

DEPARTMENT OF HEALTH SERVICES

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May 17, 2001

Medi-Cal Eligibility Branch Information Letter No.: I 01-07

TO: All County Welfare Directors
All County Medi-Cal Program Specialists/Liaisons

POINT OF SERVICE (POS) NETWORK MAINTENANCE – MEMORIAL DAY WEEKEND

The purpose of this notice is to inform counties of a POS network outage on Memorial Day Weekend. The following information has been sent to all Medi-Cal providers through a provider bulletin.

"A POS Network outage is scheduled to begin on Saturday, May 26, 2001 at 12 p.m. (noon). The outage should last approximately 15-20 minutes. An additional 15-20 minute outage will occur on Sunday, May 27, 2001 between the hours of 6 am and 12 p.m. (noon). The exact time is not known as it will depend on the progress of the system enhancements being performed that weekend. Eligibility, Share of Cost, Health Care Financing Administration (HCFA) 1500, Medi Service, FPACT, Pharmacy, Internet Eligibility and Automated Eligibility Verification System (AEVS) systems will be unavailable during both of these short outage periods. If you are attempting to access one of these applications and your transaction does not process, please wait 15 minutes and attempt it again. The outages are required so that the California Health and Human Services Data Center (HHSDC) can transition to a new electrical system and support backup generators that will maintain power during any emergency or planned state-initiated brown-outs. It is recommended that providers perform eligibility transactions prior to the Memorial Day weekend. For questions, contact the POS/Internet help desk at 1-800-427-1295."

During the outages (except for the brief interruptions mentioned above) only the POS and AEVS network will be up, Medi-Cal Eligibility Data System (MEDS) will be shut down and county staff will not be able to input any county or immediate need MEDS transactions until HHSDC powers up again.

If you have any questions regarding this notice, please contact Marlene King at (916) 657-0134.

ORIGINAL SIGNED BY
RICHARD BRANTINGHAM for
Shar Schroepfer, Chief
Medi-Cal Eligibility Branch