

DEPARTMENT OF HEALTH SERVICES

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December 14, 1995

Medi-Cal Eligibility Branch Information Letter No.: 1-95-31

**TO: All County Medi-Cal Program Specialists/Liaisons
All County MEDS Coordinators**

DRAFT BURMAN V. BELSHÉ IMPLEMENTATION LETTER

Enclosed please find a draft of the Burman implementation letter which was handed out at County MEDS Advisory Group (CMAG) north. Please return county comments by December 22, 1995.

We apologize for the short time frame for review on this document. Please respond to Mark Ermac via fax at (916) 657-3224.

If you have any questions, please call Mr. Ermac of my staff at (916) 654-0021.

Sincerely,

Original signed by

Frank S. Martucci, Chief
Medi-Cal Eligibility Branch

Enclosure

Burman vs. Belshe' Implementation Letter

version 12/11/95

The purpose of this letter is to transmit information, procedures, reports and screens which are being implemented due to the Burman vs. Belshe' lawsuit.

Background:

In the past, Medi-Cal beneficiaries received a paper Medi-Cal card for each month in which the beneficiary was eligible. In 1994, the Department of Health Services (DHS) began converting from paper Medi-Cal cards to the plastic Benefits Identification Card (BIC). Using the BIC, a provider can verify the beneficiary's Medi-Cal eligibility through the Point of Service (POS) Network (telephone AEVS, CERTS software, POS device or enhanced provider systems). A new card does not have to be issued each month.

One of the advantages of paper cards was that the card itself was proof of eligibility and anything that happened during the month (such as a hold) had no effect on the card's validity. A problem with the new process is the impact of MEDS (Medi-Cal Eligibility Data System) generated holds. These MEDS holds are often caused by edits on data received from counties. Currently, edits within MEDS can cause a system generated hold or termination. When a provider attempts to verify eligibility on a beneficiary that is on a MEDS hold, a message of "no recorded eligibility" (ineligible) is received and services are often refused. In effect the beneficiary will have lost eligibility without the required ten day notice.

The terms of the Burman vs. Belshe' settlement include modifying MEDS so that beneficiaries will not have their Medi-Cal eligibility status changed without proper notification (i.e. 10 day notice). In other words, MEDS generated holds and terminations will no longer impact eligibility, eligibility will continue until the CWD resolves the hold/termination or terminates the eligibility with prior notification. County generated holds/terminations are not affected by the new MEDS modifications. DHS will have these modifications completed by the end of January 1996. Because the lawsuit requires the DHS to keep beneficiaries in MEDS generated holds eligible until the county resolves the hold problem, it is extremely critical that the counties work these alerts as expeditiously as possible.

MEDS GENERATED HOLD ALERT DATABASE

The DHS has created the "MEDS Generated Hold Alert Database" in response to the Burman vs. Belshe' lawsuit. This database will house information related to MEDS generated "holds." For recipients placed in hold by MEDS during the daily update process including reconciliation, this database will include all alerts issued for that recipient in that days update process. For recipients placed in hold by MEDS during Renewal, this database will include all alerts issued for that recipient in that day's update process. Various reports will be generated from this database and

will be kept and distributed to the counties. There are no changes to the current process in place for submitting corrections to MEDS. There are no changes to the existing on-line Worker Alert Inquiry (INWA)(The daily alert that currently shows on INWA will still remain). The new "Hold Alerts" can still be corrected in the same manner as before. Once a MEDS generated hold status has been resolved, all alerts for that recipient will be removed from the Hold Alert Database.

BURMAN DAILY DETAIL REPORT- (See attachment I- RS-MED230-R001) Issued on a daily basis, this report includes all persons added to the Hold Alert Database in the previous update process. Sorted by county, serial, fbu (family budget unit). Counties can use this to assist in locating alerts which need to be resolved immediately. The create date from the header of the EW 30 transaction is displayed.

MANAGEMENT REPORTS

MONTHLY COUNTY REPORT- (See attachment II RS-MED240-R002) Issued monthly by county and maintains unresolved alerts created prior to the month as well alerts created during the month by county.

MONTHLY DISTRICT REPORT-(See attachment II RS-MED240-R003) Issued monthly and maintains unresolved alerts created prior to the beginning of the month as well as unresolved alerts created during the month by County and District.

MONTHLY WORKER REPORT- (See attachment II RS-MED240-R004) Issued monthly by county, district and worker. Maintains unresolved alerts created prior to the month as well as unresolved alerts created during the month.

BURMAN SCREENS

(ATTACHMENT III)

REQUEST FOR HOLD WORKER ALERT INQUIRY- This is the initial screen used to perform an inquiry into the HOLD Alert Database. To access this screen, type 'HOLD' on a blank MEDS screen. This screen can be used to identify records which have been placed in "Hold" alert sorted by county, district, worker and county i.d. Records are returned based on the amount of detail you enter. The specific problem can also be looked up on INWA.

(ATTACHMENT III)

MEDS ONLINE WORKER ALERT SUMMARY- If the hold was generated as a result of an EW30 transaction, F6 will recall the EW30 transaction. The EW30 screen will be displayed with data from the original transaction filled in. If appropriate, the EW30 transaction can be modified/corrected and resubmitted.

(ATTACHMENT III)

MEDS ONLINE WORKER ALERT INQUIRY/DETAIL- This screen results from the selection of a record on the worker Alert Summary Screen. If the hold was generated as a result of an EW30 transaction, F6 will recall the EW30 transaction. The EW30 screen will be displayed

with data from the original transaction filled in. If appropriate, the EW30 transaction can be modified/corrected and resubmitted.

RENEWAL, RECONCILIATION and DAILY

- * Currently a person in MEDS hold status will continue to show (799) in pending. The county will now see "Hold" under INQM at top left as *****Hold***** (highlighted). This *****Hold***** will display when any or all of the MEDS segments (Primary, Special Program 1 or Special Program 2) is in Hold.
- * A fix could be accomplished on a hold by bringing up the original EW 30, change fields & resubmit. Adding new eligibility with errors will not be accepted (no change to current policy).
- * Reconciliation message is not changing-(ON MEDS NOT ON COUNTY)- Counties will still get the same reconciliation reports. The MEDS records placed in hold as a result of reconciliation will show up on the Burman Daily Detail Report.
- * **Edwards remains the same and is not changing.**

*** NEW ELIGIBILITY STATUS**

- * To accommodate the Burman Lawsuit, DHS has developed a new eligibility status with an '8' in the second digit ('8' = Forced eligible from MEDS Hold). This eligibility status will appear at renewal in the current month and can roll into history.
- * Renewal- A record that is a MEDS generated hold/termination will go to the new 'x81' eligibility status. These records will be on the MEDS Generated Hold Alert Database.

If you have any questions relating to this letter, please call Mark J. Ermac at (916) 654-0021 or fax at (916)657-3224.

Sincerely,

Frank S. Martucci, Chief
Medi-Cal Eligibility Branch

STATE OF CALIFORNIA
DEPARTMENT OF HEALTH SERVICES
BURMAN DAILY DETAIL REPORT
RECIPIENTS ADDED TO HOLD ALERT DATABASE

COUNTY : PLACER
DISTRICT: XXX
WORKER : XXXX

COUNTY ID:
XX-XX-XXXXXXX-X-XX
XX-XX-XXXXXXX-X-XX

CASE NAME:
XXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXX

CREATE DATE:
YY/DDD
YY/DDD

MEDS ID:
XXX-XX-XXXX
XXX-XX-XXXX

WORKER TOTAL XX,XXX

ATTACHMENT I

STATE OF CALIFORNIA
DEPARTMENT OF HEALTH SERVICES
BURMAN MONTHLY SUMMARY REPORT

FOR THE MONTH OF OCTOBER 1995

COUNTY : PLACER

UNRESOLVED ALERTS
PRIOR TO 10/01/1995:

DISTRICT:	BATCH	ON-LINE	
	TOTAL	TOTAL	TOTAL
XXXX	XX,XXX	XX,XXX	XX,XXX
XXXX	XX,XXX	XX,XXX	XX,XXX
XXXX	XX,XXX	XX,XXX	XX,XXX
XXXX	XX,XXX	XX,XXX	XX,XXX

UNRESOLVED ALERTS BETWEEN
10/01/1995 AND 10/31/1995:

BATCH	ON-LINE	
	TOTAL	TOTAL
XX,XXX	XX,XXX	XX,XXX

PRIOR PERIOD
COUNTY TOTAL: X,XXX,XXX

CURRENT PERIOD
COUNTY TOTAL: X,XXX,XXX

MED HOLD DATA BASE COUNTY TOTAL: X,XXX,XXX

ATTACHMENT II

STATE OF CALIFORNIA
DEPARTMENT OF HEALTH SERVICES
BURMAN MONTHLY SUMMARY REPORT
FOR THE MONTH OF OCTOBER 1995

COUNTY : PLACER
DISTRICT: XX

UNRESOLVED ALERTS
PRIOR TO 10/01/1995:

WORKER	BATCH	ON-LINE	
	TOTAL	TOTAL	TOTAL
XXXX	XX,XXX	XX,XXX	XX,XXX
XXXX	XX,XXX	XX,XXX	XX,XXX
XXXX	XX,XXX	XX,XXX	XX,XXX
XXXX	XX,XXX	XX,XXX	XX,XXX

UNRESOLVED ALERTS BETWEEN
10/01/1995 AND 10/31/1995:

BATCH	ON-LINE	
	TOTAL	TOTAL
XX,XXX	XX,XXX	XX,XXX

PRIOR PERIOD
DISTRICT TOTAL: X,XXX,XXX

CURRENT PERIOD
DISTRICT TOTAL: X,XXX,XXX

MED HOLD DATA BASE DISTRICT TOTAL: X,XXX,XXX

ATTACHMENT II

STATE OF CALIFORNIA
DEPARTMENT OF HEALTH SERVICES
BURMAN MONTHLY SUMMARY REPORT

FOR THE MONTH OF OCTOBER 1995

COUNTY : PLACER
DISTRICT: XXX
WORKER : XXXX

UNRESOLVED HOLD ALERTS CREATED PRIOR TO 10/01/1995:

MESSAGE NUMBER	BATCH TOTAL	ON-LINE TOTAL	TOTAL
XXXX	XX,XXX	XX,XXX	XX,XXX
XXXX	XX,XXX	XX,XXX	XX,XXX
XXXX	XX,XXX	XX,XXX	XX,XXX
XXXX	XX,XXX	XX,XXX	XX,XXX

TOTAL: XXX,XXX

UNRESOLVED HOLD ALERTS CREATED BETWEEN 10/01/1995 AND 10/31/1995:

MESSAGE NUMBER	BATCH TOTAL	ON-LINE TOTAL	TOTAL
XXXX	XX,XXX	XX,XXX	XX,XXX
XXXX	XX,XXX	XX,XXX	XX,XXX
XXXX	XX,XXX	XX,XXX	XX,XXX
XXXX	XX,XXX	XX,XXX	XX,XXX

TOTAL: XXX,XXX

ATTACHMENT II

HOLD * REQUEST FOR HOLD WORKER ALERT INQUIRY * HZR 08/23/95

REQUIRED ENTRY: MEDS-ID, OR CREATE DATE,
OR CNTY AND (DIST, OR WORKER, OR SERIAL, OR MEDS-ID, OR CREATE DATE)

----- FOR HELP - PRESS PF13 -----

COUNTY: AID: SERIAL: FBU: PERSON:

DISTRICT:

MEDS-ID:

EW:

MSG NO:

CREATION DATE: (MMDDYY) THRU (MMDDYY)

OPTION: PRESS CLEAR TO QUIT.

ATTACHMENT III

HOLD

** MEDS ONLINE WORKER ALERT SUMMARY **

HZR 08/24/95

COUNTY: 31 MEDS-ID: XXX-XX-XXXX EW:XXXX CO-ID:XX-XX-XXXXXXXX-X-XX
DISTRICT:XX CREATE-DATE: XX-XX-XXXX THRU: XX-XX-XXXX MSG-NO: XXXX

=====

DATE	TRANS	MESSAGE-----	
08/03/95	EW30	1501 TRANSACTION CODE MISSING OF INVALID	REJ
08/03/95	EW30	1503 CREATION DATE MISSING OR INVALID	REJ
08/03/95	EW30	S 1550 COUNTY ID NOT ON FILE OR MISSING OR INVAL	REJ
08/03/95	EW30	1550 COUNTY ID NOT ON FILE OR MISSING OR INVAL	REJ
08/03/95	EW30	1551 MEDS ID MISSING OR INVALID	REJ

PF-6 RESUBMIT EW30

OPTION __ < PRESS PF13 FOR LIST >

SCROLL: ENTER DETAIL: "S" AND ENTER

ATTACHMENT III

HOLD

MEDS ONLINE WORKER ALERT INQUIRY

HZR

08/24/95

DETAIL

*** CONFIDENTIAL ***** MEDICAL HOLD ALERT ***

TRAN-CODE: EW30 SOURCE: 104 CREATE DATE: 08/03/95 DIST: EW: XXXX
 CASENAME: DOE ,JANE PERSON-NAME:
 COUNTY-ID: 31-63-XXXXXX-0-11 MEDS-ID: - - BIRTHDATE: 04/24/995

2094 CHANGE FROM LTC SOC TO MC-177 SOC NOT PERMITTED REJECT

DED	DATA-ELEMENT	CONTENTS
0190	MEDS CURR ELIG STATUS	101
9149	TRAN LTC-IND CURR	0

PF 6 - RESUBMIT EW30

OPTION ___ < PRESS PF13 FOR LIST > RESUME SCROLL: ENTER OR ENTER OPTION

ATTACHMENT III