

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



California
Department of
Health Services

SANDRA SHEWRY
Director



ARNOLD SCHWARZENEGGER
Governor

DATE **DEC 06 2006**

MMCD All Plan Letter 06012

TO: ALL MEDI-CAL MANAGED CARE HEALTH PLANS

SUBJECT: 2007 - 2008 MANAGED CARE PLAN MEDS/FAME CUTOFF AND
PROCESSING SCHEDULE

This letter is to share with you the 2007 Managed Care Plan MEDS/FAME Cutoff and Processing schedule. The enclosed schedule covers the period of December 2006 through January 2008. A copy of the updated outline of MCP's FAME Responsibilities is also included.

These cutoff dates and timelines are established by the California Department of Health Services (CDHS), Information Technology Services Division 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 CDHS. Medi-Cal Managed Care contractors must adhere to the enclosed cutoff dates and timelines allowing adequate processing time to insure timely payment.

In addition to the MEDS cutoff 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 Amy McAllaster, Chief of the Systems Support Unit, at (916) 449-5017.

Sincerely,


Vanessa M. Baird, MPPA, Chief
Medi-Cal Managed Care Division

Enclosures

MANAGED CARE PLAN/FAME RESPONSIBILITIES
January 2007

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

1 NOTIFICATION/REQUEST PROCESS

A MCPs must notify the MMCD Systems Support Unit (SSU) by fax (916) 449-5030, of any MCP/FAME changes prior to the 15th of any given month. This receipt deadline is necessary to meet the CDHS'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 MMCD 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) of Person(s) Picking Up Tapes
- 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) 449-5030). 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)

MANAGED CARE PLAN/FAME RESPONSIBILITIES
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- 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., and then, 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 8:00-5:00
Team New Technology (Team NT)
(916) 919-6279
- Email
MCTEAMNT@eds.com

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

C. Mailing Addresses:

Attn: Amy McAllaster, Chief
Systems Support Unit
California Department of Health Services
MMCD/Systems Support Unit
1501 Capitol Avenue
P.O. Box 997413, MS 4402
Sacramento, CA 95899-7413
Fax (916) 449-5244

Attn: *(Contract Manager)*
California Department of Health Services
MMCD/Plan Management Branch
1501 Capitol Avenue, MS 4407
P.O. Box 997413, MS 4407
Sacramento, CA 95899-7413
Fax (916) 449-5244

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Attn: *(Contract Manager)*
California Department of Health Services
Office of Long Term Care
1501 Capitol Avenue, MS 0018
P.O. Box 997413, MS 0018
Sacramento, CA 95899-7413
Fax (916) 322-8619

2. REPORTS/LISTINGS

- A. Reports/Listings will be mailed as per the attached schedule (MCP Report Mail Date) via Golden State Overnight, unless other arrangements are made, for receipt three (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, as a contingency CDHS 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 CDHS 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, Maggie Thomas, at (916) 440-7242. The CDHS/ITSD help desk Phone Number 1-800-570-0874 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.....	.Phone (916) 440-7242
James Pyrah , MCP (MEDS) Processing	.Phone (916) 440-7251
MEDS Swing shift	Pager (916) 819-2163

MANAGED CARE PLAN/FAME RESPONSIBILITIES
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- F. The tape pick-up is located at:

California Department of Health Services
Information Technology Services Division
Data Guidance Unit
1615 Capitol Avenue,
P.O. Box 997413, MS 6303
Sacramento, CA 95899-7413

4. CDHS SECURITY CHECK-IN

Please follow the steps below when you visit the CDHS:

- A. Notify the Security Guard that a package is to be picked up from the ITSD technician on the 2nd Floor. Ask Security Guard to call Maggie Thomas, at (916) 440-7242 to have her deliver package to the lobby.
- B. If Maggie is not available, ask Security Guard to call James Pyrah, at (916) 440-7251 to have him deliver package to the lobby. If James is not available, call Jennifer Leong, at (916) 650-6764 to have ITSD/DGU staff deliver package to the lobby.
- C. A Tape Pick-up Log will be given to them to sign. The representative must **print** and **sign** their name and indicate the time of pick-up on the Tape Pick-up Log for their specific plans(s).
(NOTE: ITSD will complete the Pick-Up Date, Plan Name/brief description, and the time the tape was made available.)
- D. 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 CDHS staff time for monitoring outstanding tapes, it is essential that all tapes be returned promptly.)*
- E. Please return all CDHS tapes to:

Attn: *(Noted on the Transmittal)*
California Department of Health Services
Information Technology Services Division
Data Guidance Unit
1615 Capitol Avenue
P.O. Box 997413, MS 6303
Sacramento, CA 95899-7413

**MANAGED CARE PLAN (MCP) FAME CUTOFF PROCESSING
SCHEDULE FOR 2007 - 2008**

PROCESS MONTH	MONTH OF ELIGIBILITY	MCP HARD COPY (MCP To MMCD by Noon) (MMCD to ITSD by 3:00 PM)	MCP File Input (MCP To ITSD by 3:00 PM)	MEDS RENEWAL (Monthly Process by 4:00 PM)	FAME RENEWAL	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)
Dec-06	Jan-07	(Tues) 12/19/06	(Fri) 12/22/06	(Tues) 12/26/06	(Wed) 12/27/06	(Thu) 12/28/06	(Thu) 12/28/06	(Fri) 12/29/06
Jan-07	Feb-07	(Thu) 1/18/07	(Mon) 1/22/07	(Wed) 1/24/07	(Thu) 1/25/07	(Fri) 1/26/07	(Fri) 1/26/07	(Mon) 1/29/07
Feb-07	Mar-07	(Wed) 2/14/07	(Mon) 2/19/07	(Wed) 2/21/07	(Thu) 2/22/07	(Fri) 2/23/07	(Fri) 2/23/07	(Mon) 2/26/07
Mar-07	Apr-07	(Tues) 3/20/07	(Thu) 3/22/07	(Mon) 3/26/07	(Tues) 3/27/07	(Wed) 3/28/07	(Wed) 3/28/07	(Thu) 3/29/07
Apr-07	May-07	(Wed) 4/18/07	(Fri) 4/20/07	(Tues) 4/24/07	(Wed) 4/25/07	(Thu) 4/26/07	(Thu) 4/26/07	(Fri) 4/27/07
May-07	Jun-07	(Fri) 5/18/07	(Tues) 5/22/07	(Thu) 5/24/07	(Fri) 5/25/07	(Sat) 5/26/07	(Tues) 5/29/07	(Tues) 5/29/07
Jun-07	Jul-07	(Tues) 6/19/07	(Thu) 6/21/07	(Mon) 6/25/07	(Tues) 6/26/07	(Wed) 6/27/07	(Wed) 6/27/07	(Thu) 6/28/07
Jul-07	Aug-07	(Wed) 7/18/07	(Fri) 7/20/07	(Tues) 7/24/07	(Wed) 7/25/07	(Thu) 7/26/07	(Thu) 7/26/07	(Wed) 7/29/07
Aug-07	Sep-07	(Mon) 8/20/07	(Wed) 8/22/07	(Fri) 8/24/07	(Sat) 8/25/07	(Sun) 8/26/07	(Tues) 8/28/07	(Wed) 8/29/07
Sep-07	Oct-07	(Wed) 9/19/07	(Fri) 9/21/07	(Tues) 9/25/07	(Wed) 9/26/07	(Thu) 9/27/07	(Thu) 9/27/07	(Fri) 9/28/07
Oct-07	Nov-07	(Thu) 10/18/07	(Mon) 10/22/07	(Wed) 10/24/07	(Thu) 10/25/07	(Fri) 10/26/07	(Fri) 10/26/07	(Mon) 10/29/07
Nov-07	Dec-07	(Mon) 11/19/07	(Wed) 11/21/07	(Tues) 11/27/07	(Wed) 11/28/07	(Thu) 11/29/07	(Thu) 11/29/07	(Fri) 11/30/07
Dec-07	Jan-08	(Wed) 12/19/07	(Fri) 12/21/07	(Wed) 12/26/07	(Thu) 12/27/07	(Fri) 12/28/07	(Fri) 12/28/07	(Mon) 12/31/07
Jan-08	Feb-08	(Fri) 1/18/08	(Tues) 1/22/08	(Thu) 1/24/08	(Fri) 1/25/08	(Sat) 1/26/08	(Mon) 1/28/08	(Tues) 1/29/08

State Holidays:

January 1, 2007
 January 15, 2007
 February 12/19, 2007
 March 31, 2007
 May 28, 2007
 July 4, 2007
 September 3, 2007
 October 8, 2007
 November 12, 2007
 November 22/23, 2007
 December 25, 2007
 January 1, 2008

New Year's Day
 Martin Luther King jr.
 Lincoln/President's Day
 Cesar Chavez Day
 Memorial Day
 Independence Day
 Labor Day
 Columbus Day
 Veteran's Day
 Thanksgiving/Day After
 Christmas Day
 New Year's Day

LEGEND

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