

DATE: July 7, 2026

Medi-Cal Eligibility Division Information

Letter No.: I 26-19

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

SUBJECT: USE OF TRUV INCOME SERVICE RESPONSE FOR MEDI-CAL
INCOME VERIFICATION

The purpose of this Medi-Cal Eligibility Division Information Letter (MEDIL) is for the Department of Health Care Services (DHCS) to provide guidance on the use of the Truv income verification service for Modified Adjusted Gross Income (MAGI) and Non-MAGI Medi-Cal financial eligibility determination. This letter aligns with the implementation guidance from the California Department of Social Services (CDSS) in [All County Letter 26-11](#).

Policy

Truv is a client consent-based service used for income and work-hour verification. Effective July 20, 2026, counties may use any income verification obtained by CDSS through Truv as an allowable source of income verification for Medi-Cal eligibility determinations. Counties should treat Truv the same way they would any other income verification. Until the use of Truv is automated into the eligibility systems, counties must save the income information viewable in Truv in imaging and document its use in the case file.

DHCS is collaborating with CDSS to explore options for incorporating Truv into the eligibility processes within CalSAWS and CalHEERS. DHCS will provide more detailed guidance regarding the use of Truv and Equifax in a future All County Welfare Directors Letter (ACWDL).

If you have any questions or for further information, please contact MCED-Policy@dhcs.ca.gov.

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Sincerely,

Sarah Crow, Chief
Medi-Cal Eligibility Division