

## DHCS Responses to Follow-Up Items from October 18, 2018

Agenda Item/Topic	DHCS Response	DHCS Follow-Up
<p><b>Discussion of Goals and Objectives for 2019</b>  <i>Jan Schumann:</i> Does DHCS approve communications before they are sent out by the counties?</p>	<p><i>Adam Weintraub, DHCS:</i> I know we approve language that is sent out by the MCPs. I would have to verify whether we also have oversight on the county eligibility language.</p>	<p><b>Nearly all written communications to beneficiaries from counties contain language ‘snippets,’ which have been approved by DHCS to address specific eligibility situations. The snippets are based on Federal and State law and other guidelines. For unique circumstances, counties may include additional language which has not been specifically approved by DHCS, but reflects Medi-Cal policy as established by DHCS.</b></p>
<p><b>Communications with Beneficiaries Recap from June 28, 2018 Meeting</b>  <i>Ellen Beck, M.D.:</i> The way now the banner says, “Need help finding a Medi-Cal dentist?” I think there should be a banner that includes the Medi-Cal help line.</p>		<p><b>DHCS is in the final stages of adding a prominently visible message with the Medi-Cal helpline number to the DHCS <a href="#">website</a>. The message will appear in both English and Spanish, and is expected to be posted before February 1, 2019.</b></p>