Alternative Format Selection Technical Guidance for Medi-Cal Managed Care
Health Plans

The Department of Health Care Services' (DHCS) policy regarding the provision of member information in alternative formats is set forth in All Plan Letter (APL) 22-002, Alternative Format Selection (AFS) for Members with Visual Impairments. As required by this APL, Medi-Cal Managed Care health plans (MCPs) must provide appropriate auxiliary aids and services to individuals with visual impairments or other disabilities requiring the provision of written materials in alternative formats. MCPs must accommodate the communication needs of all qualified individuals with disabilities, including Authorized Representatives, and be prepared to facilitate alternative format requests for Braille, audio format, large print (no less than 20 point Arial font), and accessible electronic format, such as a data CD.

This Technical Guidance contains the data elements, file path, and frequency of the DHCS AFS data that will be sent to MCPs. MCPs must utilize the weekly DHCS AFS file data to update their records and provide member documents in the requested alternative formats.

Archive 2022: AFS Technical Guidance for MCPs to submit a one-time file to the DHCS Alternative Format Database

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AFS Technical Guidance for MCPs to receive the DHCS Alternative Format Data

1. AFS extract file will be available weekly every Monday starting on a date to be determined.

2. Go to SFTP folder //DHCS-MCOD-Operations/*Plan*/AFS/Production *to access the AFS extract file (see table 2 Plans and SFTP folders). Plan* is the specific plan name you have access to, such as //DHCS-MCOD-Operations/ Anthem/AFS/Production is for Anthem.

3. Download the extract file. The extract file is a Microsoft Excel Comma Separated Value File (.csv), with field names in the first row.
The file name is in the following format -

   File name format: AFS_Extract_YYYY-MM-DD_ HCPGroupXX.csv
   File name example: for HealthNet, AFS_Extract_2020-06-02_ HCPGroup08.csv

4. You can open the extract CSV file in Microsoft Excel (if it is less than 1 million rows), or import it to database applications such as Microsoft Access.

5. The language fields originate from MEDS, similar to the 834 and the Weekly Plan File from Maximus.

6. Password standard for Encrypted Audio and Data CD
   - The password will always be nine characters long with letters in lower case
   - First 4 letters of beneficiary's first name (if the name is less than four characters, enter number signs (#) after the last letter)
   - A number sign (#)
   - The 2 digits of the month and the last 2 digits of the year of the beneficiary's birthday.
   - Examples:
     - The beneficiary's name is John Doe and his birthday is January 5, 1965. The password is john#0165.
     - The beneficiary's name is Joe Smith and his birthday is November 10, 2001. The password is joe##1101.
     - The beneficiary's name is Ny Smith and her birthday is July 27, 1940. The password is ny###0740.

Table 1 shows the data elements in the extract file. Fields #12-14 are for internal statistic usage only, and may not be of interest to you. Table 2 shows the SFTP folders and corresponding plans.

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Table 1 Data Elements in the Extract File

	Field Name (Field Length)	Accepts null value	Description
1	FirstName (20)	No	First name of the Medi-Cal beneficiary
2	MiddleInitial (1)	Yes	Middle name of the beneficiary
3	LastName (25)	No	Last name of the beneficiary
4	CIN (9)	No	Medi-Cal beneficiary's CIN
5	DateOfBirth (10)	No	Beneficiary's Date of Birth
6	FormatID (1)	Yes	Beneficiary's selected alternative format ID. If a member selected 6 in the online application, they were directed to contact help line: 1-833- 284-0400.
7	FormatDesc (40)	Yes	Description of Beneficiary's selected alternative format
8	SpokenLangCode (1)	Yes	Beneficiary's preferred spoken language code. Please see Table 3 for listed values.
9	SpokenLangDesc (40)	Yes	Beneficiary's preferred spoken language description
10	WrittenLangCode (1)	Yes	Beneficiary's preferred written language code Please see Table 4 for listed values.
11	WrittenLangDesc (40)	Yes	Beneficiary's preferred written language description
12	IsUpdatedOnBehalf (1)	Yes	Values are 0 and 1. 0 means member entered his/her information; 1 means DHCS/County

Within the FormatID (row 6) Description:

FormatID	FormatDesc
1	Large Print
2	Audio CD
3	Data CD
4	Braille
5	No Alternative Format Needed
6	I need a format not listed here
7	County Support (This value is received from CDSS for IHSS beneficiaries)
8	Encrypted Audio CD
9	Encrypted Data CD

	Field Name (Field Length)	Accepts null value	Description
			entered it on behalf of the beneficiary. MCPs are to choose the DHCS option.
13	TransStatus (1)	Yes	Values are 1 and 2. 1 means member passed the validation screen and moved to AF option selection screen; 2 means member submitted his/her AF option.
14	VisitedDate (19)	Yes	The Date and Time member passed the validation screen and moved to AF option selection screen.
15	UpdatedBy (75)	Yes	Acceptable values are beneficiary's name firstname_lastname, DHCS, County. This column represents the person who input the beneficiary's selection into the online screens. Bene's 'fisrtname_lastname' means member entered it. 'DHCS' means DHCS program staff or partner staff entered it on behalf of bene. MCPs are to choose the DHCS option. 'County' means County staff entered it on behalf of bene.
16	UpdatedDate (19)	Yes	Date the entry was updated.
17	CreatedBy (75)	No	Name of the source the AFS database received the data from.
18	CreatedDate (19)	No	Date this record is first created in AFS database.
19	HealthPlanCode (3)	No	HCP Plan code.

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Table 2 Plans and SFTP Folders

File #	Organization or Plan	Associated plan codes	SFTP Folder
1	ALAMEDA ALLIANCE FOR HEALTH	531	/DHCS-MCOD-Operations/Alameda/AFS/Production /DHCS-MCOD-Operations/Alameda/AFS/Staging
3	ANTHEM BLUE CROSS PARTNERSHIP PLAN	101, 103, 107, 109, 116, 190, 311, 343, 345, 362, 363, 364, 379, 385, 386	/DHCS-MCOD-Operations/Anthem/AFS/Production /DHCS-MCOD-Operations/Anthem/AFS/Staging
4	BLUE SHIELD OF CA PROMISE HEALTH PLAN	167	/DHCS-MCOD-Operations/BlueShield/AFS/Production /DHCS-MCOD-Operations/BlueShield/AFS/Staging
6	COMMUNITY HEALTH GROUP (SAN DIEGO)	29	/DHCS-MCOD-Operations/CHG/AFS/Production /DHCS-MCOD-Operations/CHG/AFS/Staging
7	CONTRA COSTA HEALTH PLAN	532	/DHCS-MCOD-Operations/ContraCosta/AFS/Production /DHCS-MCOD-Operations/ContraCosta/AFS/Staging
8	HEALTH NET	150, 352, 353, 354, 361, 380, 381, 382, 383, 384	/DHCS-MCOD-Operations/Healthnet/AFS/Production /DHCS-MCOD-Operations/Healthnet/AFS/Staging
9	HEALTH PLAN OF SAN JOAQUIN	308, 312, 377, 378	/DHCS-MCOD-Operations/HPSJ/AFS/Production /DHCS-MCOD-Operations/HPSJ/AFS/Staging

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File #	Organization or Plan	Associated plan codes	SFTP Folder
10	INLAND EMPIRE HEALTH PLAN	305, 306	/DHCS-MCOD-Operations/IEHP/AFS/Production /DHCS-MCOD-Operations/IEHP/AFS/Staging
11	KAISER FOUNDATION HEALTH PLAN KP CAL, LLC KAISER	125, 191, 192,365, 366,367, 368,369, 370,371, 372, 373, 374, 375, 376, 387, 650, 651, 652, 653, 654, 655, 656, 657, 658, 659, 660, 661, 662, 670, 671, 672	/DHCS-MCOD-Operations/Kaiser/AFS/Production /DHCS-MCOD-Operations/Kaiser/AFS/Staging
13	KERN HEALTH SYSTEMS	303	/DHCS-MCOD-Operations/Kern/AFS/Production /DHCS-MCOD-Operations/Kern/AFS/Staging
14	L.A. CARE HEALTH PLAN	304	/DHCS-MCOD-Operations/LACare/AFS/Production /DHCS-MCOD-Operations/LACare/AFS/Staging
15	MOLINA HEALTHCARE	130, 131 355, 356	/DHCS-MCOD-Operations/Molina/AFS/Production /DHCS-MCOD-Operations/Molina/AFS/Staging
17	SAN FRANCISCO HEALTH PLAN	307	/DHCS-MCOD-Operations/SFHP/AFS/Production /DHCS-MCOD-Operations/SFHP/AFS/Staging
18	SANTA CLARA FAMILY HEALTH PLAN	309	/DHCS-MCOD-Operations/SCFHP/AFS/Production /DHCS-MCOD-Operations/SCFHP/AFS/Staging

19	SCAN HEALTH PLAN	200, 201, 202, 203 204, 205 206, 207	/DHCS-MCOD-Operations/SCAN/AFS/Production /DHCS-MCOD-Operations/SCAN/AFS/Staging
21	CALOPTIMA (ORANGE)	506	/DHCS-MCOD-Operations/CalOptima/AFS/Production /DHCS-MCOD-Operations/CalOptima/AFS/Staging
23	CENCAL HEALTH	502	/DHCS-MCOD-Operations/Cencal/AFS/Production /DHCS-MCOD-Operations/Cencal/AFS/Staging
24	HEALTH PLAN OF SAN MATEO	503	/DHCS-MCOD-Operations/HPSM/AFS/Production /DHCS-MCOD-Operations/HPSM/AFS/Staging
25	PARTNERSHIP HEALTHPLAN OF CALIF (SOLANO)	504	/DHCS-MCOD-Operations/Partnership/AFS/Production /DHCS-MCOD-Operations/Partnership/AFS/Staging
26	CENTRAL CALIFORNIA ALLIANCE FOR HEALTH	505, 553, 554	/DHCS-MCOD-Operations/CCAH/AFS/Production /DHCS-MCOD-Operations/CCAH/AFS/Staging
27	PARTNERSHIP HEALTHPLAN OF CALIF (NAPA)	507	/DHCS-MCOD-Operations/Partnership/AFS/Production /DHCS-MCOD-Operations/Partnership/AFS/Staging
28	CENTRAL CALIFORNIA ALLIANCE FOR HEALTH	508	/DHCS-MCOD-Operations/CCAH/AFS/Production /DHCS-MCOD-Operations/CCAH/AFS/Staging
29	PARTNERSHIP HEALTHPLAN OF CALIF (YOLO)	509	/DHCS-MCOD-Operations/Partnership/AFS/Production /DHCS-MCOD-Operations/Partnership/AFS/Staging
30	CENCAL HEALTH	501	/DHCS-MCOD-Operations/Cencal/AFS/Production /DHCS-MCOD-Operations/Cencal/AFS/Staging
31	PARTNERSHIP HEALTHPLAN OF CALIF (SONOMA)	513	/DHCS-MCOD-Operations/Partnership/AFS/Production /DHCS-MCOD-Operations/Partnership/AFS/Staging

32	CENTRAL CALIFORNIA ALLIANCE FOR HEALTH	514	/DHCS-MCOD-Operations/CCAH/AFS/Production /DHCS-MCOD-Operations/CCAH/AFS/Staging
33	PARTNERSHIP HEALTHPLAN OF CALIF(MARIN)	510	/DHCS-MCOD-Operations/Partnership/AFS/Production /DHCS-MCOD-Operations/Partnership/AFS/Staging
34	PARTNERSHIP HEALTHPLAN OF CA(MENDOCINO)	512	/DHCS-MCOD-Operations/Partnership/AFS/Production /DHCS-MCOD-Operations/Partnership/AFS/Staging
35	GOLD COAST HEALTH PLAN (VENTURA)	515	/DHCS-MCOD-Operations/GoldCoast/AFS/Production /DHCS-MCOD-Operations/GoldCoast/AFS/Staging
36	CALVIVA HEALTH	315, 316, 317	/DHCS-MCOD-Operations/Calviva/AFS/Production /DHCS-MCOD-Operations/Calviva/AFS/Staging
60	POSITIVE HEALTHCARE	915	/DHCS-MCOD-Operations/AIDS HF/AFS/Production /DHCS-MCOD-Operations/AIDS HF/AFS/Staging
71	PARTNERSHIP HEALTHPLAN OF CA	511, 517, 518, 519, 520, 521, 522, 523, 543, 544, 545, 546, 547, 548, 549, 550, 551, 552	/DHCS-MCOD-Operations/Partnership/AFS/Production /DHCS-MCOD-Operations/Partnership/AFS/Staging
74	Community Health Plan Imperial Valley	533	/DHCS-MCOD-Operations/CHPIV/AFS/Production /DHCS-MCOD-Operations/CHPIV/AFS/Staging

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Table 3 Spoken Language Codes

VALUES:

0	American Sign Language (ASL)
1	Spanish
2	Cantonese
3	Japanese
4	Korean
5	Tagalog
6	Other Non-English
7	English
8	No valid data reported. MEDS generated
9	Not a valid value. Reserved for IHSS.
A	Other Sign Language
B	Mandarin
C	Other Chinese Language
D	Cambodian
E	Armenian
F	Ilocano
G	Mien
H	Hmong
I	Lao
J	Turkish
K	Hebrew
L	French
M	Polish
N	Russian
O	Default to 0 (Zero)
P	Portuguese
Q	Italian
R	Arabic
S	Samoan
T	Thai
U	Farsi
V	Vietnamese
W	Hindi
X	Punjabi
Y	Ukrainian

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Table 4 Written Language Codes

VALUES:

1	Spanish
2	Cantonese
3	Japanese
4	Korean
5	Tagalog
6	Other Non-English
7	English
8	MEDS generated value indicating no valid data reported
9	Not a valid value. Reserved for IHSS.
B	Mandarin
C	Other Chinese Language
D	Cambodian
E	Armenian
F	Ilocano
G	Mien
H	Hmong
I	Lao
J	Turkish
K	Hebrew
L	French
M	Polish
N	Russian
P	Portuguese
Q	Italian
R	Arabic
S	Samoan
T	Thai
U	Farsi
V	Vietnamese
W	Hindi
X	Punjabi