



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



EDMUND G. BROWN JR.  
Governor

October 12, 2018

TO: ALL COUNTY WELFARE DIRECTORS Letter No.: 18-21  
ALL COUNTY ADMINISTRATIVE OFFICERS  
ALL COUNTY MEDI-CAL PROGRAM SPECIALISTS/LIAISONS  
ALL COUNTY HEALTH EXECUTIVES  
ALL COUNTY MENTAL HEALTH DIRECTORS  
ALL COUNTY MEDS LIAISONS  
ALL CONSORTIA/SAWS PROJECT MANAGERS

**SUBJECT: Supplemental Income Verification**

**Purpose**

This All County Welfare Director's Letter (ACWDL) clarifies the use of commercial income verification reports in determining eligibility for Medi-Cal applicants and beneficiaries when an existing report is available in an applicant or beneficiary's county file. The scope of this letter is limited to income information found during an ex parte review of existing information in the county's files during application, reported change of circumstances, and annual redetermination.

**Background**

Commercial income verification services provide detailed wage, employer, and address information in reports that are utilized by government agencies that administer public assistance programs. Thousands of California employers provide information directly to these services. The information provided by these services can expedite the eligibility determination process by providing up-to-date income information and reducing the need to obtain documentation from applicants and beneficiaries. The information from these services is a valuable income verification source that will support county eligibility workers' efforts to make independent and accurate eligibility determinations.

Currently, one the largest of these commercial income verification services is The Work Number<sup>®</sup>. The California Department of Social Services (CDSS) administers the service on behalf of the counties and participation is optional, therefore the Work Number<sup>®</sup> reports may not be available in all counties. The service allows counties to submit a web inquiry to obtain employment and wage information for CalFresh and California Work Opportunity

and Responsibility to Kids (CalWORKs) eligibility determinations only. Please refer to CDSS ACWDL dated January 13, 2016, and All County Letter (ACL) 16-43 for more information regarding these Work Number® reports and their usage. This letter does not authorize the initiation of new requests for Medi-Cal-only cases through The Work Number®.

### **Use of All Available Sources**

Commercial income verification reports may be available in county case files as a result of an eligibility determination for a program other than Medi-Cal, such as CalFresh or CalWORKs. At application, existing commercial income verification information should be used in determining eligibility for Medi-Cal pursuant to Welfare and Institutions Code (W&I Code) Section 14013.3(b)(2), which requires the review of information previously collected during a CalFresh and CalWORKs eligibility determination before requesting verification from the applicant. Additionally, per W&I Code Section 14005.37(e)(1), the information present in a county case file is required to be reviewed at annual redetermination and at a change in circumstance redetermination before requesting verification from the beneficiary. An ex parte review should include the review of information from cases or programs that are either open or were closed within the last 90-days, which would include any available commercial income verification reports. The county should evaluate the veracity and age of the information as they would any other available income information.

This letter does not change fundamental policy and procedures related to eligibility determination approvals or discontinuances. However, it does clarify the use of existing commercial income verification reports contained in the county's files as an income verification source for Medi-Cal eligibility determinations. The counties are reminded to use established policy and procedures to review cases using this information.

Please refer to ACWDL 14-18 on policy and procedures regarding annual redetermination, change in circumstance redetermination, and discontinuance from Medi-Cal. Additionally, refer to ACWDLs 14-32, 14-35, and 14-38 for supplemental guidance on redetermining eligibility for Modified Adjusted Gross Income (MAGI), Non-MAGI, and mixed household beneficiaries.

If you have any questions or comments regarding the information in this letter, please contact Mr. Miguel Bastidas at (916) 345-8052, or by email at [Miguel.Bastidas@dhcs.ca.gov](mailto:Miguel.Bastidas@dhcs.ca.gov).

Originally Signed by,

Sandra Williams, Chief  
Medi-Cal Eligibility Division