

DATE: August 6, 2026

TO: ALL COUNTY WELFARE DIRECTORS Letter No.:14-34E
ALL COUNTY WELFARE ADMINISTRATIVE OFFICERS
ALL COUNTY MEDI-CAL PROGRAM SPECIALISTS/LIAISONS
ALL COUNTY HEALTH EXECUTIVES
ALL COUNTY MENTAL HEALTH DIRECTORS
ALL COUNTY MEDS LIAISONS

SUBJECT: UPDATES TO THE SAFE AT HOME PROGRAM (SAH)

Purpose:

The purpose of this All County Welfare Directors Letter (ACWDL) errata is to inform counties that the Department of Health Care Services (DHCS) has updated the Safe at Home (SAH) designated P.O. Box addresses outlined in [ACWDL14-34](#) from four to three. This errata also provides updated guidance on the county process for adding new SAH members to the Medi-Cal Eligibility Data System (MEDS), including individuals who are victims of human trafficking and child abduction.

Corrections to [ACWDL14-34](#) are recorded using the following:

- ~~strike-through~~ for deleted language
- **underline and bolding** for adding new language

Agency Responsibilities

If a state or local governmental agency form requires both a street address and a mailing address, the Department of Justice asks agencies to accept the participant's assigned SAH P.O. Box mailing address and Identification (ID) number in lieu of the street and mailing address. The Secretary of State (1-877-322-5227 or SafeAtHome@sos.ca.gov) will verify the participant's county of residence over the phone to an agency representative with written authorization from the participant. Agencies (i.e. law enforcement) with a statutory and/or administrative requirement that requires a street residence address must complete an Agency Exemption Request. Please refer to All County Welfare Directors Letter No.: 01-57 (SAH California Confidential Address Program).



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If the residence address of a program participant is provided by the participant or obtained through an Agency Exemption Request, this confidential information should be maintained in the case file or in some other secure manner and should not be entered on any database or automated system.

Safe at Home program does not provide information about active participant cases without written consent from the participant or in response to a court order or law enforcement request for the address information.

Medi-Cal Eligibility Data System (MEDS) must display only a designated P.O. Box address to conform with SAH requirements.

The ~~four~~ **three** designated P.O. Box addresses for SAH beneficiaries are:

P.O. Box 1198, Sacramento CA 95812-1198-98-9

P.O. Box 1318, Sacramento CA 95812-1318-18-3

P.O. Box 1679, Sacramento CA 95812-1679-79-6

~~P.O. Box 2390, Sacramento CA 95812-2390-90-2~~

A four-digit SAH identification number that identifies the participant for mail delivery should appear on the C/O line of the mailing address. It is important that the SAH ID number is displayed as the P.O. Boxes are shared by multiple participants. The ID number will ensure that mail is delivered to the intended SAH participant.

Example:

MAILING-ADDRESS:

ADDRESS-FLAG

C/O ID # XXXX

STREET P.O. Box 1198

CITY SACRAMENTO STATE CA ZIP-CODE 95812 + 1198

SAH clients will have a Sacramento **mailing** address, but Counties must maintain the residence county and county of responsibility in the County where the participants are living.

In order to protect the SAH address in MEDS from being changed accidentally or automatically at reconciliation or renewal, the Medi-Cal Eligibility Division (MCED) and the Information Technology Services Division (ITSD) have developed a process to protect the address and the residence county fields. The process is outlined on Page 3:

- The SAH address can be submitted by EW20 (Counties) or SD20 (Social Security Administration) transactions. After the transaction has updated MEDS:
 - On the INQM screen, the address will be displayed as:
SAFE-AT-HOME CLIENT REFER TO MAILING ADDRESS
 - With an ADDRESS-FLAG of 8
 - On the INQA screen, the CURRENT RESIDENCE ADDRESS will be displayed as
SAFE-AT-HOME CLIENT
REFER TO MAILING ADDRESS
 - And THE PENDING MAILING ADDRESS will be displayed as the selected
SAH P.O. Box address
- ~~The residence address for the SAH participant cannot be updated by the county.~~ **If a member informs the county that they are enrolled in the SAH program and wishes to update their residence address, the county cannot make this change.** Only MCED staff will be able to update MEDS with a residence address by submitting an MB12 transaction.
- The residence address can only be changed if verification is provided by the beneficiary to the county indicating when SAH program participation was terminated. The county will need to open a Remedy ticket (verification from Secretary of State needs to be attached) for MCED to update the residence address.
- The County of Responsibility can change if a SAH beneficiary moves to another county. The receiving county will need to initiate an Inter County Transfer (ICT) by completing a EW05 transaction to take control of the record.

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- The Residence County shall not change at Reconciliation or Renewal.
- A new MEDS alert 2201, has been developed: 2201 SAFE-AT HOME CLIENT – CONTACT DHCS FOR ADDRESS CHANGE, URGENT
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Sincerely,

Sarah Crow
Division Chief, Medi-Cal Eligibility Division