



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



EDMUND G. BROWN JR.
Governor

December 31, 2013

Medi-Cal Eligibility Division Information Letter No.: I 13-15

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

SUBJECT: Temporary Eligibility for Medi-Cal Pending Cases

In response to the significant number of Medi-Cal applications received through the Covered California portal, and consistent with the Department of Health Care Services' (DHCS) commitment to ensuring a high-quality consumer experience for the Medicaid expansion in California, the Department is taking administrative action to provide temporary Medi-Cal eligibility for individuals who have submitted online applications to Covered California via the California Healthcare Eligibility, Enrollment and Retention System (CalHEERS) but require counties to complete the necessary administrative verifications. Administrative verifications could include state residency, citizenship, immigration status and income.

This process will provide presumptive eligibility for adults and children that are currently pending for verifications in CalHEERS. The consumers who will receive presumptive eligibility through this process are based on a point in time report of consumers who are listed as Medi-Cal "pending" status in CalHEERS. The initial report for such individuals is as of December 14, 2013. Consumers with duplicate applications will have the last dated application used for determining eligibility. It is important to note that the pending status for these consumers will remain in CalHEERS, so that counties will be able to identify those individuals needing verifications. Also note that consumers with unknown, inconsistent, or otherwise problematic Client Identification Numbers (CINs) will not be provided presumptive eligibility. In addition, for consumers that have been determined eligible for Medi-Cal in an ongoing aid code (not presumptive), their current aid code will not be over-written by the presumptive eligibility aid code of 8E. The '8E' aid code will be used for both adults and children for this population. On an ongoing basis, the 8E aid code will continue to be used for children in Accelerated Enrollment through the single point of entry.

Consumers affected by this administrative process will be sent a letter by DHCS (sample attached) to inform them of their presumptive eligibility status, to request that they respond to any inquiries for verifications requested from the county, and to inform them that their BIC will be mailed shortly and their coverage will be effective as of January 1, 2014. Counties must follow the two contact requirement for obtaining verification data needed from consumers to determine eligibility. See All County Welfare Directors Letter 08-07 for more information on the two contact requirement. Eligibility transactions for the first group of individuals will be sent to MEDS (Medi-Cal Eligibility Data System) starting the week of December 23, 2013 and consumers' eligibility will be effective January 1, 2014.

As additional cases are targeted for this effort, DHCS will provide counties with a list of consumers that have been granted presumptive eligibility through this process and guidance on the effective dates of coverage for such individuals. Counties must continue to process eligibility verifications for these consumers, with adults as a priority from the oldest application date. Children are to be second priority, also working from the oldest application date.

Counties are instructed to do an ex-parte review prior to requesting any verification from the consumer. For example, if there is an active case in another public program and/or a closed case within the last 45 days (consistent with SB 87 requirements), counties may use that information to satisfy the verification. Pursuant to Section 14005.37(e)(1) of California Welfare and Institutions Code, starting January 1, 2014, a case can be closed within the last 90 days and still be used for verifying consumer information. Counties may use any information available to satisfy the state residency verification up to and including information for other social services programs. Counties will use existing policy to request information following the two contact rule for applications in ACWDL 08-07. Consumers can be denied after counties follow the two-contact requirement if there is no response.

Until the interface between SAWS (Statewide Automated Welfare Systems) and CalHEERS is operational, counties must process the verifications and re-run eligibility in CalHEERS. There is a verifications process guide for CalHEERS available for county eligibility workers to use.

The intent of this policy is that counties should complete the eligibility determination process and have a final disposition for these consumers no later than March 31, 2014.

If you have any questions, or if we can provide further information, please contact Crystal Haswell at crystal.haswell@dhcs.ca.gov or 916-552-9542

Original Signed By

Azadeh Fares, Assistant Division Chief
Medi-Cal Eligibility Division

Department of Health Care Services

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Sacramento, CA 95899-xxxx

<Date>

John Q Sample
1234 Street Way
Apt. 789
City, State, Zip



TOBY DOUGLAS
DIRECTOR

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



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Welcome To Medi-Cal

Welcome to Medi-Cal! Starting January 1, 2014, you will start getting health benefits from Medi-Cal.

Information About Medi-Cal

You will be receiving more information about your Medi-Cal eligibility, enrollment, benefits, how to select a health plan and your rights as a Medi-Cal beneficiary.

You can also find more information about Medi-Cal at www.dhcs.ca.gov/individuals.

We may still need information from you to finish your Medi-Cal eligibility. If we do, you will get a letter from your county social services office telling you what information we need. Please answer any requests you get. If you do not answer, you could lose your Medi-Cal benefits.

Benefits Identification Card

You will soon get a Medi-Cal identification card called a Benefits Identification Card, or BIC. It is white with blue writing, and it has a picture of the seal of the State of California. It will also have your name on it. This card will be sent to you in a separate letter. You may begin using your BIC on January 1, 2014. If you already have a BIC, you will not get a new one. Keep using your current BIC.

If you have questions about:

- Medi-Cal eligibility or about your BIC, please contact your county social services office at the phone number provided on the enclosed county list or you can go to www.dhcs.ca.gov/individuals.
- Medi-Cal managed care plans, please go to: www.dhcs.ca.gov/individuals/Pages/MMCDHealthPlanDir.aspx
- To join a health plan call Health Care Options, Monday through Friday 8am -5pm, at 1-800-430-4263 (TDD/TYY) 1-800-430-7077.

Language Services Notice

If you do not understand this information or notification, call your county Medi-Cal worker. You have the right to interpreter services provided by the county at no cost to you.

Si no entiende esta información o notificación, llame al trabajador de Medi-Cal de su condado. Tiene derecho a obtener servicios de intérpretes proporcionados por el condado sin costo para Ud. (Spanish)

إذا لم تفهم هذه المعلومات أو هذا الإبلاغ، إتصل بموظف Medi-Cal الخاص بمقاطعتك. لديك حق الحصول على خدمات ترجمة مجانية متوفرة لك من قبل المقاطعة. (Arabic)

Եթե դուք չեք հասկանում այս տեղեկությունը կամ հայտարարությունը, զանգահարեք ձեր քաղաքի Medi-Cal-ի աշխատակցին: Դուք իրավունք ունեք քաղաքի կողմից տրամադրված թարգմանչական անվճար ծառայություն ստանալու: (Armenian)

បើសិនជាអ្នកមិនយល់ព័ត៌មាន ឬសេចក្តីជំរាបនេះទេ សូមទូរស័ព្ទទៅអ្នកធ្វើការខាង Medi-Cal នៅខោនធីរបស់អ្នក ។ អ្នកមានសិទ្ធិទទួលសេវាពីអ្នកបកប្រែ ដែលបានផ្តល់ដោយខោនធី ដោយឥតគិតថ្លៃអ្វីដែលអ្នកឡើយ ។ (Cambodian)

如果您不理解此處的資訊或通知,請電洽您所在縣的Medi-Cal工作人員。您有權免費獲得縣政府提供的免費口譯服務。 (Chinese)

اگر این اطلاعات و یا اطلاعیہ را درک نمی کنید، با مددکار Medi-Cal کانتی خود تماس بگیرید. شما این حق را دارید کہ به طور رایگان از خدمات مترجم از طریق کانتی استفاده کنید. (Farsi)

Yog koj tsis totaub txog cov kev qhia lossis tsab ntawv no, hu rau koj tus neeg tuav ntaub ntawv Medi-Cal hauv lub county. Koj muaj cai tau txais kev pab txhais lus dawb los ntawm lub county. (Hmong)

이 정보나 통지서를 이해할 수 없는 경우에는 카운티 Medi-Cal 담당 직원에게 전화하십시오. 가입자는 카운티가 무료로 제공하는 통역 서비스를 받을 권리가 있습니다. (Korean)

Если вы не понимаете данную информацию или уведомление, позвоните сотруднику компании Medi-Cal вашего округа. У вас есть право на получение услуг переводчика, которые предоставляются округом бесплатно. (Russian)

Kung hindi ninyo naiintindihan ang impormasyon o paunawang ito, tawagan ang inyong manggagawa sa Medi-Cal ng county. Kayo ay may karapatang magkaroon ng mga serbisyo ng tagasalin na ibibigay ng county na walang bayad sa inyo. (Tagalog)

Nếu quý vị không hiểu chi tiết hoặc thông báo này, hãy điện thoại cho nhân viên Medi-Cal tại quận quý vị. Quý vị có quyền được quận cung cấp dịch vụ thông dịch miễn phí cho quý vị. (Vietnamese)

State of California
**Health and Human
Services Agency**

County Social Services Agencies

If the information on this list has changed, you may verify the information in the phone directory under the county government listings.

A - L Counties

Alameda County (01)

(510) 383-8523

Alpine County (02)

(530) 694-2235

Amador County (03)

(209) 223-6550

Butte County (04)

Oroville (530) 538-7711

Calaveras County (05)

(209) 754-6448

Colusa County (06)

(530) 458-0250

Contra Costa County (07)

(866) 663-3225

Del Norte County (08)

(707) 464-3191

El Dorado County (09)

(530) 642-7300

Fresno County (10)

Call Center – Main Number

(559) 600-1377

Services: Heritage Center, Fresno

Coalinga Regional Center

Selma Regional Center

Reedley Eastside Services

Glenn County (11)

(530) 934-6514

Humboldt County (12)

(877) 410-8809

Imperial County (13)

(760) 337-6800

Inyo County (14)

(760) 872-1394

Kern County (15)

(661) 631-6807

Kings County (16)

(559) 582-3241

Lake County (17)

(707) 995-4200

Lassen County (18)

(530) 251-8152

Los Angeles County (19)

Customer Service Center

(626) 569-1399

M - O Counties

Madera County (20)

(559) 675-2300

Marin County (21)

(415) 473-3400

Mariposa County (22)

(209) 966-2000

**Mendocino County
and Fort Bragg Office (23)**

(707) 962-1000

(877) 327-1677 Toll-Free

in Mendocino

Ukiah Office (707) 463-7700

(877) 327-1711 Toll Free

in Mendocino

Merced County (24)

(209) 385-3000

Modoc County (25)

(530) 233-6501

Mono County (26)

North County Office

(760) 932-5600

South County Office

(760) 924-1770

Monterey County (27)

(831) 755-8500

(831) 755-4650

Napa County (28)

(800) 464-4214 Toll-Free

(707) 253-4511

Nevada County (29)

(888) 809-1340 Toll-Free

(530) 265-1340

Orange County (30) Anaheim

(949) 389-8456 Automated

(714) 541-4895 Automated

(800) 281-9799

P - R Counties

**Placer County Human
Services (31)**

(888) 385-5160 Toll-Free

(916) 784-6000 From outside

of the County

Plumas County (32)

(530) 283-6350

Riverside County (33)

Call Center – Customer Service
(800) 274-2050

S Counties

Sacramento County (34)

(916) 874-3100

San Benito County (35)

(831) 636-4180

San Bernardino County (36)

(877) 410-8829

San Diego County (37)

(866) 262-9881

**City & County of
San Francisco (38)**

(855) 355-5757

San Joaquin County (39)

(209) 468-1000

San Luis Obispo County (40)

(805) 781-1600

San Mateo County (41)

(800) 223-8383

Santa Barbara County (42)

Access Cal Win:
(866) 404-4007

Santa Clara County (43)

(408) 758-3800 Benefits
Assistance Center
(408) 758-4600 or
(877) 962-3633
Automated Assistance

Santa Cruz County (44)

Benefit Call Center:
(888) 421-8080
Santa Cruz
(831) 454-4165
Watsonville
(831) 763-8500

Shasta County (45)

(877) 652-0731

Sierra County (46)

Loyalton
(530) 993-6721
Downieville
(530) 289-3711

Siskiyou County (47)

(530) 841-2700

Solano County (48)

Benefit Action Center:
(800) 400-6001 Toll-Free
Fairfield (707) 784-8050
Vacaville (707) 469-4500
Vallejo (707) 553-5000

Sonoma County (49)

(877) 699-6868 Toll-Free

Stanislaus County (50)

(877) 652-0734 Toll-Free

Sutter County (51)

(530) 822-7230

T - Y Counties

Tehama County (52)

(530) 527-1911

Trinity County (53)

(800) 851-5658 Toll-Free
(530) 623-1265

Tulare County (54)

(800) 540-6880 Toll-Free

Tuolumne County (55)

(209) 533-5711

For mailed application
(209) 533-5725

Ventura County (56)

Administrative Office
(805) 477-5100
(866) 904-9362 Toll-Free

Regional Offices:

Oxnard (805) 385-9363
Ventura (805) 658-4100
Santa Clara Valley
(805) 933-8300
East County
(805) 584-4842

Yolo County (57)

Woodland
(530) 661-2750
West Sacramento
(916) 375-6200

Yuba County (58)

(530) 749-6311