



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



EDMUND G. BROWN JR.  
Governor

January 20, 2015

TO: ALL COUNTY WELFARE DIRECTORS Letter No.: 15-05  
ALL COUNTY WELFARE ADMINISTRATIVE OFFICERS  
ALL COUNTY MEDI-CAL PROGRAM SPECIALISTS/LIAISONS  
ALL COUNTY HEALTH EXECUTIVES  
ALL COUNTY MENTAL HEALTH DIRECTORS  
ALL COUNTY MEDS LIAISONS

SUBJECT: Rejected Cases That Did Not Transition From Covered California to Medi-Cal  
(Ref: All County Welfare Directors Letter (ACWDL) 15-01)

The Department of Health Care Services (DHCS) is providing additional guidance to the counties and the Statewide Automated Welfare Systems (SAWS) regarding Covered California (Covered CA) cases transitioning to the Medi-Cal program with a January 1, 2015, effective date as a result of Covered CA's annual redetermination process.

As stated on Page 5 of ACWDL 15-01, Exception Processes for the Medi-Cal batch run, the second paragraph detailed another exception to the process regarding those cases which are rejected in the Medi-Cal Eligibility Data System (MEDS) during the batch run, DHCS Information Technology Systems Division (ITSD) completed a process to electronically work the cases in the file, overlay and synchronize any missing data and re-batch the file. The newly created file will be sent back through MEDS so the previously rejected cases can now be assigned into one of the three existing categories: eligible, conditionally eligible, or pending eligible.

The original reject file contained a total of 1,720 individuals or cases, after ITSD electronically worked the cases and synchronized the missing data, 879 cases were re-ran and processed into MEDS to provide temporary coverage. These cases will still require a manual file clearance review at the county level. In addition, 841 rejected cases were not able to be processed into MEDS and rejected for a second time due to various reasons such as Date of Birth mismatch, Social Security Number mismatch, multiple active Client Identification Numbers, and client is deceased.

These 841 rejected cases were transmitted electronically to SAWS during the week of January 12, 2015. The files were separated by consortia and by county so the counties can start manually evaluating these cases to determine Medi-Cal eligibility. If determined eligible, the counties are to provide Medi-Cal coverage retroactive to January 1, 2015. To the extent possible, DHCS is requesting that these cases be reviewed by the counties no later than the January 2015 renewal cut-off date, as these individuals received notification that they were receiving coverage for Medi-Cal effective January 1, 2015 and may be looking to access services. If the case is determined ineligible, the counties should provide an adequate denial notice.

For the 879 cases that were originally rejected by MEDS but were subsequently worked by ITSD and re-ran and batch processed into MEDS, ITSD was able to put these cases on the Express Lane aid codes 7W (individuals under 19 years old) and 7S (individuals 19 years old and over) and with Medi-Cal coverage retroactive to January 1, 2015. These cases will also be electronically sent to SAWS by consortia and by county to complete the file clearance process. If determined eligible for Medi-Cal, then process the case in SAWS to assign the individual an appropriate and permanent aid code in SAWS and MEDS. If determined ineligible for Medi-Cal, then the counties should deny the case in SAWS, ensure that the Express Lane aid code in MEDS is discontinued, and provide an adequate denial notice.

For further information or additional questions, please contact either Michelle Marean-Williams at (916) 341-3968 or by email at [michelle.marean-williams@dhcs.ca.gov](mailto:michelle.marean-williams@dhcs.ca.gov) or Deborah Palmer at (916) 440-7855 or by email at [deborah.palmer@dhcs.ca.gov](mailto:deborah.palmer@dhcs.ca.gov).

Original Signed By:

Alice Mak, Acting Chief  
Medi-Cal Eligibility Division