

**Guidelines to Working with Individuals with Out-of County Medi-Cal**  
**Updated: August 2017**

DHCS and the DMC-ODS have changed the way Medi-Cal beneficiaries can access DMC services. Historically, any Medi-Cal beneficiary, regardless of their home county/Medi-Cal residency, could request and access standard DMC services with any DMC provider, as long as the services were medically necessary.

DHCS now requires Medi-Cal beneficiaries access services through their “home” county where their Medi-Cal benefits are attached. Per [DHCS Information Notice 17-036](#), “Because an ODS County is operating as a managed care plan, the ODS County is unavailable to provide ODS services to beneficiaries from other non-ODS Counties. As a result, **any provider within the ODS County’s borders that wants to provide State Plan services to non-ODS beneficiaries will need to contract with the non-ODS County where those beneficiaries reside.**”

This means individuals with Medi-Cal must either be referred back to their home county for service, or a contractor may also consider pursuing to be a contractor of the other County.

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A beneficiary may also request to have their Medi-Cal transferred to Marin, a process that can take 60-90 days. Please note that Marin will not be reimbursing for services during this transition – Marin County will only reimburse for medically necessary services for the period where their Medi-Cal is affiliated with Marin County.

There is no hard and fast rule about what to do when an individual seeking services has Medi-Cal active in another county. When working these individuals, please consider the following to help inform your recommendation.

- 1) Where does the client wish to obtain services? In home county? In Marin County? Is s/he relocating to get a fresh start and get away from people, places, things?
- 2) If client has Medi-Cal in another county, does s/he have other important physical or mental health services/providers s/he obtains there? Would it be disruptive to the individual to change these providers?
- 3) Does the client have dependent family members in his/her home county who receive Medi-cal benefits? If the client seeks to transfer benefits to Marin, this can cause a disruption in care to family members. This is an important consideration when a client is thinking of changing his/her Medi-Cal.
- 4) Is treatment mandated by Marin Courts, Probation, or Child Welfare? Is the care medically necessary? or Not?

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**Bay Area Access Phone Numbers**

- San Mateo County Access Call Center: 1-800-686-0101
- Santa Cruz County Access Line: 1-800-952-2335 / General Information: 1-831-454-4050
- Monterey County Access Line: 1-888-258-6029
- Santa Clara County Access Line (Gateway): 1-800-488-9919
- Napa County Centralized Access Line: 1-707-253-4063
- Sonoma County Access: 1-800-870-8786 / 1-707-565-7450
- San Francisco City and County Access Line: 1-415-255-3737
- Contra Costa Access Line: 1-800-846-1652