NEW: Extended Timeframe for Members to Request a State Hearing During COVID-19

The extended timeframe for Medi-Cal members to request a State Hearing will remain in effect until further notice. Medi-Cal members have 210 days from the date on the Notice of Action (NOA) to request a State Hearing when treatment is denied or modified.

On March 1, 2020, the Department of Health Care Services (DHCS) extended the timeframe to request a State Hearing from 90 days to 210 days to support members during the COVID-19 public health emergency. On April 12, 2022, U.S. Health and Human Services Secretary Xavier Becerra renewed the COVID-19 public health emergency declaration.

A member bulletin will be issued to notify members. For questions about this bulletin, please contact the Telephone Service Center at (800) 423-0507. For information about the State Hearing process, please refer to Provider Handbook Section 4 – Treating Members.