

DATE: December 24, 2024

Medi-Cal Eligibility Division Information

Letter No.: I 24-33

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

SUBJECT: SAFE AT HOME MEMBER HEALTH CARE PLAN ENROLLMENT  
Reference: ACWDL 14-34, Safe at Home Confidential Post Office (P.O.)  
Box Process

## Purpose

The purpose of this letter is to provide guidance to ensure that Safe At Home (SAH) members are seamlessly enrolled into the appropriate Managed Care Plan (MCP) based on where the member resides.

## Managed Care Plan Enrollment

Enrollment into the appropriate Managed Care Plan is dependent one or both of the following two factors: residence county and residence county zip code. Per [ACWDL14-34](#) SAH clients will have a Sacramento (mailing) address, but Counties must maintain the residence county and county of responsibility as the county where the participants are living. Because the residence address is protected once entered, it is important to maintain the correct residence county in the Medi-Cal Eligibility Data System (MEDS) to ensure members are enrolled into the MCP in the county in which the member resides and that the residence county and masked residence address zip code are compatible. The masked residence address zip code is used for appropriate plan enrollment in counties where multiple MCPs operate. As a best practice, Counties should always enter the residence county when adding new eligibility for a SAH member, even if the residence county is the same as the responsible county.

If you have any questions or require additional information, please contact Linda Page via email at [linda.page@dhcs.ca.gov](mailto:linda.page@dhcs.ca.gov) or Laurieanne Blanco at [laurianne.blanco@dhcs.ca.gov](mailto:laurianne.blanco@dhcs.ca.gov).

Sincerely,

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Sarah Crow, Chief  
Medi-Cal Eligibility Division