STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY

GRAY DAVIS, *Governor*

DEPARTMENT OF HEALTH SERVICES
714/744 P STREET
P.O. BOX 942732
SACRAMENTO, CA 94234-7320
(916) 654-8076

February 3, 2000

MMCD All Plan Letter 00001

TO: Medi-Cal Managed Care Health Plans
Medi-Cal MIS Coordinators

SUBJECT: 2000 MANAGED CARE PLAN (MCP) MEDS/FAME CUT-OFF AND PROCESSING SCHEDULE

This is to provide you with the Managed Care Plan (MCP) Medi-Cal Eligibility Database Systems/Fiscal Intermediary Access to Medi-Cal Eligibility (MEDS/FAME) Cut-Off and Processing Schedule for January 2000 through January 2001 and a "Managed Care Plan/FAME Responsibilities" document.

Medi-Cal managed care plan contractors must adhere to the enclosed cut-off dates and times. These cut-off dates and times are established by the Department of Health Services' (DHS), Information Technology Services Division (ITSD) and are critical to ensure timely processing. When applicable, it is imperative that all enrollments and disenrollments by any media (tape/diskette/hardcopy) be submitted on a weekly basis to DHS. Enrollments and disenrollments submitted near the cut-off dates increase the potential for data entry errors and delays during processing.

The enclosed schedule also lists the run dates for the monthly MEDS/FAME Renewal processes and mail dates for miscellaneous tapes and listings (system generated reports).

If you have any questions regarding this matter, please contact your contract manager.

Susanne M. Hughes
Acting Chief
Medi-Cal Managed Care Division

Enclosures

MANAGED CARE PLAN/FAME RESPONSIBILITES
January 2000

All medical Medi-Cal Managed Care Plans (MCPs) will be responsible for keeping the California Department of Health Services (DHS), Medi-Cal Managed Care Division informed of any Plan changes as described below.

1. NOTIFICATION/REQUEST PROCESS

A. MCPs must notify the Medi-Cal Managed Care Division's Systems Support Unit (SSU) by fax (see next page for fax number) of any MCP/FAME changes prior to the 15th of any given month. This receipt deadline is in order to meet the Department's Information Technology System Division's (ITSD) processing timeline to have the change effective within 45-60 days. It is requested that MCPs send the original copy of their notification (which includes the original signature of person authorized to submit change) to their assigned Contract Manager. Examples of MCP/FAME changes for which notification must be given are, but not limited to: MCP/FAME MIS Coordinator name change, address and phone numbers changes, tape pick up or distribution changes, etc.

1. Please include the following MCP information in the faxed notification:
   - Plan Name
   - Plan Code(s) (Specify all 'Active' Plan Codes);
   - Plan Mailing Address for Tapes, if applicable;
   - FAME/MIS Contact (Name, Phone/Page/Fax Numbers and E-mail Address);
   - FAME/MIS Backup Contact (Name, Phone/Page/Fax Numbers and E-mail Address);
   - List of Name(s) or Person(s) Picking Up Tapes; and
   - The nature of MCP/FAME change.

B. The Medi-Cal Extranet for State HealthCare (MESH) allows for the electronic transmission of eligibility information between MCPs other than County Organized Health Systems and DHS that previously was done via tape. To request access to the MESH, a MCP must submit, through their assigned Contract Manager, a formal written request and a completed MESH Request form. (Note: Please fax a copy of the request to SSU.) Once this request is received, it is then forwarded to Electronic Data Systems (EDS) who then incorporates the requested information into a separate contractual agreement with the MCP for this service.

1. Please include the following MCP information in the written request:
   - Plan Name
   - Plan Address (both mailing and billing)
   - Primary Contact (Name, Phone/Page/Fax Numbers and E-mail Address)
   - Technical/Backup Contact (Name, Phone/Fax Numbers and E-mail Address);
   - Name and Title of person who will sign the MESH Contract (e.g., CEO, Executive Director, CIO, etc.)

2. Month end Eligibility files will be available to plans on the MESH by 5:00 p.m., the day after FAME renewal. MCPs are to wait until 5:00 p.m., <u>and then</u>, if your file is not available, please contact the following EDS staff in the sequence below. (Note: Please allow 30 minutes for a call back before moving on to the next contact):
   - Monday – Friday 8-5
     Sandi Ansman 916/636-1297 or Terri Collard 916/636-1296

   - Evenings/Weekends
     Gabriel Leal 916/636-1094 office 916/569-9904 pager
     Jennifer Huynh 916 636-1137 office 916/569-9968 pager
     Blake Lewis 916/636-1143 office 916/569-9967 pager

   Eventually, daily files will also be available on the MESH. No specific date has been set for this enhancement.

C. Mailing Addresses:

Attn: Chief, Systems Support Unit
CA. Department of Health Services
MMCD/Systems Support Unit
714/744 P Street, Room 1400
PO Box 942732
Sacramento, CA 94234-7320
916/654-7248 (FAX)

Attn: *(Contract Manager)*
CA Department of Health Services
MMCD/Program Management Branch
714/744 P Street, Room 1400
PO Box 942732
Sacramento, CA 94234-7320
916/657-0145 (FAX)

Attn: *(Contract Manager)*
CA Department of Health Services
Office of Long Term Care
1800 3rd Street, Room 205
PO Box 942732
Sacramento, CA 94234-7320
916/322-8619 (FAX)

2. REPORTS/LISTINGS

A. Reports/Listings will be mailed as per the schedule (MCP Report Mail Date) via Golden State, unless other arrangements are made, for receipt 3 days after the specified mail date.

3. TAPE PICK-UP AND DISTRIBUTION

Currently, some entities receive tapes with miscellaneous information to assist in claims processing. Also, should the MESH be unavailable, the Department as a contingency will produce eligibility tapes. The following process must be followed by MCPs when obtaining tapes in person:

A. Plans must have a designated person(s) on file with the Department before tapes will be released by ITSD. Please refer to Section 1.A. and C.

B. Tapes will be made available for pick-up after **1:00 P.M.** on the specified date listed on the MEDS/FAME Cut-Off Processing Schedule, under the column labeled 'Misc Tape Mailed Dates'. You may telephone ITSD in advance to confirm you Plan tape(s) has arrived by calling 916/657-3075.

C. Tapes *must* be picked up by **4:30 p.m.** or they will be mailed out by the following workday.

D. Tape problems should be reported to the FAME Processing Technician. The MEDS Control Hot Line Phone Number can be used for any other problems related to MEDS.

E. Should the MEDS/FAME Cut-Off Schedule fall on a weekend or holiday, you may contact the MCP or FAME Representative listed below for any questions: (Please allow 30 minutes for a response.)

Maggie Thomas, FAME Processing.....pager 916/819-3437
Julie Hernandez, MCP (MEDS) Processing.....pager 916/981-0654
MEDS Control Hot Line.....916/657-3075

F. The tape pick-up is located at:

CA. Department of Health Services
Information Technology Services Division
744 P Street, Room 1050

4. DHS SECURITY CHECK-IN

A. Please follow the steps below when you visit the Department of Health Services:

- Check-in at Security desk to obtain Visitor Badge.
- Notify the Security Guard that a package is to be picked up from the ITSD technician on the 10th Floor, Room 1050.
- If you are denied access without an escort, have the Security Guard call 916/657-3075, and someone will be made available to escort you to the 10th Floor, Room 1050.
- Unescorted, go to Room 1050.
- Knock on door for entry.
- Identify yourself and inform the person that you are here to pick-up tape(s).
- Go to counter labeled 'FAME Tape Pick-Up'.
- A Tape Pick-up Log will be located on the counter. The representative must **print** and **sign** their name and indicate the time of pick-up on the Tape Pick-up Log for their specific plan(s). (NOTE: ITSD will complete the Pick-Up Date, Plan Name/Brief Description, and the Time the Tape was Made Available.)
- All tapes *must* be returned to ITSD within 30 days from the date of receipt and indicate the person to whom the tapes are to be returned, which is noted on the transmittal. (*To eliminate tape fees and unnecessary DHS staff time for monitoring outstanding tapes, it is essential that all tapes be returned promptly.*)
- Please return all DHS tape(s) to:

Attn: *(Noted on the Transmittal)*
CA. Department of Health Services
Information Technology Services Division
744 P Street, Room 1050
Sacramento, CA 95814

01/20/2000

MANAGED CARE PLAN (MCP)/FAME CUTOFF/PROCESSING
SCHEDULE FOR 2000 - 2001

PROCESS MONTH	MONTH OF ELIGIBILITY	MCP HARD COPY (MCP To MMCD by Noon) (MMCD to ITSD by 3:00 PM)	MCP Tape Input (MCP To ITSD by 3:00 P.M.	MEDS RENEWAL (Monthly Process By 4:00 PM)	FAME RENEWAL	Disk & MESH FILE AVAILABLE (MESH no later than 5:00 PM) Disk for DMC/HCP MCP, COHS)	MISC TAPE MAILED DATES (For COB, COHS, HCP) (Tapes by 5:00 PM (Pick-up after 1:00)	MCP REPORT MAIL DATE (Receipt within 3 Days)	RECON PROCESS	RECON DISK FILE Available (For DME/HCP & COHS)	RECON BIC FILE Sent
Dec-99	Jan-00	(Fri) 12/17/99	(Tue) 12/21/99	(Thu) 12/23/99	(Fri) 12/24/99	(Sat) 12/25/99	(Mon) 12/27/99	(Tue) 12/28/99			
Jan-00	Feb-00	(Wed) 01/19/00	(Thu) 01/20/00	(Mon) 01/24/00	(Tue) 01/25/00	(Wed) 01/26/00	(Wed) 01/26/00	(Thu) 01/27/00	(Sun) 01/30/00	(Sun) 01/30/00	(Mon) 01/31/00
Feb-00	Mar-00	(Thu) 02/17/00	(Fri) 02/18/00	(Tue) 02/22/00	(Wed) 02/23/00	(Thu) 02/24/00	(Thu) 02/24/00	(Fri) 02/25/00			
Mar-00	Apr-00	(Mon) 03/20/00	(Thu) 03/23/00	(Sat) 03/25/00	(Sun) 03/26/00	(Mon) 03/27/00	(Mon) 03/27/00	(Tue) 03/28/00			
Apr-00	May-00	(Wed) 04/19/00	(Thu) 04/20/00	(Mon) 04/24/00	(Tue) 04/25/00	(Wed) 04/26/00	(Wed) 04/26/00	(Thu) 04/27/00	(Sat) 04/29/00	(Sat) 04/29/00	
May-00	Jun-00	(Thu) 05/18/00	(Mon) 05/22/00	(Wed) 05/24/00	(Thu) 05/25/00	(Fri) 05/26/00	(Fri) 05/26/00	(Tue) 05/30/00			(Mon) 05/01/00
Jun-00	Jul-00	(Mon) 06/19/00	(Thu) 06/22/00	(Sat) 06/24/00	(Sun) 06/25/00	(Mon) 06/26/00	(Mon) 06/26/00	(Wed) 06/28/00			
Jul-00	Aug-00	(Thu) 07/20/00	(Fri) 07/21/00	(Tue) 07/25/00	(Wed) 07/26/00	(Thu) 07/27/00	(Thu) 07/27/00	(Fri) 07/28/00	(Sat) 07/29/00	(Sat) 07/29/00	(Mon) 07/31/00
Aug-00	Sep-00	(Fri) 08/18/00	(Tue) 08/22/00	(Thu) 08/24/00	(Fri) 08/25/00	(Sat) 08/26/00	(Mon) 08/28/00	(Tue) 08/29/00			
Sep-00	Oct-00	(Mon) 09/18/00	(Thu) 09/21/00	(Sat) 09/23/00	(Sun) 09/24/00	(Mon) 09/25/00	(Mon) 09/25/00	(Wed) 09/27/00			
Oct-00	Nov-00	(Thu) 10/19/00	(Fri) 10/20/00	(Tue) 10/24/00	(Wed) 10/25/00	(Thu) 10/26/00	(Thu) 10/26/00	(Fri) 10/27/00	(Sat) 10/28/00	(Sat) 10/28/00	(Mon) 10/30/00
Nov-00	Dec-00	(Mon) 11/20/00	(Tue) 11/21/00	(Sat) 11/25/00	(Sun) 11/26/00	(Mon) 11/27/00	(Mon) 11/27/00	(Tue) 11/28/00			
Dec-00	Jan-01	(Tue) 12/19/00	(Thu) 12/21/00	(Sat) 12/23/00	(Sun) 12/24/00	(Mon) 12/25/00	(Tue) 12/26/00	(Wed) 12/27/00			
Jan-01	Feb-01	(Fri) 01/19/01	(Mon) 01/22/01	(Wed) 01/24/01	(Thu) 01/25/01	(Fri) 01/26/01	(Fri) 01/26/01	(Mon) 01/29/01			

The above is the production schedule for MEDS. BIC transmit process is on a daily basis Mon - Sat., between the hours of 6:00pm - 12:00am. The exception would be during the following holidays. Additional BIC transmission will occur due to the MEDS Reconciliation schedule that falls during the weekend. Should you have any questions contact MEDS Control at 916/657-3075

State Holidays:
January 1, 2000 ..... New Year's Day
January 17, 2000 ..... Martin Luther King
February 21, 2000.....President Day
May 29, 2000.....Memorial Day
July 4, 2000.....Independence Day
September 4, 2000.....Labor Day
October 9, 2000.....Columbus Day
November 23&24.....Thanksgiving and Day After
December 25, 2000.....Christmas Day
January 1, 2001.....New Year's Day

Plans must ensure that MMCD has a current address on file for receipt of Medi-Cal Extranet for State HealthCare (MESH) or Misc. tapes or hard copy reports. Should the address change, a letter from the Plan must be faxed or sent to their Contract Manager and a FAX copy to the SSU at 916/654-7248.

Should there be a necessity to picking-up tapes, picked up must be only between the hours of 1:00pm - 4:30pm in Sacramento.

LEGEND:

COB = Coordination of Benefits
COHS = Co Organized Health System
DMC = Dental Managed Care
HCP = Health Care Provider
ITSD = Info Technology Services Division
MCP = Managed Care Plan
MMCD = Medi-Cal Managed Care Division