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

California
Department of
Health Services
DIANA M. BONTÁ, R.N., Dr. P.H.
Director

ARNOLD SCHWARZENEGGER
Governor

December 11, 2003

TO: ALL COUNTY WELFARE DIRECTORS
ALL COUNTY ADMINISTRATION OFFICERS
ALL COUNTY MEDI-CAL PROGRAM SPECIALISTS/LIAISONS

Letter No.: 03-59

SUBJECT: COUNTY PERFORMANCE STANDARDS REPORTING
REFERENCE: ALL COUNTY WELFARE DIRECTORS LETTERS NO. 03-42 AND 03-48

The purpose of this letter is to provide counties with instructions for completing the Performance Standards Report. The 25 counties identified in ACWDL 03-48 must submit to the Department of Health Services (DHS) their county reports by January 1, 2004, pursuant to Welfare and Institutions Code Section 14154(c)(3). The reporting instructions and format are provided in an attachment to this letter.

Since the release of ACWDL 03-48, counties have raised concerns about a variety of factors that they believe might jeopardize their ability to meet the performance standards for general Medi-Cal applications. Two of those factors include the timely processing of applications forwarded from Single Point of Entry (SPE) and applications forwarded by the California Work Opportunity And Responsibility to Kids (CalWORKs) program after CalWORKs has been denied. For reporting purposes, counties have been instructed to include these applications in their universe of cases. If the county's performance standards have been affected by these applications due to the shortened timeframe they have to complete the eligibility determinations, counties must provide DHS with an explanation. Question 11 in the attached report format provides an opportunity for counties to explain any factors that may have contributed to an inability to satisfy any one of the eligibility or redetermination performance standards.

To facilitate production of the report, counties may get an electronic version of the report format by sending an email to Alice Mak at Amak@dhs.ca.gov. However, for submittal, counties should send the Performance Standards Report to DHS in hard copy via regular mail to the address listed below or by facsimile to the phone number also provided below.

1501 CAPITOL AVENUE, SUITE 71.4001, MS 4600, P.O. BOX 997413, SACRAMENTO, CA 95899-7413
TELEPHONE: (916) 552-9430 FAX: (916) 552-9478
INTERNET ADDRESS: www.dhs.ca.gov

Department of Health Services
Medi-Cal Eligibility Branch
Attn: Performance Standard Report
1501 Capitol Avenue, Suite 71.4001
MS 4600
P.O. Box 997413
Sacramento, CA. 95899-7413
FAX: (916) 552-9478

If you have any questions regarding this letter, please contact Ms. Alice Mak of my staff at (916) 552-9514 or email at amak@dhs.ca.gov.

Sincerely,

Original signed by

Beth Fife, Chief
Medi-Cal Eligibility Branch

Attachment

Performance Standards
Report on Performance

Section I: General

1. Which method of analysis was selected for eligibility determinations--retrospective or prospective? Explain the reasons for the selection.

2. Name the month selected for retrospective or prospective analysis for eligibility determinations.

3. Explain whether a universe of cases was analyzed or a State-determined sample was analyzed. Will the county change automated systems that will affect the sample month or sample methodology in the future?

Section II: Ninety percent of the general applications without applicant errors and are complete shall be completed within 45 days.

4. For retrospective eligibility determinations – non-disability:

   a. Number of non-disability applications completed in the report month that were done within 45 days: _____

   b. Number of non-disability applications completed in report month: _____

   c. Percent 4a is of 4b, above: _____

   d. If 90 percent of the performance standard was not achieved, provide an explanation as to the reasons or factors that may have caused or contributed to not meeting the performance standard.

5. For prospective eligibility determinations – non-disability:

   a. Number of non-disability applications taken in the report month that were completed within 45 days: _____

   b. Number of non-disability applications that were taken in the report month _____

   c. Percent 5a is of 5b, above: _____

d. If 90 percent of the performance standard was not achieved, provide an explanation as to the reasons or factors that may have caused or contributed to not meeting the performance standard.

Section III: Ninety percent of the applications for Medi-Cal based on disability shall be completed within 90 days, excluding delays by the state.

6. For retrospective eligibility determinations – disability:

   a. Number of disability applications completed in the report month that were done within 90 days, excluding delay caused by the State. (Delay caused by the State is when the agency cannot reach a decision within 90 days because the applicant or an examining physician delays or fails to take a required action or the Department of Social Services fails to make a determination of disability within the 90 days.): _____

   b. Number of disability applications completed in report month, excluding delay caused by the state: _____

   c. Percent 6a is of 6b: _____

   d. If 90 percent of the performance standard was not achieved, provide an explanation as to the reasons or factors that may have caused or contributed to not meeting the performance standard.

7. For prospective eligibility determinations – disability:

   a. Number of disability applications taken in the report month that were done within 90 days, excluding delay caused by the State. (Delay caused by the State is when the agency cannot reach a decision within 90 days because the applicant or an examining physician delays or fails to take a required action or the Department of Social Services fails to make a determination of disability within the 90 days.): _____

   b. Number of disability applications taken in report month, excluding delay caused by the state: _____

   c. Percent 7a is of 7b, above: _____

   d. If 90 percent of the performance standard was not achieved, provide an explanation as to the reasons or factors that may have caused or contributed to not meeting the performance standard.

Section IV: Ninety percent of the annual RV forms shall be mailed to the recipient by the anniversary date.

8. RV forms mailed to applicant by anniversary date:

   a. Number of RVs due in the review month that were mailed to the recipient by anniversary date: _____

   b. Number of RVs due in the report month: _____

   c. Percent 8a is of 8b, above: _____

   d. If 90 percent of the performance standard was not achieved, provide an explanation as to the reasons or factors that may have caused or contributed to not meeting the performance standard.

Section V: Ninety percent of the annual RVs shall be completed within 60 days of the recipient's annual RV date for those RVs based on forms that are complete and have been returned to the county by the recipient in a timely manner.

9. RVs completed within 60 days of the recipient's annual RV date for those RVs based on forms that are complete and have been returned to the county by the recipient in a timely manner:

   a. Number RVs due in report month and returned complete in a timely manner that are completed within 60 days: _____

   b. Number RVs due in the report month that are complete and returned in a timely manner: _____

   c. Percent 9a is of 9b, above: _____

   d. If 90 percent of the performance standard was not achieved, provide an explanation as to the reasons or factors that may have caused or contributed to not meeting the performance standard.

Section VI: Ninety percent of those annual RVs where the RV form has not been returned to the county by the recipient shall be completed by sending a Notice of Action (NOA) to the recipient within 45 days after the date the form was due to the county.

10. RVs completed by sending a NOA to the recipient within 45 days after the date the RV form was due to the county and the RV form was not returned to the county by the recipient:

a. Number of RVs completed in the report month by sending a NOA within 45 days after the form was due to the county when the RV form was not returned to the county: _____

b. Number of RVs due in the report month that the recipient did not return to the county by the date the RV was due to the county: _____

c. Percent 10a is of 10b, above: _____

d. If 90 percent of the performance standard was not achieved, provide an explanation as to the reasons or factors that may have caused or contributed to not meeting the performance standard.