



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



EDMUND G. BROWN JR.  
Governor

February 18, 2014

Medi-Cal Eligibility Division Information Letter No.: I 14-14

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

SUBJECT: Application Processing Priorities, Performance Standards, and Inter-county Transfers of California Work Opportunity and Responsibility to Kids (CalWORKs) and CalFresh Cases

### **Application Processing Priorities**

Due to the large number of pending Medi-Cal cases, when processing applications originating through the California Healthcare Eligibility, Enrollment and Retention System access channel, counties shall give the highest priority to completing modified adjusted gross income (MAGI) Medi-Cal cases. Counties shall also focus on prioritizing the oldest applications that do not have current eligibility or those granted temporary eligibility (8E aid code) administratively by the Department of Health Care Services (DHCS).

To further expedite case processing efforts, counties shall avoid, to the extent possible, from switching the individual between different Medi-Cal programs or aid codes if a final Medi-Cal eligibility determination has already been made. Counties shall only revisit the case if the individual reports a change in circumstance or at annual redetermination. In the event that an individual has been found eligible for MAGI Medi-Cal but has requested a non-MAGI referral during this period of case backlogs, the counties shall move forward without the non-MAGI review of the case. Counties can evaluate for non-MAGI eligibility at the time when the individual reports a change in circumstance or at annual redetermination.

### **Performance Standards**

Due to the workaround processes currently implemented for certain eligibility functions, counties will be held harmless by DHCS for performance standards required under Welfare and Institutions Code, Section 14154, until further notice.

### **Inter-county Transfers of CalWORKs and CalFresh Cases**

To the extent the Statewide Automated Welfare System has the capability to execute inter-county transfers (ICTs) of CalWORKs only and/or CalFresh only cases (cases without Medi-Cal coverage) or the CalWORKs or CalFresh only portion of multi-program cases using processes approved by the California Department of Social Services, counties should continue to process these ICTs. Further guidance on Medi-Cal ICTs is forthcoming.

If you have any questions or if we can provide further information, please contact Crystal Haswell at (916) 552-9542 or by email at [Crystal.Haswell@dhcs.ca.gov](mailto:Crystal.Haswell@dhcs.ca.gov).

Original Signed By:

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