

**DEPARTMENT OF HEALTH SERVICES**

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March 24, 2000

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

Letter No.: 00-17

Elimination of the Face-to-Face Interview Requirement When Adding Family Members to the Medi-Cal Family Budget Unit (MFBU)

Ref.: All County Welfare Directors Letter (ACWDL) No. 99-22

The purpose of this letter is to notify counties that a face-to-face interview **is not required** when adding adults or children over age 19 to the MFBU. This letter rescinds instructions provided in ACWDL 99-22.

Example: Parents applied for Medi-Cal for their children by completing the MC 321 HFP Mail-In application form. The parents later request that their Medi-Cal eligibility be determined due to the March 1, 2000 expansions to the Medi-Cal program.

County Medi-Cal eligibility workers shall mail the MC 321 HFP-AP (Supplement to the Medi-Cal Mail-In Application) and MC 322 (property form) to the parents for completion. The parents are not required to complete a face-to-face interview.

Additionally, all verifications necessary to determine eligibility shall be obtained by mail. Photocopies of all required documents are acceptable. Program staff are no longer required to view original documents.

**Please note:** This policy change continues to allow all applicants the right to request a face-to-face interview with eligibility staff if they so desire. Eligibility staff is allowed to request the applicant to complete a face-to-face interview before benefits are established only for good cause or suspicion of fraud.

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If you have any questions regarding this policy change, please contact Ms. Linda Rahmeyer of my staff at (916) 657-0398.

Sincerely,

**ORIGINAL SIGNED BY**

Angeline Mrva, Chief  
Medi-Cal Eligibility Branch