

## DEPARTMENT OF HEALTH SERVICES

714/744 8 STREET  
SACRAMENTO, CA 95814

(916) 445-1912



January 29, 1987

TO: All County Welfare Directors  
All County Administrative Officers

Letter No.: 87-7

SUBJECT: METHODS TO REDUCE RECIPIENT REPORTING ERRORS

In its "California Medicaid Quality Control and Corrective Action Report" for 1986, the Department of Health Services identified recipient reporting errors in element 311 - Wages and Salaries as an area for corrective action. This letter is to request your suggestions to reduce recipient reporting errors in the wages and salaries element.

Errors occurring in element 311 - Wages and Salaries accounted for an average of 17 percent of all case errors and 7.7 percent of all misspent funds in the October 1984 - September 1985 review periods. Since the case error rate was greater than 10 percent for these periods, this element has been targeted for a corrective action initiative.

Eighty-eight percent of all errors in the Wages and Salaries element were caused by the beneficiaries' failure to report changes timely, especially income and employment changes. With your assistance, the Department of Health Services (DHS), Corrective Action Unit staff will study various methods to encourage and increase beneficiary reporting of changes.

We wish to express our thanks to you and your staff for cooperating in this corrective action initiative. If you have any questions, please contact Jim Jenkins at (916) 445-1912.

Sincerely,

Original signed by

Frank S. Martucci, Chief  
Medi-Cal Eligibility Branch

cc: Medi-Cal Liaisons  
Medi-Cal Program Consultants

Expiration Date: January 29, 1988