

DATE: March 11, 2024

Medi-Cal Eligibility Division Information

Letter No.: I 16-06E

TO: ALL COUNTY WELFARE DIRECTORS  
ALL COUNTY ADMINISTRATIVE OFFICERS  
ALL COUNTY MEDI-CAL PROGRAM SPECIALISTS/LIAISONS  
ALL COUNTY PUBLIC HEALTH DIRECTORS  
ALL COUNTY MENTAL HEALTH DIRECTORS  
ALL CONSORTIA/SAWS PROJECT MANAGERS

SUBJECT: INCREASE VIRTUAL ADDRESSES USE AS A RESIDENCE ADDRESS  
BY MEDI-CAL MEMBERS

## Purpose

The purpose of this Medi-Cal Eligibility Division Information Letter (MEDIL) errata is to provide updated awareness to MEDIL I 16-06 regarding the increased use of Commercial Mail Receiving Agency (CMRA) addresses by Medi-Cal beneficiaries and to outline potential areas of concern from a program integrity standpoint.

Corrections to MEDIL 16-06 are recorded using the following:

- ~~Strike through~~ for deleted language
- **Underline and bold** for adding new language

Below is the content of MEDIL 16-06, with revisions located on page 2.

## Background

In its May 2015 report, “MEDICAID: Additional Actions Needed to Help Improve Provider and Beneficiary Fraud Controls”, the United States Government Accountability Office noted virtual address use as a potential indicator of fraud because it impedes state investigators visits to the residence to confirm household composition. Additionally, in July 2015, the United States Department of Justice highlighted a \$25.2 million Medicare, Medicaid, and wire fraud scheme where individuals submitted fraudulent enrollment applications for people using CMRA addresses, when in reality the applicants lived outside of the United States.

The Department of Health Care Services (DHCS) has noticed an increase in use of CMRAs as a residence address. To raise awareness of CMRA locations, DHCS has developed a list of known CMRA locations by county and will distribute it to each Medi-

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Cal Eligibility Data System (MEDS) Coordinator by email. This is an informational tool to alert counties to CMRA locations within their geographical boundaries.

When an applicant or beneficiary provides a CMRA location as their **residence** address, County Eligibility Workers (CEWs) should update the mailing address accordingly, however, the residence address should reflect the actual home address when that information is available. CMRA locations are not residence addresses, and therefore, are acceptable in the mailing address field only.

**For members who identify as homeless, residence address is the location at which the member identifies where they sleep, e.g., under the 7th street bridge, and city, state, and zip code of the location. Mailing address is the address where the member will receive their mail. If no mailing or CMRA location address is provided, the county office address or postal General Delivery address should be entered.**

If you have any questions about this letter, please contact Linda Page ([linda.page@dhcs.ca.gov](mailto:linda.page@dhcs.ca.gov)) or Laurieanne Blanco ([laurianne.blanco@dhcs.ca.gov](mailto:laurianne.blanco@dhcs.ca.gov)).

Sincerely,

Sarah Crow  
Division Chief  
Medi-Cal Eligibility Division  
Department of Health Care Services