

Medi-Cal Renewal Text Messages

Message Name	Message (English)	Message (Spanish)	Target Population	Run Dates
Form Received Note: Updated with SCR CA-255445 on 4/13/2023.	CalSAWS: Your <Form Type> has been received. We will tell you if we need anything else. Questions? <Phone Number>	CalSAWS: Su <form Type> ha sido recibido. Le diremos si necesitamos algo mas. Preguntas? <Phone Number>.	Cases where one of the Form Types (SAR 7, CW RE, CW/CF RE, CF RE, MC RE) are marked as Received.	Real Time Text messages are sent during business hours (Monday – Friday, 8:00 AM – 6:00 PM), based on changes to data in the system. If it is outside of business hours after 6:00 PM or weekends, then the text message is sent the next business day.
Form Incomplete Note: Updated with SCR CA-255445 on 4/13/2023. Text message verbiage updated with CA-261444 in 23.11.	CalSAWS: More info is needed for your <Form Type>. To continue to receive benefits, please call <Phone Number> or visit BenefitsCal.com.	CalSAWS: Se necesita informacion para su <Form Type>. Para continuar con los beneficios llame al <Phone Number> o visite BenefitsCal.com.	Cases where one of the Form Types (SAR 7, CW RE, CW/CF RE, CF RE, MC RE) are marked as Incomplete.	Real Time Text messages are sent during business hours (Monday – Friday, 8:00 AM – 6:00 PM), based on changes to data in the system. If it is outside of business hours after 6:00 PM or weekends, then the text message is sent the next business day.
Form Processed Note: Updated with SCR CA-255445 on 4/13/2023. Text message verbiage updated with CA-261444 in 23.11.	CalSAWS: We processed your <Form Type>. Check your mail for a decision. Questions? Call <Phone Number>	CalSAWS: Procesamos su <Form Type>. Revise su correo para ver la decision. ¿Preguntas? Llame al <Phone Number>.	Cases where one of the Form Types (SAR 7, CW RE, CW/CF RE, CF RE, MC RE) are marked as Complete.	Batch Sent the next business day (Mon - Fri)

Message Name	Message (English)	Message (Spanish)	Target Population	Run Dates
MC Packet Sent	CalSAWS: Your Medi-Cal Redetermination has been mailed. Questions? <Phone Number>	CalSAWS: Su Redeterminacion de Medi-Cal ha sido enviada por correo. Preguntas? <Phone Number>	Cases where MC RE Form Type is set to Sent status.	Batch Daily (Mon – Fri)
MC Redetermination form Not Received Note: Updated with CA-261442 in 23.11	CalSAWS: We did not get your Medi-Cal Redetermination Packet. Please call <Phone Number> or visit BenefitsCal.com so your benefits don't stop.	CalSAWS: No hemos recibido su paquete de Redeterminacion de Medi-Cal. Llame al <Phone Number> o visite BenefitsCal.com para que sus beneficios no se detengan.	Cases where a MC RE packet has not been received and the RE is due in current month.	Batch (Mon - Fri) 1 week before the MC RE Discontinuance Batch job.
Medi-Cal Auto Renewal Confirmation	CalSAWS: Good news! Your Medi-Cal was renewed for another year. Check your mail for a confirmation soon. Questions? Call <Phone Number> or visit BenefitsCal.com.	CalSAWS: Buenas noticias! Su Medi-Cal fue renovado otro ano. Resivse su correo para una confirmacion. Preguntas? Llame al <Phone Number> o visite Benefits.Cal.com.	Cases where the ex-parte process was successful for the entire household.	Batch Daily (Mon-Fri)