STATE OF CALIFORNIA — HEALTH AND WELFARE AGENCY

EDMUND G. BROWN JR., *Governor*

DEPARTMENT OF HEALTH SERVICES

714/744 P STREET
SACRAMENTO, CA 95814
(916) 445-1797

October 2, 1979

To: All County Welfare Directors

Letter No. 79-25

LATE RECEIPT OF CID COMPUTER FILES

This is to advise you of new procedures being implemented by the Department's data processing section in order to insure timely issuance of Medi-Cal cards when county data files are not received as scheduled.

As you know, timely receipt of the CID files is crucial to the Medi-Cal card production process as each month approximately three million Medi-Cal cards must be produced and mailed within a seven-ten day period. This includes computer processing of all the data, computer printing of the Medi-Cal cards, inserting the Medi-Cal cards into envelopes, accomplishing approximately 30,000 hand pulls and address changes, and zip sorting and bagging all the cards for postal pickup. Any delay in processing during the main card production cycle can seriously jeopardize the timely receipt of Medi-Cal cards.

There have been several instances in recent months when county files were not received in time for card production or when the file was of such poor quality that it was unusable. Whenever possible, we recommend that counties maintain a back-up copy of data files submitted to the State. A side benefit of copying files may be to alert county staff to problems with the readability of the files. It also provides for immediate data recovery should a file be lost in transit to the Department.

The potential workload ramifications on a county welfare department, should its entire Medi-Cal caseload not receive first-of-the month cards, are overwhelming. An even greater concern, however, is the impact late card issuance has on Medi-Cal recipients in need of medical care prior to the receipt of cards. In view of these concerns, we are requesting that you review your county's procedures and scheduling of Medi-Cal eligibility reporting. Please refer to CID Bulletin 60 for the 1979 schedule. The 1980 schedule will be published via a CID Bulletin shortly.

The following Department procedures have been developed as a back-up process to assure timely card issuance. As these procedures have significant impact on the accuracy of the card issuance process, they will not be used unless we are absolutely certain that the county file will not be received in time for card production.

Late CID Mains

Data Processing staff of those counties whose CID main file is not received by the scheduled cutoff date will be contacted to ascertain when the file will be received. If the CID main file will not be received in time for card production, the CID main file from the previous month will be used to prepare cards. The county Medi-Cal liaison will be notified when such a substitution has been made. Upon receipt, the late main file will be processed as a supplemental file in order to issue cards to those eligibles not reported on the prior month's main file; however, there is no time allowance for hand pulling deletions to the prior month's file.

Late CID Modifiers

Should the CID main modifier file be received late, card mailing will not be delayed beyond the point of insuring timely delivery of the Medi-Cal cards in order to process modifier data.

Upon receipt, the late CID main modifier file will be processed in order to issue cards for any new eligibles, even though the hand pull requests and address changes cannot be accomplished. The county Medi-Cal liaison will be notified should this situation occur.

Please direct any questions regarding this letter to Shar Schroepfer at 714 P Street, Room 1692, Sacramento, CA 95814 or (916) 445-1912.

Sincerely,

Original signed by

Doris Z. Soderberg, Chief
Eligibility Branch

cc: Medi-Cal Liaisons
Medi-Cal Field Representatives
Expiration Date: April 30, 1980