



Step 3:

If the unexplained overrides have not been resolved within one additional week, the analyst will deny the encounters associated with the overrides, and approve the remainder of the invoice. The analyst will notify the coordinator that the encounters were denied and that the invoice was revised.

DHS has adopted this policy to diminish the number of backlogged invoices and to facilitate timely payment of the LGAs' claims.

If you have any questions, please contact Elizabeth Touhey, Chief of the Administrative Claiming Policy and Systems Unit at (916) 657-0716, or by e-mail at [Etouhey@dhs.ca.gov](mailto:Etouhey@dhs.ca.gov).

Sincerely,

**Original signed by P. Morrison**

Patricia L. Morrison, Chief  
Administrative Claiming and  
Support Section

Medi-Cal Administrative Activities:	
Targeted Case Management:	X
Policy Effective Date:	November 1, 2001
Policy Reference:	

cc: Linda Minamoto  
Associate Regional Administrator  
Division of Medicaid – Region IX  
Department of Health & Human Services  
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