

DEPARTMENT OF HEALTH SERVICES

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July 26, 1993

TO: All County Welfare Directors
All MEDS Coordinators
All Medi-Cal Program Specialists/Liaisons

Letter No.: 93-53

CALIFORNIA ELIGIBILITY VERIFICATION AND CLAIMS MANAGEMENT SYSTEM (CA-EV/CMS)

The purpose of this letter is to summarize the status of activities related to the design of the California Eligibility Verification and Claims Management System (CA-EV/CMS). This automated verification system will eliminate the current paper Medi-Cal cards for most categories of Medi-Cal beneficiaries and allow Medi-Cal providers access to Medi-Cal Eligibility verification by using the plastic State of California Benefits Identification Card* which looks like a credit card or by entering client identifiers into an on-line system. Many providers will use a Point-of-Service (POS) device. As part of the overall enhancement, the State is automating the existing manual Share of Cost (SOC) process.

The State has been meeting regularly with counties during the past year to help establish the approach for implementing CA-EV/CMS and the SOC enhancement. Although some of these developments have been discussed at California Welfare Directors Association (CWDA) and County MEDS Advisory Group (CMAG) meetings, we want to inform you in a more comprehensive manner to ensure that all counties have the same information. This letter will summarize the general components of CA-EV/CMS and the implications of its use by the counties. A separate All County Welfare Directors Letter has addressed the SOC enhancement.

ON-LINE ELIGIBILITY VERIFICATION PHASE-IN

The use of the State of California Benefits Identification Card for on-line verification will be phased in over a period of six months. The five counties of Butte, Napa, Orange, Santa Clara, and Yuba, which represent ten percent of the statewide Medi-Cal population have agreed to be the phase-in counties and will be the first to implement the new process in January 1994. For implementation, the remaining counties have been divided into the following three groups, each of which represents approximately 30 percent of the Medi-Cal population:

* generic reference term

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The order of the implementation will occur as follows:

January 1994	Phase-In Counties:	
	Butte	Napa
	Orange	Santa Clara
	Yuba	
April 1994	Los Angeles County	
May 1994	Southern California	
	Fresno	San Bernardino
	Imperial	San Diego
	Inyo	San Luis Obispo
	Kern	Santa Barbara
	Kings	Tulare
	Riverside	Ventura
June 1994	Northern California	
	Alameda	Nevada
	Alpine	Placer
	Amador	Plumas
	Calaveras	Sacramento
	Colusa	San Benito
	Contra Costa	San Francisco
	Del Norte	San Joaquin
	El Dorado	San Mateo
	Glenn	Santa Cruz
	Humboldt	Shasta
	Lake	Sierra
	Lassen	Siskiyou
	Madera	Solano
	Marin	Sonoma
	Mariposa	Stanislaus
	Mendocino	Sutter
	Merced	Tehama
	Modoc	Trinity
	Mono	Tuolumne
	Monterey	Yolo

STATE OF CALIFORNIA BENEFITS IDENTIFICATION CARD AND CARD CARRIER

The card will be mailed to the Medi-Cal/County Medical Services (CMSP) program client in a "card carrier" (similar to those used for mailing credit cards) with some basic beneficiary information. The front of the card will contain limited information such as name, gender, date of birth, issue date, and a client identifier (the

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Social Security Number (SSN) or a unique Client Identification number (CIN) if the beneficiary has a pseudo number. A "check digit" will be added at the end of the SSN and CIN. A "check digit" is created by a computer program using an algorithm and is used by EDS and some billing software programs to verify accurate input of the Medi-Cal identification number.

LINKING STATE OF CALIFORNIA BENEFITS IDENTIFICATION CARD AND CALIFORNIA DRIVERS LICENSE/IDENTIFICATION CARD

At a time yet to be determined, Department of Health Services (DHS) plans to link the State of California Benefits Identification Card with the California Drivers License/Identification Card. This will not happen until additional research has been completed and appropriate legislative authority established.

PAPER MEDI-CAL CARDS

In order to meet the needs of the minor consent Medi-Cal clients and others who require "immediate need" Medi-Cal cards, a paper Medi-Cal card will continue to be generated by the counties. The paper Medi-Cal card format is unchanged except for "x-ing" or "**-ing" out the MEDI and POE labels.

BENEFICIARY NOTIFICATION

DHS will send informational stuffers in English and Spanish about the forthcoming State of California Benefits Identification Card and the new share of cost system to Medi-Cal and CMSP eligibles beginning in November 1993, two months before they receive their first State of California Benefits Identification Card and new SOC instructions. This will ensure that each Medi-Cal and CMSP eligible in the phase-in will receive two informational stuffers before the paper card and/or MC 177 SOC form is eliminated. Medi-Cal and CMSP eligibles will also receive a stuffer during the phase-in month.

LOST/DESTROYED MEDI-CAL CARDS

The process will be similar to the present process. The only difference would occur if someone later "finds" their "lost" State of California Benefits Identification Card. Should that occur, the "lost" card should be destroyed and the new card with its new issue date should be used. If a replacement card is issued, the previous card will be deactivated.

RETURNED (UNDELIVERABLE) CARDS

The returned (undeliverable) State of California Benefits Identification Card will be sent to the State. DHS will report occurrences of returned plastic ID cards to the counties.

MEDI SERVICE RESERVATION SYSTEM

CA-EV/CMS will establish a MEDI reservation system which allows the provider to "reserve" a MEDI service when making an appointment for (1) the current month, and (2) for the future month AFTER renewal (near the end of the month), when the MEDI-CAL beneficiary shows eligibility for the future month as "current month".

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POINT-OF-SERVICE DEVICES (POS)

We are not planning to provide county welfare departments point-of-service devices for the plastic card. Counties can continue to use screen prints off MEDS.

MEDI-CAL PAMPHLET

Publication No. 102, the Medi-Cal pamphlet entitled "MEDI-CAL - What it Means to You" will be updated with information about CA-EV/CMS and will be available in early 1994.

FORMS

Currently, the only forms which require changes are the Notice of Action forms which relate to SOC.

MEDS MANUAL REVISION

If there are system changes that affect screens, transactions, or any activities that the counties perform, DHS will issue a MEDS Manual update.

PROVIDER TRAINING

DHS, Electronic Data Systems, Delta Dental and various provider groups have formed a provider training work group and are developing provider bulletins and provider training sessions. We will ensure that counties receive Medi-cal eligibility information that was sent to providers.

COUNTY TRAINING

Training will be a "train the trainer" level training and will be conducted regionally in conjunction with the State of California Benefits Identification Card implementation schedule.

DHS views the On-Line Eligibility Verification project as another step toward automating the welfare system. We appreciate your participation in the discussions concerning the design of CA-EV/CMS. If you have any questions about CA-EV/CMS, please contact Sue Miller of my staff at (916) 657-3184.

Sincerely,

ORIGINAL SIGNED BY
Angeline Mrva for

Frank S. Martucci, Chief
Medi-Cal Eligibility Branch