

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



California  
Department of  
Health Services

**SANDRA SHEWRY**  
Director



**ARNOLD SCHWARZENEGGER**  
Governor

June 25, 2004

**MEDI-CAL ELIGIBILITY PROCEDURES MANUAL LETTER NO.: 289**

**TO: ALL HOLDERS OF THE MEDI-CAL ELIGIBILITY PROCEDURES MANUAL**

**SUBJECT: ARTICLE – 16F-OVERPAYMENTS AND FRAUD**

Enclosed are updated pages for Article 16F, the Overpayments and Fraud Section. This section provides the addresses, telephone, and fax numbers for the Department of Health Services Investigations Branch Headquarters and Regional Offices.

Filing Instruction:

Remove Pages:

Insert Pages:

Article 16F, pages 1 through 4

Article 16F, pages 1 through 4

If you have any questions regarding these changes, please contact Ms. Vicki Partington at (916) 552-9496 or E-mail [Vparting@dhs.ca.gov](mailto:Vparting@dhs.ca.gov).

Original signed by

**Richard Brantingham, Acting Chief**  
Medi-Cal Eligibility Branch

Enclosures



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## MEDI-CAL ELIGIBILITY PROCEDURES MANUAL

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### 16F--DHS INVESTIGATIONS BRANCH

#### I. Branch Responsibilities

The DHS Investigations Branch is responsible for the investigation of Medi-Cal potential overpayments of \$100 or more and/or fraud. The Investigations Branch local offices will coordinate with counties to determine how counties should request and obtain the Medi-Cal utilization information for a case. When a county refers a potential overpayment case to the local Investigations office, Investigation's staff will obtain the most recent claims payment information, conduct additional review and investigation, and compute the actual Medi-Cal overpayment.

#### II. Medi-Cal Fraud

The local DHS Investigations offices are responsible for investigating all cases involving potential Medi-Cal fraud as outlined in Title 22, CCR, Sections 50781 and 50782. Suspected fraud is defined as intentional misrepresentation of material facts such as property, residence, income, or other factors which may affect eligibility. Note: County staff granting Medi-Cal eligibility for long term care should look closely at any disqualifying transfers during the thirty-month "look-back" period for potential fraud.

The local DHS Investigations offices also maintain the Early Fraud Detection Program (EFDP) to detect fraudulent activity during the application process. The purpose of this program is to identify persons not entitled to receive Medi-Cal benefits prior to a case being granted. County personnel initiates a referral to their assigned investigator if they suspect an applicant is not accurately reporting information on their Medi-Cal application pertinent to income, property, residency, or persons in the home. Referrals may be made by telephoning the local DHS's Investigations office and/or by completing and sending the Confidential Medi-Cal Complaint Report (MC 609) to the local Investigations office. County welfare departments shall develop a referral process for these cases with their local Investigations office investigators

All EFDP referrals will receive top priority from the local Investigations office and will be processed within seven working days. Results of the investigation will generally be reported back to the county within ten working days of the referral.

Medi-Cal fraud/overpayment referral packages will be sent by the counties to the following local Investigations offices:

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## MEDI-CAL ELIGIBILITY PROCEDURES MANUAL

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### III. Offices

#### DEPARTMENT OF HEALTH SERVICES INVESTIGATIONS BRANCH

##### Investigations-Northern Region (Headquarters)

**Sacramento Unit I:** Amador, Butte, Calaveras, Colusa, Del Norte, Glenn, Humboldt, Lake, Lassen, Marin, Mendocino, Modoc, Napa, Nevada, Placer, Plumas, Sacramento, San Francisco, Shasta, Siskiyou, Solano, Sonoma, Tehama, Trinity, Yolo, Tuolumne

**Sacramento Unit II:** Alameda, Alpine, El Dorado, Humboldt, Monterey, Sacramento, San Benito, San Joaquin, San Mateo, Santa Clara, Santa Cruz, Sierra, Sonoma, Stanislaus, Sutter, Yuba

1500 Capitol Ave., MS 2201  
P.O. Box 997413  
Sacramento, CA 95899-7413  
Phone: (916) 650-6630  
Fax: (916) 650-6663  
HOTLINE: (800) 822-6222  
Wayne Duguid, Section Chief

**Fresno:** Fresno, Kings, Madera, Mariposa, Merced, San Luis Obispo, Santa Barbara, Tulare

1782 East Bullard, Suite 104  
Fresno, CA 93710  
Phone: (559) 446-2440  
Fax: (559) 446-2455  
Kevin Fite, Unit Chief

##### Investigations-Southern Region: Imperial, San Diego

7575 Metropolitan Dr., Suite 330  
San Diego, CA 92108  
Phone: (619) 688-0143  
Fax: (619) 688-0250  
HOTLINE: (800) 822-6222  
Bruce Edwards, Section Chief

##### Investigations-Eastern Region: Orange, Riverside, San Bernardino

770 The City Drive South, Suite 7300  
Orange, CA 92868  
Phone: (714) 703-2600  
Fax: (714) 703-2617  
Michael Pearlman, Section Chief

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## MEDI-CAL ELIGIBILITY PROCEDURES MANUAL

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### **Rancho Cucamonga, Unit 1**

10370 Commerce Center Drive, Suite 100  
Rancho Cucamonga, CA 91730  
Phone: (909) 483-0227  
Fax: (909) 483-0243  
Send referrals to Eastern Region Office

### **West Covina**

1000 Lakes Dr., Suite 330  
West Covina, CA 91790  
Phone: (626) 918-6685/6805  
Fax: (626) 918-7515  
Send referrals to Eastern Region Office

### **Investigations-Western Region: Inyo, Kern, Los Angeles, Mono, Ventura**

5701 South Eastern Avenue, Suite 600  
Commerce, CA 90040  
Phone: (323) 838-7000  
Fax: (323) 838-7015  
Barbara Naimark, Section Chief

### **Bakersfield**

1200 Discovery Plaza, Suite 160  
Bakersfield, CA 93309  
Phone: (661) 395-2705  
Fax: (661) 395 2707  
Send referrals to Western Region Office

### **Gardena**

19300 Hamilton Avenue, Suite 270  
Gardena, CA 90248  
Phone: (310) 516-4677  
Fax: (310) 516-4108  
Send Referrals to Western Region Office

### **Granada Hills**

16800 Devonshire Street, Suite 220  
Granada Hills, CA 91343  
Phone (818) 832-3254  
Fax: (818) 832-3264  
Send Referrals to Western Region Office

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**Provider/Beneficiary Hotline**  
For reporting Medi-Cal Fraud  
800-822-6222

All written MC 609 complaints on providers should be sent directly to the Western Regional Office in Commerce. Beneficiary complaints should be sent to the Regional Office responsible for the county the complaint is in (e.g., Los Angeles beneficiary complaints should go to the Western Regional Office).