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GAVIN NEWSOM
GOVERNOR

DATE: January 11, 2023 PPL No. 23-003

TO: Local Governmental Agency (LGA) Coordinators for the Targeted Case Management (TCM) Program

SUBJECT: **Alternative Format Selection (AFS) Request Requirements**

PURPOSE: This Policy and Procedure Letter (PPL) informs LGAs participating in the TCM program of changes to the MOVEit eTransfer System that allow LGAs to meet AFS request requirements referenced in PPL 21-017R.

REFERENCE: Americans with Disabilities Act (42 U.S.C. § 12101, et. seq.) and section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794(d))

BACKGROUND:

Under federal and state law, including the Americans with Disabilities Act (42 U.S.C. § 12101, et. seq.) and section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794 (d)), discrimination against qualified members of the public participating in public programs based on disability is prohibited. A person is a qualified member of the public if they are an appropriate person with whom a public agency should or would communicate. The rights of persons with disabilities must be protected to ensure meaningful and equal access to public services, including but not limited to Medi-Cal and other programs that the Department of Health Care Services (DHCS) oversees in whole or in part through partnerships with other entities, such as providers, facilities, managed care plans, vendors, contractors, counties, or other state agencies. As such, all LGAs and their subcontractors that provide services to Medi-Cal beneficiaries must comply and adhere to these laws.

Accordingly, LGAs and their subcontractors must provide auxiliary aids and services to ensure that all qualified members of the public with disabilities, including Medi-Cal beneficiaries, can effectively communicate and participate in public programs, services and/or activities, which includes making program documents available in alternative formats (e.g., braille, large font, audio recording).

Data Release Process Now Includes AFS

To comply with federal law and DHCS policy regarding alternate formats, per PPL 21-017R, LGAs must utilize the MOVEit eTransfer System to confirm whether TCM beneficiaries make AFS requests via DHCS' online Alternative Format Selection Application (AFSA). DHCS recently amended its data release agreement to permit the exchange of AFS information with LGAs via the MOVEit eTransfer System. As such, if an LGA provides TCM services to a beneficiary who made an AFS, the beneficiary's AFS data elements will be placed in the LGA's TCM MOVEit folder, providing LGA MOVEit users access to AFS information on billed encounters.

On a monthly basis, current accounts for each LGA will be updated to include AFS information under data element "AFS Description". LGAs will not need to create new or additional user accounts for MOVEit.

Identifying or Searching for AFS Information

Please refer to AFS reporting instructions in PPL 21-017R.

A provider can search for a Medi-Cal beneficiary's AFS in DHCS' online AFSA system by providing the beneficiary's name, Benefits Identification Card number, and date of birth.

Please email DHCS-TCM@dhcs.ca.gov for any questions regarding this PPL.

Sincerely,

ORIGINAL SIGNED BY

Brian Fitzgerald, Chief
Local Governmental Financing Division
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