DHCS

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

DAVID MAXWELL-JOLLY
Director

ARNOLD SCHWARZENEGGER
Governor

May 5, 2009

TO: ALL COUNTY WELFARE DIRECTORS   Letter No.: 09-24
                ALL COUNTY ADMINISTRATIVE OFFICERS
                ALL COUNTY MEDI-CAL PROGRAM SPECIALISTS/LIAISONS
                ALL COUNTY HEALTH EXECUTIVES
                ALL COUNTY MENTAL HEALTH DIRECTORS

SUBJECT: MEDICARE OPERATIONS UNIT (MOU) EMAIL SYSTEM TO REPORT
                      STATE MEDICARE BUY-IN PROBLEMS

The purpose of this All County Welfare Directors Letter is to instruct counties to use the MOU email system (buyin@dhcs.ca.gov) to inform the Department of Health Care Services (DHCS) of State Medicare Buy-In problems. Our email service is monitored Monday thru Friday from 8 a.m. to 5 p.m. It is our goal to have your requests processed by close of business on the day of receipt, however, more complex requests may require two working days to complete.

To improve customer service efforts for the counties and beneficiaries, DHCS has made the *State Medicare Buy-In Problem Report* (DHCS 6166) a print and fill form available at www.dhcs.ca.gov/formsandpubs/forms/Forms/dhjcs6166.pdf. Once the DHCS 6166 online is completed, you may submit it directly to the MOU email box at buyin@dhcs.ca.gov.

When using the MOU email system for other correspondence, please only provide the County Number, Case Number, and Client Number. DO NOT INCLUDE the beneficiary's name, date of birth, social security number, or any other Personal Health Information with your request.

Contact your county information technology security officer for any assistance that you may need to secure the email in compliance with Health Insurance Portability and Accountability Act regulations.

Medi-Cal Eligibility Division, MS 4607, P.O. Box 997417, Sacramento, CA 95899-7417
(916) 552-9430   FAX (916) 552-9478
Internet Address: www.dhcs.ca.gov

If you have any questions regarding this notice, please contact Mr. Adam Quintana, MOU, at (916) 650-0518.

Original Signed By

Vivian Auble, Chief
Medi-Cal Eligibility Division