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Director

State of California—Health and Human Services Agency
Department of Health Care Services



ARNOLD SCHWARZENEGGER
Governor

DATE: DEC 20 2007

MMCD All Plan Letter 07-019

TO: ALL MEDI-CAL MANAGED CARE HEALTH PLANS

SUBJECT: 2008-2009 MANAGED CARE PLAN MEDS/FAME/
834+SUPPLEMENTAL CUTOFF AND PROCESSING SCHEDULE

This letter is to share with you the 2008-2009 Managed Care Plan (MCP) MEDS/FAME/834+SUPPLEMENTAL (834+S) Cutoff and Processing schedule. The enclosed schedule covers the period of December 2007 through January 2009. A copy of the updated outline of MCP's FAME/834+S Responsibilities is also included.

These cutoff dates and timelines are established by the Department of Health Care Services (DHCS), Information Technology Services Division and are critical to ensure timely processing of eligibility files and data. When applicable, it is imperative that all enrollments and disenrollments by any media (tape/diskette/hardcopy) be received on a weekly basis by DHCS. Medi-Cal Managed Care contractors must adhere to the enclosed cutoff dates and timelines in order to allow adequate processing time to ensure timely payment.

In addition to the MEDS cutoff dates, the enclosed schedule includes the run dates for the monthly MEDS/FAME/834+S renewal processes and mail dates for miscellaneous tapes and system-generated reports.

If you have any questions or require additional information, please contact your Contract Manager or Amy McAllaster, Chief, Systems Support Unit, at (916) 449-5017.

Sincerely,

Vanessa M. Baird, MPPA, Chief
Medi-Cal Managed Care Division

MANAGED CARE PLAN/FAME/834+SUPPLEMENTAL RESPONSIBILITES
January 2008

All Medi-Cal Managed Care Plans (MCPs) will be responsible for keeping the California Department of Health Care Services (DHCS); Medi-Cal Managed Care Division (MMCD) informed of any Plan changes as described below.

1. NOTIFICATION/REQUEST PROCESS

A. MCPs must notify the MMCD Systems Support Unit (SSU) by fax (916) 449-5030, of any MCP/FAME/834+S changes prior to the 15th of any given month. This receipt deadline is necessary to meet DHCS Information Technology System Division (ITSD) processing timelines and make the changes effective within 45-60 days. It is requested that MCPs send the original copy of their notification (which includes the original signature of person authorized to submit change) to their assigned MMCD Contract Manager. Examples of MCP/FAME/834+S changes for which notification must be given are, but not limited to: MCP/FAME/834+S MIS Coordinator name change, address and phone number changes, tape pick up or distribution changes, etc.

1. Please include the following MCP information in the faxed notification:

- Plan Name
- Plan Code(s) (Specify all "Active" Plan Codes)
- Plan Mailing Address for Tapes, if applicable
- FAME/834+S MIS Contact (Name, Phone/Page/Fax Numbers, and E-mail Address)
- FAME/834+S MIS Backup Contact (Name, Phone/Page/Fax Numbers, and E-mail Address)
- Name(s) of Person(s) Picking Up Tapes
- The nature of the MCP/FAME/834+S change

B. Medi-Cal eligibility files (FAME/834+S) are uploaded from the Medi-Cal website by MCPs on a daily basis. To request access to the website, a MCP must submit, through their assigned Contract Manager, a formal written request and the completed website agreement form. Once this request is received, it is then forwarded to Electronic Data Systems (EDS), where it is then incorporated into a separate contractual agreement with the MCP for this service.

1. Please include the following MCP information in the written request:

- Plan Name
- HCP Number
- Plan Address (both mailing and billing)

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- Primary Contact (Name, Phone/Page/Fax Numbers, and E-mail Address)
- Technical/Backup Contact (Name, Phone/Fax Numbers, and E-mail Address)
- Name and Title of person who will sign the website agreement Contract (e.g., CEO, Executive Director, CIO, etc.)

2. Month-End Eligibility files (FAME/834+S) will be available on the website by 5:00 p.m., the day after FAME renewal. MCPs are asked to wait until 5:00 p.m. and then if the HCP file is not available, please contact the following EDS staff in the sequence below.

(Note: Please allow 30 minutes for a call back before moving on to the next contact)

- Monday – Friday 8:00-5:00
Team New Technology (Team NT)
(916) 919-6279
- Email : MCTEAMNT@eds.com

Please note that daily files and monthly FAME/834+S files are available on the website.

C. Mailing Addresses:

Attn: Amy McAllaster, Chief
Systems Support Unit
California Department of Health Care Services
MMCD/Systems Support Unit
1501 Capitol Avenue
P.O. Box 997413, MS 4402
Sacramento, CA 95899-7413
Fax (916) 449-5244

Attn: *(Contract Manager)*
California Department of Health Care Services
MMCD/Plan Management Branch
1501 Capitol Avenue, MS 4407
P.O. Box 997413, MS 4407
Sacramento, CA 95899-7413
Fax (916) 449-5244

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Attn: (Contract Manager)
California Department of Health Care Services
Long Term Care Division
1501 Capitol Avenue, MS 0018
P.O. Box 997413, MS 0018
Sacramento, CA 95899-7413
Fax (916) 322-8619

2. REPORTS/LISTINGS

- A. Reports/Listings will be mailed as per the attached schedule (MCP Report Mail Date) via Golden State Overnight, unless other arrangements are made, for receipt three (3) days after the specified mail date.

3. TAPE PICK-UP AND DISTRIBUTION

Currently, some entities receive tapes with miscellaneous information to assist in claims processing. Also, should the website be unavailable, as a contingency DHCS will produce eligibility tapes. The following process must be followed by MCPs when obtaining tapes in person:

- A. Plans must have a designated person(s) on file with the DHCS before tapes will be released by ITSD. Please refer to Section 1.A. and C.
- B. Tapes will be made available for pick-up after **1:00 P.M.** on the specified date listed on the MEDS/FAME/834+SUPPLEMENTAL Cut-Off Processing Schedule, under the column labeled, "Misc. Tape Mailed Dates." You may telephone ITSD in advance to confirm that your Plan's tape(s) has arrived by calling (916) 440-7242.
- C. Tapes *must* be picked up by **4:30 p.m.** or they will be mailed out by the following workday.
- D. Tape problems should be reported to the FAME Processing Technician, Maggie Thomas, at (916) 440-7242. The DHCS/ITSD help desk Phone Number 1-800-570-0874 can be used for any other problems related to MEDS.
- E. Should the MEDS/FAME/834+SUPPLEMENTAL Cut-Off Schedule fall on a weekend or holiday, you may contact the MCP or FAME Representative listed below for any questions: (Please allow 30 minutes for a response).

Maggie Thomas, FAME Processing.....Phone (916) 440-7242
Dyhana Hamblin, MCP (MEDS) ProcessingPhone (916) 440-7240
MEDS Swing shift.....Pager (916) 819-2163

MANAGED CARE PLAN/FAME/834+SUPPLEMENTAL RESPONSIBILITES
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- F. The tape pick-up is located at:

California Department of Health Care Services
Information Technology Services Division
Data Guidance Unit
1615 Capitol Avenue,
P.O. Box 997413, MS 6303
Sacramento, CA 95899-7413

4. CDHS SECURITY CHECK-IN

Please follow the steps below when you visit the DHCS:

- A. Notify the Security Guard that a package is to be picked up from the ITSD technician on the 2nd Floor. Ask Security Guard to call Maggie Thomas, at (916) 440-7242 to have her deliver package to the lobby.
- B. If Maggie is not available, ask Security Guard to call Dyhana Hamblin, at (916) 440-7240 to have her deliver package to the lobby. If Dyhana is not available, call Jennifer Leong, at (916) 440-7237 to have ITSD/DGU staff deliver package to the lobby.
- C. A Tape Pick-up Log will be given to them to sign. The representative must **print** and **sign** their name and indicate the time of pick-up on the Tape Pick-up Log for their specific plans(s).
(NOTE: ITSD will complete the Pick-Up Date, Plan Name/brief description, and the time the tape was made available.)
- D. All tapes *must* be returned to ITSD within 30 days from the date of receipt and indicate the person to whom the tapes are to be returned, which is noted on the transmittal. *(To eliminate tape fees and unnecessary DHCS staff time for monitoring outstanding tapes, it is essential that all tapes be returned promptly.)*
- E. Please return all DHCS tapes to:

Attn: *(Noted on the Transmittal)*
California Department of Health Care Services
Information Technology Services Division
Data Guidance Unit
1615 Capitol Avenue
P.O. Box 997413, MS 6303
Sacramento, CA 95899-7413

**MANAGED CARE PLAN (MCP) MED/FAME/834+SUPPLEMENTAL
CUTOFF PROCESSING SCHEDULE FOR 2008 - 2009**

PROCESS MONTH	MONTH OF ELIGIBILITY	MCP HARD COPY (MCP To MMCD by Noon) (MMCD to ITSD by 3:00 PM)	MCP File Input (MCP To ITSD by 3:00 PM)	MEDS RENEWAL (Monthly Process by 4:00 PM)	FAME RENEWAL	FILE AVAILABLE (Website no later than 5:00 PM) (Disk for DMC/HCP MCP, COHS)	MISC TAPE MAILED DATES (For COB, COHS, HCP) (Tapes by 5:00 PM) (Pick-up after 1:00)	MCP REPORT MAIL DATE (Receipt within 3 days)
Dec-07	Jan-08	(Wed) 12/19/07	(Fri) 12/21/07	(Wed) 12/26/07	(Thu) 12/27/07	(Fri) 12/28/07	(Fri) 12/28/07	(Mon) 12/31/07
Jan-08	Feb-08	(Fri) 1/18/08	(Tues) 1/22/08	(Thu) 1/24/08	(Fri) 1/25/08	(Sat) 1/26/08	(Mon) 1/28/08	(Tues) 1/29/08
Feb-08	Mar-08	(Fri) 2/15/08	(Wed) 2/20/08	(Fri) 2/22/08	(Sat) 2/23/08	(Sun) 2/24/08	(Tues) 2/26/08	(Wed) 2/27/08
Mar-08	Apr-08	(Wed) 3/19/08	(Fri) 3/21/08	(Tues) 3/25/08	(Wed) 3/26/08	(Thu) 3/27/08	(Thu) 3/27/08	(Sat) 3/29/08
Apr-08	May-08	(Thu) 4/17/08	(Mon) 4/21/08	(Wed) 4/23/08	(Thu) 4/24/08	(Fri) 4/25/08	(Fri) 4/25/08	(Sat) 4/26/08
May-08	Jun-08	(Tues) 5/20/08	(Thu) 5/22/08	(Tues) 5/27/08	(Wed) 5/28/08	(Thu) 5/29/08	(Thu) 5/29/08	(Fri) 5/30/08
Jun-08	Jul-08	(Wed) 6/18/08	(Fri) 6/20/08	(Tues) 6/24/08	(Wed) 6/25/08	(Thu) 6/26/08	(Thu) 6/26/08	(Fri) 6/27/08
Jul-08	Aug-08	(Fri) 7/18/08	(Tues) 7/22/08	(Thu) 7/24/08	(Fri) 7/25/08	(Sat) 7/26/08	(Mon) 7/28/08	(Tues) 7/29/08
Aug-08	Sep-08	(Tues) 8/19/08	(Thu) 8/21/08	(Mon) 8/25/08	(Tues) 8/26/08	(Wed) 8/27/08	(Wed) 8/27/08	(Thu) 8/28/08
Sep-08	Oct-08	(Wed) 9/17/08	(Fri) 9/19/08	(Tues) 9/23/08	(Wed) 9/24/08	(Thu) 9/25/08	(Thu) 9/25/08	(Fri) 9/26/08
Oct-08	Nov-08	(Mon) 10/20/08	(Wed) 10/22/08	(Fri) 10/24/08	(Sat) 10/25/08	(Sun) 10/26/08	(Tues) 10/28/08	(Wed) 10/29/08
Nov-08	Dec-08	(Tues) 11/18/08	(Thu) 11/20/08	(Mon) 11/24/08	(Tues) 11/25/08	(Wed) 11/26/08	(Wed) 11/26/08	(Mon) 12/01/08
Dec-08	Jan-09	(Fri) 12/19/08	(Tues) 12/23/08	(Fri) 12/26/08	(Sat) 12/27/08	(Sun) 12/28/08	(Tues) 12/30/08	(Wed) 12/31/08
Jan-09	Feb-09	(Tues) 1/20/09	(Thu) 1/22/09	(Mon) 1/26/09	(Tues) 1/27/09	(Wed) 1/28/09	(Wed) 1/28/09	(Thu) 1/29/09

State Holidays:

January 1, 2008	New Year's Day
January 21, 2008	Martin Luther King
February 12/18, 2008	Lincoln/President's Day
March 31, 2008	Cesar Chavez Day
May 26, 2008	Memorial Day
July 4, 2008	Independence Day
September 1, 2008	Labor Day
October 13, 2008	Columbus Day
November 11, 2008	Veteran's Day
November 27/28, 2008	Thanksgiving/Day After
December 25, 2008	Christmas Day
January 1, 2009	New Year's Day
January 19, 2009	Martin Luther King

LEGEND:

COB	Coordination of Benefits
COHS	County Organized Health System
DMC	Dental Managed Care
HCP	Health Care Provider
ITSD	Information Technology Services Division
MCP	Managed Care Plan
MMCD	Medi-Cal Managed Care Division