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TO: ALL COUNTY WELFARE DIRECTORS Letter No.: 08-45
ALL COUNTY ADMINISTRATIVE OFFICERS
ALL COUNTY MEDI-CAL PROGRAM SPECIALIST/LIAISONS
ALL COUNTY HEALTH EXECUTIVES
ALL COUNTY MENTAL HEALTH DIRECTORS

SUBJECT: County Performance Standards and Minimum Case Sample Sizes for
Self-Certifications and Independent Evaluations

The purpose of this letter is to inform counties of the changes in the self-certification and independent evaluation minimum sample requirements.

Self-Certification

The self-certification process and reporting requirements for applications, redeterminations (RV) and Bridging have not been changed by this All County Welfare Director's Letter (ACWDL). County Welfare Departments (CWD) are still required to self-report based on prior ACWDL instructions and the guidelines established in Medical Eligibility Procedures Manual, Article 25, based on the Medi-Cal population within the county.

Background

The Department of Health Care Services (DHCS) is responsible for monitoring County Performance Standards (CPS) compliance. The monitoring includes evaluation of the CWD through a review of the self-certification process for application processing, annual RV processing, and Medi-Cal to Healthy Families bridging processing. The Program Review Section (PRS) will also conduct independent performance reviews of the self-certifications as well as the Medi-Cal Eligibility Data System (MEDS) alert processing.

In order to be compliant with CPS requirements, the following mandatory performance levels must be achieved:

- Application processing (two components)—90 percent
 - Regular Applications – 45 days
 - Applications based on disability – 90 days
- Annual RV processing (three components) —90 percent
 - Redetermination form mailed to recipient by anniversary date
 - Redeterminations completed within 60 days of redetermination date
 - NOA mailed within 45 days after redetermination form was due
- Medi-Cal to Healthy Families Bridging (three components)—90 percent
 - Notice informing family of Healthy Families Program
 - Annual redetermination forms sent to Healthy Families if parent consents
 - Request to consent if parent has not consented
- MEDS Alerts
 - MEDS daily and renewal alerts—90 percent
 - MEDS reconciliation/worker alerts—95 percent

When a county self-certifies or when DHCS determines, either through review of a self-certification or an independent performance review, that a county has failed to meet the mandatory performance percentages, CWD is required to complete a Corrective Action Plan (CAP). CAP provides an opportunity for CWD to implement changes and improvements. It also allows time for CWD to meet the mandatory performance requirements and avoid being subject to the two percent reduction in county funding.

CAP Requirements

PRS will complete reviews of all three self-certification performance standards (application, RV, and Bridge) and will complete independent reviews of all performance standards (application, RV, Bridge and Alerts) covered under CPS. The reviews will include an evaluation of each component of the performance standards. CWD must meet the 90 percent compliance requirement for each component of the self-certified performance standards. Any one or more of the performance standards components that indicate a performance level of less than 90 percent must have a CAP. If, based on an independent performance review, the county does not meet the 90 or 95 percent compliance requirements for MEDS alerts, a CAP is required.

CWD self-certifications are based on either universe or a sample approved by DHCS. The sample sizes for PRS reviews of self-certifications and independent performance reviews will normally be 75 cases for any CPS review. However, in some instances, there may be fewer than 75 cases to select from for one or more of the self-certification or independent reviews. When it is determined that any one component of any one performance standard has less than 21 cases, that component will not require a CAP if the performance is below the required threshold. This applies to the review of self-certifications, independent PRS reviews, and follow-up reviews associated with potential two percent sanction evaluations.

Example. A county is self-certifying its performance on the three components of the annual redetermination performance standards. One of the components has less than 21 cases, and the other two have more than 21 cases. If the component with less than 21 cases is reported to be below the 90 percent performance threshold, the county will not be required to complete a CAP for that component. If one or both of the other two components are reported to be below the 90 percent threshold, a CAP would be required for those component(s).

This also applies to any reviews that have two percent sanction implications.

If you have questions regarding this letter, please contact Ms. Amrit Singh at (916) 552-9514 or by email at Amrit.Singh@dhcs.ca.gov.

Original Signed By

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