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Department of Health Care Services



GAVIN NEWSOM
GOVERNOR

April 28, 2022

Medi-Cal Eligibility Division Information Letter No.: I 22-14

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

SUBJECT: THRESHOLD LANGUAGES FOR FCRA NOTIFICATION LETTERS
(Reference: All County Welfare Directors Letter [21-23](#))

Purpose

The purpose of this Medi-Cal Eligibility Division Information Letter (MEDIL) is to provide counties with the threshold languages for the FCRA notification letters (Enclosure 1 and 2). Please refer to All County Welfare Directors Letter (ACWDL) [21-23](#) *Fair Credit Reporting Act Notice of Action of Guidance* for further guidance on when to use these notification letters.

Background

ACWDL [21-23](#) instructed County Welfare Departments (CWDs) that Medi-Cal eligibility determination activities are subject to requirements for the Fair Credit Reporting Act (FCRA). Additionally, it provided CWDs with FCRA compliant notification letters to supplement certain Notices of Action (NOAs). These notification letters were made available for immediate use until implementation of snippet language in the Statewide Automated Welfare System (SAWS).

The FCRA notification letters are now available in the following threshold languages:

- | | | |
|-------------|------------|--------------|
| • Arabic | • Hindi | • Russian |
| • Armenian | • Japanese | • Tagalog |
| • Cambodian | • Korean | • Thai |
| • Chinese | • Laotian | • Ukrainian |
| • Farsi | • Mien | • Vietnamese |
| • Hmong | • Punjabi | |

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Note: It is important to note that these notification letters are to be used until Statewide Automated Welfare System (SAWS) has programmed the negative action NOA snippet language outlined in Attachment A of ACWDL [21-23](#).

If you have any questions or comments regarding the information in this letter, please contact Ms. Kindra Davis at (916) 345-8067, or by email at Kindra.Davis@dhcs.ca.gov.

Original Signed By

Sandra Williams, Chief
Medi-Cal Eligibility Division