



DATE: October 17, 2024

Medi-Cal Eligibility Division Information Letter No.: I 24-25

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

SUBJECT: TRANSITION FROM REMEDY TO SERVICENOW

The purpose of this Medi-Cal Eligibility Division Information Letter (MEDIL) is to inform the counties of the Department of Health Care Services (DHCS) transition from Remedy to ServiceNow for reporting issues related to member eligibility and/or the Medi-Cal Eligibility Data System (MEDS) and the MEDS sub-system, MEDSLITE.

DHCS will deploy the ServiceNow portal as the new ticket system effective **October 19, 2024**. Existing Remedy users have been transitioned to ServiceNow to continue submitting MEDS problem or MEDS/MEDSLITE access tickets for limiting disruption to ongoing business processes. Ticket category names and submission processes will remain familiar, will be largely unchanged in the new system.

County users will no longer have access to submit new tickets in Remedy after close of business, October 18, 2024. After that date, the Remedy system will not be available to county or state level users anymore.

Any tickets submitted into the Remedy portal prior to the implementation of ServiceNow will continue to be processed by DHCS, but the county will not have access to submit new tickets or view the status of the ticket within Remedy. Counties can reach out to DHCS' Process Unit via email to obtain the status of open tickets in Remedy. DHCS encourages our county partners to document their open Remedy tickets for tracking purposes. Should counties choose to open existing tickets in ServiceNow, please notify DHCS so the ticket status can be updated in Remedy.

DHCS has provided specific direction on the login and ticket submission processes for ServiceNow to counties to support this transition. If you have any questions, require access to ServiceNow, or if DHCS can provide further information, please contact DHCS Process Unit at dhcs.cmag@dhcs.ca.gov.

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Sincerely,

Sarah Crow
Division Chief, Medi-Cal Eligibility Division