

DEPARTMENT OF HEALTH SERVICES

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June 19, 1987

TO: All County Welfare Directors
All County Administrative Officers

Letter: 87- 32

RE-CAP OF METHODS TO REDUCE RECIPIENT REPORTING ERRORS

In All County Welfare Directors (ACWD) Letter 87-7, counties were asked to provide suggestions to reduce recipient reporting errors in the wages and salaries element. The following suggestions were provided by the eight counties who responded in writing:

- o Increased status reporting (monthly for AFDC-MNs and MIs and quarterly for ABDs).
- o Send periodic Mailer-Notice.
- o Print MC 216/217 in Major languages.
- o Change language on MC 176 to require reporting whether there is a change or not.
- o Require an office visit of clients who fail to report timely in order to re-review the MC 216/217.
- o Print bold face type for reporting requirements on the MC 217.
- o Develop a poster regarding the 10-day reporting requirements to be displayed in the lobby of all CWDs.
- o Print reporting reminders on the envelopes used for Medi-Cal cards.
- o Print known income on status reports.
- o Develop automated reminder notices.
- o Pursue a more aggressive stance on prosecuting client fraud.

Most counties who responded were in favor of increased status reporting and mailing periodic reminders of the client's reporting responsibilities.

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Page 2

Staff from the Department of Health Services Corrective Action Unit will evaluate the feasibility of the above-named suggestions and select one or more suggestions for future implementation.

We would like to thank Kern, Los Angeles, Merced, Placer, San Joaquin, Santa Clara, Siskiyou, and Tuolumne Counties for providing us with their valuable and creative suggestions.

Sincerely,

Original signed by

Ricardo Bustamante, for
Frank S. Martucci, Chief
Medi-Cal Eligibility Branch

cc: Medi-Cal Liaisons
Medi-Cal Program Consultants