



TOBY DOUGLAS  
*Director*

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



EDMUND G. BROWN JR.  
*Governor*

May 9, 2011

TO: ALL COUNTY WELFARE DIRECTORS Letter No.: 11-22  
ALL COUNTY WELFARE ADMINISTRATIVE OFFICERS  
ALL COUNTY MEDI-CAL PROGRAM SPECIALISTS/LIAISONS  
ALL COUNTY HEALTH EXECUTIVES  
ALL COUNTY MENTAL HEALTH DIRECTORS  
ALL COUNTY MEDS LIAISONS

SUBJECT: REFUGEE MEDICAL ASSISTANCE/ENTRANT MEDICAL ASSISTANCE  
(RMA/EMA) ANNUAL REVIEW PROTOCOL

The purpose of this letter is to:

- Inform counties of the upcoming Refugee Medical Assistance (RMA) annual onsite case review.
- Provide an overview of RMA case review criteria
- Identify the counties that will be the subject of the upcoming annual review

## BACKGROUND

The federal Office of Refugee Resettlement (ORR) requires an annual review of the Refugee Medical Assistance (RMA) program. The proposal discussed below summarizes the recommended sampling and review methodology for complying with this annual RMA review requirement.

A 2004 review of RMA cases by DHCS in the four counties with the highest number of cases, found that counties had allowed refugees to remain on RMA longer than the eight-month eligibility period. At ORR's request, DHCS completed a review of RMA cases for the period between November 2002 and September 2005. ORR approved DHCS's detailed review and sampling protocol that provides the basis for the annual review protocol recommended below. The upcoming review will focus on RMA cases that ended in the 2009-2010 federal fiscal year (October 2009-September 2010).

## **COUNTY SELECTION**

The 2008 data was used to select four large, four medium and four small counties (based on the RMA population in the selected counties). In 2008, the total statewide RMA population was located in 36 counties. Twenty-two counties had no RMA cases in 2008. The counties that will be reviewed for the 2010 review year will include:

- **Four large RMA counties:** Alameda, Los Angeles, San Diego, and Santa Clara
- **Four medium RMA counties:** Orange, San Francisco, San Joaquin, and Stanislaus
- **Four small RMA counties:** Contra Costa, Sacramento, San Mateo, and Yolo

## **REVIEW SCOPE**

DHCS will review up to 50 cases in each of 12 counties selected annually based on the RMA population. If the RMA population in a county exceeds 50 cases, then the department will review a random sample of 50 cases in that county. If the RMA population in the county is fewer than 50 cases, DHCS will review all of the cases in that county. The reviewed cases will be limited to RMA/EMA cases, when the eight-month time limit ended within the specified Federal Fiscal Year (October 1- September 30). In order to protect the confidentiality of the RMA data under review, DHCS will conduct on-site county reviews whenever possible for the annual RMA evaluation process.

## **ON - SITE CASE REVIEWS**

### **Preparation for on-site reviews**

Prior to the on-site reviews, the following will be done:

- The Medi-Cal Eligibility Division (MCED) will send an initial contact letter to the selected counties detailing the purpose and parameters of the review and the option for the county to request an entrance conference.
- At least 30 days prior to the date of the review, a confirmation letter will be sent to the counties, including a list of cases to be pulled, date(s) of the on-site review, and the entrance conference (if requested by the county). Confidential information will be transmitted by secure email.
- MCED staff will conduct desk reviews of county RMA/EMA eligibility case files in the selected counties.

- This review is restricted to desk reviews of information available in hard and soft copy eligibility files.
- MCED staff will conduct an entrance conference (if requested) with appropriate county welfare department staff to summarize what they should expect from the review.

When reviewing cases, MCED staff will:

- Confirm that the county verified refugee status and recorded the date of entry for each individual pursuant to specifications of the refugee category.
- Confirm that appropriate immigration documentation is located in the file (copy I-94 front and back, passport stamp, etc.). Appropriate SAVE documentation may also be used to verify immigration status.
- Confirm that the county determined each individual was ineligible for SSI/SSP, Medi-Cal, and the Healthy Families programs prior to placement in RMA/EMA.
- Verify that eligibility was determined as of the date of application.
- Confirm that financial eligibility requirements for RMA/EMA were determined correctly by the county and if appropriate, that spend down was allowed to meet eligibility standards.
- Confirm that property and/or income was correctly evaluated in the eligibility determination.
- Verify the accuracy of the county RMA/EMA eligibility determination, including share-of-cost if applicable.
- Confirm that timely RMA/EMA notices of action were issued.
- Confirm that RMA/EMA eligibility was appropriately terminated at the end of the eight-month eligibility period.
- Document the number of persons, who were on RMA/EMA beyond the eight-month eligibility period, including the number of ineligible months.

After data is collected from on-site reviews, MCED staff will:

- Conduct an exit conference with each county.
- Summarize county review findings and document the findings in a report that will be provided to each county, the state RMA/EMA staff, and the California Department of Public Health (CDPH), Refugee Health Program (RHP).
- Compile the statewide findings, prepare a summary report, and transmit the findings to the CDPH, RHP Coordinator.
- Conduct appropriate follow-up as needed to ensure that any findings identified during the county reviews are addressed in a timely manner.

This effort represents the first of what will be an annual review in up to 12 counties, selected annually by the department, based on RMA population. Different counties may be reviewed each year and all counties with an RMA/EMA population will eventually be reviewed. DHCS may review any RMA county, in any year, as necessary to ensure program integrity and compliance with federal requirements for annual RMA reviews.

If you have any questions about the upcoming RMA/EMA case reviews, please contact Mr. Jeffery Baca at (916) 449-5286, or by email at [jeff.baca@dhcs.ca.gov](mailto:jeff.baca@dhcs.ca.gov)

Original signed by:

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