



County of Santa Cruz

HUMAN SERVICES DEPARTMENT

Employment & Benefit Services Division



**New technology + improved business model + same friendly staff
= excellent customer service!**

Whether you contact us online, over the phone, by mail or in person, our Benefits Representatives will assist you to obtain the benefits and coverage you are eligible for as quickly as possible.

You can now apply for benefits or manage your benefits in several ways:

- 1. Online** at www.benefitscal.com, or **mail in** your application or renewal packet. *Your application will be assigned as soon as it is received to one of our Benefits Representatives.*
- 2. By phone** at (888) 421-8080 Monday through Friday, 7:30 AM to 5:00 PM. *You will be assisted promptly by the person answering the phone.*
- 3. In person** at one of our Customer Service Centers, Monday through Friday, 8:00 AM to 5:00 PM.

1020 Emeline Avenue in Santa Cruz

18 West Beach Street in Watsonville

- ✓ You can use the kiosk to let us know that you are here to apply.
- ✓ You will be asked to complete an application form in order to get started.
- ✓ You will be scheduled to meet with a Benefits Representative as soon as possible to begin processing your application for benefits.

Please note - If we are not able to approve your case the same day because verifications or documents are needed from you:

- ✓ Your case will be placed in pending status until the verifications are received (up to 30-45 days, depending on the benefits and coverage for which you applied).
- ✓ Once your verifications are received, a Benefits Representative will be assigned to process your application and issue the benefits for which you are eligible.

Health Care Reform is here!

You can apply for new health coverage options at

www.coveredca.com.

- Call (888) 975-1142, *OR*
- Talk to your Benefits Representative!