



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



EDMUND G. BROWN JR.  
Governor

December 15, 2014

Medi-Cal Eligibility Division Information Letter No.: I 14-56E

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

SUBJECT: Erratum to Medi-Cal Eligibility Division Information Letter (MEDIL) | 14-56:  
Initial County Guidance on Short-Term Negative Action Approach

The purpose of this erratum is to clarify the top three priority categories identified by the Department of Health Care Services (DHCS) for the short-term negative action approach. As the first step, counties are instructed to review cases that fall within these top three priority categories. In an effort to avoid multiple reviews of a given case, counties are advised to make note of the case that needs to be denied or discontinued in accordance to the other remaining denial or discontinuance categories listed in Attachment A, even though it does not have a priority yet assigned.

In MEDIL 14-56, DHCS has identified the following as the top three priority categories for this interim effort:

- 1) Denying duplicate applications
- 2) Discontinuing MAGI Medi-Cal cases at renewal that have failed to complete the redetermination
- 3) Denying applications for failure to complete the determination

This erratum provides further clarification of the top three priority categories to ensure consistency with Attachment A:

- 1) Priority Category #1 (*cross-referenced as Denial Category #1 on Attachment A*):
  - Denial: Application Opened in Error
  - Denial: Duplicate Application
  - Denial: On Aid on Another Case

- 2) Priority Category #2 (*cross-referenced as Discontinuance Category #1 on Attachment A*):
  - Discontinuance: Failure to Complete Redetermination
  
- 3) Priority Category #3 (*cross-referenced as Denial Category #2 on Attachment A*):
  - Denial: Failure to Complete Determination (Note: this is failure to provide requested information at application intake)
  - Denial: Deceased

Please note that the denial reason of “deceased” is listed in both Denial Category #2 and Denial Category #4 on Attachment A. Counties can choose to place the applicant who is being denied due to this reason in either category depending on their circumstances. This is to reflect that certain deceased applicants may not be recognized as deceased, but may only be recognized as someone who failed to cooperate or someone whose whereabouts is unknown. In a scenario where the deceased applicant’s representative has failed to provide information for retroactive coverage prior to the applicant’s death, the denial will fall in Denial Category #2 (or Priority Category #3).

Attachment A has a list of all negative action categories with additional functional descriptions for each category to assist counties in the categorization of cases as they review them. The cases shall be identified for the appropriate negative action reason based on how counties previously used the negative action functionality in SAWS.

If you have any questions regarding this letter, please contact Ms. Yingjia Huang at (916) 552-9467 or email at [yingjia.huang@dhcs.ca.gov](mailto:yingjia.huang@dhcs.ca.gov).

Original Signed By:

Tara Naisbitt, Chief  
Medi-Cal Eligibility Division

**Attachment A: Negative Actions Category List (Denials and Discontinuances)**

<u>Denials</u>				
<ul style="list-style-type: none"> <li>• MAGI Medi-Cal Cases Only</li> <li>• Whole Cases Only</li> </ul>				
Category	Denial Reason	Functional Description	NOA Needed? (Y/N)	DHCS Identified Priority Category #
1	Application Opened in Error	Worker mistake and opened App/Case in SAWS in error.	No	Priority Category #1
	Duplicate Application	Consumer submits duplicate applications and the worker needs to close the duplicate application.		
	On Aid Another Case	Used to deny when the consumer is aided on another case.		
2	Failed to Complete Determination	Used to deny when consumer fails to provide documents and EWs cannot complete eligibility determination.	Yes, using existing NOA snippets in SAWS	Priority Category #3
	Deceased	Used to deny when a consumer is reported deceased.	Yes, using existing NOA snippets in SAWS	
3	Written Withdrawal	Consumer asked in writing to withdraw the application.	Yes, using existing NOA snippets in SAWS	Priority Category #4
4	Whereabouts Unknown	Used to deny when the consumer does not return calls and cannot be reached for follow-up information.	Yes, using existing NOA snippets in SAWS	Priority not yet assigned, counties to identify cases in this category after completion of priorities #1-5
	Deceased	Used to deny when a consumer is reported deceased.	Yes, using existing NOA snippets in SAWS	
5	California Residency	Used to deny when consumer does not reside in California.	Yes, using existing NOA snippets in SAWS	Priority not yet assigned, counties to identify cases in this category after completion of priorities #1-5
6	Receives SSI	Used to deny when consumer applies but already has Medi-Cal (MEC) through SSI	Yes, using existing NOA snippets in SAWS	Priority not yet assigned, counties to identify cases in this category after completion of priorities #1-5
7	Child Applied for Self/Tax Dependent with no primary tax filer information	Denial only. Child applied for self and needs parents to apply too.	Yes, using existing NOA snippets in SAWS	Priority not yet assigned, counties to identify cases in this category after completion of priorities #1-5

**Attachment A: Negative Actions Category List (Continued)**

<u>Discontinuances</u>				
<ul style="list-style-type: none"> <li>• MAGI Medi-Cal Cases Only</li> <li>• Whole Cases Only</li> </ul>				
Category	Discontinuance Reason	Functional Description	NOA Needed? (Y/N)	DHCS Identified Priority Category #
1	Failure to Complete Redetermination	Consumer is discontinued due to failure in providing documents during redetermination.	Yes, using existing NOA snippets in SAWS	Priority Category #2
2	Deceased	Used to discontinue when a consumer is reported deceased.	Yes, using existing NOA snippets in SAWS	Priority not yet assigned, counties to identify cases in this category after completion of priorities #1-5
3	Requested Disc	Consumer requests in discontinuance in writing.	Yes, using existing NOA snippets in SAWS	Priority Category #5
4	Whereabouts Unknown	Used to discontinue when the consumer does not return calls and cannot be reached for follow-up information.	Yes, using existing NOA snippets in SAWS	Priority not yet assigned, counties to identify cases in this category after completion of priorities #1-5
5	California Residency	Used to discontinue when consumer no longer resides in California.	Yes, using existing NOA snippets in SAWS	Priority not yet assigned, counties to identify cases in this category after completion of priorities #1-5
6	Receives SSI	Used to discontinue when consumer has Medi-Cal (MEC) through SSI	Yes, using existing NOA snippets in SAWS	Priority not yet assigned, counties to identify cases in this category after completion of priorities #1-5
7	Nonpayment of premiums	Used to discontinue when consumer fails to pay premiums for a minimum of two consecutive months.	Yes, using existing NOA snippets in SAWS	Priority not yet assigned, counties to identify cases in this category after completion of priorities #1-5