How-to Guide for BenefitsCal

Here we explain how to create a BenefitsCal account to manage benefits online. 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.
2. Click on **Create Account**, and enter your personal information (An email ID is required to create an account).
3. Secure password and submit.

LOGIN STEPS

1. Click on **Log In**.
2. Enter your Email and Password or click **Create Account**.

STEPS TO LINK BENEFITSCAL ACCOUNT TO A CASE

1. Go to **Things to Do** section.
2. Click on **Link a Case** hyperlink.
3. Enter the Date of Birth (MM/DD/YYYY) and Zip Code of the primary applicant.
4. Select and enter either: 9 Digit SSN/EBT Number/ Case Number.
5. Click **Next**.

Please Note- Case information is usually available 24 hours after the request to link a case. Delays may occur if there is a holiday, until the next business workday.

STEPS TO UPLOAD DOCUMENTS

1. On the user dashboard, select **Upload a Document**
2. From the document center page, click on **Upload a Document**
3. Select the case/application number.
4. Select person and document type.
5. Click on **Select Files** and choose all the required documents.
6. Click **Upload** to upload the document.
7. A confirmation receipt will display on the screen.

STEPS TO RENEW BENEFITS

1. From the dashboard, click on **Start your Renewal**.
2. Review the renewal date and click on **Start**.
3. Review the status of each section and click on **Start the Next Section**.
4. Follow the alerts on the screen to verify or change your personal information.
5. Review the Rights and Responsibilities and Other Important Information section.
6. For CalWORKs, select the **Welfare-to-Work Informational Notice** checkbox to confirm.
7. Enter information required.
8. Click the box to electronically sign the renewal.
9. Click **Submit Signature** to continue.

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 is my eligibility for BenefitsCal programs determined?

BenefitsCal has a pre-screening tool that helps you assess your eligibility for benefits programs based on factors like household income, size, and other criteria.

How do I report changes or submit documents through BenefitsCal?

1. Log in to your BenefitsCal account.
2. Navigate to the appropriate section.
3. Follow the prompts to report changes or upload necessary documents.

I am registered on a non-functioning California welfare portal (Your Benefits Now, MyBenefits CalWIN, or C4Yourself). Should I sign up for something new?

Yes. For online access to information about your existing benefits, you need to create a new account with BenefitsCal and link your existing case.

How can I get more help with the BenefitsCal website?

Access help here: **https://benefitscal.com/Help/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
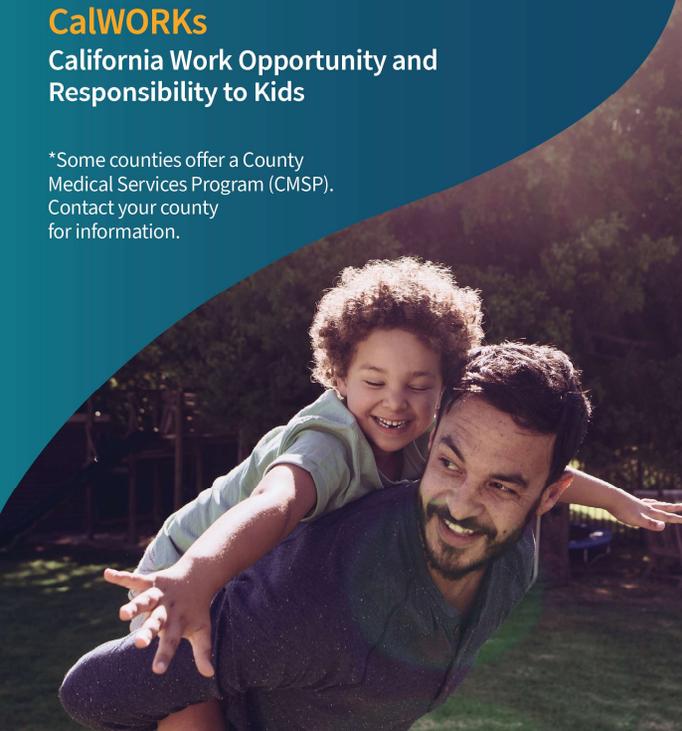Cash Aid

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
800-281-9799

County of Orange Social Services Agency

Monday- Friday	7:30 a.m. – 5 p.m.
Saturday	CLOSED
Sunday	CLOSED

You have the right to receive reasonable accommodations due to a disability.

Please ask if you need an accommodation to apply for or maintain benefits.

OCSSA
County of Orange California
Our Community, Our Commitment

Skip the line.
Apply online.

BenefitsCal

Welcome to BenefitsCal!

BenefitsCal is a website for the California counties allow customers to apply for, view, and renew benefits for health coverage, food and cash assistance through the website (www.BenefitsCal.)

Key Features

1. Apply for benefits
2. Check eligibility
3. Renew benefits
4. Complete redetermination
5. Get information on your case
6. Upload documents
7. Report a change
8. Find nearby county offices
9. Access How-to videos

Scan the QR code to learn more about BenefitsCal