DHCS
DAVID MAXWELL-JOLLY
Director

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

ARNOLD SCHWARZENEGGER
Governor

DATE: December 29, 2009

MMCD All Plan Letter 09-015

TO: ALL MEDI-CAL MANAGED CARE HEALTH PLANS

SUBJECT: 2010-2011 MANAGED CARE PLAN MEDS/FAME/
834+SUPPLEMENTAL CUTOFF AND PROCESSING SCHEDULE

This letter is to share with you the 2010-2011 Managed Care Plan (MCP) MEDS/FAME/ 834+SUPPLEMENTAL (834+S) Cutoff and Processing schedule. The enclosed schedule covers the period of December 2009 through January 2011. A copy of the updated outline of MCP's FAME/834+S Responsibilities is also included.

These cutoff dates and timelines are established by the Department of Health Care Services (DHCS), 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 be received on a weekly basis by DHCS. 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/834+S renewal processes and mail dates for miscellaneous and system-generated reports.

If you have any questions or require additional information, please contact your Contract Manager or Ann Silvia, Chief of the Systems Support Unit, at (916) 449-5017.

Sincerely,

Tanya Homman, Acting Chief
Medi-Cal Managed Care Division

Enclosures

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

MANAGED CARE PLAN/FAME/834+SUPPLEMENTAL RESPONSIBILITES
January 2010

All Medi-Cal managed care plans (MCPs) are reminded of the importance of keeping the California Department of Health Care Services (DHCS), Medi-Cal Managed Care Division (MMCD) informed of any Plan changes as described below.

1. NOTIFICATION/REQUEST PROCESS

A. MCPs are reminded of the extreme importance of notifying the MMCD Systems Support Unit (SSU) by fax at (916) 449-5030, of any MCP/FAME/834+S changes prior to the 15th of any given month. This receipt deadline is necessary to meet DHCS Information Technology System Division (ITSD) processing timelines and make the changes 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/834+S changes for which notification must be given are, but not limited to: MCP/FAME/834+S MIS Coordinator name change, address and phone number changes, 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
- FAME/834+S MIS Contact (Name, Phone/Page/Fax Numbers, and E-mail Address)
- FAME/834+S MIS Backup Contact (Name, Phone/Page/Fax Numbers, and E-mail Address)
- The nature of the MCP/FAME/834+S change

B. Medi-Cal eligibility files (FAME/834+S) are downloaded 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 the completed website agreement form. Once this request is received, it is then forwarded to HP Enterprise Services, where it is then incorporated into a separate contractual agreement with the MCP for this service.

1. Please include the following MCP information in the written request:

- Plan Name
- HCP Number
- 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 (FAME/834+S) 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 the HCP file is not available, please contact the following HP Enterprise Services 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@hp.com

Please note that daily files and monthly FAME/834+S files are available on the website.

C. Mailing Addresses:

Attn: Ann Silvia, Chief
Systems Support Unit
California Department of Health Care Services
MMCD/Systems Support Unit
1501 Capitol Avenue
P.O. Box 997413, MS 4402
Sacramento, CA 95899-7413
Fax (916) 449-5030

Attn: *(Contract Manager)*
California Department of Health Care Services
MMCD/Plan Management Branch
1501 Capitol Avenue, MS 4407
P.O. Box 997413, MS 4407
Sacramento, CA 95899-7413
Fax (916) 449-5005

Attn: *(Contract Manager)*
California Department of Health Care Services
Long Term Care Division
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) unless other arrangements are made, for receipt three (3) days after the specified mail date.

MED/FAME/834+SUPPLEMENTAL
CUTOFF PROCESSING SCHEDULE FOR 2010-2011

Process Month	**Month of Eligibility**	**MCP file input due** (MCP to ITSD by 3:00 PM)	**MEDS Renewal** (Monthly Process by 4:00 PM)	**FAME Renewal**	**FAME file available** (Website no later than 5:00 PM) (Disk for DMC/HCP, MCP, COHS)	**MCP report mail date** (Receipt within 3 days)
Dec-2009	**Jan-2010**	(Mon) 12/21/2009	(Wed) 12/23/2009	(Thu) 12/24/2009	(Fri) 12/25/2009	(Tue) 12/29/2009
Jan-2010	**Feb-2010**	(Wed) 01/20/2010	(Mon) 01/25/2010	(Tue) 01/26/2010	(Wed) 01/27/2010	(Thu) 01/28/2010
Feb-2010	**Mar-2010**	(Thu) 02/18/2010	(Tue) 02/23/2010	(Wed) 02/24/2010	(Thu) 02/25/2010	(Fri) 02/26/2010
Mar-2010	**Apr-2010**	(Tue) 03/23/2010	(Thu) 03/25/2010	(Fri) 03/26/2010	(Mon) 03/29/2010	(Tue) 03/30/2010
Apr-2010	**May-2010**	(Thu) 04/22/2010	(Mon) 04/26/2010	(Tue) 04/27/2010	(Wed) 04/28/2010	(Thu) 04/29/2010
May-2010	**Jun-2010**	(Thu) 05/20/2010	(Tue) 05/25/2010	(Wed) 05/26/2010	(Thu) 05/27/2010	(Fri) 05/28/2010
Jun-2010	**Jul-2010**	(Tue) 06/22/2010	(Thu) 06/24/2010	(Fri) 06/25/2010	(Mon) 06/28/2010	(Tue) 06/29/2010
Jul-2010	**Aug-2010**	(Thu) 07/22/2010	(Mon) 07/26/2010	(Tue) 07/27/2010	(Wed) 07/28/2010	(Thu) 07/29/2010
Aug-2010	**Sep-2010**	(Mon) 08/23/2010	(Wed) 08/25/2010	(Thu) 08/26/2010	(Fri) 08/27/2010	(Mon) 08/30/2010
Sep-2010	**Oct-2010**	(Tue) 09/21/2010	(Thu) 09/23/2010	(Fri) 09/24/2010	(Mon) 09/27/2010	(Tue) 09/28/2010
Oct-2010	**Nov-2010**	(Thu) 10/21/2010	(Mon) 10/25/2010	(Tue) 10/26/2010	(Wed) 10/27/2010	(Thu) 10/28/2010
Nov-2010	**Dec-2010**	(Fri) 11/19/2010	(Tue) 11/23/2010	(Wed) 11/24/2010	(Thu) 11/25/2010	(Tue) 11/30/2010
Dec-2010	**Jan-2011**	(Thu) 12/23/2010	(Mon) 12/27/2010	(Tue) 12/28/2010	(Wed) 12/29/2010	(Thu) 12/30/2010
Jan-2011	**Feb-2011**	(Thu) 01/20/2011	(Mon) 01/24/2011	(Tue) 01/25/2011	(Wed) 01/26/2011	(Thu) 01/27/2011

State Holidays

January 1, 2010	New Year's Day
January 18, 2010	Martin Luther King Jr. Day
February 15, 2010	President's Day
March 31, 2010	Cesar Chavez Day
May 31, 2010	Memorial Day
July 5, 2010	Independence Day
September 6, 2010	Labor Day
November 11, 2010	Veteran's Day
November 25, 2010	Thanksgiving Day
November 26, 2010	Day After Thanksgiving
December 25, 2010	Christmas Day
January 1, 2011	New Year's Day
January 17, 2011	Martin Luther King Jr. Day

Legend:

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