

DATE: March 21, 2024

Medi-Cal Eligibility Division Information

Letter No.: I 24-10

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

SUBJECT: MEDI-CAL GOOD CAUSE DETERMINATIONS FOR ANNUAL
RENEWALSUBMISSION

Purpose

The purpose of this Medi-Cal Eligibility Division Information Letter (MEDIL) is to inform counties of the use of good cause for situations involving attempted renewal submission in BenefitsCal for February renewals.

Background

Title 22 [California Code of Regulations \(CCR\) 50175](#) allows for good cause consideration for situations where an individual is not able to timely return requested information by the county. [ACWDL 22-33](#) provides additional guidance to counties on consideration of good cause during the annual renewal process, including continuing to work with members that have good cause in order to complete the renewal.

BenefitsCal Security Update and Good Cause

Members are able to provide their annual renewal paperwork through multiple modalities, including online through the BenefitsCal portal. In February, BenefitsCal experienced a credential stuffing security incident. Credential stuffing is when credentials obtained from a data breach on one site are used to attempt to log in to another unrelated site, taking advantage of people who reuse their passwords on multiple sites. As a result, BenefitsCal made security updates to address the incident.

Due to the BenefitsCal credential stuffing incident, some Medi-Cal members may have faced challenges with completing or uploading their Medi-Cal annual renewal in BenefitsCal. Therefore, if a Medi-Cal member with a February through April 2024 annual renewal contacts the county via any modality (including by phone or in person) and reports they were unable to submit their February through April 2024 Medi-Cal renewal in BenefitsCal, counties are to consider this as good cause.

Counties should immediately rescind any discontinuance and restore Medi-Cal back to the date of discontinuance. The county should attempt to complete the Medi-Cal renewal using all available flexibilities. However, if the Medi-Cal member is unable to

Medi-Cal Eligibility Division Information Letter No.: I 24-10
Page 2
March 21, 2024

complete the renewal with the county at the time of contact, the county must instruct the member about the other various modalities to complete their renewal (including over the phone or in-person) and provide the individual additional time to submit their information.

If you have any questions, or if we can provide further information, please contact Kathryn Floto by phone at (916) 345-8076 or by email at Kathryn.Floto@dhcs.ca.gov.

Original Signed By,

Yingjia Huang
Assistant Deputy Director
Health Care and Benefits
Department of Health Care Services