

How can I call and get case information or speak to a worker?

Call
916-874-3100 or
209-744-0499

CalWORKs

CalFresh

Medi-Cal

System Greeting and Language Selection

- 1- English
- 2- Spanish
- 3- Chinese
- 4- Vietnamese
- 5- Farsi
- 6- Russian
- 0- All Other Languages

Main Menu

- 1- General Information
- 2- CalWORKs Menu
- 3- CalFresh Menu
- 4- Medi-Cal Menu
- 5- General Assistance Menu
- 6- Other Programs Menu
- 8- Repeat Menu
- 0- Speak to a representative

Program Specific Menu

Selecting most options will prompt you to enter your SSN and PIN. Once entered, you will hear your information. Press * after you have made your selection if no one on the case has a SSN.

For options 1-5 from the Program Specific Menu, after you enter your SSN/PIN and hear your selection you may select:

- 1- Varies based on selection made in Program Specific Menu
- 8- Repeat Information
- 9- Return to previous menu
- 0- Speak to a representative

Press
ANY

Press
ANY

Press
ANY

Press
2

Press
3

Press
4

- 1- Case Information
- 2- Current/Prior Months Benefit Info
- 3- Request a Reporting Form
- 4- Request Income Verification letter
- 5- Request replacement BIC Card
- 7- FAQ
- 8- Repeat Menu
- 9- Return to previous menu

- 1- Case Information
- 2- Current/Prior Months Benefit Info
- 3- Request a Reporting Form
- 7- FAQ
- 8- Repeat Menu
- 9- Return to previous menu

- 1- Case Status/Share of Cost Info
- 2- Current/Prior Months Benefit Info
- 3- Request MC Verification letter
- 4- Request replacement BIC Card
- 7- FAQ
- 8- Repeat Menu
- 9- Return to previous menu

Press
0

Press
0

Press
0