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GAVIN NEWSOM
GOVERNOR

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Medi-Cal Eligibility Division Information Letter No.: I 19-25

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

SUBJECT: New Recommended Single and Dual Hearing Order Language for use in cases with Medi-Cal beneficiaries transitioning to Covered California (Ref: All County Welfare Directors Letter (ACWDL) [16-18.](#))

The purpose of this Medi-Cal Eligibility Division Information Letter (MEDIL) is to inform counties of a new recommended approach that may be used by the California Department of Social Services (CDSS) Administrative Law Judges (ALJs) in hearing orders. CDSS State Hearings Division and Covered California, in collaboration with the Department of Health Care Services, developed recommended language and a model approach to assist beneficiaries in selecting and effectuating enrollment in a Qualified Health Plan (QHP) to reduce potential gaps in coverage. The ALJ orders describe counties' responsibilities to complete eligibility determinations, send notices of action, and assist beneficiaries transitioning from Modified Adjusted Gross Income (MAGI) Medi-Cal to a Covered California QHP.

ALJs execute orders in both single hearings (MAGI Medi-Cal Only) and dual hearings (MAGI Medi-Cal and Covered California where Covered California is also a party along with the County).

Single Hearing Orders

For single hearing orders, the county is responsible for all required actions and when ordered or requested by the beneficiary, must assist the beneficiary to select a QHP. The order may require the county to call the Covered California County Liaison Helpline, ideally by three-way call with the beneficiary, and notify Covered California of the Medi-Cal discontinuance date.

Dual Hearing Orders

For dual hearing orders, the order may require certain actions of both the county and Covered California; however, when ordered by the ALJ, the Appeals Fulfillment Unit, within the Ombuds Office of Covered California, is responsible for contacting the beneficiary to assist with QHP enrollment. The dual hearing order may direct counties to:

- Email the Appeals Fulfillment Unit at OmbudsAFU@covered.ca.gov using the following statement in the subject line of the email: Dual Appeal – Ombuds Action Needed -- SHN# XXXXXXXXX.
- Include the CalHEERS Case Number and the loss of Minimum Essential Coverage date within the email message.

This letter informs the counties of an agreed upon approach that may appear in hearing orders. This does not change the policy in place which continues to be “no wrong door.” The guidance for this policy was issued in [ACWDL 16-18](#) along with the Service Center Representative task guide.

If you have any questions or if we can provide further information, please contact Irene Hunter by phone at (916) 345-8171 or by email at Irene.Hunter@dhcs.ca.gov.

Original Signed By

Sandra Williams, Chief
Medi-Cal Eligibility Division