

If you applied for Medi-Cal and you did not get your benefits

Please keep in mind the worker has 30 to 45 days to grant or deny your case. Please be sure to turn in all verifications your worker requested.

When calling your worker, please listen carefully to their message. If you have an emergency and your worker is off, please call your local office and ask for the Intake Worker of the Day.

When you call your worker, speak slowly and clearly. Leave your first and last name, your phone number, and your case number or Social Security Number. If you left a message to be called back and it has been over 1 working day, call your local office and take the following steps:

- Call your **local office** and ask to speak to the **Intake Worker of the Day**
- If your issue was not resolved you may ask to speak to your worker's Supervisor. If your worker's Supervisor is not available that day, you may ask to speak with the **Intake Supervisor of the Day**
- If your issue is still unresolved you may ask to speak with the Manager
- After you have followed these steps and you still need help, please call the Deputy Director's office at: 707-553-5828

Employment & Eligibility Services Locations and Hours of Operation

Fairfield: 707-784-8050

275 Beck Avenue
Fairfield, CA 94533
Hours: Monday – Friday 8:00 a.m. to 5:00 p.m.

Vacaville: 707-469-4500

1119 E. Monte Vista Avenue
Vacaville, CA 95688
Hours: Monday – Friday 8:00 a.m. to 5:00 p.m.

Vallejo: 707-553-5000

365 Tuolumne St.
Vallejo, CA 94590
Hours: Monday – Friday 8:00 a.m. to 5:00 p.m.