



DAVID MAXWELL-JOLLY
Director

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



ARNOLD SCHWARZENEGGER
Governor

July 7, 2009

TO: ALL COUNTY WELFARE DIRECTORS Letter No.: 09-36
ALL COUNTY ADMINISTRATIVE OFFICERS
ALL COUNTY MEDI-CAL PROGRAM SPECIALISTS/LIAISONS
ALL COUNTY HEALTH EXECUTIVES
ALL COUNTY MENTAL HEALTH DIRECTORS

SUBJECT: TERMINATION OF THE WIDE AREA TELEPHONE SYSTEM (WATS)
PHONE SERVICE

The purpose of this letter is to inform counties that, effective July 15, 2009, the Department of Health Care Services will no longer staff the WATS phone line (800) 952-5294. Due to recent budget cuts and proposed staff layoffs, the Third Party Liability and Recovery Division's (TPLRD) WATS group will no longer answer phone calls from providers, county eligibility workers; social security public benefits workers, state staff, public health nurses, or beneficiaries.

Modifications to the WATS voicemail message will direct callers requesting the removal of an erroneous other health coverage (OHC) indicator to either contact TPLRD via secured email, fax, or request their county eligibility worker to send the secured request. As a reminder, all requests for OHC that contain personally identifiable information sent to the WATS email box at WATS@dhcs.ca.gov must be secured with an email encryption program. Counties should refer to Section VI-E of their Medi-Cal Data Privacy and Security Agreements for secure email requirements. If you cannot send a secure email, you may submit your request via fax to (916) 464-0851. Please allow at least 96 hours for your request to be processed. Counties who send OHC termination information are not required to send termination verification letters.

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If you have any questions regarding this issue, please contact the TPLRD staff: Ms. Patty Peter at Patty.Peter@dhcs.ca.gov, or by phone at (916) 650-6530; or Ms. Linda Jo Smith at LindaJo.Smith13@dhcs.ca.gov, or by phone at (916) 650-6554.

Original Signed By

Vivian Auble, Chief
Medi-Cal Eligibility Division