DEPARTMENT OF HEALTH SERVICES
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October 2, 1998

TO: All County Welfare Directors
All County Administrative Officers
All County Medi-Cal Program Specialists/Liaisons
All County Public Health Directors

Letter No.: 98-42

ELIMINATION OF FACE-TO-FACE INTERVIEW REQUIREMENT FOR MAIL-IN APPLICATIONS FOR PREGNANT WOMEN AND CHILDREN

Ref.: All County Welfare Director Letter Nos. 98-19 and 98-41

The purpose of this letter is to remind counties that Senate Bill (SB) 903, signed into law on October 1, 1997, mandated a simplified application package and mail-in process for pregnant women and children and **eliminated the requirement that these applicants complete a face-to-face interview**.

The Department of Health Services (DHS) has become aware that some counties are calling these mail-in applicants into the county welfare office for a face-to-face interview. This is contrary to the legislative intent of SB 903 and well as the policy set by DHS. The law allows for a face-to-face interview if the applicant requests one, for good cause, suspicion of fraud, to complete the application process, when entire families wish to apply or when income is too high to qualify for no-cost Medi-Cal. **It is unacceptable for counties to call in every mail-in applicant as a routine practice.**

DHS appreciates the effort and hard work the counties put forth in processing Medi-Cal applications. However, DHS policies and procedures, as well as the law, must be adhered to, and DHS is confident that counties will complete these applications by telephone and mail, except in the circumstances described above, rather than request a face-to-face interview for each applicant.

If you have any questions, please contact Ms. Helen Vaughn of my staff at (916) 657-1064.

Sincerely,

ORIGINAL SIGNED BY

Angeline Mrva, Chief
Medi-Cal Eligibility Branch