



State of California—Health and Human Services Agency  
Department of Health Care Services



GAVIN NEWSOM  
GOVERNOR

December 15, 2021

Medi-Cal Eligibility Division Information Letter No.: 21-40

TO: ALL COUNTY WELFARE DIRECTORS  
ALL COUNTY ADMINISTRATIVE OFFICERS  
ALL COUNTY MEDI-CAL PROGRAM SPECIALISTS/LIASONS

SUBJECT: 2018 and 2019 Focus Review Findings

The purpose of this Medi-Cal Eligibility Division Information Letter (MEDIL) is to inform the counties of statewide error trends found through Focus Reviews (FR) performed between 2018 and 2019.

Due to the Novel Coronavirus Disease 2019 (Covid -19) Public Health Emergency (PHE), the Department of Health Care Services (DHCS) suspended FRs, and a majority of the final reports were not issued to counties. DHCS does not plan to issue these reports, rather this letter serves as formal communication of the findings, and should be used by counties to implement measures to address these trends.

DHCS conducted FRs on the accuracy of redeterminations performed on both the Modified Adjusted Gross Income (MAGI) and Non-MAGI populations to ensure that:

- Redeterminations are performed accurately and timely.
- Individuals are enrolled in the appropriate aid code.
- Appropriate notices were sent to beneficiaries upon completion of the Redetermination process (regardless whether there was a change in level of benefits).
- All required data elements were verified appropriately, and prior to the completion of the redetermination.
- Case comments provided a clear audit trail of actions taken during the redetermination process.

The FR process identified the following statewide error trends:

- Redeterminations were not performed timely.

December 15, 2021

- There were extended delays in terminating eligibility for beneficiaries who did not complete the redetermination process, or who were determined ineligible upon the completion of the redetermination.
- Data elements were not verified prior to the completion of the redetermination.
- Documents used in the redetermination process were not retained in the case file.
- Data entry errors.
- Case comments did not provide a clear audit trail of redetermination related activities.
- Notices of Actions for continued eligibility were not generated for individuals who were redetermined eligible on a MAGI-basis.

DHCS plans to resume FR one year after the termination of the public health emergency. Upon resumption of FRs, DHCS will work closely with counties to ensure that corrective measures are implemented to reduce the occurrences of issues identified through FRs.

If you have any questions about this letter, please contact Ms. Silvia Salazar by phone at (916) 345-8062 or by email at [Silvia.Salazar@dhcs.ca.gov](mailto:Silvia.Salazar@dhcs.ca.gov).

**Original Signed by**

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