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DIRECTOR

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Department of Health Care Services



GAVIN NEWSOM
GOVERNOR

DATE: January 14, 2022

Medi-Cal Eligibility Division Information Letter No.: I 22-01

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

SUBJECT: FEDERAL COVID-19 PUBLIC HEALTH EMERGENCY ADDITIONAL
CONTACT REQUIREMENT

The purpose of this Medi-Cal Eligibility Division Information Letter (MEDIL) is to provide counties and the Statewide Automated Welfare Systems (SAWS) with instruction to temporarily initiate one additional contact for all annual renewals due within the 12-months following the end of the federal COVID-19 Public Health Emergency (PHE), as described below. This additional contact is being required as part of ongoing strategies to ensure individuals retain enrollment after the federal COVID-19 PHE ends.

No Information Received at Annual Renewal

Per All County Welfare Directors Letter (ACWDL) [14-32](#), if the beneficiary has not returned the annual renewal form, or has not otherwise provided all of the requested information during the 60 days after the annual renewal form is sent, counties shall attempt to contact the beneficiary to request the needed information, in accordance with Welfare & Institutions Code §[14005.37](#). As a best practice, counties are recommended to contact the beneficiary at least 30 days after sending the annual renewal form when no information has been received.

This MEDIL further instructs counties that, if no information has been received after the annual renewal form has been sent and first attempted contact has been made, counties shall attempt one additional contact for annual renewals due within the 12-months following the end of the federal COVID-19 PHE. DHCS recommends that this additional contact should occur ten calendar days from the date of the initial reminder contact and no later than ten calendar days prior to the annual renewal form due date.

Example: The annual renewal form is sent on April 16 and the form due date is June 15. The county has not received any information by May 16, 30-days after the county sent the annual renewal form. The county makes the first required contact with the beneficiary to remind them that the annual renewal form is due June 15. The county

does not receive any information between May 16 and June 5, which is 10 days prior to the annual renewal form due date. The county makes an additional required contact with the beneficiary, as required by this MEDIL, no later than June 5 to remind the beneficiary that the annual renewal is due June 15.

Partial Information Received at Annual Renewal

Counties shall continue to follow existing contact requirements for annual renewals when beneficiaries submit partial information. Per ACWDL [18-25](#), counties shall send an MC 355 to the beneficiary to request missing information when beneficiaries submit partial information after the annual renewal form has been sent. Counties shall provide a 30-day due date and shall make one additional contact during the 30-days if no response has been received. Please see ACWDLs [14-32](#), [14-35](#), [14-38](#), and [18-25](#) for more information about annual renewal processing and MC 355 requirements.

Implementation

Counties shall implement this policy change beginning when the additional contact letter can be programmed within the SAWS. The Department of Health Care Services (DHCS) will issue a following MEDIL once the SAWS programming is complete to inform the counties when this policy becomes effective.

SAWS shall make programming changes to automate the additional annual renewal contact by mail at the next available SAWS release. SAWS may use their existing reminder notice for this additional annual renewal contact.

DHCS will notify counties and the SAWS when this additional reminder will no longer be required and when they may return to normal business processes.

If you have any questions or require additional information, please contact Derek Soiu via email at Derek.Soiu@dhcs.ca.gov.

Sincerely,

ORIGINAL SIGNED BY

Sandra Williams, Chief
Medi-Cal Eligibility Division