

DATE: March 22, 2024

Medi-Cal Eligibility Division Information

Letter No.: I 24-11

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

SUBJECT: MESSAGING FOR COUNTY INTERACTIVE VOICE RESPONSE AND WEBSITES

The purpose of this Medi-Cal Eligibility Division Information Letter (MEDIL) is to provide the counties with messaging for their Interactive Voice Response (IVR) and/or Websites to assist Medi-Cal members with additional resources to complete their renewal.

Background

On December 29, 2022, Congress passed the Consolidated Appropriations Act of 2023 which delinked the continuous coverage requirement from the public health emergency. With the passage of the bill, the continuous coverage requirements ended on March 31, 2023. Effective April 1, 2023, the Continuous Coverage Unwinding began and counties began the unwinding process and resumption of redeterminations.

As a result of the continuous coverage unwinding, counties have experienced a significant increase in in person and telephone contacts from Medi-Cal members causing longer than normal wait times. To reduce wait times for Medi-Cal members, the Department of Health Care Services is requesting counties that use interactive voice response (IVR) as part of their call-in process to include messaging about renewal assistance available within the county. As part of this MEDIL, DHCS is including sample messaging for counties to update on their IVR scripts as well as on their county websites to better assist Medi-Cal members.

Messaging for IVR

All counties have an inbound CalSAWS IVR function for Medi-Cal members. However, some counties may not be utilizing the CalSAWS IVR and are highly encouraged to use the available functionality. Counties that utilize other IVR's outside of the available CalSAWS IVR are also highly encouraged to follow the recommendations included in this MEDIL.

Counties who are currently utilizing CalSAWS IVR have access to add an informational message through their administration page for the Contact Center. Counties may enter the text for the supported languages within the administration page. Currently, there is a

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text to speech function that supports English, Spanish, Mandarin, Russian, Korean, Cantonese, Arabic, and Portuguese. The message is limited to 260 characters. Counties are not required to implement anything beyond what is available at no cost within their system's current functionality. Counties who are utilizing IVR shall update their IVR to include the following messaging or something similar depending on character limitations:

"We are currently experiencing high call volume. For Medi-Cal renewal assistance, you may contact a [Name of contracted CBO, health plan, or Navigator in the county] at [contact number]."

Or

"We are currently experiencing high call volume. For Medi-Cal renewal assistance, you may visit [Medi-Cal.dhcs.ca.gov](https://www.Medi-Cal.dhcs.ca.gov) and click "Find Local Help"."

Website Text for County Office Page

In addition to IVR, counties shall update their county office page to include the following messaging or something similar:

"We're currently encountering an increase in wait times at our office and call center. To streamline your Medi-Cal renewal process, we recommend utilizing [BenefitsCal](https://www.BenefitsCal.com), our user-friendly online platform. For prompt assistance, feel free to reach out to [Name of contracted CBO, health plan, or Navigator in the county] at [contact number]."

If you have any questions, or if we can provide further information, please contact Bonnie Tran, by phone at (916) 345-8063 or by email at Bonnie.Tran@dhcs.ca.gov.

Original Signed By

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