December 24, 2001

MMCD All Plan Letter 01006

TO: [X] Geographic Managed Care (GMC) Plans
[X] Two-Plan Model Plans
[X] County Organized Health System Plan (COHS)
[X] Medi-Cal MIS Coordinators

SUBJECT: 2002 MANAGED CARE PLAN (MCP) MED/FAME CUT-OFF AND PROCESSING SCHEDULE

The purpose of this letter is to provide you with the Managed Care Plan (MCP) Medical Eligibility Database Systems/Fiscal Intermediary Access to Medi-Cal Eligibility (MEDS/FAME) Cut-Off and Processing Schedule. The Schedule covers from December 2001 through January 2003. Also included is an updated outline of MCP's FAME Responsibilities.

These cut-off dates and timelines are established by the Department of Health Services (DHS), Information Technology Services Division (ITSD) 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 DHS. Medi-Cal MCP contractors need to adhere to the enclosed cut-off dates and timelines in order to allow adequate processing time.

In addition to the MEDS cut-off dates, the enclosed schedule lists the run dates for the monthly MEDS/FAME Renewal processes and mail dates for miscellaneous tapes and listings (system generated reports).

If you have any questions regarding this matter, please contact your contract manager or Roy Johnson, Chief of Systems Support Unit at (916) 651-6639.

Sincerely,

Cheri Rice, Chief
Medi-Cal Managed Care Division

Enclosures
MANAGED CARE PLAN/FAME RESPONSIBILITIES
January 2002

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

1. NOTIFICATION/REQUEST PROCESS

A. MCPs must notify the Medi-Cal Managed Care Division’s Systems Support Unit (SSU) by fax (916-654-7248) of any MCP/FAME changes prior to the 15th of any given month. This receipt deadline is in order to meet the Department’s Information Technology System Division’s (ITSD) processing timeline to have the change 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 Contract Manager. Examples of MCP/FAME changes for which notification must be given are, but not limited to: MCP/FAME MIS Coordinator name change, address and phone numbers 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/MIS Contact (Name, Phone/Page/Fax Numbers and E-mail Address);
      • FAME/MIS Backup Contact (Name, Phone/Page/Fax Numbers and E-mail Address);
      • List of Name(s) or Person(s) Picking Up Tapes; and
      • The nature of the MCP/FAME change.

B. The Medi-Cal Extrannet for State Health Care (MESH) allows for the electronic transmission of eligibility information between MCPs other than County Organized Health Systems and DHS. To request access to the MESH, a MCP must submit, through their assigned Contract Manager, a formal written request and a completed MESH Request form. (Note: Please fax a copy of the request to SSU, 916-654-7248.) Once this request is received, it is then forwarded to Electronic Data Systems (EDS) who then incorporates the requested information into a separate contractual agreement with the MCP for this service.

   The MESH is tentatively scheduled to convert to the Medi-Cal web site February 2002. Access to the web site can be obtained through the same process as described above for MESH. Timelines, schedules, and contacts will not change or be affected by this conversion. Also, Plans who currently receive their FAME files from the Health and Human Service Data Center (HHSDC) will not be affected by the MESH conversion to the Medi-Cal web site.

   1. Please include the following MCP information in the written request:
      • Plan Name;
      • 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 MESH Contract (e.g., CEO, Executive Director, CIO, etc.)

2. Month end Eligibility files will be available to plans on the MESH (or web site) by 5:00 p.m., the day after FAME renewal. MCPs are to wait until 5:00 p.m., and then, if your file is not available, please contact the following EDS staff in the sequence below.
   (Note: Please allow 30 minutes for a callback before moving on to the next contact):
   • Monday – Friday 8-5
     Sandi Ansman 916/636-1297 or Terri Collard 916/636-1296
   • Evenings/Weekends
     Gabriel Leal 916/636-1094 office 916/569-9904 pager
     Jennifer Huynh 916/636-1137 office 916/569-9968 pager
     Steve Finnigan 916/636-1951 office

   Please note that daily files are available on the MESH.
C. Mailing Addresses:

Attn: Chief, Systems Support Unit
CA. Department of Health Services
MMCD/Systems Support Unit
714 P Street, Room 523
PO Box 942732
Sacramento, CA 94234-7320
916/654-7248 (FAX)

Attn: (Contract Manager)
CA Department of Health Services
MMCD/Plan Management Branch
714 P Street, Room 993
PO Box 942732
Sacramento, CA 94234-7320
916/654-6260 (FAX)

Attn: (Contract Manager)
CA Department of Health Services
Office of Long Term Care
1800 3rd Street, Room 205
PO Box 942732
Sacramento, CA 94234-7320
916/322-8619 (FAX)

2. REPORTS/LISTINGS

A. Reports/Listings will be mailed as per the attached schedule (MCP Report Mail Date) via Golden State, unless other arrangements are made, for receipt 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 MESH (or web site) be unavailable, the Department as a contingency 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 Department 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 Cut-Off Processing Schedule, under the column labeled 'Mise Tape Mailed Dates'. You may telephone ITSD in advance to confirm that your Plan's tape(s) has arrived by calling 916/324-0507.

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. The MEDS Control Hot Line Phone Number (916-324-0507) can be used for any other problems related to MEDS.

E. Should the MEDS/FAME 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 ............... pager 916/819-3437
Jerry Carlson, MCP (MEDS) Processing .......... pager 916/981-0654
MEDS Control Hot Line ......................... 916/324-0507

F. The tape pick-up is located at:
CA. Department of Health Services
Information Technology Services Division-
Data Guidance Unit
700 North 10th Street, Room 202
Sacramento, CA 95814
MANAGED CARE PLAN/FAME RESPONSIBILITIES
January 2002

4. DHS SECURITY CHECK-IN

A. Please follow the steps below when you visit the Department of Health Services:

- Check-in at Security desk to obtain Visitor Badge.
- Notify the Security Guard that a package is to be picked up from the ITSD technician on the 2nd Floor, Room 202.
- If you are denied access without an escort, have the Security Guard call 916/324-0507, and someone will be made available to escort you to the 2nd Floor, Room 202.
- Unescorted, go to Room 202.
- Knock on door for entry.
- Identify yourself and inform the person that you are here to pick-up tape(s).
- Go to the front counter.

- A Tape Pick-up Log will be located on the counter. The representative must print and sign their name and indicate the time of pick-up on the Tape Pick-up Log for their specific plan(s). (NOTE: ITSD will complete the Pick-Up Date, Plan Name/Brief Description, and the Time the Tape was Made Available.)
- 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 DHS staff time for monitoring outstanding tapes, it is essential that all tapes be returned promptly.)
- Please return all DHS tapes to:

  Attn: (Noted on the Transmittal)
  CA. Department of Health Services
  Information Technology Services Division-Data Guidance Unit
  700 North 10th Street, Room 202
  Sacramento, CA 95814
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<th>MCP Tape Input (MCP T's ITSD by 3:00 PM)</th>
<th>Meds Renewal (Monthly Process By 4:00 PM)</th>
<th>FAME Renewal</th>
<th>Disk &amp; Mesh File Available (Mesh no later than 5:00 PM)</th>
<th>Misc Tape Mailed Dates (For COB, COH, HCP)</th>
<th>MCP Report Mail Date (Receipt within 3 Days)</th>
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Outlined above is the production schedule for MII's BIC transmit process on a daily basis Mon-Sat. Plans must ensure that MMC has a current address on file for receipt of Medispan Extranet file. Any change of the SSU should be communicated to MII. If MII users please take note: Implementation of the Mesh Conversion to the Internet (MCI-G) web site is tentatively scheduled for February 2002. This conversion will not affect any of the schedules and timelines outlined above.