

## DEPARTMENT OF HEALTH SERVICES

714/744 P STREET  
SACRAMENTO, CA 95814

October 16, 1986

To: All County Welfare Directors  
All County Administrative Officers

Letter No: 86-56

Subject: UPDATING COUNTY CONTACT LISTS

Enclosed is a copy of the MEDS County Contacts Phone List and a copy of our current Mailing Address List for your county. The MEDS County Contacts Phone List contains phone numbers for your use in contacting staff in other counties to resolve questions on such items as intercounty transfers (ICTs) or Social Security Number (SSN) conflicts. It also contains phone numbers for contacts in State offices for MEDS/CDB operations questions or problems. This list will be re-issued periodically as changes occur and will be made available for inquiry via SYSM.

The enclosed Address List is currently being used for MEDS mailings, including Change Cycle Letters, County MEDS Advisory Group (CMAG) minutes, the MEDS County Contacts Phone List, and Renewal/Reconciliation Schedules. We plan to begin using this same list for mailing the All County Welfare Directors (ACWD) letters. Therefore, we are asking counties to review the enclosed Address List to verify that it includes everyone who should receive MEDS mailings and/or All County Welfare Directors Letters, and to identify any corrections needed.

A. MAILING ADDRESS LIST

The name and address information is displayed on the left hand side of the Mailing Address List, the center column indicates the type of mailings to be sent, and the right hand side of the page includes a phone number and information about the county position(s) held by that person, if applicable.

1. Mailing Information

The codes in the center column indicate the type of mailings desired. Those codes are explained below:

All County Welfare Directors Letters - D

MEDS Information Mailings - M

County MEDS Contact Phone List - P

Thus, if a person should receive All County Welfare Directors Letters, the letter "D" should be entered in the center column. "M" should be entered for any individual who should receive MEDS mailings. "P" should be entered for individuals listed on the County MEDS Contact Phone List, so that they will receive a copy of the Phone List each time a new one is published.

A person who needs only ACWD letters would be entered as "D--". A person who is on the Phone List and who is to receive both ACWD Letters and MEDS Mailings would be entered as "DMP". If the information in the center column for a particular individual is incorrect, please draw a line down through the column and indicate the correct coding on the line below the address. If anyone should routinely receive more than one copy of any of the mailings the number of copies desired should be entered in parentheses after the name e.g., "John Stallone (3)".

In reviewing and updating this list, the following considerations apply:

- 1) Any person identified on the Address List to receive MEDS mailings will automatically receive a copy of the Phone List;
- 2) Counties may choose to have a number of copies sent to a central point for internal distribution, may list individual people or offices or may include a combination of these approaches if that will facilitate more timely distribution of mailings;
- 3) Addresses used for shipping MEDS and CDB Worker Alerts and other production reports are maintained as a separate list;
- 4) Addresses used for shipping updates to MEDS and CDB User Manuals are maintained as a separate list.

2. Position Information

Please indicate the position(s) held by each person on the MEDS Mailing Address List by placing an asterisk in the space to the left of the proper position title. For some names and addresses there may not be any applicable position. Some listings may already contain asterisks; if they do not indicate the correct person/position title, please correct.

We would like some additional information about the person who is the MEDS CWD Coordinator. We would like to know whether or not the person is the primary or alternate coordinator and for which program area(s) she/he is responsible. From the list below please select the appropriate codes and enter them in the space provided to the right of the MEDS CWD Coordinator position title. For example, if the individual listed is the primary coordinator for AFDC indicate: P-AFDC.

Primary Coordinator - P  
Alternate Coordinator - Alt  
Medi-Cal - MC  
Food Stamps - FS  
AFDC - AFDC  
All Programs - All

In order to clarify the position titles used in the address list the following brief descriptions of each position title are provided:

Welfare Director: The Director of the County Welfare Department.

County Administrative Officer: The Administrative Officer for the county.

Medi-Cal  
Eligibility  
Liaison:

The staff person designated to maintain primary contact with MEB in regard to program and policy concerns.

Medi-Cal  
Corrective  
Action Liaison:

The staff person designated to maintain primary contact with MEB regarding QC errors/corrective action.

MEDS CWD  
Coordinator:

The primary contact between the State and the county MEDS/CDB operations in the Welfare Department (usually a non-EDP person). The county may have separate coordinators for the three program areas: AFDC, Food Stamps and Medi-Cal. The primary coordinator(s) is/are responsible for receiving, interpreting, and disseminating MEDS/CDB information to appropriate county staff. The Alternate MEDS Coordinator(s) assumes the responsibilities of a Primary MEDS Coordinator in his/her absence. Counties may have more than one Alternate Coordinator.

MEDS EDP  
Coordinator:

A county staff person responsible for Welfare EDP system operation or development related to MEDS/CDB.

MEDS Security  
Coordinator:

The staff person responsible for coordinating with the State on MEDS/CDB security, including requesting password changes and establishing the levels of MEDS/CDB access and update capability of county personnel.

We would like to receive a response to this request by November 21, 1986. We plan to complete our updates and

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publish the revised lists by December 5, 1986. It would facilitate our processing of update information if the Welfare Director in each county would appoint one person to consolidate the information into a single response. If there are a number of changes, we would appreciate counties submitting the changes in writing, adding any names and/or addresses, etc. that are not shown and changing or deleting incorrect information. In order to assure that all the information left unchanged on the list is correct, we are asking that counties mark the unchanged, correct names with a check mark. Minor changes may be submitted either over the telephone, in writing, or via SYSM. All changes should be submitted to:

Department of Health Services  
Medi-Cal Eligibility Branch (MEB)  
714 P Street, Room 1692  
Sacramento, CA 95814  
Attention: Al Brinsfield  
(916) 322-6455  
SYSM ID: HDABRIN

B. MEDS COUNTY CONTACTS PHONE LIST

We would also appreciate it if you would review your contacts on the Phone List to verify that they are still correct. Additions or corrections to the MEDS County Contacts Phone List should also be submitted to Al Brinsfield. As staff changes occur, please notify Mr. Brinsfield by telephone, letter or via SYSM so that we can maintain an up-to-date listing.

Changes to the mailing list for MEDS and CDB Worker Alerts should continue to be sent to your MEB MEDS Liaison. Changes to the mailing list for MEDS and CDB User Manual updates should be sent to:

Department of Health Services  
Data Systems Branch  
714 P Street, Room 1300  
Sacramento, CA 95814  
Attention: Sharon Perry  
(916) 322-7601  
SYSM ID: HDSPERR

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Counties will receive an updated copy of their own Mailing Address List. If a county wishes the statewide address list, they may request that list by contacting their MEB MEDS liaison. All counties will receive a copy of the statewide MEDS County Contacts Phone List.

Thank you for taking the time to provide us with this information. If you have any questions regarding this request, please contact Al Brinsfield of the Medi-Cal Eligibility Branch at (916) 322-6455.

Sincerely,

Original signed by

Frank S. Martucci, Chief  
Medi-Cal Eligibility Branch

Attachments

cc: MEDS Coordinators  
Medi-Cal Liaisons  
EDP Coordinators

Expiration Date: October 16, 1987

M E D S   C O U N T Y   C O N T A C T S   P H O N E   L I S T

September 15, 1986

This list contains phone numbers for MEDS/CDB contacts in each county for resolving questions on such items as intercounty transfers or Social Security Number (SSN) conflicts. It also includes a separate section of phone numbers for state contacts for MEDS/CDB operation problems or questions that cannot be resolved at the county level.

Please submit any corrections or additions to this list to Al Brinsfield via SYSM (HDABRIN) or in writing to the Department of Health Services, Medi-Cal Eligibility Branch, 714 P Street, Rm. 1692, Sacramento, CA 95814, Attention: Al Brinsfield. When submitting additions to this list, please include the person's mailing address so s/he can be added to the distribution file for copies of this list. If you find that a number has been listed incorrectly, please notify Al immediately at (916) 322-6455.

01	Alameda	Elizabeth Blankenship	(415) 874-6367
02	Alpine	Geneva Langford	(916) 694-2235
		George Vasquez	(916) 694-2235
03	Amador	Pauline Scaduto	(209) 223-6550
04	Butte	Verna Davidson	(916) 534-4772
05	Calaveras	Sharon Miller	(209) 754-4225
06	Colusa	Frances Hicks	(916) 458-4985
07	Contra Costa -- Questions about recipient records should be directed to the contact person listed below as identified by the first digit of MEDS EW-CODE.		
	1	-- Dorothy Bredlan	(415) 372-2724
	2	-- Marge Harmon	(415) 231-3396
	3	-- Barbara Smith	(415) 439-4290
	4-6	-- Niki Peterson	(415) 231-3661
	7-9	-- Margaret Mead	(415) 372-2941
08	Del Norte	Rogena Hamner	(707) 464-3191
09	El Dorado	Georgia Gresham	(916) 626-2495

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10 Fresno -- For questions regarding active cases, call the appropriate phone number below and ask for the eligibility worker identified by MEDS EW-CODE. Questions on discontinued cases should be directed to the individual identified below based on the first two digits of EW-CODE. General questions should be directed to Ardyss Webster at (209) 453-6287.

## ACTIVE CASES

CB11, CB12, or CB13	(209) 935-2058
All other EW-CODES	(209) 453-6000

## DISCONTINUED CASES

MB -- Sue Wirt	(209) 453-6646
HG, HX -- Carolyn Byrn	(209) 453-6239
NA, NU -- Clayton Walker	(209) 453-6563
CB -- Nick Hovsepian	(209) 453-6439
NC -- Ann Schmidt	(209) 453-4846

11	Glenn	Carolyn Bronner	(916) 934-7714
12	Humboldt	Pam Isaac	(707) 445-6026
13	Imperial	Gloria Hernandez	(619) 353-1400 x 34
14	Inyo	Darlene Landis	(619) 878-2411
15	Kern	Richard Adams	(805) 861-3467
16	Kings	Lydia Sterrett	(209) 582-3241 x 2239
17	Lake	Tracy Russell	(707) 263-9311
18	Lassen	Linda Shaffer	(916) 257-8311 x 150

19 Los Angeles -- Questions regarding recipient records should be directed to the district office listed below as identified by MEDS DISTRICT. Where no contact name is listed, the contact person is the Administrative Deputy for that district office. Questions about Los Angeles County recipients who do not have a district code shown on MEDS should be directed to Vivian Ramirez at (213) 727-4019.

02	(818) 500-3005
03	(818) 356-5103
04	(818) 575-7209
05	(213) 727-4316
06	(213) 773-7320 x 306
07	(213) 599-9523
08	(213) 418-2200
09	(213) 879-2434 x 419
10	(213) 738-4303
11	(818) 901-4107

Los Angeles contacts continue on next page.

## M E D S C O U N T Y C O N T A C T S P H O N E L I S T

## 19 Los Angeles - contd.

	12	(213) 730-3206
	13	(213) 744-5619
	14	(213) 974-0203
	15	(213) 260-3503
	17	(213) 586-7007
	18 -- Mary Story	(213) 974-7510
	20	(818) 575-5515
	25 -- Mary Story	(213) 974-7510
	26	(213) 603-8403
	27	(213) 563-4158
	29, 30 -- Mary Story	(213) 974-7510
	31	(213) 599-9670
	32	(818) 709-2259
	34	(805) 945-7201
	36	(818) 331-0081 x 214
	37 -- Mary Story	(213) 974-7510
	38	(213) 738-3705
	40	(213) 864-8541 x 211
	42	(213) 738-3393
	43-45, 48-50 -- Mary Story	(213) 974-7510
	51	(818) 709-2259
	56	(818) 966-0511 x 307
	60	(213) 879-0270 x 213
	61	(213) 602-5105
	62	(213) 602-5105
	63	(213) 599-9670
	65 -- Mary Story	(213) 974-7510
	66	(213) 226-3528
	70	(213) 744-5604
	71 -- Mary Story	(213) 974-7510
	80	(818) 308-5216
	81	(818) 356-5103
	82	(818) 709-2259
	83	(213) 418-2515
	84 -- Mary Story	(213) 974-7510
	90	(213) 599-9238
	95 -- Mary Story	(213) 974-7510
20	Madera	Betty Eden (209) 675-7841 x 256

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21 Marin -- Questions regarding recipient records should be directed to the eligibility worker identified by MEDS EW-CODE by calling the appropriate phone number below and asking for the worker by EW-CODE. Any general questions should be directed to Evelyn McCaig at (415) 499-7090.

AFDC Aid Codes (415) 499-7028  
 Medi-Cal Aid Codes (415) 499-7084

22 Mariposa Carol Stephens (209) 966-3609

23 Mendocino Fred Kendall (707) 463-1880

24 Merced Rose Martratt (209) 385-7469

25 Modoc Pat Wood (916) 233-3939  
 Sheila Holcomb (alt.) (916) 233-3939

26 Mono Marilyn Berg (619) 932-7292

27 Monterey Barbara Dickinson (408) 449-8101

28 Napa Toni Holland (707) 253-4526  
 OR (707) 253-4066

29 Nevada Marion Linden (916) 265-1340  
 Penny James (916) 265-1340

30 Orange Linda Monroe (714) 834-8242  
 Dick Hawkins (714) 834-8452  
 Barry Vonin (714) 834-5934  
 Bev Smith (714) 834-3280  
 Connie Stannard (714) 834-5934  
 Vivian Worcester (714) 834-8940

31 Placer -- Questions about recipient records should be directed to the contact person listed below as identified by the first digit of MEDS EW-CODE.

A -- Ruthe Hotchkiss (916) 823-4488  
 R -- Diane Brandenberger (916) 783-0401 x 208  
 T -- Sharon Haswell (916) 546-5906

32 Plumas Barbara Coker (916) 283-2250 x 33

## M E D S   C O U N T Y   C O N T A C T S   P H O N E   L I S T

33 Riverside -- For questions regarding recipient conflicts, call the phone number listed below for the district office as identified by the last two digits of MEDS DISTRICT. Ask to speak to the Eligibility Worker identified by MEDS EW-CODE.

10	(714) 784-2550
11	(714) 737-6060
12	(714) 658-4481
14	(714) 674-3134
15	(714) 849-6726
16	(714) 657-0781
17	(619) 347-7783
18	(619) 922-5151
20	(714) 351-7616
21	(714) 784-2110
22	(619) 323-8548
23	(714) 351-7373
24	(714) 351-7690

34 Sacramento -- Questions about recipient records should be directed to the contact person listed below as identified from the first two digits of MEDS EW-CODE. Any general questions should be directed to the overall County Coordinator, Paul Trisler, at (916) 440-7751.

AN -- Pat Wilcox	(916) 732-3597
A1 -- Velma Carroll	(916) 732-3158
A2 -- Norman Farlow	(916) 732-3554
A6 -- Fran Snyder	(916) 732-3290
C1 -- Nellie Edmonson	(916) 648-0800
F1 -- Bill Lutz	(916) 991-8007
L1 -- Gerald Greer	(916) 732-3229
M1 -- Margaret Smart	(916) 962-7672
P1 -- Gail Parris	(916) 395-4480
R1 -- Sue Funk	(916) 745-9706
S1 -- Evelyn Coloma	(916) 685-9273
T1 -- Hope Anaya	(916) 732-3609
W1 -- Karen Tollefson	(916) 386-6710
X1 -- June Waugh	(916) 366-2413
X7 -- Beverly Clementsen	(916) 395-2037
Y2 -- Ed Viau	(916) 732-3649

35 San Benito                      Mary Ann Whites                      (408) 637-5336

## M E D S C O U N T Y C O N T A C T S P H O N E L I S T

36 San Bernardino -- Questions about recipient records should be directed to the contact person listed below as identified by MEDS DISTRICT.

001 -- Erlinda Torres	either
003, 005 -- Laura Long	(714) 383-2670
004, 007, 008 -- Jessie Baxendale	or
006, 009, 010 -- Linda Selby	(714) 383-2880

37 San Diego Carole McGinnis (619) 560-3666

38 San Francisco Brenda Jow (M-C Only) (415) 557-6152  
Mae Smith (AFDC, Refugee) (415) 557-6328

39 San Joaquin Medical Support Unit (209) 944-2916

40 San Luis Obispo -- The eligibility worker identified by MEDS EW-CODE should be contacted on questions regarding active cases by calling the phone number listed below for the office indicated by the first digit of the EW-CODE. Bev Estes should be contacted on discontinued cases. Any general questions should be directed to Susan Fuller at (805) 549-4000.

## ACTIVE CASES

A -- Atascadero Office	(805) 466-2393
G -- Grover City Office	(805) 489-1325
S -- San Luis Obispo Office	(805) 549-4000

## DISCONTINUED CASES

Bev Estes	(805) 489-1325
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41 San Mateo -- The eligibility worker identified by MEDS EW-CODE should be contacted on questions regarding active cases by calling the phone number listed below for the office indicated by the first two digits of the EW-CODE. Questions on discontinued cases or any general questions should be directed to Ginny Whitehead or Mary Coughlan.

## ACTIVE CASES

NE, PN	(415) 877-1800
CE, FE, ME, PC, TE	(415) 573-2222
BE, RE, PB, PR	(415) 363-4000

## DISCONTINUED CASES and GENERAL QUESTIONS

Ginny Whitehead	(415) 573-2399
Mary Coughlan	(415) 573-2399

42 Santa Barbara Mona Baker (805) 925-0911 x 269

43 Santa Clara Susan Kelley (408) 299-3955

44 Santa Cruz Pat Whitehead (408) 425-2412 x 51

## M E D S C O U N T Y C O N T A C T S P H O N E L I S T

45	Shasta	Janet Rush	(916) 246-5740
46	Sierra	Jane Hallman	(916) 289-3244
47	Siskiyou	Liz Stewart Kaye Caulkins	(916) 842-4471 (916) 842-4471
48	Solano	Ingrid Buehrer	(707) 553-5391
49	Sonoma	Nancy Crowe	(707) 527-2269
50	Stanislaus	Mel Snow	(209) 571-5138 ATSS 8-482-5138
51	Sutter	Bonnie Addington	(916) 674-2160
52	Tehama	Thelia McGregor	(916) 527-1911
53	Trinity	Dawn Fagin Sue Frazee	(916) 623-4000 (916) 623-4000
54	Tulare -- Questions regarding recipient records should be directed to the contact person listed below as identified by MEDS EW-CODE. Any general questions should be directed to Donna Klein at (209) 733-6127.		
		W/D -- Janice Cotton	(209) 591-1310
		W/L -- Jeanne Warren	(209) 562-1377
		W/P -- Joan Harrell	(209) 781-0810
		W/T -- Nancy Ames	(209) 686-1751
		W/V -- Mary Bjork	(209) 733-6000
55	Tuolumne	Carol Ostrom	(209) 533-5981
56	Ventura -- Ventura County has eight district offices and has requested that questions about recipient conflicts be directed to the contact person listed below as identified by the first two digits of the MEDS EW-CODE. Any general questions should be directed to County MEDS Liaison, Mary Vargas, at (805) 652-7619.		
		01 -- Susie Ramirez	(805) 652-7632
	02 &	03 -- Beth Malcom	(805) 658-4106
		04 -- Ida Ochoa	(805) 984-8566
		05 -- Velma Prader	(805) 984-8517
	06 &	07 -- Shirley Valverde	(805) 525-8443
		09 -- Terry Karch	(805) 584-4845
57	Yolo	Jackie Kiehn	(916) 666-8491
58	Yuba	Barbara Kelsey	(916) 741-6301

## M E D S   C O U N T Y   C O N T A C T S   P H O N E   L I S T

Operational responsibilities for MEDS/CDB within the State are described below, together with examples of whom to call for problems or questions related to MEDS/CDB.

-----  
 HWDC HELP DESK:  
 (916) 739-3440  
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The Health and Welfare Agency Data Center HELP DESK provides support for online MEDS/CDB computer operations. Call the HELP DESK for:

A. System Response Problems

- Examples - You hit the 'ENTER' key and your terminal is hung up waiting for a response  
 - You got a 'Card Print Initiated' message but no card is showing up on the printer

B. Hardware Problems (Controllers, Printers, Terminals)

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 MEDS HOTLINE:  
 (916) 322-4288 or (916) 445-7520  
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The MEDS HOTLINE is provided for resolving urgent messages which need immediate follow up and for questions regarding daily batch processing. Call the MEDS HOTLINE for:

- A. Batch error messages with a HOTLINE message status and online messages that say to call the Hotline
- B. Missing or incorrect ID cards or reports
- C. Questions relating to tapes/files sent or received
- D. Questions regarding renewal & reconciliation schedules
- E. Clarification of broadcast messages
- F. Status information if none of the previous day's online updates are reflected on the current day's inquiry screen

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 Capitated Health Systems:  
 PHP Eligibility Status - (916) 322-3122  
 PHP System Problems - (916) 324-4406  
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Capitated Health Systems provides answers to questions on Prepaid Health Plan (PHP) enrollments and takes care of emergency disenrollments. A separate number is provided for systems problems involving PHP updates.

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The State offices listed below should be contacted by the designated MEDS Coordinator in each county, if necessary. Other county staff should address their MEDS-related questions to their County Coordinator, rather than calling the state office directly.

-----  
Beneficiary Utilization Review:  
(916) 322-1071  
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Beneficiary Utilization Review staff provide answers to questions and resolve problems related to recipient service restrictions and update MEDS restricted service status, as necessary.

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Medicare Buy-In Unit:  
(916) 739-3200  
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The Buy-in Unit resolves Medicare Buy-In related problems and makes necessary changes to Buy-In data on MEDS.

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Medi-Cal Eligibility Branch, Systems Unit:  
(Phone numbers on following page)  
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MEDS Liaisons in the Medi-Cal Eligibility Branch (MEB) Systems Unit are responsible at the State level for communicating MEDS and CDB-related procedures to counties. County staff should contact their county person(s) designated as MEDS Coordinator for procedural questions. If the county coordinator cannot provide an answer, he/she should contact the MEB MEDS liaison designated below. If, when the county MEDS liaison calls, the Principal Liaison or the Backup Liaison is not available, feel free to ask for any of the staff listed below. Call your MEB MEDS Liaison for:

- A. Requests to change current processing procedures;  
e.g., change the way that you receive reports, tapes.
- B. Questions regarding MEDS, CDB, or Medi-Cal Program procedures;  
e.g., Why a person was put on hold or terminated; Why a person did not receive a Recipient Turnaround Document (RTD) for a doctor visit that occurred some time ago.
- C. Clarification of MEDS or CDB User Manual information;  
e.g., Why an edit error is generated on the terminal screen when it appears that you entered the data correctly per instructions in the User Manual.
- D. Clarification of changes to the terminal screens;  
e.g., When/how to use a new input field present on the screen.

## M E D S   C O U N T Y   C O N T A C T S   P H O N E   L I S T

MEDI-CAL ELIGIBILITY BRANCH MEDS LIAISONS  
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PRINCIPAL ANALYST	BACK-UP ANALYST	ASSIGNED COUNTIES	
Al Brinsfield (916) 322-6455	Byron Muntyan (916) 323-4129	04 Butte 09 El Dorado 34 Sacramento	07 Contra Costa 31 Placer 36 San Bernardino
Ron Campos (916) 324-0709	Frances Schurer (916) 445-1799	01 Alameda 21 Marin 38 San Francisco 49 Sonoma	10 Fresno 33 Riverside 45 Shasta
Shirley Deasy (916) 445-1969	Fahlda Nelson (916) 322-8702	43 Santa Clara 39 San Joaquin 56 Ventura	37 San Diego 50 Stanislaus 57 Yolo
Maria Enriquez (916) 324-7977	Sherilyn Walden (916) 322-3393	19 Los Angeles 25 Modoc 40 San Luis Obispo	24 Merced 30 Orange 44 Santa Cruz
Bonnie Kinkade (916) 322-4890	Ron Campos (916) 324-0709	03 Amador 15 Kern 47 Siskiyou	12 Humboldt 42 Santa Barbara 54 Tulare
Byron Muntyan (916) 323-4129	Al Brinsfield (916) 322-6455	14 Inyo 27 Monterey 41 San Mateo	23 Mendocino 35 San Benito 48 Solano
Fahlda Nelson (916) 322-8702	Shirley Deasy (916) 445-1969	05 Calaveras 13 Imperial 26 Mono 53 Trinity	06 Colusa 18 Lassen 32 Plumas
Frances Schurer (916) 445-1799	Ron Campos (916) 324-0709	02 Alpine 17 Lake 28 Napa 55 Tuolumne	16 Kings 22 Mariposa 51 Sutter
Sherilyn Walden (916) 322-3393	Maria Enriquez (916) 324-7977	08 Del Norte 20 Madera 46 Sierra 58 Yuba	11 Glenn 29 Nevada 52 Tehama