State of California—Health and Human Services Agency
Department of Health Services

California Department of Health Services
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Director

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December 27, 2002

MMCD All Plan Letter 02009

TO: [X] County Organized Health System Plan (COHS)
[X] Geographic Managed Care (GMC) Plans
[X] Prepaid Health Plans (PHP)
[X] Primary Care Case Management (PCCMS)
[X] Two-Plan Model Plans

FROM: Cheri Rice, Chief
Medi-Cal Managed Care Division Cheri Rice

SUBJECT: 2003 MANAGED CARE PLAN (MCP) MED/FAME CUT-OFF AND PROCESSING SCHEDULE

The purpose of this letter is to share with you the 2003 Managed Care Plan (MCP) MED/FAME cut off and processing schedule. The enclosed schedule covers the period of December 2002 through January 2004. A copy of the updated outline of MCP's FAME Responsibilities is also included.

These cut-off dates and timelines are established by the Department of Health Services (DHS), Information Technology Services Division (ITSD) and are critical to ensure timely processing of eligibility files and data. When applicable, it is imperative that all enrollments and disenrollments by any media (tape/diskette/hardcopy) be received on a weekly basis by DHS. Medi-Cal MCP contractors must adhere to the enclosed cut-off dates and timelines if adequate processing time and payment are to be met.

In addition to the MEDS cut-off dates, the enclosed schedule includes the run dates for the monthly MEDS/FAME Renewal processes and mail dates for miscellaneous tapes and (system generated reports).

If you have any questions or require additional information, please contact your contract manager or Mr. Roy Johnson, Chief of Systems Support Unit, at (916) 651-6639.

Enclosures

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714 P Street, Room 650, P.O. Box 942732, Sacramento, CA 94234-7320
(916) 654-8076
Internet Address: www.dhs.ca.gov

12/9/2002

MANAGED CARE PLAN (MCP)/FAME CUTOFF/PROCESSING SCHEDULE FOR 2002 - 2003

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 FILE AVAILABLE (Website 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-02	Jan-03	(Wed) 12/18/02	(Fri) 12/20/02	(Mon) 12/23/02	(Tue) 12/24/02	(Wed) 12/25/02	(Thu) 12/26/02	(Fri) 12/27/02	(Sat) 12/07/02	(Sat) 12/07/02	(Mon) 12/09/02
Jan-03	Feb-03	(Fri) 1/17/03	(Wed) 1/22/03	(Fri) 1/24/03	(Sat) 1/25/03	(Sun) 1/26/03	(Mon) 1/27/03	(Wed) 1/29/03			
Feb-03	Mar-03	(Fri) 2/14/03	(Wed) 2/19/03	(Fri) 2/21/03	(Sat) 2/22/03	(Sun) 2/23/03	(Mon) 2/24/03	(Wed) 2/26/03			
Mar-03	Apr-03	(Thu) 3/20/03	(Fri) 3/21/03	(Tues) 3/25/03	(Wed) 3/26/03	(Thu) 3/27/03	(Thu) 3/27/03	(Fri) 3/28/03	(Sat) 3/1/03	(Sat) 3/1/03	(Mon) 3/3/03
Apr-03	May-03	(Fri) 4/18/03	(Mon) 4/21/03	(Wed) 4/23/03	(Thu) 4/23/03	(Fri) 4/25/03	(Fri) 4/25/03	(Mon) 4/28/03			
May-03	Jun-03	(Thu) 5/22/03	(Fri) 5/23/03	(Tues) 5/27/03	(Wed) 5/28/03	(Thu) 5/29/03	(Thu) 5/29/03	(Fri) 5/30/03			
Jun-03	Jul-03	(Thu) 6/19/03	(Fri) 6/20/03	(Tues) 6/24/03	(Wed) 6/25/03	(Thu) 6/26/03	(Thu) 6/26/03	(Fri) 6/27/03	(Sat) 6/7/03	(Sat) 6/7/03	(Mon) 6/9/03
Jul-03	Aug-03	(Fri) 7/18/03	(Tues) 7/22/03	(Thu) 7/24/03	(Fri) 7/25/03	(Sat) 7/26/03	(Mon) 7/28/03	(Tues) 7/29/03			
Aug-03	Sep-03	(Thu) 8/21/03	(Fri) 8/22/03	(Tues) 8/26/03	(Wed) 8/27/03	(Thu) 8/28/03	(Thu) 8/28/03	(Fri) 8/29/03			
Sep-03	Oct-03	(Fri) 9/19/03	(Mon) 9/22/03	(Wed) 9/24/03	(Thu) 9/25/03	(Fri) 9/26/03	(Fri) 9/26/03	(Mon) 9/29/03	(Sat) 9/6/03	(Sat) 9/6/03	(Mon) 9/8/03
Oct-03	Nov-03	(Fri) 10/17/03	(Wed) 10/22/03	(Fri) 10/24/03	(Sat) 10/25/03	(Sun) 10/26/03	(Mon) 10/27/03	(Wed) 10/29/03			
Nov-03	Dec-03	(Thu) 11/20/03	(Fri) 11/21/03	(Tues) 11/25/03	(Wed) 11/26/03	(Thu) 11/27/03	(Mon) 12/01/03	(Mon) 12/1/03			
Dec-03	Jan-04	(Thu) 12/18/03	(Fri) 12/19/03	(Tues) 12/23/03	(Wed) 12/24/03	(Thu) 12/25/03	(Fri) 12/26/03	(Mon) 12/29/03	(Sat) 12/6/03	(Sat) 12/6/03	(Mon) 12/8/03
Jan-04	Feb-04	(Wed) 1/21/04	(Fri) 1/23/04	(Mon) 1/26/04	(Tues) 1/27/04	(Wed) 1/28/04	(Wed) 1/28/04	(Thu) 1/29/04			

Outlined 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) 324-0507.

State Holidays:
January 1, 2003 ..... New Year's Day
January 20, 2003 ..... Martin Luther King
February 12, 2003.....Lincoln's Birthday
February 17, 2003----Washington's Birthday
March 31, 2003.....Cesar Chavez Day
May 26, 2003.....Memorial Day
July 4, 2003.....Independence Day
September 1, 2003.....Labor Day
October 13, 2003.....Columbus Day
November 11, 2003----Veterans Day
November 27&28, 2003.....Thanksgiving and Day After
December 25, 2003.....Christmas Day
January 1, 2004.....New Year's Day

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

Should there be a need to pick up the tapes, pick up must be between the hours of 1:00pm and 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

MANAGED CARE PLAN/FAME RESPONSIBILITES
January 2003

All 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 (916-654-7248) of any MCP/FAME changes prior to the 15th of any given month. This receipt deadline is necessary to meet the Department's Information Technology System Division's (ITSD) processing timeline and make 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 Medi-Cal Managed Care Division 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 number 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);
   - Name(s) or Person(s) Picking Up Tapes; and
   - The nature of the MCP/FAME change.

B. Medi-Cal eligibility files are uploaded from the Medi-Cal website by MCPs on a daily basis. To request access to the website, a MCP must submit, through their assigned Contract Manager, a formal written request and a completed website agreement form. (Note: Please fax a copy of the request to SSU, 916-654-7248.) 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 website agreement Contract (e.g., CEO, Executive Director, CIO, etc.)

2. Month end Eligibility files will be available on the website by 5:00 p.m., the day after FAME renewal. MCPs are asked 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
     Tanya Hedquist 916/636-1185
     Jeff Bosch 916/636-1180 backup
   - Evenings/Weekends
     Team Cycle Cell 916/919-6276
     Team Cycle Pager 916/569-9198
     Jennifer Huynh 916 636-1137 office 916/569-9967 pager

Please note that daily files and monthly FAME files are available on the website.

C. Mailing Addresses:

Attn: Chief, Systems Support Unit
CA Department of Health Services
MMCD/Systems Support Unit
714 P Street, Room 523
PO Box 942732
Sacramento, CA 94234-7320
916/654-7248 (FAX)

Attn: *(Contract Manager)*
CA Department of Health Services
MMCD/Plan Management Branch
714 P Street, Room 993
PO Box 942732
Sacramento, CA 94234-7320
916/654-6260 (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 attached 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 website 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 that your Plan's tape(s) has arrived by calling 916/324-0507.

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 (916-324-0507) 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
James Pyrah, MCP (MEDS) Processing.....pager 916/981-0654
MEDS Control Hot Line.....916/324-0507

F. The tape pick-up is located at:

CA Department of Health Services
Information Technology Services Division
Data Guidance Unit
700 North 10th Street, Room 202
Sacramento, CA 95814

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 2nd Floor, Room 202.
- If you are denied access without an escort, have the Security Guard call 916/324-0507, and someone will be made available to escort you to the 2nd Floor, Room 202.
- Unescorted, go to Room 202.
- Knock on door for entry.
- Identify yourself and inform the person that you are here to pick-up tape(s).
- Go to the front counter.
- 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 tapes to:

Attn: *(Noted on the Transmittal)*
CA Department of Health Services
Information Technology Services Division
Data Guidance Unit
700 North 10th Street, Room 202
Sacramento, CA 95814