

## DEPARTMENT OF HEALTH SERVICES

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

## COUNTY ELIGIBILITY REFERRALS

At a Department of Health Services, Electronic Data Systems (EDS) Provider Relations meeting, problems with inappropriate referrals were raised. EDS stated that some county staff were incorrectly referring providers to the EDS Toll Free Telephone Group (TTG) to update eligibility files. What generally happens is that there is a problem with two individuals in one share-of-cost (SOC) case with different SOC's or multiple cases and the workers think that they have fixed the problem from the county side and now EDS needs to fix the problem so the correct eligibility information is received. The TTG operators are unable to change the Medi-Cal Eligibility Data System (MEDS) and as a consequence have been instructed to refer providers back to the eligibility workers (EW) with instructions that the EW contact their MEDS coordinator. Another example is when the county indicates a recipient is eligible but Fiscal Intermediary Access to Medi-Cal Eligibility (FAME) shows ineligibility. This usually occurs when the transaction performed by the county is rejected by MEDS. Often times looking up the Inquiry Worker Alert (INWA) screen on MEDS will reveal the rejected transaction.

Again, the provider is instructed to have the beneficiary contact their EW who would use their MEDS coordinator to research the problem. Clearly, providers should not be referred to EDS as all that TTG does is to loop those contacts back to the EW. In closing, EDS does not have any authority nor access to update MEDS. If workers think that they have fixed something but providers/recipients state that it has not been fixed, they should consult with their MEDS coordinator to research the problem.

If you have any questions, please contact Mark Ermac of my staff at (916) 654-0021.

Original signed by

Frank S. Martucci, Chief  
Medi-Cal Eligibility Branch