

DATE: January 30, 2025

Medi-Cal Eligibility Division Information

Letter No.: I 25-05

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

SUBJECT: In-Person Verification Reminders

The purpose of this letter is to provide policy reminders regarding the process of when individuals provide Medi-Cal verifications to the county in person at application, renewal, or report a change.

As a reminder, to ensure accurate case records when Medi-Cal verifications are provided to the county in person, the county shall:

- 1) Update the case journal to indicate that the applicant/member came into the office in person and provided the verifications;
- 2) Ensure that case narratives describe the verifications that were submitted; and
- 3) Once the case journal has been updated, the CEW shall image the verifications into CalSAWS.

If you have any questions, or if we can provide further information, please contact the Medi-Cal Eligibility Division (MCED) Policy inbox at MCED-Policy@dhcs.ca.gov.

Sincerely,

Sarah Crow, Chief
Medi-Cal Eligibility Division