STATE OF CALIFORNIA—HEALTH AND WELFARE AGENCY GEORGE DEUKMEJIAN, Governor

DEPARTMENT OF HEALTH SERVICES
714, 744 P STREET
SACRAMENTO, CA 95814

May 15, 1987

TO: All County Welfare Directors
All County Administrative Officers

Letter No.: 87-25

REMINDER: MONITORING COUNTY MEDI-CAL ID CARD PRINTER QUALITY

REFERENCE: ALL COUNTY WELFARE DIRECTORS' LETTER 86-46 -- COUNTY MEDI-CAL ID CARD PRINTERS

The purpose of this letter is to remind counties to monitor their Medi-Cal ID card local county printer quality to insure that printer ribbons are routinely changed. (Note: Printer ribbons are reversible.)

We have been informed by our Fiscal Intermediary Management Division that poor print quality on Medi-Cal cards is still a problem. As you are aware, if the print quality on the Medi-Cal card is too light, microfilm equipment will not pick up the necessary ID information and the claim may be denied for lack of eligibility. This adversely affects providers and recipients and ultimately results in a request for a new readable card.

As before, counties who experience any problems with their printer(s), should contact the Health and Welfare Data Center Teleprocessing at (916) 739-3440. That agency can assist you with diagnosing problems and recommending solutions.

Thank you for your cooperation. If you have any questions regarding this letter, please contact your Medi-Cal Eligibility Branch MEDS Liaison.

Sincerely,

Original signed by

Frank S. Martucci, Chief
Medi-Cal Eligibility Branch

cc: Medi-Cal Liaisons
Medi-Cal Program Consultants
MEDS Liaisons

Expiration Date: May 15, 1988