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DIRECTOR

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



GAVIN NEWSOM
GOVERNOR

May 15, 2020

Medi-Cal Eligibility Division Information Letter No.: I 20-16

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

SUBJECT: COMPANION TO MEDIL I 20-12 - APPLICATIONS RECEIVED
THROUGH SAWS PORTAL

On May 5th, 2020, in light of the public health emergency and the urgent importance of reducing the potential for transmission of COVID-19 through the authorization process, the Centers for Medicare & Medicaid Services (CMS) provided guidance that allows application assistance to be provided by phone during the current public health emergency to minimize in-person contact.

Certified application assisters or other individuals provisioned to submit applications through the Statewide Automated Welfare System (SAWS) Portals (including certified enrollment counsellors, Exchange Navigators, and community based organizations), may complete and submit an online application on behalf of an applicant, based on information the applicant has provided over the phone, for the period of the public health emergency, provided the applicant has designated and confirmed that assister or other individual to be an authorized representative with limited authority to sign and submit the application on their behalf.

During the public health emergency, this designation does not require a signed authorized representative form; however, the applicant must still provide “authorization” to the assister for the assister or other individual to be their authorized representative orally, in writing, or both. A record confirming such authorization must be submitted by the assister, along with the application. This authorization record must include:

- The name of the applicant or authorized representative that provided the consent to the assister to submit the application;
- The name of the assister that was provided with consent to submit the application; and,
- The date the consent was provided.

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Counties may have different methods of obtaining this authorization record from the assister, based on county practices. This authorization record can be provided by the assister to the county through any of the county's available means (telephonically, electronically such as upload or email, or in writing through the mail).

Counties must note in the case record the details listed above, the method by which the county obtained the authorization from the assister, and the date and time it was received at the county. Counties must also note in the case record that the designation of authorized representative for the assister is due to the public health emergency and limited to signing and submitting the application.

Once counties have received the confirmation record from the assister, as described above, along with the submitted application, the county can begin processing the application to determine Medi-Cal eligibility.

If you have any questions, or if we can provide further information, please contact Alison Brown by phone at (916) 345-8078 or by email at Alison.Brown@dhcs.ca.gov.

Original Signed by

Sandra Williams, Chief
Medi-Cal Eligibility Division