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Department of Health Care Services



GAVIN NEWSOM  
GOVERNOR

DATE April 27, 2020

Medi-Cal Eligibility Division Information Letter No.: I 20-12

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

SUBJECT: APPLICATIONS RECEIVED WITHOUT APPLICANT SIGNATURE

The purpose of this Medi-Cal Eligibility Division Information Letter (MEDIL) is to instruct counties on how to process paper applications received when the applicant was unable to sign the application due to circumstances related to the COVID-19 public health crisis.

The Department of Health Care Services (DHCS) recently released guidance to counties regarding certain allowances that may be made during a public health crisis or emergency (please see MEDIL I [20-06](#) and MEDIL I [20-07](#)). The guidance in these letters include flexibilities such as providing additional time to meet requirements and allowing self-attestations. However, counties must still ensure that forms that require signature are signed through one of the federally allowable means. 42 CFR §435.907 and 42 CFR §435.923 require that an application form be signed under penalty of perjury. However, they allow the signature on the form to be handwritten, submitted electronically, or telephonically recorded. Additionally, if there is a spouse, they may sign the application or Authorized Representative (AR) form (MC 382) on behalf of the applicant. The collection of verbal/telephonically recorded signatures applies to counties only and cannot be extended to certified enrollment counselors (CEC) or application assistants.

Should the county receive an application form filled out by a CEC, application assistor, patient advocate, or other person assisting the applicant, the county shall preserve the date of application, and reach out to the applicant to confirm the information on the application and obtain the applicant/beneficiary/AR's signature via the applicant's preferred method of communication (telephonically recorded, electronic, or handwritten signature). ACWDL [19-17](#) outlines the ways in which counties may accept a telephonically recorded or electronic signature when speaking to the applicant over the phone. Counties, when available, may also email the form to the applicant to sign, scan, and return. Due to the flexibilities outlined in the above referenced MEDILs, counties may allow additional time to reach the applicant to obtain the signature.

Medi-Cal Eligibility Division Information Letter No.: I 20-12  
Page 2  
April 27, 2020

Additionally, should the county receive an AR form (MC 382) filled out by the an CEC, application assistor, patient advocate, or other person assisting the applicant the county shall reach out to the applicant to obtain the signature on the AR form through any of the allowable means (telephonically recorded, electronic, or handwritten signature), prior to allowing the CEC, application assistor, patient advocate, or other person to act as AR.

NOTE: For the duration of the COVID-19 public health crisis, DHCS has temporarily authorized all Presumptive Eligibility (PE) Qualified Providers, including Child Health and Disability Prevention Gateway, Hospital PE, PE for Pregnant Women, and Breast and Cervical Cancer Treatment Program, to utilize telephonic signatures for *PE Applications*. PE Qualified Providers utilizing this flexibility will note in the PE case file that telephonic signature was accepted based on COVID-19 protocol.

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](mailto:Bonnie.Tran@dhcs.ca.gov).

Original Signed by

Sandra Williams, Chief  
Medi-Cal Eligibility Division