

Alternative Format Data Process Guide

Initial Upload to the Department of Health Care Services Alternative Format Database

Medi-Cal managed care health plans (MCPs) must submit all Alternative Format Selection (AFS) data they have collected in a one-time file to Department of Health Care Services (DHCS) to be uploaded to the DHCS Alternative Format Database by April 14, 2022. The MCPs' one-time file upload should also include the MCPs' subcontractor's AFS data. MCPs are to follow the instructions in the Alternative Format Selection Technical Guidance when submitting the AFS data to DHCS.

Ongoing Process

After the initial one-time upload, MCPs and their subcontractors and network providers will be required to enter any new member AFS that they receive at the time of request through the AFS online screens or by calling the AFS Helpline.

- To enter the member's selection into the AFS online screens use the following web link and follow the prompts: <https://afs.dhcs.ca.gov/>
- To utilize the AFS Helpline, call 1-833-284-0040 and provide the member's selection.

MCPs can refer to the Alternative Format Application User Guide for instructions when submitting AFS data via the web link. MCPs are to choose the DHCS option when submitting the AFS data via the web link. Please note that the process to submit AFS data via the web link is used universally by beneficiaries, county staff and other DHCS contract entities. MCPs will provide members with their AFS when that selection is known, whether that information is provided directly by the member or is received through DHCS Alternative Format weekly database update. DHCS requires that MCPs ensure members should receive their most current AFS from the database as effective communication needs can change over time.

Use of the AFS DHCS Alternative Format Data

DHCS will send an AFS file to MCPs from the DHCS Alternative Format database weekly. All files will be uploaded through the MCP's SFTP folders. MCPs are to update their records using the weekly AFS file sent by DHCS. MCPs will use this file to deploy the alternative format requested by the member. Additionally, MCPs are to share AFS data with their subcontractors and network providers as appropriate.