

DEPARTMENT OF HEALTH SERVICES

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December 22, 1995

Medi-Cal Eligibility Branch Information Letter No.: I-95-32

TO: All County Welfare Directors
All County Medi-Cal Program Specialists/Liaisons

REPORT ON DISABILITY PACKET RETURNS

The purpose of this letter is to inform counties of the recent past two quarterly reports on disability packet returns which was compiled by State Programs Disability Evaluation Division (SP-DED). Enclosed are the return reports for the quarters covering the months of April 1, 1995 to June 30, 1995 and July 1, 1995 to September 30, 1995.

Report and Statistics

During the quarter ending June 30, 1995, there were only 20 counties out of the 58 total counties that had return rates over 10 percent. There was a dramatic 71 percent decrease in the number of counties that had return rates over 10 percent. The total number of DED packets received by SP-DED during this quarter was 11,949 and the total number of packets which were returned was 823. This resulted in a statewide return rate of 6.9 percent. There was a 6.7 percent decrease in the statewide return rate from the previous quarter.

During the quarter ending September 30, 1995, there were only 14 out of the 58 counties that had return rates over 10 percent which was a further decrease from the previous quarter. The total number of DED packets received by SP-DED during this quarter was 10,011 and the total number of packets which were returned was 551. This resulted in an all time low statewide return rate of 5.5 percent.

Error Prone Areas

During the above two quarters, most of the problems seem to be in the following areas:

- MC 220, Authorization for Release of Medical Information. The combination of missing or improperly completed MC 220s continue to be the primary source of DED packet returns. For the quarter ending June 1995, packet returns for this category was 38.6 percent and 44.8 percent for the quarter ending September 1995. There was an increase in the percentage of returns from this category from the previous quarters.
- Packet returns due to "Other". For the quarter ending June 1995, the "Other" category contributed to 25.2 percent of the total returns and 21 percent for the quarter ending September 1995.

- MC 223, Applicant's Supplemental Statement of Facts for Medi-Cal. Missing or incomplete MC 223s contributed to 22.5 percent of the total returns for the quarter ending June 1995 and 25 percent for the quarter ending September 1995.

Remedies

Listed below are suggestions which may be helpful in reducing DED packet returns.

Counties should become familiar with the reasons why packets are returned in the "Other" category so that returns in this category can be avoided. The following are reasons why a packet may be returned for "Other":

- A reexamination is not yet due, however, a county has submitted a DED packet for a beneficiary who had previously been found disabled without an explanation as to why a disability determination is needed at this time.
- A certain area on the MC 220 is not completed correctly.
- A copy of the prior MC 221 and attachment is required. Any time that SP-DED has allowed a case and the county submits a DED packet for any reason at a later time, a copy of the prior MC 221 and any applicable attachment must be included with the packet.
- When the MC 220s have been dated and it is close to becoming 90 days old, SP-DED will return the packet to the county to obtain new MC 220s. This is the reason why we suggest that county staff instruct clients to NOT date the MC 220s unless they insist on doing so.
- Any time DED packets are rereferred, there MUST be an explanation on the MC 221 as to why the packet is being resubmitted.

DED packet returns due to MC 223 errors can be reduced by the following:

- Ensure that all items on the MC 223 are completed thoroughly.
- Ensure that the applicant clearly lists all physical/mental condition(s) in item 6. Do not have applicant insert such statements as "see medical records" or "see attached."
- Ensure that complete addresses are given for EACH treating source and at least the month and year when treatment was given from each source.

DED packet returns due to MC 220 errors can be reduced by the following:

- Always submit sufficient number of MC 220s signed by the applicant to cover every treating source that is mentioned on the MC 223.
- Three additional MC 220s which are signed by the applicant but otherwise blank should also be submitted. This prevents delays in processing the case if there should be treating sources which were missed or the applicant is treated by a new source while the case is being processed.
- The MC 220s should not be dated because treating sources will not accept releases which are dated 90 days and over.
- If the applicant is unable to sign the MC 220, there MUST be an explanation on the MC 220 indicating the specific physical or mental impairment which prevents the applicant from providing his own signature AND the signature and relationship of the person signing for the applicant must be specified.
- If the applicant can sign only with a "X" or an unrecognizable symbol, the MC 220 must also have a signature of the witness and his/her relationship to the applicant.
- MC 220s cannot be altered in anyway or it will NOT be acceptable.

We recognize and commend the efforts made by counties and SP-DED to greatly reduce the number of DED packet returns. For those counties that continue to have return rates which are ten percent or above, it may be helpful to implement a second level of review before packets leave the county office. If other assistance or suggestions are needed to reduce packet returns it may be helpful to contact SP-DED or Ms. Marie Taketa of my staff at (916) 657-1250. You may also contact Ms. Taketa if you have any questions regarding the above information.

Sincerely,

Original signed by

Frank S. Martucci, Chief
Medi-Cal Eligibility Branch

Enclosures

DED-STATE PROGRAMS QUARTERLY COUNTY RETURN REPORT, APRIL 1, 1995 TO JUNE 30, 1995

total

CODE	COUNTY	REFER- RAL ERROR	DOB/SSN DISC.	NAME DISC.	MC221 INCOMP. OR MISS.	MC223 INCOMP. OR MISS.	OLD MC223	MC220 MISS	MC220 IMPROP. COMPL.	OTHER	TOTAL RETURNS	TOTAL RECEIPTS	PERCENT RETURNED
1	ALAMEDA	11	2.	1	6	10	0	7	19	23	59	654	9.0%
2	ALPINE	0	0	0	0	0	0	0	0	0	0	0	0.0%
3	AMADOR	0	0	0	0	0	0	0	0	0	0	1	0.0%
4	BUTTE	0	0	0	0	3	0	1	0	5	7	74	9.5%
5	CALAVERAS	0	0	0	0	0	0	0	0	0	0	7	0.0%
6	COLUSA	0	0	0	0	1	0	0	0	1	1	12	8.3%
7	CONTRA COSTA	2	0	0	0	1	0	2	2	1	8	209	3.8%
8	DEL NORTE	0	0	0	0	0	0	0	0	0	0	3	0.0%
9	EL DORADO	0	0	0	0	0	0	0	0	0	0	27	0.0%
10	FRESNO	8	1	2	0	9	0	0	3	5	27	431	6.3%
11	GLENN	0	0	0	0	2	0	2	0	0	2	5	40.0%
12	HUMBOLDT	2	0	0	1	4	0	1	1	2	8	56	14.3%
13	IMPERIAL	1	0	0	2	1	0	0	1	0	3	12	25.0%
14	INYO	0	0	0	0	0	0	0	1	2	2	11	18.2%
15	KERN	1	0	0	0	3	0	3	0	2	7	85	8.2%
16	KINGS	0	0	0	0	0	0	0	0	1	1	2	0.0%
17	LAKE	1	0	0	0	3	0	0	0	4	7	67	10.4%
18	LASSEN	0	0	0	0	0	0	0	0	0	0	2	0.0%
19	LOS ANGELES	19	16	3	10	56	0	87	65	58	297	4330	6.9%
20	MADERA	0	0	0	0	1	0	1	0	0	1	10	10.0%
21	MARIN	0	0	0	0	0	0	0	1	0	1	31	3.2%
22	MARIPOSA	0	0	0	0	0	0	0	0	1	1	4	25.0%
23	MENDOCINO	2	0	0	0	0	0	0	0	3	5	25	20.0%
24	MERCED	0	1	0	1	3	1	4	1	6	14	61	23.0%
25	MODOC	0	0	0	0	2	0	0	0	0	2	14	14.3%
26	MONO	0	0	0	0	0	0	0	0	0	0	3	0.0%
27	MONTEREY	1	2	0	1	7	0	2	5	5	17	99	17.2%
28	NAPA	1	0	0	0	1	0	0	0	3	5	18	27.8%
29	NEVADA	0	0	0	0	1	0	0	1	0	1	26	3.8%

DED-STATE PROGRAMS QUARTERLY COUNTY RETURN REPORT, APRIL 1, 1995 TO JUNE 30, 1995

total

CODE	COUNTY	REFER- RAL ERROR	DOB/SSN DISC.	NAME DISC.	MC221 INCOMP. OR MISS.	MC223 INCOMP. OR MISS.	OLD MC223	MC220 MISS	MC220 IMPROP. COMPL.	OTHER	TOTAL RETURNS	TOTAL RECEIPTS	PERCENT RETURNED
30	ORANGE	1	3	0	0	3	0	3	4	3	19	476	4.0%
31	PLACER	1	0	0	0	0	0	0	0	4	4	35	11.4%
32	PLUMAS	0	0	0	0	0	0	0	0	0	0	0	0.0%
33	RIVERSIDE	2	2	0	2	9	0	7	3	10	31	440	7.0%
34	SACRAMENTO	3	1	1	0	8	0	6	4	10	26	378	6.9%
35	SAN BENITO	0	0	0	0	0	0	0	0	0	0	7	0.0%
36	SAN BERNARDINO	3	2	1	0	20	0	13	10	15	48	385	12.5%
37	SAN DIEGO	0	1	0	0	2	0	0	4	6	16	789	2.0%
38	SAN FRANCISCO	8	1	0	0	6	0	1	10	17	40	1080	3.7%
39	SAN JOAQUIN	0	0	0	0	7	0	1	2	5	16	138	11.6%
40	SAN LUIS OBISPO	1	0	0	0	1	0	0	0	1	3	95	3.2%
41	SAN MATEO	5	4	1	0	9	0	2	5	6	30	323	9.3%
42	SANTA BARBARA	2	2	0	1	3	0	1	0	4	11	128	8.6%
43	SANTA CLARA	4	2	0	0	7	0	2	6	10	29	481	6.0%
44	SANTA CRUZ	2	0	0	1	1	0	2	1	3	6	86	7.0%
45	SHASTA	1	0	0	0	1	0	0	0	1	2	17	11.8%
46	SIERRA	0	0	0	0	0	0	0	0	0	0	0	0.0%
47	SISKIYOU	0	1	1	0	3	0	0	0	0	4	15	26.7%
48	SOLANO	1	0	0	0	0	0	0	0	2	3	48	6.3%
49	SONOMA	0	1	0	0	2	0	0	0	3	9	55	16.4%
50	STANISLAUS	0	0	0	1	1	0	0	2	0	4	145	2.8%
51	SUTTER	0	0	0	0	1	0	0	3	2	5	14	35.7%
52	TEHAMA	0	0	0	0	0	0	0	1	0	1	7	14.3%
53	TRINITY	0	0	0	0	0	0	0	0	0	0	8	0.0%
54	TULARE	1	0	0	0	4	0	1	0	0	7	114	6.1%
55	TUOLUMNE	0	0	0	0	0	0	0	0	0	0	1	0.0%
56	VENTURA	2	1	0	0	10	0	1	10	10	28	353	7.9%
57	YOLO	0	0	0	0	2	0	1	1	0	3	49	6.1%
58	YUBA	0	0	0	0	1	0	1	0	0	2	3	66.7%
TOTALS		86	43	10	26	209	1	152	166	234	823	11949	6.9%
PERCENTAGE OF ERRORS		9.3%	4.6%	1.1%	2.8%	22.5%	0.1%	16.4%	17.9%	25.2%	TOTAL ERRORS		927

DED-STATE PROGRAMS-QUARTERLY COUNTY RETURN REPORT, JULY 1, 1995 TO SEPTEMBER 30, 1995

total

CODE	COUNTY	REFER- RAL ERROR	DOB/SSN DISC.	NAME DISC.	MC221 INCOMP. OR MISS.	MC223 INCOMP. OR MISS.	OLD MC223	MC220 MISS	MC220 IMPROP. COMPL.	OTHER	TOTAL RETURNS	TOTAL RECEIPTS	PERCENT RETURNED
1	ALAMEDA	3	1	0	3	15	0	4	19	11	49	480	10.2%
2	ALPINE	0	0	0	0	0	0	0	0	0	0	2	0.0%
3	AMADOR	0	0	0	0	0	0	0	0	0	0	3	0.0%
4	BUTTE	2	0	0	0	3	0	0	0	0	6	43	14.0%
5	CALAVERAS	0	0	0	0	0	0	0	0	0	0	22	0.0%
6	COLUSA	0	0	0	0	0	0	0	0	0	0	7	0.0%
7	CONTRA COSTA	0	0	0	0	1	0	0	1	2	6	169	3.6%
8	DEL NORTE	0	0	0	0	1	0	0	0	0	1	3	33.3%
9	EL DORADO	0	0	0	0	1	0	0	0	1	2	21	9.5%
10	FRESNO	2	3	1	0	10	0	0	4	8	25	432	5.8%
11	GLENN	0	0	0	0	2	0	2	0	0	3	10	30.0%
12	HUMBOLDT	1	1	0	1	3	0	2	0	1	8	54	14.8%
13	IMPERIAL	2	0	0	1	1	0	0	0	0	4	28	14.3%
14	INYO	0	0	0	0	0	0	0	0	1	1	8	12.5%
15	KERN	0	0	0	0	0	0	1	1	0	2	70	2.9%
16	KINGS	0	0	0	0	0	0	0	0	0	0	2	0.0%
17	LAKE	0	0	2	0	6	0	5	1	2	12	66	18.2%
18	LASSEN	0	0	0	0	0	0	0	0	0	0	1	0.0%
19	LOS ANGELES	13	6	1	9	37	0	85	36	49	192	3650	5.3%
20	MADERA	0	0	0	0	1	0	0	0	0	1	13	7.7%
21	MARIN	0	0	0	0	1	0	0	0	0	1	27	3.7%
22	MARIPOSA	0	0	0	0	0	0	0	0	0	0	2	0.0%
23	MENDOCINO	1	0	0	0	0	0	0	0	0	1	21	4.8%
24	MERCED	0	0	0	0	2	0	2	1	0	3	42	7.1%
25	MODOC	0	0	0	0	1	0	0	0	0	1	1	100.0%
26	MONO	0	0	0	0	0	0	0	0	0	0	1	0.0%
27	MONTEREY	2	0	1	0	2	0	3	1	3	8	86	9.3%
28	NAPA	0	0	0	0	0	0	0	0	0	0	5	0.0%
29	NEVADA	0	0	0	0	0	0	1	0	1	3	23	13.0%

DED-STATE PROGRAMS QUARTERLY COUNTY RETURN REPORT, JULY 1, 1995 TO SEPTEMBER 30, 1995

total

CODE	COUNTY	REFER- RAL ERROR	DOB/SSN DISC.	NAME DISC.	MC221 INCOMP. OR MISS.	MC223 INCOMP. OR MISS.	OLD MC223	MC220 MISS	MC220 IMPROP. COMPL.	OTHER	TOTAL RETURNS	TOTAL RECEIPTS	PERCENT RETURNED
30	ORANGE	0	0	0	0	5	0	1	3	2	10	423	2.4%
31	PLACER	0	0	0	0	1	0	1	1	0	1	42	2.4%
32	PLUMAS	0	0	0	0	0	0	0	0	0	0	0	0.0%
33	RIVERSIDE	1	0	0	0	1	0	2	4	1	9	358	2.5%
34	SACRAMENTO	0	0	0	3	4	0	4	5	6	22	292	7.5%
35	SAN BENITO	0	0	0	0	0	0	0	0	0	0	2	0.0%
36	SAN BERNARDINO	2	4	1	0	15	0	8	16	11	45	325	13.8%
37	SAN DIEGO	6	0	0	0	3	0	4	3	7	19	615	3.1%
38	SAN FRANCISCO	1	1	2	0	12	0	2	5	6	26	890	2.9%
39	SAN JOAQUIN	0	0	0	0	2	1	1	3	2	8	174	4.6%
40	SAN LUIS OBISPO	0	0	1	0	3	0	1	0	1	4	99	4.0%
41	SAN MATEO	1	0	1	0	1	0	0	2	1	6	230	2.6%
42	SANTA BARBARA	0	0	0	0	2	0	0	0	5	7	80	8.8%
43	SANTA CLARA	2	1	0	0	7	0	0	3	3	21	417	5.0%
44	SANTA CRUZ	0	1	0	1	1	0	0	1	2	6	76	7.9%
45	SHASTA	0	0	0	0	1	0	0	0	0	1	18	5.6%
46	SIERRA	0	0	0	0	0	0	0	0	0	0	1	0.0%
47	SISKIYOU	0	0	1	0	0	0	1	0	0	1	18	5.6%
48	SOLANO	1	0	0	0	0	0	0	1	0	3	27	11.1%
49	SONOMA	0	0	0	0	0	0	0	1	1	2	40	5.0%
50	STANISLAUS	0	0	0	0	0	0	0	0	0	0	153	0.0%
51	SUTTER	0	0	0	1	1	0	0	0	0	2	11	18.2%
52	TEHAMA	0	0	0	0	0	0	0	0	0	0	9	0.0%
53	TRINITY	0	0	0	0	0	0	0	0	0	0	10	0.0%
54	TULARE	2	0	0	0	2	0	0	0	0	4	87	4.6%
55	TUOLUMINE	0	0	0	1	0	1	0	0	0	1	14	7.1%
56	VENTURA	0	0	0	1	8	0	2	2	5	20	272	7.4%
57	YOLO	0	0	0	0	1	0	0	1	0	2	33	6.1%
58	YUBA	1	0	0	0	1	0	0	0	1	2	3	66.7%
TOTALS		43	18	11	21	158	2	132	115	133	551	10011	5.5%
PERCENTAGE OF ERRORS		6.8%	2.8%	1.7%	3.3%	25.0%	0.3%	20.9%	18.2%	21.0%	TOTAL ERRORS		633