



We heal and inspire the human spirit.

To: Provider Network & IPAs

From: IEHP – Provider Communication

Date: October 1, 2026

Subject: **DHCS UIS FFS Transition Member Text Message Campaign**

The Department of Health Care Services (DHCS) will begin notifying applicable Medi-Cal members by text message about an upcoming change to their Medi-Cal coverage, **effective January 1, 2027**. The campaign is intended to inform members identified with Unsatisfactory Immigration Status (UIS) that they will transition from Medi-Cal managed care to Medi-Cal Fee-for-Service (FFS) delivery system.

Please see information below regarding the **DHCS UIS FFS Transition Text Message Campaign**.

❖ **Purpose:** Alert Medi-Cal members with Unsatisfactory Immigration Status (UIS) that they will move from managed care into Medi-Cal Fee-for-Service on January 1, 2027, and reassure them they will not lose Medi-Cal.

❖ **Approach:**

- Members will receive either Message A or Message B (see below). This allows DHCS to test two versions of the text message, compare their effectiveness by tracking performance metrics such as delivery, click-through rates, and opt-outs, and determine which message is easier for members to understand and act on.
- This approach allows DHCS to strengthen effectiveness and ensure the clearest member communication.
- Message will be sent in the preferred language identified in the member's MEDS record.
- Message will be sent to all Medi-Cal members identified with Unsatisfactory Immigration Status (UIS).
- DHCS Text Messaging will begin in October with a tentative target of October 1.

❖ **Text Messages:**

Message A

Medi-Cal update: Starting Jan 1, you will not be in a Medi-Cal health plan anymore, but you will NOT lose Medi-Cal. Learn what to do: <https://www.dhcs.ca.gov/medi-cal/updates/fee-for-service-transition/>.

Message B

Medi-Cal update: Starting Jan 1, your coverage is changing, don't worry you are NOT losing your Medi-Cal. Learn more: <https://www.dhcs.ca.gov/medi-cal/updates/fee-for-service-transition/>

Additional Unsatisfactory Immigration Status (UIS) resources can be found at: www.providerservices.iehp.org > Resources > Resources for Providers > Medi-Cal Renewal Process. More updates to come shortly regarding the transition of UIS patients to Medi-Cal FFS and how you can support patients in their continuing care. **If you aren't already enrolled as a Medi-Cal FFS provider, please consider enrolling today through PAVE:**

<https://www.dhcs.ca.gov/providers-partners/provider-application-and-validation-for-enrollment/>

If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org

All IEHP communications can be found at: www.providerservices.iehp.org > News and Updates > Notices