STATE OF CALIFORNIA—HEALTH AND WELFARE AGENCY

EDMUND G. BROWN JR., Governor

DEPARTMENT OF HEALTH SERVICES
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To: All County Welfare Directors

Letter No. 82- 29

COUNTY PREPARATION OF MEDI-CAL CARDS (MC 301)

Department of Health Services' Benefits Review Unit (BRU) is responsible for reviewing Medi-Cal provider claims, submitted to the fiscal intermediaries, when the information on the Medi-Cal label differs from the information contained on the Recipient Eligibility History File (REHF). This process was implemented to resolve errors contained on temporary Medi-Cal cards prepared by county welfare departments in order to avoid returning the claim to the provider.

During the past few months BRU has received an increased amount of claims with Medi-Cal card labels that contain errors. These errors include strike overs, incorrect birth years, invalid aid codes and Medi-Cal ID numbers containing more or less than 14 digits.

Article 14A of the Medi-Cal Eligibility Manual explains the procedure to be followed when an MC 301 Medi-Cal card must be issued by the county.

> "Required information must be typed without errors or corrections of any kind. Cards and labels with errors must be voided. Provider claims will be rejected by the Medi-Cal fiscal intermediary if they are accompanied by MC 301 or MC 301 Red cards or labels that have errors or corrections."

Because of the increase in invalid labels, BRU is unable to resolve all the discrepancies; therefore, claims will be rejected and returned to the provider. The provider must then contact the Medi-Cal beneficiary for the information who in turn may request the county to issue additional labels. This process results in an increased workload for all those involved.

The counties are asked to re-review and follow the procedures as outlined in Article 14A of the Medi-Cal Eligibility Manual.

If you have any questions, please contact your Medi-Cal program consultant.

Sincerely,

Original signed by

Madalyn M. Martinez, Chief
Medi-Cal Eligibility Branch

cc: Medi-Cal Liaisons
Medi-Cal Program Consultants