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



EDMUND G. BROWN JR.
Governor

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Medi-Cal Eligibility Division Information Letter No.: I 17-16

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

SUBJECT: Processing Applications from Individuals Affected by Disasters

The purpose of this Medi-Cal Eligibility Division Information Letter is to provide guidance to counties on processing applications from individuals affected by disasters, including Hurricane Harvey, Hurricane Irma, and Hurricane Maria. Counties shall process such applications from individuals affected by disasters according to the instructions in the All County Welfare Directors Letter [15-36](#).

As a reminder, counties may accept written attestation from applicants to prove California residency. This attestation is usually in the form of an answer to a question on the Single Streamlined application or the SAWS 2 Plus, which is then signed under penalty of perjury.

The Department of Health Care Services (DHCS) collaborated with federal partners and other States' Medicaid programs to develop talking points to provide special instructions, guidance, and resources to the affected population. The talking points include information for applicants and beneficiaries about requirements on how to apply and/or how to access services. The talking points also include information for providers in California and providers in other states or territories affected by natural disasters.

If you have any questions or if we can provide further information, please contact Bonnie Tran at (916) 552-9675 or by email at Bonnie.Tran@dhcs.ca.gov.

Original Signed By

Sandra Williams, Chief
Medi-Cal Eligibility Division

Enclosure



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Natural Disaster Talking Points – Medi-Cal Applications

Applicant/Beneficiary Information

I have just relocated to California due to a natural disaster. Can I apply for Medi-Cal, Medi-Cal Access Program (MCAP) or the County Children’s Health Initiative Program (CCHIP)?

- Yes, there are many ways to apply to see if you qualify. You can apply for Medi-Cal as a new resident of California.

I am currently staying in California for an unknown period of time due to a natural disaster. Can I apply for Medi-Cal coverage, MCAP, or CCHIP?

- Yes, if you are here for an unknown period of time, you can apply for Medi-Cal as a resident of California.

How do I apply for Medi-Cal coverage, MCAP, or CCHIP?

- You can apply in person at your Local County Office: <http://dhcs.ca.gov/COL>
- Apply by phone at (800) 300-1506
- Apply online: <http://www.coveredca.com> or <http://www.benefitscal.com/>

What if I don’t have any proof of my income, property, residency, etc.?

- If you are unable to provide the necessary verifications due to unusual circumstances such as earthquake, fire, flood or other natural disasters, and the county tries but cannot get the needed information, a signed and dated written affidavit, under penalty of perjury, can be used in place of the requested verification documentation for Medi-Cal.

What if I am homeless or don't have a fixed address?

- If you are homeless or don't have a fixed address, you may provide a written statement indicating that you are a resident of the state. This can be on your Medi-Cal application; you do not need to provide a separate written statement.

I have Texas Medicaid but I plan to relocate permanently in California. How do I contact Texas Medicaid to request a discontinuance?

- To find out the phone number for your office call the Texas Medicaid Client Hotline 800-252-8263
- To update your Texas Medicaid account online go to:
<https://www.yourtexasbenefitscard.com/>

I only plan to stay in California temporarily before returning to my home state or territory. How can I get assistance with Medicaid from my resident state or territory?

- If you are enrolled in Medicaid, you can receive services from a California provider.
- If you are not enrolled in Medicaid yet, see the answers below for state and territory contacts under Provider Information.
- Your California provider can provide services and can then enroll to be a Medicaid provider in the state or territory you are temporarily absent from to receive reimbursement for services.

What if I am not a U.S. citizen or lawfully present?

- Adults over 19 may qualify for limited-scope Medi-Cal benefits regardless of your immigration status.
- In California, children under 19 years of age are eligible for full scope Medi-Cal benefits, regardless of immigration status.

Provider Information

California Medi-Cal providers may render Medicaid services to eligible natural disaster evacuees in various states and Medicaid programs, subject to certain requirements. Reimbursement for rendering Medicaid services will be handled through the applicable state and Medicaid program. Below is information for affected states and Medicaid programs.

Texas:

I am a provider in California. Can I provide services to a Texas Medicaid client?

- If the evacuee states they will be going back to Texas in the for-seeable future and they are currently enrolled in Medicaid, California providers can provide services and be reimbursed by Texas. The provider can go online at this website for an expedited application to become a Texas provider:

http://www.tmhp.com/Pages/Topics/Hurricane_Main.aspx

I am a provider and need to verify Texas Medicaid client information, who can I contact?

- Yvonne Olivo, Provider Relations Manager at 512-506-6541 (if you are not enrolled as a Texas Medicaid provider)
- Providers who are enrolled with Texas Medicaid can contact the Call Center at 800-925-9126 option 1

I am a provider in California. Where can providers access Texas Medicaid Provider Procedures Manual (TMPPM)?

- TMPPM:
http://www.tmhp.com/Pages/Medicaid/Medicaid_Publications_ProviderManual_Current.aspx
- Claim Submission Guidelines is in Section 6
- Provider Handbooks begin in Volume 2

Florida:

I am a provider in California. Where can providers enroll for servicing displaced Florida Medicaid recipients?

- Providers can visit the Florida Medicaid Public Web Portal at: www.mymedicaid-florida.com

I am a provider in California. Where can providers request assistance with enrollment and claims questions for Florida?

- Email: FL-emergent-enroll@hpe.com
- A DXC Technology field representative will contact the requestors to assist.

Louisiana:

I am a provider in California. Where can providers get information about providing Medicaid services for displaced Louisiana recipients?

- General Information: http://www.lamedicaid.com/provweb1/Recent_Policy/Hurricane_Harvey_FAQs.pdf
- Disaster Provider Enrollment: http://www.lamedicaid.com/provweb1/disaster/Disaster_Louisiana_Medicaid_Packet_for_Temporary_Enrollment_of_Out_of_State_OOS_Entities-Businesses_CMS_Expedited_Screening.pdf
- Telephone: 877-598-8753

Other States or Territories:

I am a provider in California. Where can providers call to enroll in other states' or territories' Medicaid programs?

Alabama	Anita G Brown	334-242-5346	anita.brown@medicaid.alabama.gov
Alabama	DeeAnn White	334-242-5347	deeann.white@adph.state.al.us
Florida	Shawn McCauley	Intake: 850-412-3429 User Admin: 850-412-3428	shawn.mccauley@ahca.myflorida.com
Florida	Tamara Strayer	850-412-3429	tamara.strayer@ahca.myflorida.com
Georgia	Nichole Thompson	404-651-5191	nthompson1@dch.ga.gov

Louisiana	Lois Harpole	225-219-4284	Lois.harpole@la.gov
Puerto Rico	María del C. Rosario	787-474-3300 Ext. 3110	MRosario@asespr.org
South Carolina	Felicia Burkett	803-898-2561	Burkett@scdhhs.gov
Texas	Walter Sotillo	512-206-5083	walter.sotillo@hhsc.state.texas.gov
U.S. Virgin Islands	Ms. Renée Joseph Rhymer	340-774-0930 Ext. 4398	Renee.JosephRhymer@dhs.vi.gov

Note: You are not required to be a current Medi-Cal provider to render services to out-of-state evacuees. However, you must follow the applicable emergency enrollment requirements for the other state Medicaid programs.