



State of California—Health and Human Services Agency
Department of Health Care Services



GAVIN NEWSOM
GOVERNOR

July 11, 2022

Medi-Cal Eligibility Division Information Letter No.: I 22-28

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

SUBJECT: COVID-19 Public Health Emergency (PHE) Unwinding Flow Charts

The purpose of this letter is to provide counties with the attached flow charts that align with the case processing instructions counties must take during the COVID-19 PHE Unwinding Period, as outlined in [All County Welfare Directors Letter \(ACWDL\) 22-18](#).

These flow charts provide a visualization of following case processing:

- PHE Unwinding Annual Renewal
- Change in Circumstances Post-PHE
- Individuals reported no longer in the household
- Craig v Bonta
- MEDS Restoration
- Share of Cost Restoration

Note: the flow charts do not represent new policy or all possible case actions. Counties shall use these flow charts only to help visualize the policy outlined in [ACWDL 22-18](#).

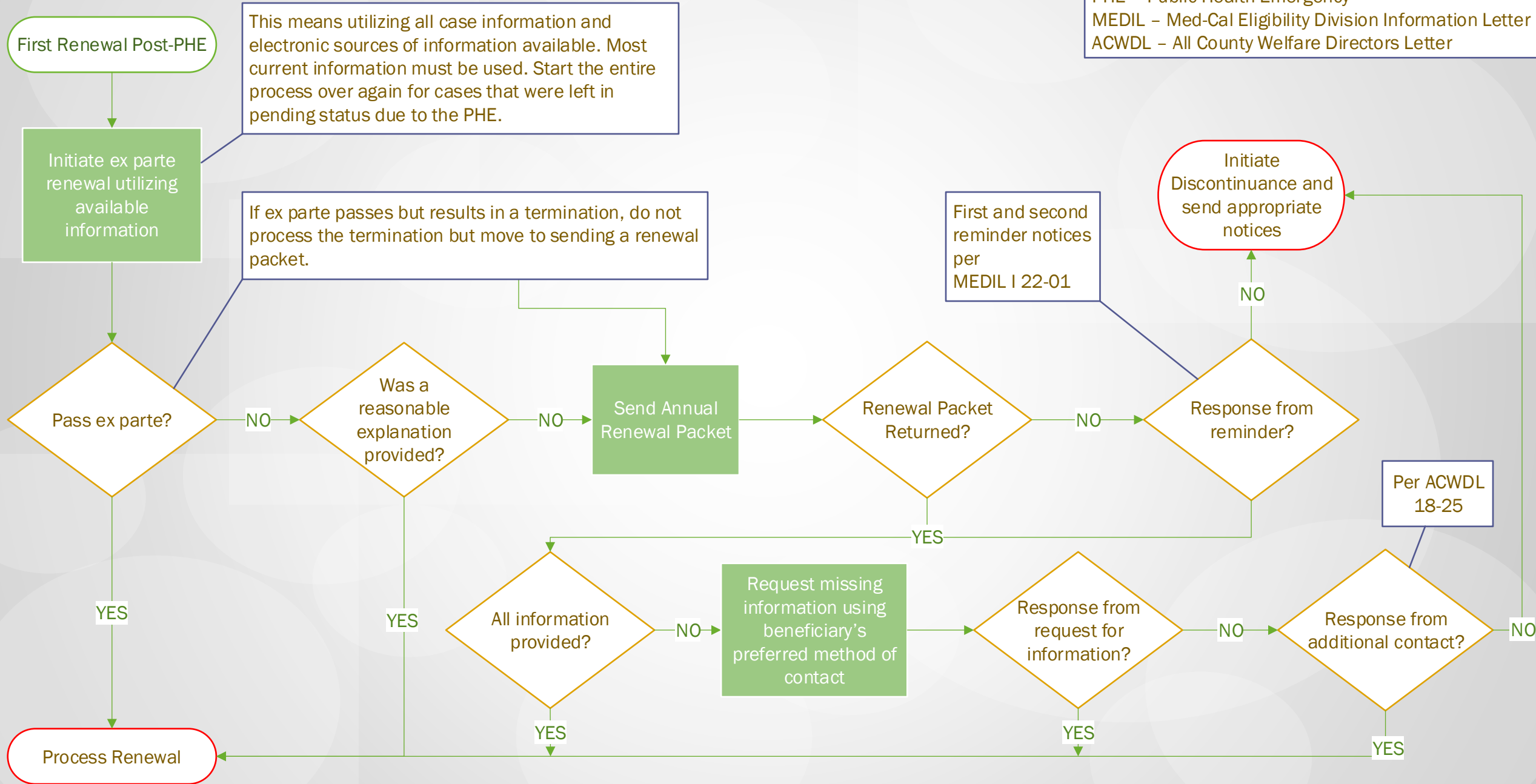
If you have any questions or need further information, please contact Derek Soiu at (916) 345-8193 or by email at derek.soiu@dhcs.ca.gov.

Original Signed By

Linda Nguyen, Chief
Policy Development Branch
Medi-Cal Eligibility Division

Enclosures

Acronym Key:
 PHE – Public Health Emergency
 MEDIL – Med-Cal Eligibility Division Information Letter
 ACWDL – All County Welfare Directors Letter

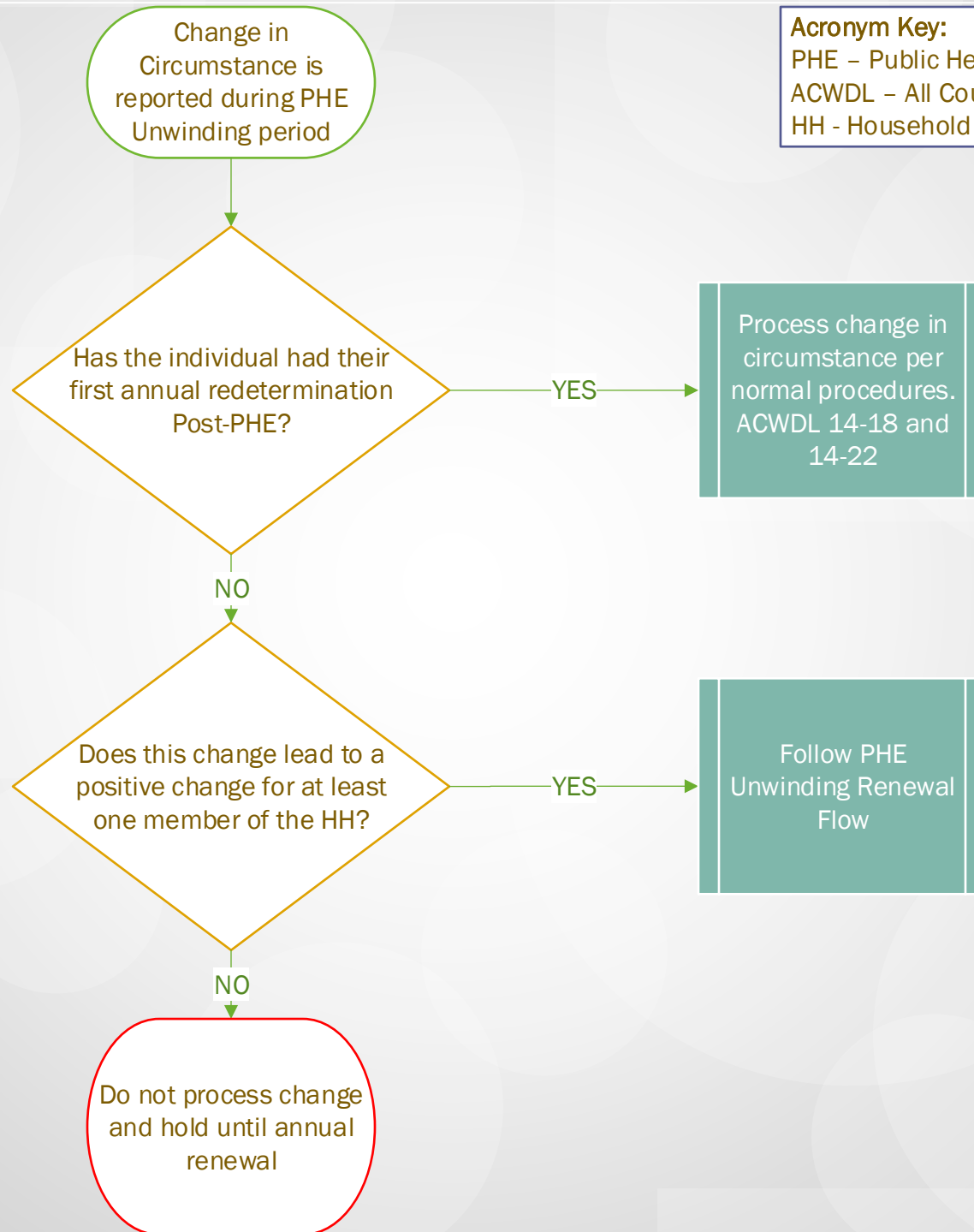


Acronym Key:

PHE – Public Health Emergency

ACWDL – All County Welfare Directors Letter

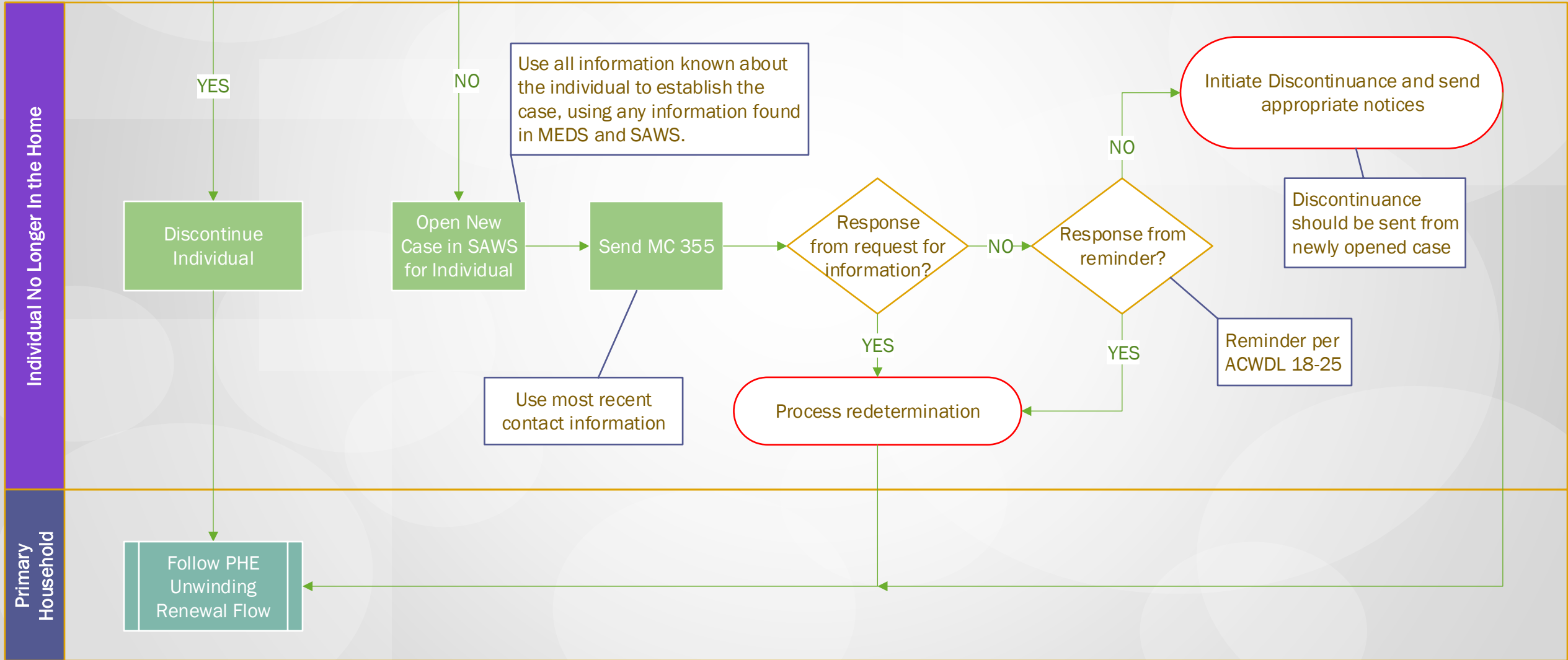
HH - Household



Individual No Longer in the Household

This flow provides case actions during the first annual renewal after the end of the PHE for when an individual has been reported no longer in the household during the PHE.

Acronym Key:
 PHE – Public Health Emergency
 ACWDL – All County Welfare Directors Letter
 MEDS – Medi-Cal Eligibility Data System



Process Exceptions Eligible List (ACWDL 07-24). Utilize the month reported on the list as the renewal month.

Counties do not need to determine eligibility in SAWS for any of the past months as eligibility has already been granted in MEDS for these months.

Acronym Key:

PHE – Public Health Emergency
 ACWDL – All County Welfare Directors Letter
 MEDS – Medi-Cal Eligibility Data System

Initiate ex parte renewal utilizing available information

This means utilizing all case information and electronic sources of information available. Most current information must be used. Start the entire process over again for cases that were left in pending status due to the PHE.

If ex parte passes but results in a termination, do not process the termination but move to contacting the beneficiary.

Pass ex parte?

Was a reasonable explanation provided?

Contact beneficiary by phone

Able to contact and complete renewal?

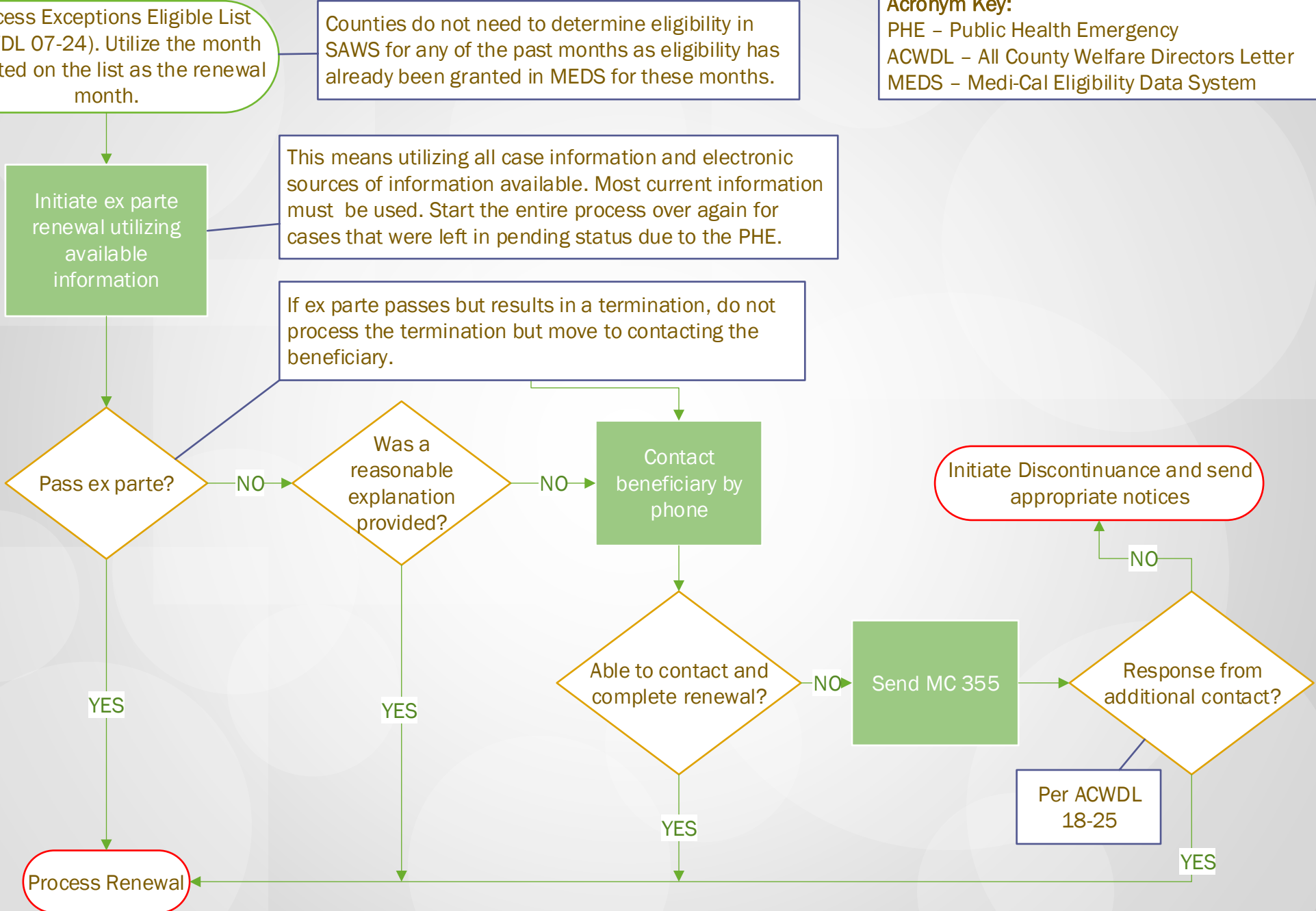
Send MC 355

Initiate Discontinuance and send appropriate notices

Response from additional contact?

Per ACWDL 18-25

Process Renewal



Acronym Key:
 PHE – Public Health Emergency
 ACWDL – All County Welfare Directors Letter
 MEDIL – Medi-Cal Eligibility Division Information Letter
 MEDS – Medi-Cal Eligibility Data System

DHCS to provide list of cases for counties to evaluate

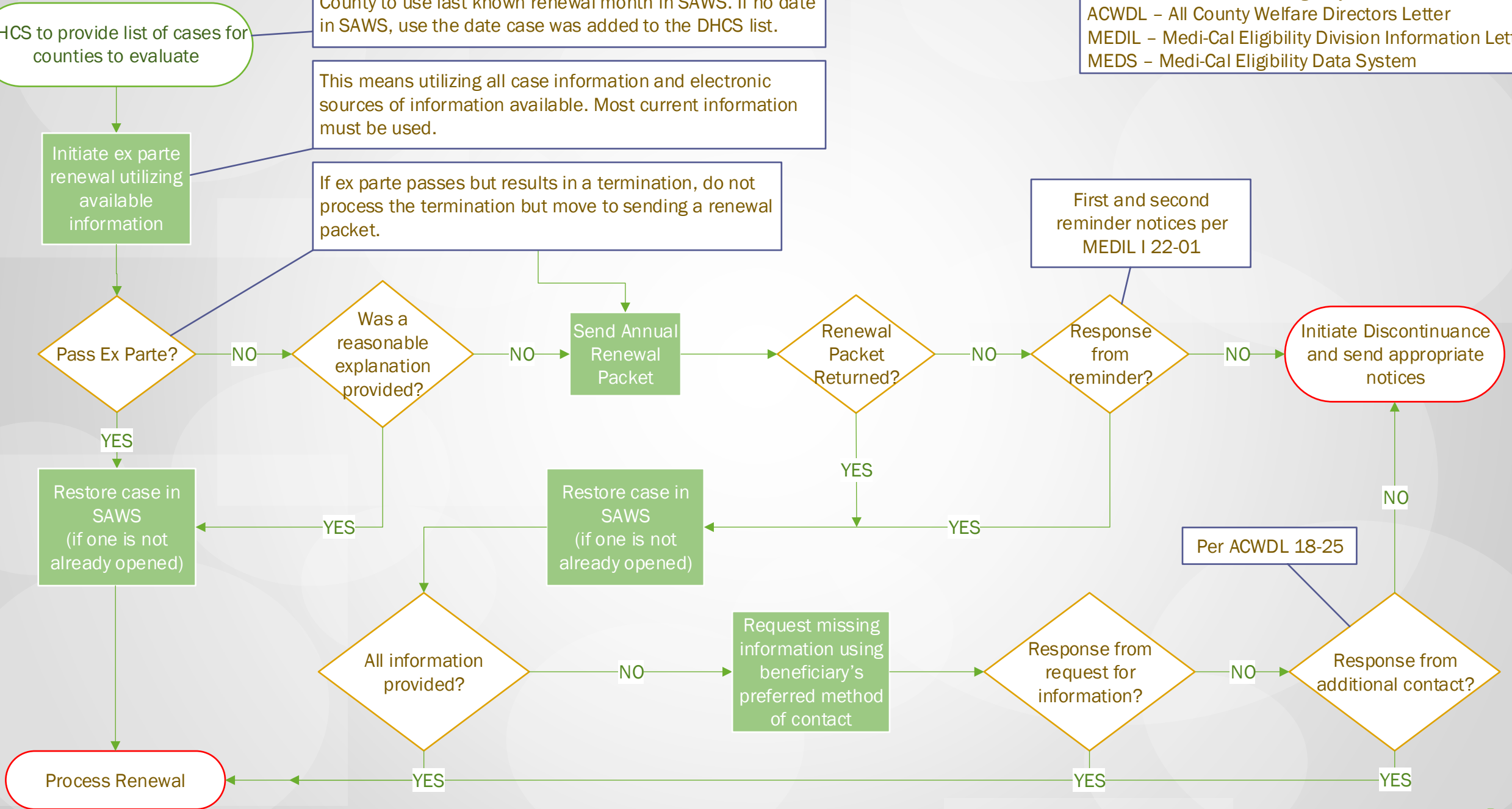
County to use last known renewal month in SAWS. If no date in SAWS, use the date case was added to the DHCS list.

This means utilizing all case information and electronic sources of information available. Most current information must be used.

If ex parte passes but results in a termination, do not process the termination but move to sending a renewal packet.

First and second reminder notices per MEDIL I 22-01

Per ACWDL 18-25



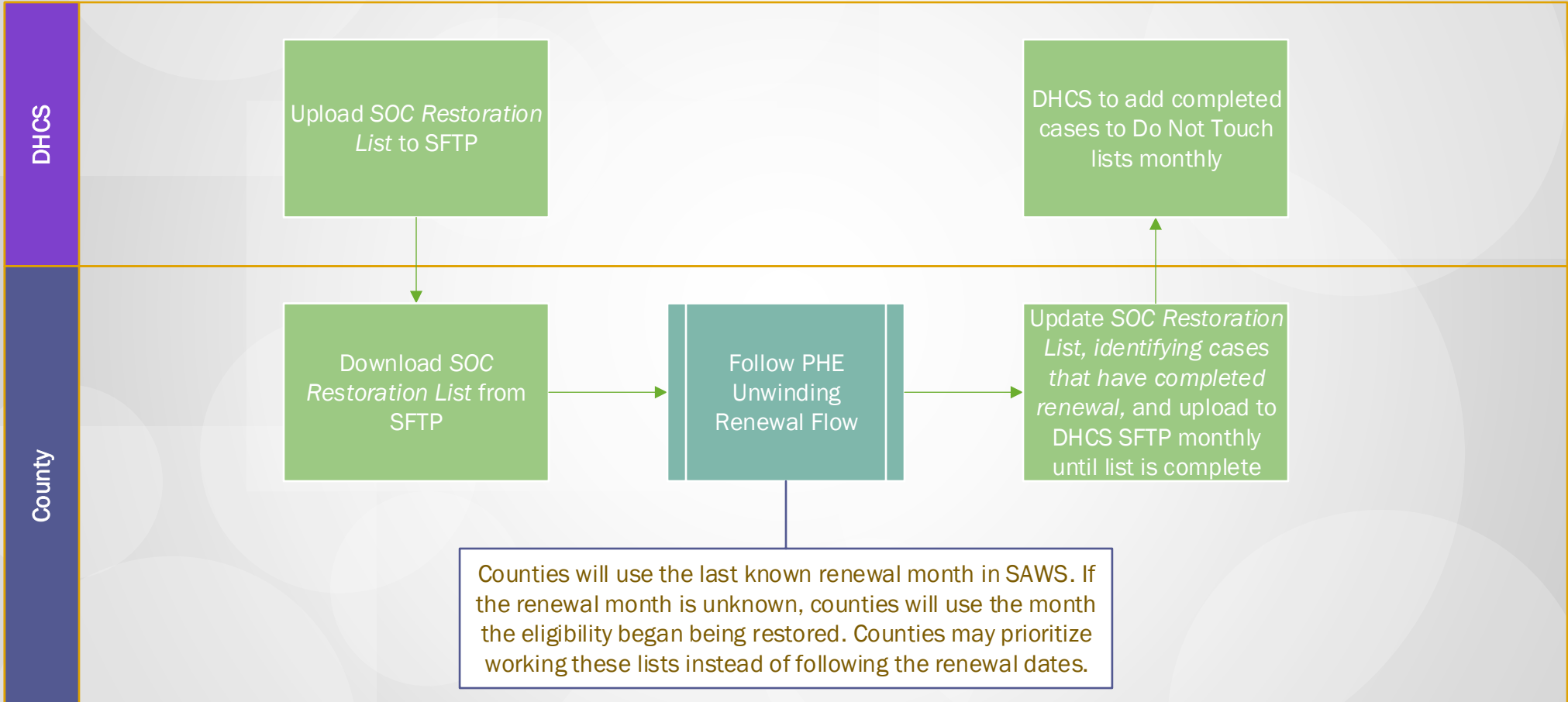
Acronym Key:

PHE – Public Health Emergency

ACWDL – All County Welfare Directors Letter

SOC – share of cost

SFTP – Secure File Transfer Protocol





DHCS COVID-19 PHE Unwinding Flow Charts

Public Health Emergency (PHE) Unwinding Period Renewal Flow Chart

This flow chart provided an overview of activities counties should take when conducting the first renewal for a beneficiary after the end of the PHE.

1. Initiate an *ex parte* renewal utilizing available information. This means utilizing all case information and electronic sources of information available. Counties must use the most current information. Start the entire process over again for cases that the county may have left in pending status due to the PHE. Move to **step two**.
2. Move to **step three** if the case passes *ex parte* and does not result in a discontinuance. Move to **step five** if *ex parte* passes but would result in a discontinuance. Otherwise, move to **step four**.
3. The county may finish processing the renewal and this **workflow ends**.
4. If *ex parte* were to fail due to discrepant income information, did the beneficiary provide a reasonable explanation? If yes, then move to **step three**. Otherwise, move to **step five**.
5. The county shall send a pre-populated annual renewal packet and move to **step six**.
6. Did the beneficiary return the renewal packet? If yes, move to **step nine**. Otherwise, move to **step seven**.
7. Did the beneficiary respond to the first and/or second reminder notices per Medical Eligibility Division Information Letter (MEDIL) I 22-01? If yes, move to **step nine**. Otherwise, move to **step eight**.
8. If the beneficiary does not respond to the pre-populated renewal form or any of the reminder notices, the county may initiate the discontinuance for the beneficiary, send all appropriate notices, and this **workflow ends**.
9. Did the beneficiary provide all the requested information? If yes, move to **step three**. Otherwise, move to **step ten**.
10. The county should request the missing information using the beneficiary's preferred method of contact. Move to **step 11**.
11. Did the beneficiary respond to the request for information? If yes, move to **step three**. Otherwise, move to **step 12**.
12. Did the beneficiary respond to the additional contact as required in All County Welfare Directors Letter (ACWDL) 18-25? If yes, move to **step three**. Otherwise, move to **step eight**.



DHCS COVID-19 PHE Unwinding Flow Charts

PHE Unwinding Period Change in Circumstances

This flow chart provides guidance on when to process a reported change in circumstance.

1. Being this flow when a beneficiary reports a change in circumstances. Move to **step two**.
2. Move to **step three** if the individual has already had their first annual redetermination after the end of the PHE. Otherwise, move to **step four**.
3. Process the change in circumstance per normal procedures, as found in ACWDLs 14-18 and 14-22. **End workflow**.
4. Move to **step five** if the reported change in circumstance would result in a positive eligibility change. Otherwise, move to **step six**.
5. Follow the *PHE Unwinding Period Renewal Flow Chart*. **End workflow**.
6. Do not process the change of circumstance and wait until the beneficiary's annual renewal. **End workflow**.



DHCS COVID-19 PHE Unwinding Flow Charts

Individuals No Longer in the Household

This flow chart provides case actions during the first annual renewal after the end of the PHE for when an individual has been reported no longer in the household during the PHE.

1. Move to step two if the primary household member has requested to discontinue benefits for the individual no longer in the home. Otherwise, move to **step four**.
2. Discontinue the benefits for the individual no longer in the household. Move to **step three**.
3. Follow the *PHE Unwinding Period Renewal Flow Chart* for the primary household. **End workflow**.
4. Open a new case in SAWS for the individual reported no longer in the household. Use all information known about the individual to establish the case, using any information found in MEDS and SAWS. Move to **step five**.
5. Send the request for information (MC 355) to the individual using the most recent contact information available. Move to **step six**.
6. Did the beneficiary respond to the request for information? If yes, move to **step nine**. Otherwise, move to **step seven**.
7. Did the beneficiary respond to the additional contact as required in ACWDL 18-25? If yes, move to **step nine**. Otherwise, move to **step eight**.
8. If the beneficiary does not respond to the request for information or any reminder notices, the county may initiate the discontinuance and send all appropriate notices from the newly opened case. Move to **step three**.
9. Process the redetermination for the beneficiary and send all appropriate notices from the newly opened case. Move to **step three**.



DHCS COVID-19 PHE Unwinding Flow Charts

Craig v Bonta

This flow chart provides an overview of case processing actions for Craig v Bonta cases, as relayed in ACWDL 07-24.

1. Counties are to process Craig v Bonta cases found in the exceptions eligible list. Counties may use the month reported on the list as the renewal month. Counties do not need to determine eligibility in the Statewide Automated Welfare System (SAWS) for any of the past months as eligibility has already been granted in Medi-Cal Eligibility Data System (MEDS) for these months. Move to **step two**.
2. Initiate *ex parte* renewal utilizing available information. This means utilizing all case information and electronic sources of information available. Most current information must be used. Counties shall start the entire process over again for cases that were left in pending status due to the PHE. Move to **step three**.
3. Move to **step four** if the case passes *ex parte* and does not result in a discontinuance. Move to **step six** if *ex parte* passes but would result in a discontinuance. Otherwise, move to **step five**.
4. The county may finish processing the renewal and this **workflow ends**.
5. If *ex parte* were to fail due to discrepant income information, did the beneficiary provide a reasonable explanation? If yes, then move to **step four**. Otherwise, move to **step six**.
6. The county shall contact the beneficiary by phone. Move to **step seven**.
7. Move to **step four** if the beneficiary provided all requested information. Otherwise, move to **step eight**.
8. The county should request missing information using the beneficiary's preferred method of contact. Move to **step nine**.
9. Did the beneficiary respond to the request for information? If yes, move to **step four**. Otherwise, move to **step ten**.
10. Did the beneficiary respond to the additional contact as required in ACWDL 18-25? If yes, move to **step four**. Otherwise, move to **step 11**.
11. If the beneficiary does not respond to the pre-populated renewal form, requests for information, or any of the reminder notices, the county may initiate the discontinuance for the beneficiary, and send all appropriate notices. **End workflow**.



DHCS COVID-19 PHE Unwinding Flow Charts

MEDS Restoration

This flow chart outlines the process counties are to take to process cases that were a part of the MEDS restoration process.

1. DHCS will provide counties with a list of cases to be evaluated. Move to **step two**.
2. Initiate *ex parte* renewal utilizing available information. This means utilizing all case information and electronic sources of information available. Most current information must be used. Move to **step three**.
3. Move to **step four** if the case passes *ex parte* and does not result in a discontinuance. Move to **step seven** if *ex parte* passes but would result in a discontinuance. Otherwise, move to **step six**.
4. Restore the case in SAWS, if one is not already opened. Move to **step five**.
5. The county may finish processing the renewal and send all appropriate notices. **End workflow.**
6. If *ex parte* were to fail due to discrepant income information, did the beneficiary provide a reasonable explanation? If yes, then move to **step four**. Otherwise, move to **step seven**.
7. The county shall send a pre-populated annual renewal packet and move to **step eight**.
8. Did the beneficiary return the renewal packet? If yes, move to **step 11**. Otherwise, move to **step nine**.
9. Did the beneficiary respond to the first and/or second reminder notices per MEDIL I 22-01? If yes, move to **step 11**. Otherwise, move to **step ten**.
10. If the beneficiary does not respond to the pre-populated renewal form, the request for information, or any of the reminder notices, the county may initiate the discontinuance for the beneficiary and send all appropriate notices. **End workflow.**
11. Restore the case in SAWS, if one is not already opened. Move to **step 12**.
12. Did the beneficiary provide all the requested information? If yes, move to **step five**. Otherwise, move to **step 13**.
13. The county should request the missing information using the beneficiary's preferred method of contact. Move to **step 14**.
14. Did the beneficiary respond to the request for information? If yes, move to **step five**. Otherwise, move to **step 15**.
15. Did the beneficiary respond to the additional contact as required in ACWDL 18-25? If yes, move to **step five**. Otherwise, move to **step ten**.



DHCS COVID-19 PHE Unwinding Flow Charts

Share of Cost (SOC) Restoration

This flow chart outlines the process counties are to take to process cases that were a part of the share of cost restoration process.

1. DHCS will upload the *SOC Restoration List* using secure file transfer protocol (SFTP). Move to **step two**.
2. The county shall download the *SOC Restoration List*. Move to **step three**.
3. The county shall follow the *PHE Unwinding Period Renewal Flow Chart* to process the cases. Counties will use the last known renewal month in SAWS. If the renewal month is unknown, counties will use the month the eligibility began being restored. Counties may prioritize working these lists instead of following the renewal dates. Move to **step four**.
4. The county shall update the *SOC Restoration List*, identifying cases that have completed renewal, and upload the list to the DHCS SFTP. Counties shall do this on a monthly basis until the list is complete. Move to **step five**.
5. DHCS will add completed cases to the *Do Not Touch* list so that DHCS will no longer correct the SOC amounts for these cases. **End workflow**.