

CalHEERS Project
 CalHEERS Information Transmittal (CIT)

Distribution Date:	June 19, 2014	CIT # 0106-13																		
Subject:	Reduce Pending Medi-Cal Cases due to Missing Residency Verification																			
From:	CalHEERS Project																			
To:	Covered California, DHCS, Counties, SAWS, CWDA, and OSI SPOCs																			
SPOC to Forward:	<p>Please forward to appropriate impacted staff, contacts, or leads in your organization:</p> <p><input type="checkbox"/> General</p> <p><input type="checkbox"/> Contract/MOU/IAA</p> <p><input type="checkbox"/> Budget/Fiscal</p> <p><input type="checkbox"/> Policy</p> <table border="0" style="width: 100%;"> <tr> <td><input type="checkbox"/> Eligibility</td> <td><input type="checkbox"/> Plan Management</td> <td><input type="checkbox"/> Financial Management</td> </tr> <tr> <td><input type="checkbox"/> Enrollment</td> <td><input type="checkbox"/> Assister Management</td> <td><input type="checkbox"/> Web Portal</td> </tr> <tr> <td><input type="checkbox"/> SHOP</td> <td><input type="checkbox"/> Navigators/Brokers</td> <td><input type="checkbox"/> Customer Service</td> </tr> <tr> <td><input type="checkbox"/> Notices</td> <td><input type="checkbox"/> Usability/ADA</td> <td><input type="checkbox"/> Languages/Translation</td> </tr> <tr> <td><input type="checkbox"/> Reports (<input type="checkbox"/> Fiscal <input type="checkbox"/> Caseload Movement <input type="checkbox"/> Management <input type="checkbox"/> ACA-specific)</td> <td></td> <td></td> </tr> <tr> <td><input type="checkbox"/> Other _____</td> <td></td> <td></td> </tr> </table> <p><input type="checkbox"/> Application Development</p> <p><input type="checkbox"/> Technical</p> <p><input type="checkbox"/> Conversion</p> <p><input checked="" type="checkbox"/> Batch and Interfaces</p> <p><input type="checkbox"/> Testing</p> <p><input type="checkbox"/> Implementation</p> <p><input type="checkbox"/> Organizational Change Management</p> <p><input type="checkbox"/> Training</p> <p><input type="checkbox"/> Education and Outreach</p> <p><input type="checkbox"/> Service Center</p> <p><input type="checkbox"/> Other _____</p>		<input type="checkbox"/> Eligibility	<input type="checkbox"/> Plan Management	<input type="checkbox"/> Financial Management	<input type="checkbox"/> Enrollment	<input type="checkbox"/> Assister Management	<input type="checkbox"/> Web Portal	<input type="checkbox"/> SHOP	<input type="checkbox"/> Navigators/Brokers	<input type="checkbox"/> Customer Service	<input type="checkbox"/> Notices	<input type="checkbox"/> Usability/ADA	<input type="checkbox"/> Languages/Translation	<input type="checkbox"/> Reports (<input type="checkbox"/> Fiscal <input type="checkbox"/> Caseload Movement <input type="checkbox"/> Management <input type="checkbox"/> ACA-specific)			<input type="checkbox"/> Other _____		
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Description:	<p>Purpose</p> <p>Inform Counties and the SAWS what to expect as the result of additional batch processing that CalHEERS began running the week of 6/9/14 on unlinked MAGI cases. The goal of these batch jobs is to get individuals into MEDS so that they can access Medi-Cal services. This process has been successfully tested in Los Angeles and Orange counties, and will be expanded to additional counties by 6/19/14 or after. Approximately 10,000 cases will be processed each night, and this process is expected to run for five nights. The NOAs for these cases will state that eligibility is granted due to a reported change even though CalHEERS initiated the action that facilitated successful eligibility. These notices will not be sent until after the cases are linked to SAWS.</p> <p>Background</p> <p>There is a high volume of unlinked MAGI Medi-Cal cases that are pending because of outstanding residency verifications. Previously, these cases were incorrectly identified as incarceration verification issues; however, that resulted from an error in how the response from the federal hub was interpreted, which has been resolved, leaving these cases pending for residency verification. These will be processed as documented in CIT 0097-14, <i>Reduce Pending Medi-Cal Cases due to Missing Residency Verification</i>. These cases have been successfully tested by Los Angeles and Orange County; changing case status from Pending to Eligible or Contingent in CalHEERS for a significant proportion of the cases processed. For those cases successfully given an aid code, this information will be sent via HX20 from CalHEERS to MEDS in order to establish active eligibility for these individuals in MEDS.</p>																			

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	<p>Topic Information This process is targeting only cases that meet the following criteria:</p> <ul style="list-style-type: none"> • not yet been linked to SAWS • have unverified residency, or the Federal Data Service Hub was unavailable during initial application • do not contain any people who are active in Covered CA programs (non-Medi-Cal) • applicants that do not have multiple CINs/SSNs across cases <p>While test results show that most cases are able to be processed this way, some cases will not be successfully determined eligible and will still need to have verifications processed by county workers.</p> <p>Details of daily runs including eligibility rerun results and HX20 run results will be shared through the CalHEERS SharePoint with the SAWS, who will provide the information to the counties. This will include (1) the list of cases targeted in each run, and (2) those cases which have changed from Pending to Eligible.</p> <p>Counties should be aware that the MEDS transactions may not be reflected for a few days to allow for interface processing time between systems.</p> <p>Additional batch processes are being considered, and counties will be notified of these prior to their statewide implementation. The batch process for residency verification of cases linked to SAWS is still being tested, and is not yet ready for implementation.</p> <p>Instructions Counties should link these cases to SAWS and process them in the normal course of business. For cases with multiple DERs on the same case, the latest DER will generally be the most accurate one to be processed. For cases with multiple DERs on multiple cases, eligibility workers will need to review the DERs to determine which is most appropriate to process.</p> <p>If you have any questions regarding this CIT, please contact the primary or backup project contact.</p>
<p>Primary Project Contact:</p>	<p><i>Contact this person for questions about the contents of this CIT.</i></p> <p>Keith Salas (916)792-4610 keith.a.salas@calheers.ca.gov</p>
<p>Backup Project Contact:</p>	<p>Raymond Martin Raymond.g.martin@calheers.ca.gov</p>
<p>Attachments:</p>	<p>None.</p>
<p>SharePoint Link:</p>	<p>CIT Folder</p> <p>OR</p> <p>You may also retrieve the CIT document and attachments by following these steps:</p> <ol style="list-style-type: none"> 1. In the left menu, click the “Shared Documents” hyperlink 2. Click the “Communications” folder icon 3. Click the “CITs and CRFIs” folder icon 4. Click the “CIT” folder icon 5. Click the appropriate CIT # folder icon