the customer will dis-enroll from their current plan effective the next month. For example, if a customer moves June 7 and calls to report the change to a worker, the customer is dis-enrolled from the current plan effective July 1. If the change is made very late in the month, it will be the month after.

New Enrollment in Managed Care

Depending on what type of managed care the new county has, the customer will either be enrolled in a single plan for the new county, or placed in a "fee-for-service" non-managed care Medi-Cal while they pick a plan. The customer will get mail from the state about all managed care actions and choices.

Managed Care Access to Care Issues

Sometimes accessing care right after a move presents challenges. For example, the customer moves June 7, reports it June 10, and everything is done for managed care disenrollment to happen effective July 1. What if the customer needs care June 20?

If the recipient is in managed care in the sending county, most plans won't pay for care in the new county without prior authorization. The customer can only use the plan for emergency care and family planning in the receiving county. Humboldt customers enrolled in Partnership HealthPlan of CA (PHC) can call 800-863-4155; PHC works with customers who have moved out of Humboldt. If this doesn't work, the customer can call the state DHCS' Medi-Cal Managed Care Office of the Ombudsman toll free at 888-452-8609 to ask about emergency disenrollment.

Frequently Asked Customer Questions

I'm not moving . . . but I am in another county. What now?

Call your worker or the Call Center in your county. Different programs have different rules about temporary absences. The county office will be able to explain how to access medical care.

What about college students?

It's common for college students to be on their parents' Medi-Cal case and live in a different county. For many students, staying on their parents' case is correct and the physical address for the student is updated to make sure managed care enrollment works correctly. Sometimes, due to household circumstances or to apply for CalFresh, the college student wants a case in their new county.

What if only some of the family is moving?

Generally counties inter-county transfer cases, not individuals. The "case" belongs to the Head of the Household or Primary Applicant. Call and ask about your household situation to find out next steps. Medi-Cal can often transfer individuals to ensure they continue to have coverage, while CalFresh will need them to reapply and be removed from the old case.

What do you mean I have to call the county and managed care? That's just silly.

If you don't need medical care in the month you move or the month after, you don't need to talk to both. It may be necessary to contact the managed care plan if coverage is needed near the time of the move. The county handles eligibility, managed care handles coverage.

Can I still use my old EBT card?

Yes, go ahead and continue to use your old EBT card in the new county. If you lose your EBT card and need it replaced, contact your old county; they will work with the new county to get a replacement card to you.

Can my case be transferred if I move to a different state?

No. When a person moves from state-to-state they need to apply in the new state.

What about CalWORKs? Does any of this apply to a cash aid case?

Yes, CalWORKs also has an inter-county transfer process. A customer can contact Social Services in their old or new county of residence to start the process.