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

California Department of Health Services

SANDRA SHEWRY
Director

ARNOLD SCHWARZENEGGER
Governor

July 15, 2004

MMCD All Plan Letter No. 04005

TO: Geographic Managed Care Plans (GMC)
Prepaid Health Plans (PHP)
Two-Plan Model Plans

FROM: Luis R. Rico
Acting Chief
Medi-Cal Managed Care Division

SUBJECT: IMPLEMENTATION OF NEW ENROLLMENT FORMS

PURPOSE:

The purpose of this All Plan Letter is to give formal notice to GMC, PHP and Two-Plan Model Medi-Cal managed care health plans that MAXIMUS and Health Care Options (HCO) have begun using new forms for enrolling Medi-Cal beneficiaries into Medi-Cal managed care health plans. MAXIMUS and HCO are in the process of replacing all of the previous versions of the Medi-Cal Choice Forms (enrollment forms) at health plans, enrollment sites, and other locations.

The new enrollment forms are county specific and cannot be used in counties other than the ones to which they are issued.

BACKGROUND:

The reason for the change is due to a new format. The newly designed form is part of the upgrade MAXIMUS is performing to process the Medi-Cal Choice Forms more expediently. MAXIMUS uses an Optical Character Recognition (OCR) system to quickly read the form and speed up the enrollment process. This OCR system is unable to read the old choice forms, which must be input into the system manually.

Medi-Cal Managed Care Division
1501 Capitol Avenue, MS 4400, P.O. Box 997413, Sacramento, CA 95899-7413
(916) 449-5000 Fax (916) 449-5005
Internet Address: www.dhs.ca.gov

The new Medi-Cal Choice Forms were developed and approved with input from health care advocates, Medi-Cal managed care health plans, Medi-Cal Managed Care Division, and HCO.

POLICY:

Health plans can begin using the new Medi-Cal Choice Forms immediately upon receipt of this All Plan Letter. **Effective August 1, 2004, the old choice forms will not be accepted at MAXIMUS for enrolling beneficiaries into Medi-Cal managed care health plans.** By July 1, 2004, MAXIMUS will have replaced all old enrollment choice forms with the new version at all outreach sites, including health plans. Enrollment Service Representatives have been instructed to personally visit each site to retrieve all the old choice forms, and provide the new choice forms. MAXIMUS does not intend to conduct a mass mailing of the new Medi-Cal Choice Forms to the health plans. However, if additional forms are needed, they can be obtained by contacting your contract manager, using the established process to request forms.

Should you have any questions or require additional information regarding the content of this letter, please contact your contract manager.