



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



ARNOLD SCHWARZENEGGER
Governor

DATE: December 8, 2008

MMCD All Plan Letter 08-012

TO: ALL MEDI-CAL MANAGED CARE HEALTH PLANS

SUBJECT: 2009-2010 MANAGED CARE PLAN MEDS/FAME/834+SUPPLEMENTAL
CUTOFF AND PROCESSING SCHEDULE

This letter is to share with you the 2009-2010 Managed Care Plan (MCP) MEDS/FAME/834+SUPPLEMENTAL (834+S) Cutoff and Processing schedule. The enclosed schedule covers the period of December 2008 through January 2010. 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 allowing adequate processing time to insure 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 Ann Silvia, Chief of the Systems Support Unit, at (916) 449-5017.

Sincerely,

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

Enclosures

MANAGED CARE PLAN/FAME/834+SUPPLEMENTAL RESPONSIBILITES
January 2009

All Medi-Cal Managed Care Plans (MCPs) are reminded of the importance of 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 are reminded of the extreme importance of notifying the MMCD Systems Support Unit (SSU) by fax at (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 downloaded 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

MANAGED CARE PLAN/FAME/834+SUPPLEMENTAL RESPONSIBILITES
January 2009

- Plan Address (both mailing and billing)
- 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: Ann Silvia, 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) 449-5030

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) 449-5005

MANAGED CARE PLAN/FAME/834+SUPPLEMENTAL RESPONSIBILITES
January 2009

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) unless other arrangements are made, for receipt three (3) days after the specified mail date.

MANAGED CARE PLAN (MCP) MED/FAME/834+SUPPLEMENTAL
CUTOFF PROCESSING SCHEDULE FOR 2009-2010

Process Month	Month of Eligibility	MCP hard copy due (MCP to MMCD by Noon) (MMCD to ITSD by 3:00 PM)	MCP file input due (MCP to ITSD by 3:00 PM)	MEDS Renewal (Monthly Process by 4:00 PM)	FAME Renewal	FAME file available (Website no later than 5:00 PM) (Disk for DMC/HCP, MCP, COHS)	MCP report mail date (Receipt within 3 days)
Dec-2008	Jan-2009	(Fri) 12/19/2008	(Tue) 12/23/2008	(Fri) 12/26/2008	(Sat) 12/27/2008	(Sun) 12/28/2008	(Wed) 12/31/2008
Jan-2009	Feb-2009	(Tue) 01/20/2009	(Thu) 01/22/2009	(Mon) 01/26/2009	(Tue) 01/27/2009	(Wed) 01/28/2009	(Thu) 01/29/2009
Feb-2009	Mar-2009	(Tue) 02/17/2009	(Thu) 02/19/2009	(Mon) 02/23/2009	(Tue) 02/24/2009	(Wed) 02/25/2009	(Thu) 02/26/2009
Mar-2009	Apr-2009	(Thu) 03/19/2009	(Mon) 03/23/2009	(Wed) 03/25/2009	(Thu) 03/26/2009	(Fri) 03/27/2009	(Mon) 03/30/2009
Apr-2009	May-2009	(Fri) 04/17/2009	(Tue) 04/21/2009	(Thu) 04/23/2009	(Fri) 04/24/2009	(Sat) 04/25/2009	(Tue) 04/28/2009
May-2009	Jun-2009	(Wed) 05/20/2009	(Fri) 05/22/2009	(Tue) 05/26/2009	(Wed) 05/27/2009	(Thu) 05/28/2009	(Fri) 05/29/2009
Jun-2009	Jul-2009	(Thu) 06/18/2009	(Mon) 06/22/2009	(Wed) 06/24/2009	(Thu) 06/25/2009	(Fri) 06/26/2009	(Mon) 06/29/2009
Jul-2009	Aug-2009	(Fri) 07/17/2009	(Tue) 07/21/2009	(Thu) 07/23/2009	(Fri) 07/24/2009	(Sat) 07/25/2009	(Tue) 07/28/2009
Aug-2009	Sep-2009	(Tue) 08/18/2009	(Thu) 08/20/2009	(Mon) 08/24/2009	(Tue) 08/25/2009	(Wed) 08/26/2009	(Thu) 08/27/2009
Sep-2009	Oct-2009	(Fri) 09/18/2009	(Tue) 09/22/2009	(Thu) 09/24/2009	(Fri) 09/25/2009	(Sat) 09/26/2009	(Tue) 09/29/2009
Oct-2009	Nov-2009	(Tue) 10/20/2009	(Thu) 10/22/2009	(Mon) 10/26/2009	(Tue) 10/27/2009	(Wed) 10/28/2009	(Thu) 10/29/2009
Nov-2009	Dec-2009	(Tue) 11/17/2009	(Thu) 11/19/2009	(Mon) 11/23/2009	(Tue) 11/24/2009	(Wed) 11/25/2009	(Mon) 11/30/2009
Dec-2009	Jan-2010	(Thu) 12/17/2009	(Mon) 12/21/2009	(Wed) 12/23/2009	(Thu) 12/24/2009	(Fri) 12/25/2009	(Tue) 12/29/2009
Jan-2010	Feb-2010	(Tue) 01/19/2010	(Thu) 01/21/2010	(Mon) 01/25/2010	(Tue) 01/26/2010	(Wed) 01/27/2010	(Thu) 01/28/2010

State Holidays

January 1, 2009	New Year's Day
January 19, 2009	Martin Luther King Jr. Day
February 12, 2009	Lincoln's Birthday
February 16, 2009	President's Day
March 31, 2009	Cesar Chavez Day
May 25, 2009	Memorial Day
July 4, 2009	Independence Day
September 7, 2009	Labor Day
October 12, 2009	Columbus Day
November 11, 2009	Veteran's Day
November 26, 2009	Thanksgiving Day
November 27, 2009	Day After Thanksgiving
December 25, 2009	Christmas Day
January 1, 2010	New Year's Day
January 18, 2010	Martin Luther King Jr. Day

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