

## DEPARTMENT OF HEALTH SERVICES

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December 22, 1980

To: All County Welfare Directors

Letter No. 80-50

## SIMPLIFIED MEDI-CAL DISABILITY REFERRAL SYSTEM (SMDRS) UPDATE

This letter is intended to provide you with some information regarding lines of communication related to processing Medi-Cal cases which are forwarded to the Department of Social Services (DSS), Disability Evaluation Division (DED).

All issues concerning program policy should be handled with the Department of Health Services (DHS) Medi-Cal field representative for your county. When there are policy questions or suggestions for policy improvement/modification, they should be handled by and between DHS and your county. Similarly, policy directives and formal procedural changes will be forwarded from DHS to your county.

Day to day operational contacts between counties and DSS, DED are encouraged. The intention is to provide a direct communications link for operational matters to facilitate and expedite case processing. For example, counties may have additional information which can be provided to facilitate case processing such as when cases are withdrawn, when addresses are changed, when eligibility is denied, etc. The contact point will be a central information number in each of the DED offices as follows:

|             |                |
|-------------|----------------|
| Oakland     | (415) 464-3707 |
| Los Angeles | (213) 852-5581 |

There is also some general information which you may find useful in helping you to more clearly understand what you can expect from DSS and what DSS needs from the counties.

- According to law/regulations, the target for DSS completion of case processing, from date of receipt of a referral package, is 50 days. Obviously, due to circumstances not entirely in the control of DSS, some cases can be delayed beyond 50 days with the majority of cases processed sooner.
- In the event that cases have not been returned within 60 days or more, counties may call to check on the status. Calls for status checks prior to 60 days are discouraged because they tend to consume valuable time to answer status questions rather than on processing the case itself. Of course if there are special circumstances/hardship cases, then it is appropriate for early contact to be made. It is also advisable that a notation be made by counties on Item 8 of the MC 221 to alert DSS of any special handling when the case is initially referred.

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- Counties can help DSS and themselves to maintain a minimum turn around time if they will make certain that only completed packages be forwarded to DSS for processing. Such items as incomplete county identification and address, failure to obtain signed medical release forms including signature by the proper person, and failure to identify appropriate medical sources on each release form are some examples of those items which contribute to delays and/or result in DSS having to return the case unprocessed.

We appreciate your past cooperation with us and we look forward to improving our ability to work smoothly with you.

Sincerely,

Original signed by

Barbara V. Carr, Acting Chief  
Medi-Cal Eligibility Branch

cc: Medi-Cal Liaisons  
Medi-Cal Field Representatives

Expiration Date: June 30, 1981