

DEPARTMENT OF HEALTH SERVICES

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P.O. BOX 942732

SACRAMENTO, CA 94234-7320



June 14, 1990

TO: All County Welfare Directors
All County Administrative Officers

Letter No. 90-51

SUBJECT: A "THANK YOU" FOR A JOB WELL DONE.

The last two Quality Control (QC) review periods covering October 1988 - September 1989 contained unprecedented changes in the Medi-Cal program. New coverage groups, numerous lawsuits, and a growing Medi-Cal caseload have all put tremendous pressure on the system responsible for delivering Medi-Cal benefits to eligible Californians. Many counties have experienced high staff turnover, had to implement sweeping changes in policy, and have processed an increased caseload about 30 percent larger than just one year ago. Much of the responsibility for administering Medi-Cal eligibility is borne by the local county welfare departments and you have performed remarkably under the circumstances. The case error rate did rise from around 8.5 percent to nearly 10.5 percent this last six month period (April-Sept. 1989). However, California's quality control dollar error rate has remained below the federal Medicaid tolerance level of 3 percent during the entire October 1988 - September 1989 period despite the turbulence of the last 18 months.

On behalf of the Department's Medi-Cal program let me say "Thank You" for your good work. Error-free eligibility determinations reduce the number of misspent Medi-Cal dollars. This, in turn, helps the program avoid both federal dollar sanctions for past errors and withholds of federal dollars for future periods. The Department remains committed to helping counties administer the Medi-Cal program through its QC and Corrective Action activities. But ultimately, our success is based on your effective administration of the program at the county level, a record for which we all should be proud.

Sincerely,

ORIGINAL SIGNED BY

Frank S. Martucci, Chief
Medi-Cal Eligibility Branch

cc: Medi-Cal Liaisons
Medi-Cal Program Consultants