This Computes!

**Department of Health Services
Children's Medical Services Network
(CMS Net) - Information Bulletin #208**

MEDS Worker Alerts

We have identified a critical problem with the connection between the files used to identify CCS clients on the Medi-Cal Eligibility Data Systems (MEDS).   An increasing number of cases have been identified as the result of providers inquiring on claims that have denied due to no eligibility.   In researching these claims we have identified that the "Known to CMS" indicators have not been set on the MEDS file.   Further research indicates that this is the result of critical data fields on the transactions that have been sent from CMS Net to the MEDS not matching. This causes the CMS Net transaction to be rejected and does not set the "Known to CMS" indicator.   When the CMS Net transaction is rejected a worker alert is sent back to the county that generated the CMS Net transaction. The worker alert identifies the issue that resulted in the MEDS update being rejected.

IT IS CRITICAL that this worker alert be reviewed and the discrepancy identified on the alert be corrected. If the alert is not worked immediately the "Known to CMS" flag will not be set and any claim submitted by a provider will deny. If you receive a worker alert and are unable to identify the issue or determine how to correct the problem you can call the CMS Help Desk for assistance. It is imperative that the worker alerts be reviewed and corrections made in CMS Net to resolve the conflict immediately after notification.