

**Subject:** Reminder- Reactivate your BenefitsCal Account and Submit your Renewal Now!

## **It's time to Reactivate your BenefitsCal Account and Complete your Benefits Renewal!**

We see you have a Renewal due in <XX/XXXX> and your existing BenefitsCal user account is **inactive**. Reactivate and make the most of your BenefitsCal account! Use your BenefitsCal account to report changes, review case information, and complete renewals or periodic reports, all online.

### **To reactivate your BenefitsCal account:**

- First, contact your county and verify your identity with the county caseworker. You may be asked to provide one or more of the following pieces of information to your county case worker during the identity verification process – A Full Social Security Number, driver's license or government issued identification, MediCal Benefits Identification Card (BIC) number, Birth City, previous address information.
- Once the identity verification is successful, the BenefitsCal account will be reactivated, and you will be notified.
- Once your BenefitsCal account is active, reset your password and log in to BenefitsCal.

### **Did you know?**

#### **BenefitsCal has added new features to protect your data and your case (s).**

- **Multi-Factor Authentication for Login:** BenefitsCal now requires Multi-Factor Authentication for all account logins. Customers will now be asked to enter the one-time code sent to their email address or phone number on file to access BenefitsCal. Once the code is entered on the page, the user will be able to log in.
- **Case linking Verification:** Case Linking is available and now requires two-step verification. Customers will use the email address or phone number associated with their County case file to verify their identity and link the case to their BenefitsCal account.

#### **Here are some materials to help:**

- How to reset your password:  
[https://www.youtube.com/watch?v=u2RoW24nEfc&list=PLEA8h\\_F3VfdgH04o1mhG\\_5t0c1wW\\_QXsGu](https://www.youtube.com/watch?v=u2RoW24nEfc&list=PLEA8h_F3VfdgH04o1mhG_5t0c1wW_QXsGu)
- How to log in with Two-Step Verification:  
<https://www.youtube.com/watch?v=S7pGaDIJ48g&t=4s>
- How to link a case to your BenefitsCal account:  
<https://www.youtube.com/watch?v=T4UD7RFzQTE>
- Access help here: [BenefitsCal. Together, we benefit.](#)

Thanks,  
The BenefitsCal Team

*In partnership with the CalSAWS Consortium, DHCS, CDSS, CWDA, OSI, Counties, and other community agencies.*