

(916)322-6454

September 15, 1978

To: All County Welfare Directors

Letter No. 78-5

BENEFICIARY COMMUNICATION WITH MEDI-CAL INTERMEDIARY OPERATIONS

Due to the excessive number of beneficiary contacts with Medi-Cal Intermediary Operations (MIO), it has become increasingly difficult for MIO to efficiently process provider claims. Recognizing that the processing of provider claims is MIO's top priority, the Department of Health Services requests that county welfare departments not refer beneficiary questions to MIO for any reason. Routine inquiries should be handled by the county welfare department. When county staff cannot respond to some, especially those involving medical coverage and payment information, those beneficiaries should be instructed to forward their inquiries to:

Department of Health Services
Medi-Cal Relations Unit
714 P Street, Room 1640
Sacramento, CA 95814
(916) 445-0266

If you have any questions regarding this letter, please contact your Medi-Cal field representative.

Sincerely,

Original signed by

Doris Z. Soderberg, Chief
Medi-Cal Eligibility Branch

cc: Medi-Cal Liaisons
Medi-Cal Field Representatives

Expiration Date: March 31, 1979

GS:djs

DEPARTMENT OF HEALTH SERVICES

1744 P STREET
SACRAMENTO, CA 95814
916/322-8451



October 26, 1978

To: County Welfare Directors

Letter No. 78-6

MODEL MEDI-CAL PROCEDURES

The Medi-Cal Eligibility Branch of the Department of Health Services is interested in the procedures which local welfare departments use to carry out state regulations. We know that local administrative procedures influence who receives Medi-Cal nearly as much as does state policy. In addition, we wish to assist welfare departments to conserve administrative funds, while maintaining high levels of accuracy and service. It has often been recommended in meetings with the County Welfare Directors Association that the State provide more "nuts and bolts" administrative assistance to county welfare departments.

Accordingly, the Eligibility Branch is initiating a study of administrative procedures in welfare departments. We are interested in the effect of each administrative procedure upon level of service, upon administrative cost, and upon accuracy. For example, what is the effect of eligibility screening? Of the appointment system in intake? Of microfiche case records? Of clerical editing of the computer input document?

After we have reviewed procedures in welfare departments, we will draft a set of model Medi-Cal procedures which meet Medi-Cal program objectives in the areas of service, administrative cost, and accuracy of eligibility determination. We will then work jointly with counties to identify welfare offices where the model procedures can be tested.

County participation will be a welcome and integral part of this study. Each of the 58 California county welfare departments faces different problems and uses different procedures, and therefore has something to contribute. Although due to time constraints only a sample of welfare departments will be reviewed, we encourage any welfare department to participate in the development of model procedures by submitting unique or unusual ways of doing a better job. In addition, all welfare departments will have an opportunity to review and comment upon the model systems after they have been drafted.

The Department of Health Services intends to use model procedures in two ways, as follows:

1. To assist local welfare departments by demonstrating efficient procedures which result in accurate eligibility determination and high levels of service to the public.
2. To develop a basis for reimbursement of county Medi-Cal administrative costs which is more valid than the current historical standards.