End of State and Federal Health Emergencies

Frequently Asked Questions

What happens now that CA's State of Emergency has ended?

There are no changes to health plan enrollee access to covered COVID-19 tests, vaccines or treatment.* At this time, many of these services also remain free for all individuals, regardless of insurance coverage.

What happens when the federal Public Health Emergency ends on May 11, 2023?

California state laws add six months to public health emergency requirements on health plans to continue covering the cost of COVID-19 tests, vaccines and treatment from any licensed provider. After November 11, 2023, health plan enrollees (including Medi-Cal) can continue to access COVID-19 tests, vaccines and treatment with no prior authorization or cost-sharing when they receive these services through their health plan's network. *Enrollees may be charged cost-sharing if services are provided out of network after November 11, 2023.*
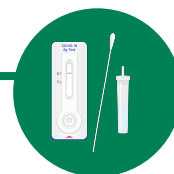
What if I don't have health insurance?

If you or your family needs health insurance, you can visit **www.MyBenefitsCalWIN.org** or call **888-421-8080** to find out about Medi-Cal and low-cost health coverage.

What should I do if I receive a charge or bill from my health plan for receiving an in network COVID-19 test, vaccine or treatment?

You should first contact your health plan to file a grievance (or appeal) and include a copy of the bill. The health plan will review and ensure you are not charged or are reimbursed. If you do not agree with your health plan's response or it takes more than 30 days to correct, you can contact the **DMHC Help Center** at *www.HealthHelp.ca.gov* or *1-888-466-2219*.

Need free at-home COVID-19 tests?

- *If you haven't already, order your **4th round of free** government at-home COVID-19 tests. Visit: COVID.gov/tests or call 1-800-232-0233. **Order for delivery before May 11th.***

- *Health plans (including Medi-Cal and Medicare) cover 8 free at-home tests per covered individual per month. Contact your health plan for details.*

*For Commercial and Medi-Cal managed care plans regulated by the California Department of Managed Health Care (DMHC)