

LOS ANGELES COUNTY DEPARTMENT OF PUBLIC HEALTH  
SUBSTANCE ABUSE PREVENTION AND CONTROL

30-Day Pending Medi-Cal Enrollment

**BenefitsCal FREQUENTLY ASKED QUESTIONS**

**1. *What is BenefitsCal?***

BenefitsCal is a website that replaces C4Yourself, YourBenefitsNow, and MyBenefitsCalWIN to provide a one-stop-shop to apply for CalFresh, CalWORKs, Medi-Cal, CMSP (County Medical Services Program), Disaster CalFresh, and GA/GR (General Assistance and General Relief). More information about the BenefitsCal system can be found on the [BenefitsCal website](#). Informational videos are available on the [BenefitsCal YouTube channel](#).

**2. *How can agencies use BenefitsCal CBO account?***

Obtaining a BenefitsCal Community-Based Organization (CBO) account will allow your agency to submit applications on behalf of clients, upload documents, check application status, view activity reports, and create and manage staff accounts. A BenefitsCal CBO account will enable you to take all the above steps for clients for whom you have submitted an application without having to contact the local DPSS office, supporting efficient application advancing and tracking and timely submission of requested documentation. More detailed information about BenefitsCal CBO accounts can be found in this [tutorial video](#).

**3. *How can agencies use BenefitsCal to support intercounty transfers (ICT)?***

It is **not** possible to initiate an ICT using BenefitsCal. The provider must contact the Department of Social Services (DPSS) in *either* the new or the originating county to request a transfer of County of Responsibility. You can find DPSS office contact information using the [BenefitsCal Help Center's Find an Office function](#).

**4. *How can my agency set up a Community Based Organization (CBO) BenefitsCal account?***

Please follow these steps to set up a BenefitsCal CBO account for your agency:

- Step 1: Register your agency to obtain a CBO account via the [BenefitsCal website](#).
- Step 2: DPSS reviews application and reaches out to the CBO's designated account manager to collect further information and share the *BenefitsCal User and Confidentiality Agreement* for CBO completion and submission.
- Step 3: CBO completes and submits the *BenefitsCal User and Confidentiality Agreement* to DPSS.
- Step 4: DPSS sends an email notification to the CBO's designated account manager to confirm account activation with new account log-in instructions.
- Step 5: Once the CBO account manager's account is activated, the account manager may add user accounts for additional agency staff, as needed.

**5. *What should I do if my agency has submitted a CBO access request, but haven't heard from DPSS?***

Agencies can seek technical assistance through the following channels:

- Contact the Department of Social Services (DPSS) directly via phone or email:
  - Toll Free: (866) 613-3777
  - Local Numbers: (310) 258-7400; (626) 569-1399; (818) 701-8200
  - [BenefitsCalSupport@dpss.lacounty.gov](mailto:BenefitsCalSupport@dpss.lacounty.gov)
- Utilize the [BenefitsCal Help Center](#) to search for guidance or to [Request A Call Back](#).
- If you are unable to resolve the problem through the above channels, please contact SAPC at [SAPC\\_ASOC@ph.lacounty.gov](mailto:SAPC_ASOC@ph.lacounty.gov) and the SAPC team will coordinate follow up with DPSS.