

DATE: March 8, 2024

Medi-Cal Eligibility Division Information

Letter No.: I 24-09

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

SUBJECT: CONTINUING ADDITIONAL CONTACT REMINDER DURING RENEWAL

The purpose of this Medi-Cal Eligibility Division Information Letter (MEDIL) is to instruct counties on the continuation of the additional contact reminder notice during the renewal process.

Background

The Department of Health Care Services (DHCS) implemented an additional contact requirement during the Continuous Coverage Requirement to help mitigate possible procedural terminations during the Continuous Coverage Unwinding period. DHCS issued policy guidance by means of [MEDIL I 22-01](#) and programming for the additional reminder was implemented within the California Statewide Automated Welfare Systems (CalSAWS) in May 2023 (CA-239741).

Continuation of the Additional Contact Process

The additional contact process, as outlined in [MEDIL I 22-01](#), will continue indefinitely after the end of the Continuous Coverage Unwinding (May 31, 2024). Counties shall continue the additional contact process and implement within their business practices as a permanent change.

As the additional contact has already been implemented within CalSAWS, this policy goes into effect immediately and will continue until DHCS provides alternate direction.

If you have any questions, or if we can provide further information, please contact Derek Soiu by phone at (916) 345-8193 or by email at Derek.Soiu@dhcs.ca.gov.

Original Signed By

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