

DATE: May 21, 2024

Medi-Cal Eligibility Division Information

Letter No.: I 24-12

TO: ALL COUNTY WELFARE DIRECTORS
ALL COUNTY ADMINISTRATIVE OFFICERS
ALL COUNTY MEDI-CAL PROGRAM SPECIALISTS/LIAISONS
ALL COUNTY PUBLIC HEALTH DIRECTORS
ALL COUNTY MENTAL HEALTH DIRECTORS
ALL CONSORTIA/SAWS PROJECT MANAGERS

SUBJECT: REINSTATEMENT OF PERFORMANCE STANDARDS IN MEDI-CAL
ELIGIBILITY DETERMINATIONS
(REFERENCE: MEDI-CAL ELIGIBILITY DIVISION INFORMATIONAL
LETTER I 14-14)

The purpose of this letter is to inform counties that the Department of Health Care Services (DHCS) will end the hold harmless policy that was implemented under [MEDIL I 14-14](#) and continued through the duration of the Novel Coronavirus Disease 2019 Public Health Emergency and the Continuous Coverage Unwinding period on June 1, 2024.

Effective June 1, 2024, DHCS will reinstate the County Performance Standards in alignment with State statute as outlined in Welfare and Institutions Code (WIC) section [14154](#) and section [14154.5](#).

County Performance Standards require that counties:

- Ensure that Medi-Cal eligibility determinations are made pursuant to State and Federal statute [WIC § 14005.37](#) and all subsections; [42 Code of Federal Regulations § 435.911](#) and all subsections.
- Adjudicate applications and renewals in accordance with State and Federal timeliness standards [WIC § 14154 \(d\)\(1\)](#).
- Redetermine eligibility for individuals in transitional aid codes within the 45-day timeframe [WIC § 14154 \(d\)\(3\)](#).
- Appropriately resolve all Medi-Cal Eligibility Data System (MEDS) alerts that may impact eligibility timely [WIC § 14154.5](#).

DHCS will issue separate guidance that will provide counties with additional details regarding performance standards. The Department will work with counties through the

Medi-Cal Eligibility Division Information Letter No.: I 24-12
Page 2
May 16, 2024

County Welfare Directors Association (CWDA) to operationalize the processes for measuring and monitoring performance, remediating any performance issues and clearly articulating the circumstances that may lead to financial sanctions for noncompliance as allowed under state law.

If you have any questions about this letter, please contact Silvia Salazar at (916) 345-8062, or by email at silvia.salazar@dhca.ca.gov.

Sincerely,

Sarah Crow, Chief
Medi-Cal Eligibility Division