

# How-to Guide for BenefitsCal

BenefitsCal provides the ability to upload documents, complete online renewals and periodic reports, report/send information about changes in households or circumstances, and check balances (if you have cash or food benefits).

## ACCOUNT CREATION STEPS

1. Visit BenefitsCal.com and click **Create An Account** hyperlink.
2. Click the **Create An Account** button.
3. Enter all required information.
4. Update two-step verification preferences in Account Settings for login.

## LOG IN USING TWO-STEP VERIFICATION

1. Visit BenefitsCal.com, click **Log In**.
2. Enter email and password, click **Log In**.
3. Check email or mobile phone for a six-digit verification code.
4. Enter six-digit code on the screen and click **Next**.
5. Review Terms and Conditions, click **I Accept**.

## STEPS TO LINK A CASE

1. From the Customer Dashboard, click **Link a Case**.
2. Enter all required information.
3. Email and mobile phone number(s) from your case details will appear on the screen.
4. Select email or mobile phone number where you want the verification link to go.
5. Check your email or mobile phone for the **verification link**.
6. Click on the link to verify it's you.
7. Go to your dashboard to see your cases linked.

**Note:** An email/mobile phone number is required to link a case. Contact your county to provide one.

## STEPS TO UPLOAD DOCUMENTS

1. From the dashboard, click **Upload a Document**.  
**Note:** Upload without an account by clicking the **Upload Documents** button on the BenefitsCal homepage.
2. From the document center page, click on **Upload a Document**.
3. Select the case/application number and enter all required information.
4. Enter person name and document type, click **Next**.
5. Click on **Select Files** and choose documents.
6. Click **Upload Document** to upload.
7. A confirmation receipt will display on the screen.

## STEPS TO RENEW BENEFITS

1. From the dashboard, under 'Things to do' click the link for your program.
2. The 'Before you begin' screen will display, click **Begin**.
3. Complete all required information and click **Next**.  
**Note:** Documents can be uploaded at this time to support renewals.
4. Review & Submit screen will display, click **Submit**.
5. Confirmation screen will display.

## FREQUENTLY ASKED QUESTIONS (FAQs)

### *How do I reset my BenefitsCal password if I've forgotten it?*

1. Visit the BenefitsCal login page to reset your password.
2. Click **Forgot Password**.
3. Enter your registered email.
4. Follow the instructions to verify your identity and set a new password.

### *How can I check which programs might be right for me?*

Ask Robin! BenefitsCal offers a 'See if I Qualify' tool as a quick check for program eligibility using income and household size. It doesn't account for all rules, so you can still apply on BenefitsCal to see if you qualify.

### *How do I report changes through BenefitsCal?*

1. Log in to your BenefitsCal account.
2. From the 'What else would you like to do?' section, click the **I want to report a change** link.
3. Follow the prompts on the screen to report changes.
4. Click **Submit**.

### *How can I get more help using the BenefitsCal website?*

Access help here:

<https://benefitscal.com/Help/help-center/HCHCH>





**Need Help?  
Don't Worry!**

**Robin says,  
"Visit BenefitsCal.com!"**

## Apply for:

### **Medi-Cal\***

Health Coverage

### **CalFresh / Supplemental Nutrition Assistance Program (SNAP)**

Food Assistance

**General Assistance or General Relief,  
Refugee Cash Assistance, Trafficking  
and Crime Victims Assistance Program  
Cash Aid**

### **Supportive Services and Child Care**

### **CalWORKs**

California Work Opportunity and  
Responsibility to Kids

\*Some counties offer a County  
Medical Services Program (CMSP).  
Contact your county  
for information.

## Customer Service Center

*Toll Free*

**(877) 410-8829**

### Hours

Monday- Friday	7 a.m. – 5 p.m.
Saturday	Closed
Sunday	Closed

### Do you need help because of a disability?

Please contact the ADA Hotline at:



**(909) 332-0025**

**M-F: 7 a.m. – 4:30 p.m.**



# Skip the line. Apply **online.**



## BenefitsCal

### Welcome to BenefitsCal!

BenefitsCal is a website for Californians to apply for and manage benefits online for health coverage, food and cash assistance. Visit [www.BenefitsCal.com](http://www.BenefitsCal.com) to learn more!

### Key Features

- Apply for benefits
- Check eligibility
- Renew benefits
- Get information on your case
- Upload documents
- Report changes
- Find nearby county offices
- Access How-to videos

**Scan the QR code to  
learn more about  
BenefitsCal**

