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Department of Health Care Services



ARNOLD SCHWARZENEGGER
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TO: ALL COUNTY WELFARE DIRECTORS Letter No.: 08-59
ALL COUNTY ADMINISTRATIVE OFFICERS
ALL COUNTY MEDI-CAL PROGRAM SPECIALIST/LIAISONS
ALL COUNTY HEALTH EXECUTIVES
ALL COUNTY MENTAL HEALTH DIRECTORS

SUBJECT: REMOVAL OF THE OTHER HEALTH COVERAGE CODES FROM THE
MEDI-CAL ELIGIBILITY DATA SYSTEM FOR ADULTS AND CHILDREN
WHO HAVE LEFT HOMES WHERE THEY HAVE BEEN VICTIMS OF
DOMESTIC VIOLENCE
Ref.: All County Welfare Directors Letter (ACWDL) Nos. 00-25, 01-61

The purpose of this ACWDL is to clarify the procedures for removing the other health coverage (OHC) codes from the Medi-Cal Eligibility Data System (MEDS) for children and adults who have left their homes because of domestic violence committed by another adult in the household that has OHC. County personnel can contact the Third Party Liability Branch of the Department of Health Care Services (DHCS) by telephone or e-mail to request that OHC codes be removed from MEDS.

BACKGROUND AND DESCRIPTION OF THE PROBLEM

Both adults and children can be victims of domestic violence and abuse. When the decision is made by the abused adult or child to leave the home, they need protection from the abuser who often is enraged and attempting to find the abused individuals. It is critical that the abuser be prevented from obtaining the new address of the victims in order to ensure their safety.

The problem occurs in cases where the victims are Medi-Cal beneficiaries living with an adult abuser that has OHC. In most cases, the victims are in immediate need of medical care. If they obtain Medi-Cal services, the abuser's OHC will appear in MEDS and the OHC will be billed for the services provided through Medi-Cal. When this happens, an explanation of benefits (EOB) statement is sent to the holder of the OHC, in these cases, the abusers. The EOB will indicate where the victims obtained services and, consequently, place the victims at risk for additional violence from the abuser who now knows their whereabouts.

It is critical that OHC code be permanently removed from MEDS to ensure the safety of the victims who obtain Medi-Cal services. Therefore, when a county learns that a Medi-Cal beneficiary is the victim of domestic violence, the county needs to follow the procedures below.

HOW THE COUNTIES CAN REQUEST OHC BE REMOVED FROM MEDS

To remove the OHC code, please follow these DHCS procedures:

Send an e-mail to wats@dhcs.ca.gov. The e-mail must include the following information:

- Name, CIN and birth date of each Medi-Cal beneficiary (victims)
- Name of the OHC carrier
- Date needed to terminate the OHC code
- Statement indicating that the other health insurance is blocking access to care for the abused victims
- **If you do not receive a response within 24 hours of your request, please call 800-952-5294 to follow up on your request.**

If you have questions regarding this letter, please contact Ms. Helen Cahueque at (916) 552-9482 or by email at helen.cahueque@dhcs.ca.gov.

Original Signed By:

Vivian Auble, Chief
Medi-Cal Eligibility Division