

DATE: September 13, 2023

Medi-Cal Eligibility Division Information Letter No.: I 23-43

TO: ALL COUNTY WELFARE DIRECTORS
ALL COUNTY ADMINISTRATIVE OFFICERS
ALL COUNTY MEDI-CAL PROGRAM SPECIALISTS/LIAISONS

SUBJECT: MEDI-CAL ELIGIBILITY DATA SYSTEM (MEDS) ALERT PROCESSING
GUIDANCE FOR REDETERMINATIONS

The purpose of this Medi-Cal Eligibility Division Information Letter (MEDIL) is to provide County guidance for processing Medi-Cal Eligibility Data System (MEDS) alerts during County Redetermination activities. The hierarchy discussed in this letter is intended to highlight alerts that have the most impact to processing new and updated eligibility data into MEDS.

Background

MEDS alerts are intended to inform Counties and other MEDS business partners of potential and existing discrepancies on MEDS records. Alerts are generated from the daily update process, at MEDS Renewal each month, and during the quarterly Reconciliation process. Daily update alerts are intended to prevent eligibility problems by immediately identifying data discrepancies. Resolving daily update alerts is paramount to preventing negative actions that impact the Renewal and Reconciliation processes.

MEDS Alert Hierarchy

[ACWDL 23-14](#) provided guidance to assist counties in identifying Medi-Cal Eligibility Data System (MEDS) alerts with impact to eligibility, both immediate and through monthly and quarterly processes, using a hierarchy system. Due to the sensitive nature of MEDS alert information and processes, the hierarchy has been placed on the MEDS Home Website (MHWS) and navigation to the documents will be provided on the website. For access to the MHWS, please contact your County MEDS Coordinator. It is important to understand that not all alerts listed in the hierarchy are generated by a specific county action but can be the result of a system generated update. However, the County must process the alert to identify the source of the alert, and initiate steps to address the alert.

Processing Guidance

The alerts included in the hierarchy are not all-inclusive. The alerts included in the hierarchy are those identified as impacting eligibility or Share of Cost (SOC) and are the

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more frequently generated alerts. In partnership with County MEDS Coordinators, DHCS has developed an updated list of daily update alerts which may impact the redetermination process to better assist the County Eligibility Workers (CEWs) in understanding how daily alert processing impacts renewal and reconciliation outcomes. This document will also be placed on the MHWS and provides common resolutions to alerts which impact redetermination.

For assistance with resolving MEDS alerts, Counties should contact their County MEDS Coordinator and/or local Statewide Automated Welfare System (SAWS) Help Desk in accordance with your local business policy. SAWS-related alerts must be resolved through SAWS case management. In instances where the County SAWS record and update transaction information is correct, but additional assistance is needed in updating MEDS, submit a Help Desk/Remedy ticket with the Department of Health Care Services (DHCS) in accordance with your local business policy.

If you have any questions, or if we can provide further information, please contact Laurieanne Blanco, by phone at (916) 345-8600 or by email at laurianne.blanco@dhcs.ca.gov.

Sincerely,

Yingjia Huang
Assistant Deputy Director
Health Care and Benefits
Department of Health Care Services