

Alternative Format Data Process Guide

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

PACE Organizations (POs) 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 30 days after the release of the PACE AFS PL. The POs' one-time file upload should also include the POs' subcontractor's AFS data. POs 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, POs 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.

POs can refer to the Alternative Format Application User Guide for instructions when submitting AFS data via the web link. POs 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. POs 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 POs 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 POs from the DHCS Alternative Format database weekly. All files will be uploaded through the PO's SFTP folders. POs are to update their records using the weekly AFS file sent by DHCS. POs will use this file to deploy the alternative format requested by the member. Additionally, POs are to share AFS data with their subcontractors and network providers as appropriate.