



Sacramento County
Department of Human Assistance

MEDI-CAL SERVICE CENTER

Services provided by the Medi-Cal Service Center are for cases managed by Sacramento County only.

916-874-3100 or (209) 744-0499 (for those in 209 area code)

TDD/TTY, Hearing Impaired (916) 874-2599

If you are on Medi-Cal, you will not have to come to the Medi-Cal Office anymore.

Medi-Cal Service Center—For cases managed by Sacramento County only

If you are a Sacramento County resident and are on Medi-Cal, there is now one place to call for your Medi-Cal needs: the Medi-Cal Service Center. Call the Medi-Cal Service Center to report Medi-Cal changes, such as a new address, a change in your income or property, birth of a child, or to ask questions about your benefits.

CalWORKs Clients

If you are receiving CalWORKs, please contact your CalWORKs worker to resolve your issue. The Medi-Cal Service Center is available to assist Medi-Cal Only clients in Sacramento County.

Any worker can help you

You no longer will have a regular worker assigned to your Medi-Cal case. Anyone who answers the Medi-Cal Service Center line can help you immediately. Have your Medi-Cal case number or Social Security Number ready.

How to use the Medi-Cal Service Center phone number

When you call the Medi-Cal Service Center, you will get a menu of services. You will be able to use the automated phone system to speak to a worker. Someone will be able to assist you in your preferred language.

Lobby phones

You can call the Medi-Cal Service Center directly from the courtesy phone in the lobby of any of our offices.

Appointments under special circumstances

If you feel you need an in-person appointment, let the Medi-Cal Service Center staff know when you call.

Disability accommodations

If you need an accommodation because of a disability, such as an in-person appointment, please ask for one when you call. If you can't call because of a disability, you can make an appointment by visiting a local office.

Verifications and documents

Send paperwork to:

Medi-Cal Service Center
P.O. Box 487
Sacramento, CA 95812-0487