Alternative Format Selection Technical Guidance for PACE Organizations

The Department of Health Care Services' (DHCS) policy regarding the provision of member information in alternative formats is set forth in PACE Policy Letter (PL) 22-03, Alternative Format Selection (AFS) for Members with Visual Impairments. As required by this PL, PACE Organizations (POs) must provide appropriate auxiliary aids and services to individuals with visual impairments or other disabilities requiring the provision of written materials in alternative formats. POs must accommodate the communication needs of all qualified individuals with disabilities, including Authorized Representatives, and be prepared to facilitate alternative format requests for Braille, audio format, large print (no less than 20 point Arial font), and accessible electronic format, such as a data CD.

This Technical Guidance contains the data elements, file path, and frequency of the DHCS AFS data that will be sent to POs. POs must utilize the weekly DHCS AFS file data to update their records and provide member documents in the requested alternative formats.

AFS Technical Guidance for POs to submit a one-time file to the DHCS Alternative Format Database

Initial Upload to the DHCS Alternative Format Database:

POs must submit all AFS data they have collected in a one-time file to DHCS to be uploaded to the DHCS Alternative Format database 30 days after the release of the PACE AFS PL.

Data Elements required for submission:

1. Client Index Number (CIN)
2. Beneficiary Name
3. Format Requested
4. Date Requested

File Name Format:

POs are to save the file as a comma separated value (.csv) format.
Please name the file as: AFS_*PlanName*_Collection.csv.
Example: AFS_Anthem_Collection.csv.

POs are to submit to the PO's designated Secure File Transfer Protocol (SFTP) folder: //DHCS-ISCD/*Plans*/. *(see table 2 Plans and SFTP folders). Plan* is the specific plan name you have access to, such as //DHCS-ISCD/Anthem is for Anthem.

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AFS Technical Guidance for POs to receive the DHCS Alternative Format Data

1. AFS extract file will be available starting Monday, April 18, 2022 and every Monday thereafter.

2. Go to SFTP folder //DHCS-ISCD/*Plan* to access the AFS extract file (see table 2 Plans and SFTP folders). *Plan* is the specific plan name you have access to, such as //DHCS-DHCS-ISCD/*Plan* is for Anthem.

3. Download the extract file. The extract file is a Microsoft Excel Comma Separated Value File (.csv), with field names in the first row.

   The file name is in the following format -

   > **File name format:** AFS_Extract_YYYY-MM-DD_ HCPGroupXX.csv
   > **File name example:** for HealthNet, AFS_Extract_2020-06-02_ HCPGroup08.csv

4. You can open the extract CSV file in Microsoft Excel (if it is less than 1 million rows), or import it to database applications such as Microsoft Access.

5. The language fields originate from MEDS, similar to the 834 and the Weekly Plan File from Maximus.

6. Password standard for Encrypted Audio and Data CD
   - The password will always be nine characters long with letters in lower case
   - First 4 letters of beneficiary's first name (if the name is less than four characters, enter number signs (#) after the last letter)
   - A number sign (#)
   - The 2 digits of the month and the last 2 digits of the year of the beneficiary's birthday.
   - Examples:
     - The beneficiary's name is John Doe and his birthday is January 5, 1965. The password is john#0165.
     - The beneficiary's name is Joe Smith and his birthday is November 10, 2001. The password is joe##1101.
     - The beneficiary's name is Ny Smith and her birthday is July 27, 1940. The password is ny###0740.

Table 1 shows the data elements in the extract file. Fields #12-14 are for internal statistic usage only, and may not be of interest to you. Table 2 shows the SFTP folders and corresponding plans.

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Table 1 Data Elements in the Extract File

	Field Name (Field Length)	Accepts null value	Description
1	FirstName (20)	No	First name of the PACE beneficiary
2	MiddleInitial (1)	Yes	Middle name of the beneficiary
3	LastName (25)	No	Last name of the beneficiary
4	CIN (9)	No	Medi-Cal beneficiary's CIN
5	DateOfBirth (10)	No	Beneficiary's Date of Birth
6	FormatID (1)	Yes	Beneficiary's selected alternative format ID. If a member selected 6 in the online application, they were directed to contact help line: 1-833-284-0400. <table><tr><th>FormatID</th><th>FormatDesc</th></tr><tr><td>1</td><td>Large Print</td></tr><tr><td>2</td><td>Audio CD</td></tr><tr><td>3</td><td>Data CD</td></tr><tr><td>4</td><td>Braille</td></tr><tr><td>5</td><td>No Alternative Format Needed</td></tr><tr><td>6</td><td>I need a format not listed here</td></tr><tr><td>7</td><td>County Support (This value is received from CDSS for IHSS beneficiaries)</td></tr><tr><td>8</td><td>Encrypted Audio CD</td></tr><tr><td>9</td><td>Encrypted Data CD</td></tr></table>
7	FormatDesc (40)	Yes	Description of Beneficiary's selected alternative format
8	SpokenLangCode (1)	Yes	Beneficiary's preferred spoken language code. Please see Table 3 for listed values.
9	SpokenLangDesc (40)	Yes	Beneficiary's preferred spoken language description
10	WrittenLangCode (1)	Yes	Beneficiary's preferred written language code Please see Table 4 for listed values.
11	WrittenLangDesc (40)	Yes	Beneficiary's preferred written language description
12	IsUpdatedOnBehalf (1)	Yes	Values are 0 and 1. 0 means member entered his/her information; 1 means DHCS/County entered it on behalf of the beneficiary. POs are

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	Field Name (Field Length)	Accepts null value	Description
			to choose the DHCS option.
13	TransStatus (1)	Yes	Values are 1 and 2. 1 means member passed the validation screen and moved to AF option selection screen; 2 means member submitted his/her AF option.
14	VisitedDate (19)	Yes	The Date and Time member passed the validation screen and moved to AF option selection screen.
15	UpdatedBy (75)	Yes	Acceptable values are beneficiary's name firstname_lastname, DHCS, County. This column represents the person who input the beneficiary's selection into the online screens. Bene's 'fisrtname_lastname' means member entered it. 'DHCS' means DHCS program staff or partner staff entered it on behalf of bene. POs are to choose the DHCS option. 'County' means County staff entered it on behalf of bene.
16	UpdatedDate (19)	Yes	Date the entry was updated.
17	CreatedBy (75)	No	Name of the source the AFS database received the data from.
18	CreatedDate (19)	No	Date this record is first created in AFS database.
19	HealthPlanCode (3)	No	HCP Plan code.

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Table 2 Plans and SFTP Folders

Organization or Plan	Associated plan codes	SFTP Folder
ALTAMED SENIOR BUENACARE	39, 52	DHCS-ISCD/Plans/AltaMedPACE/
Brandman PACE - Los Angeles	60	DHCS-ISCD/Plans/BrandmanPACE/
CALOPTIMA PACE - Orange	59	DHCS-ISCD/Plans/CalOptimaPACE/
CENTER FOR ELDERS INDEPENDENCE	51, 54	DHCS-ISCD/Plans/CEIPACE/
CENTRAL VALLEY PACE	30, 31	DHCS-ISCD/Plans/CentralValleyPACE/
FAMILY HEALTH CENTERS OF SAN DIEGO(PACE)	73	DHCS-ISCD/Plans/FamilyHealthCentersofSanDiegoPACE/
GARY AND MARY WEST PACE(SAN DIEGO)	69	DHCS-ISCD/Plans/GaryandMaryWestPACE/
Redwood Coast PACE - Humboldt	63	DHCS-ISCD/Plans/HumboldtPACE/
Innovative Integrated Health	40,41, 42, 43	DHCS-ISCD/Plans/IIHPACE/
Long Term Care (Innovage) PACE	61, 62	DHCS-ISCD/Plans/InnovagePACE/
INNOVAGE CALIFORNIA PACE	70, 71, 72, 88, 89, 90	DHCS-ISCD/Plans/InnovageSacramentoPACE/
LA COAST PACE(LOS ANGELES)	76	DHCS-ISCD/Plans/LACoastPACE/
NORTH EAST MEDICAL SERVICES (SFO)	38	DHCS-ISCD/Plans/NEMSPACE/
ON LOK LIFEWAYS	55, 56, 58	DHCS-ISCD/Plans/OnlokPACE/
PACIFIC PACE(LOS ANGELES)	74	DHCS-ISCD/Plans/PacificPACE/
San Diego PACE (San Ysidro) - San Diego	65	DHCS-ISCD/Plans/SanDiegoPACE/
SEQUOIA PACE	32, 33, 34, 35	DHCS-ISCD/Plans/SequoiaPACE/
ST. PAUL'S PACE	57	DHCS-ISCD/Plans/St.PaulsPACE/
STOCKTON PACE	066, 067	DHCS-ISCD/Plans/StocktonPACE/

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Organization or Plan	Associated plan codes	SFTP Folder
SUTTER SENIOR CARE	50	DHCS-ISCD/Plans/SutterPACE/
Neighborhood PACE	36, 37	DHCS-ISCD/Plans/Neighborhood PACE/

Organization or Plan	Associated plan codes	SFTP Folder

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Table 3 Spoken Language Codes

VALUES:

0	American Sign Language (ASL)
1	Spanish
2	Cantonese
3	Japanese
4	Korean
5	Tagalog
6	Other Non-English
7	English
8	No valid data reported. MEDS generated
9	Not a valid value. Reserved for IHSS.
A	Other Sign Language
B	Mandarin
C	Other Chinese Language
D	Cambodian
E	Armenian
F	Ilocano
G	Mien
H	Hmong
I	Lao
J	Turkish
K	Hebrew
L	French
M	Polish
N	Russian
O	Default to 0 (Zero)
P	Portuguese
Q	Italian
R	Arabic
S	Samoan
T	Thai
U	Farsi
V	Vietnamese
W	Hindi
X	Punjabi
Y	Ukrainian

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Table 4 Written Language Codes

VALUES:

1	Spanish
2	Cantonese
3	Japanese
4	Korean
5	Tagalog
6	Other Non-English
7	English
8	MEDS generated value indicating no valid data reported
9	Not a valid value. Reserved for IHSS.
B	Mandarin
C	Other Chinese Language
D	Cambodian
E	Armenian
F	Ilocano
G	Mien
H	Hmong
I	Lao
J	Turkish
K	Hebrew
L	French
M	Polish
N	Russian
P	Portuguese
Q	Italian
R	Arabic
S	Samoan
T	Thai
U	Farsi
V	Vietnamese
W	Hindi
X	Punjabi