



State of California—Health and Human Services Agency  
Department of Health Care Services



EDMUND G. BROWN JR.  
Governor

December 31, 2013

Medi-Cal Eligibility Division Information Letter No.: I 13-15

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

SUBJECT: Temporary Eligibility for Medi-Cal Pending Cases

In response to the significant number of Medi-Cal applications received through the Covered California portal, and consistent with the Department of Health Care Services' (DHCS) commitment to ensuring a high-quality consumer experience for the Medicaid expansion in California, the Department is taking administrative action to provide temporary Medi-Cal eligibility for individuals who have submitted online applications to Covered California via the California Healthcare Eligibility, Enrollment and Retention System (CalHEERS) but require counties to complete the necessary administrative verifications. Administrative verifications could include state residency, citizenship, immigration status and income.

This process will provide presumptive eligibility for adults and children that are currently pending for verifications in CalHEERS. The consumers who will receive presumptive eligibility through this process are based on a point in time report of consumers who are listed as Medi-Cal "pending" status in CalHEERS. The initial report for such individuals is as of December 14, 2013. Consumers with duplicate applications will have the last dated application used for determining eligibility. It is important to note that the pending status for these consumers will remain in CalHEERS, so that counties will be able to identify those individuals needing verifications. Also note that consumers with unknown, inconsistent, or otherwise problematic Client Identification Numbers (CINs) will not be provided presumptive eligibility. In addition, for consumers that have been determined eligible for Medi-Cal in an ongoing aid code (not presumptive), their current aid code will not be over-written by the presumptive eligibility aid code of 8E. The '8E' aid code will be used for both adults and children for this population. On an ongoing basis, the 8E aid code will continue to be used for children in Accelerated Enrollment through the single point of entry.

Consumers affected by this administrative process will be sent a letter by DHCS (sample attached) to inform them of their presumptive eligibility status, to request that they respond to any inquiries for verifications requested from the county, and to inform them that their BIC will be mailed shortly and their coverage will be effective as of January 1, 2014. Counties must follow the two contact requirement for obtaining verification data needed from consumers to determine eligibility. See All County Welfare Directors Letter 08-07 for more information on the two contact requirement. Eligibility transactions for the first group of individuals will be sent to MEDS (Medi-Cal Eligibility Data System) starting the week of December 23, 2013 and consumers' eligibility will be effective January 1, 2014.

As additional cases are targeted for this effort, DHCS will provide counties with a list of consumers that have been granted presumptive eligibility through this process and guidance on the effective dates of coverage for such individuals. Counties must continue to process eligibility verifications for these consumers, with adults as a priority from the oldest application date. Children are to be second priority, also working from the oldest application date.

Counties are instructed to do an ex-parte review prior to requesting any verification from the consumer. For example, if there is an active case in another public program and/or a closed case within the last 45 days (consistent with SB 87 requirements), counties may use that information to satisfy the verification. Pursuant to Section 14005.37(e)(1) of California Welfare and Institutions Code, starting January 1, 2014, a case can be closed within the last 90 days and still be used for verifying consumer information. Counties may use any information available to satisfy the state residency verification up to and including information for other social services programs. Counties will use existing policy to request information following the two contact rule for applications in ACWDL 08-07. Consumers can be denied after counties follow the two-contact requirement if there is no response.

Until the interface between SAWS (Statewide Automated Welfare Systems) and CalHEERS is operational, counties must process the verifications and re-run eligibility in CalHEERS. There is a verifications process guide for CalHEERS available for county eligibility workers to use.

The intent of this policy is that counties should complete the eligibility determination process and have a final disposition for these consumers no later than March 31, 2014.

If you have any questions, or if we can provide further information, please contact Crystal Haswell at [crystal.haswell@dhcs.ca.gov](mailto:crystal.haswell@dhcs.ca.gov) or 916-552-9542

**Original Signed By**

Azadeh Fares, Assistant Division Chief  
Medi-Cal Eligibility Division

**Department of Health Care Services**

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Sacramento, CA 95899-xxxx

<Date>

John Q Sample  
1234 Street Way  
Apt. 789  
City, State, Zip



TOBY DOUGLAS  
DIRECTOR

State of California—Health and Human Services Agency  
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**Welcome To Medi-Cal**

Welcome to Medi-Cal! Starting January 1, 2014, you will start getting health benefits from Medi-Cal.

**Information About Medi-Cal**

You will be receiving more information about your Medi-Cal eligibility, enrollment, benefits, how to select a health plan and your rights as a Medi-Cal beneficiary.

You can also find more information about Medi-Cal at [www.dhcs.ca.gov/individuals](http://www.dhcs.ca.gov/individuals).

We may still need information from you to finish your Medi-Cal eligibility. If we do, you will get a letter from your county social services office telling you what information we need. Please answer any requests you get. If you do not answer, you could lose your Medi-Cal benefits.

**Benefits Identification Card**

You will soon get a Medi-Cal identification card called a Benefits Identification Card, or BIC. It is white with blue writing, and it has a picture of the seal of the State of California. It will also have your name on it. This card will be sent to you in a separate letter. You may begin using your BIC on January 1, 2014. If you already have a BIC, you will not get a new one. Keep using your current BIC.

**If you have questions about:**

- Medi-Cal eligibility or about your BIC, please contact your county social services office at the phone number provided on the enclosed county list or you can go to [www.dhcs.ca.gov/individuals](http://www.dhcs.ca.gov/individuals).
- Medi-Cal managed care plans, please go to: [www.dhcs.ca.gov/individuals/Pages/MMCDHealthPlanDir.aspx](http://www.dhcs.ca.gov/individuals/Pages/MMCDHealthPlanDir.aspx)
- To join a health plan call Health Care Options, Monday through Friday 8am -5pm, at 1-800-430-4263 (TDD/TYY) 1-800-430-7077.

### Language Services Notice

If you do not understand this information or notification, call your county Medi-Cal worker. You have the right to interpreter services provided by the county at no cost to you.

Si no entiende esta información o notificación, llame al trabajador de Medi-Cal de su condado. Tiene derecho a obtener servicios de intérpretes proporcionados por el condado sin costo para Ud. (Spanish)

إذا لم تفهم هذه المعلومات أو هذا الإبلاغ . إتصل بموظف Medi-Cal الخاص بمقاطعتك . لديك حق الحصول على خدمات ترجمة مجانية متوفرة لك من قبل المقاطعة. (Arabic)

Եթե դուք չեք հասկանում այս տեղեկությունը կամ հայտարարությունը, զանգահարեք ձեր քառնքիի Medi-Cal-ի աշխատակցին: Դուք իրավունք ունեք քառնքիի կողմից տրամադրված թարգմանչական անվճար ծառայություն ստանալու: (Armenian)

បើសិនជាអ្នកមិនយល់ព័ត៌មាន ឬសេចក្តីជំរាបនេះទេ សូមទូរស័ព្ទទៅអ្នកធ្វើការខាង Medi-Cal នៅខោនធីរបស់អ្នក ។ អ្នកមានសិទ្ធិទទួលសេវាពីអ្នកបកប្រែ ដែលបានផ្តល់ដោយខោនធី ដោយឥតគិតថ្លៃអ្វីផលអ្នកឡើយ ។ (Cambodian)

如果您不理解此處的資訊或通知,請電洽您所在縣的Medi-Cal工作人員。您有權免費獲得縣政府提供的免費口譯服務。(Chinese)

اگر این اطلاعات و یا اطلاعیه را درک نمی کنید. با مددکار Medi-Cal کانتی خود تماس بگیرید. شما این حق را دارید که به طور رایگان از خدمات مترجم از طریق کانتی استفاده کنید. (Farsi)

Yog koj tsis totaub txog cov kev qhia lossis tsab ntwav no, hu rau koj tus neeg tuav ntaub ntwav Medi-Cal hauv lub county. Koj muaj cai tau txais kev pab txhais lus dawb los ntwam lub county. (Hmong)

이 정보나 통지서를 이해할 수 없는 경우에는 카운티 Medi-Cal 담당 직원에게 전화하십시오. 가입자는 카운티가 무료로 제공하는 통역 서비스를 받을 권리가 있습니다. (Korean)

Если вы не понимаете данную информацию или уведомление, позвоните сотруднику компании Medi-Cal вашего округа. У вас есть право на получение услуг переводчика, которые предоставляются округом бесплатно. (Russian)

Kung hindi ninyo naiintindihan ang impormasyon o paunawang ito, tawagan ang inyong manggagawa sa Medi-Cal ng county. Kayo ay may karapatang magkaroon ng mga serbisyo ng tagasalin na ibibigay ng county na walang bayad sa inyo. (Tagalog)

Nếu quý vị không hiểu chi tiết hoặc thông báo này, hãy điện thoại cho nhân viên Medi-Cal tại quận quý vị. Quý vị có quyền được quận cung cấp dịch vụ thông dịch miễn phí cho quý vị. (Vietnamese)

# County Social Services Agencies

If the information on this list has changed, you may verify the information in the phone directory under the county government listings.

## A - L Counties

### **Alameda County (01)**

(510) 383-8523

### **Alpine County (02)**

(530) 694-2235

### **Amador County (03)**

(209) 223-6550

### **Butte County (04)**

Oroville (530) 538-7711

### **Calaveras County (05)**

(209) 754-6448

### **Colusa County (06)**

(530) 458-0250

### **Contra Costa County (07)**

(866) 663-3225

### **Del Norte County (08)**

(707) 464-3191

### **El Dorado County (09)**

(530) 642-7300

### **Fresno County (10)**

Call Center – Main Number

(559) 600-1377

Services: Heritage Center, Fresno

Coalinga Regional Center

Selma Regional Center

Reedley Eastside Services

### **Glenn County (11)**

(530) 934-6514

### **Humboldt County (12)**

(877) 410-8809

### **Imperial County (13)**

(760) 337-6800

### **Inyo County (14)**

(760) 872-1394

### **Kern County (15)**

(661) 631-6807

### **Kings County (16)**

(559) 582-3241

### **Lake County (17)**

(707) 995-4200

### **Lassen County (18)**

(530) 251-8152

### **Los Angeles County (19)**

Customer Service Center

(626) 569-1399

## M - O Counties

### **Madera County (20)**

(559) 675-2300

### **Marin County (21)**

(415) 473-3400

### **Mariposa County (22)**

(209) 966-2000

### **Mendocino County and Fort Bragg Office (23)**

(707) 962-1000

(877) 327-1677 Toll-Free

in Mendocino

Ukiah Office (707) 463-7700

(877) 327-1711 Toll Free

in Mendocino

### **Merced County (24)**

(209) 385-3000

### **Modoc County (25)**

(530) 233-6501

### **Mono County (26)**

North County Office

(760) 932-5600

South County Office

(760) 924-1770

### **Monterey County (27)**

(831) 755-8500

(831) 755-4650

### **Napa County (28)**

(800) 464-4214 Toll-Free

(707) 253-4511

### **Nevada County (29)**

(888) 809-1340 Toll-Free

(530) 265-1340

### **Orange County (30) Anaheim**

(949) 389-8456 Automated

(714) 541-4895 Automated

(800) 281-9799

## P - R Counties

### **Placer County Human Services (31)**

(888) 385-5160 Toll-Free

(916) 784-6000 From outside

of the County

### **Plumas County (32)**

(530) 283-6350

**Riverside County (33)**

Call Center – Customer Service  
(800) 274-2050

**S Counties**

**Sacramento County (34)**

(916) 874-3100

**San Benito County (35)**

(831) 636-4180

**San Bernardino County (36)**

(877) 410-8829

**San Diego County (37)**

(866) 262-9881

**City & County of**

**San Francisco (38)**

(855) 355-5757

**San Joaquin County (39)**

(209) 468-1000

**San Luis Obispo County (40)**

(805) 781-1600

**San Mateo County (41)**

(800) 223-8383

**Santa Barbara County (42)**

Access Cal Win:  
(866) 404-4007

**Santa Clara County (43)**

(408) 758-3800 Benefits  
Assistance Center  
(408) 758-4600 or  
(877) 962-3633  
Automated Assistance

**Santa Cruz County (44)**

Benefit Call Center:  
(888) 421-8080  
Santa Cruz  
(831) 454-4165  
Watsonville  
(831) 763-8500

**Shasta County (45)**

(877) 652-0731

**Sierra County (46)**

Loyalton  
(530) 993-6721  
Downieville  
(530) 289-3711

**Siskiyou County (47)**

(530) 841-2700

**Solano County (48)**

Benefit Action Center:  
(800) 400-6001 Toll-Free  
Fairfield (707) 784-8050  
Vacaville (707) 469-4500  
Vallejo (707) 553-5000

**Sonoma County (49)**

(877) 699-6868 Toll-Free

**Stanislaus County (50)**

(877) 652-0734 Toll-Free

**Sutter County (51)**

(530) 822-7230

**T - Y Counties**

**Tehama County (52)**

(530) 527-1911

**Trinity County (53)**

(800) 851-5658 Toll-Free  
(530) 623-1265

**Tulare County (54)**

(800) 540-6880 Toll-Free

**Tuolumne County (55)**

(209) 533-5711

For mailed application  
(209) 533-5725

**Ventura County (56)**

Administrative Office  
(805) 477-5100  
(866) 904-9362 Toll-Free

Regional Offices:

Oxnard (805) 385-9363  
Ventura (805) 658-4100  
Santa Clara Valley  
(805) 933-8300  
East County  
(805) 584-4842

**Yolo County (57)**

Woodland  
(530) 661-2750  
West Sacramento  
(916) 375-6200

**Yuba County (58)**

(530) 749-6311