



California
Department of
Health Services

SANDRA SHEWRY
Director

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



ARNOLD SCHWARZENEGGER
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MMCD All Plan Letter 04008

TO: County Organized Health System (COHS)
 Geographic Managed Care (GMC) Plans
 Prepaid Health Plans (PHP)
 Primary Care Case Management (PCCM)
 Two-Plan Model Plans

FROM: Luis R. Rico, Acting Chief
Medi-Cal Managed Care Division

SUBJECT: 2004 - 2005 MANAGED CARE PLAN (MCP) MEDS/FAME CUTOFF AND PROCESSING SCHEDULE

The purpose of this letter is to share with you the 2005 (MCP) MEDS/FAME Cutoff and Processing schedule. The enclosed schedule covers the period of December 2004 through January 2006. A copy of the updated outline of MCP's FAME Responsibilities is also included.

These cutoff dates and timelines are established by the Department of Health Services (DHS), Information Technology Services Division (ITSD) and are critical to ensure timely processing of eligibility files and data. When applicable, it is imperative that all enrollments and disenrollments by any media (tape/diskette/hardcopy) be received on a weekly basis by DHS. Medi-Cal MCP contractors must adhere to the enclosed cutoff dates and timelines, allowing adequate processing time to insure timely payment.

In addition to the MEDS cutoff dates, the enclosed schedule includes the run dates for the monthly MEDS/FAME Renewal processes and mail dates for miscellaneous tapes and system-generated reports.

If you have any questions or require additional information, please contact your contract manager or Mr. Roy Johnson, Chief of Systems Support Unit at (916) 449-5017.

Enclosures

**MANAGED CARE PLAN (MCP)/FAME CUTOFF/PROCESSING
SCHEDULE FOR 2004 - 2005**

PROCESS MONTH	MONTH OF ELIGIBILITY	MCP HARD COPY (MCP To MMCD by Noon) (MMCD to ITSD by 3:00 PM)	MCP Tape Input (MCP To ITSD by 3:00 PM)	MEDS RENEWAL (Monthly Process by 4:00 PM)	FAME RENEWAL	FILE AVAILABLE (Website no later than 5:00 PM) (Disk for DMC/HCP MCP, COHS)	MISC TAPE MAILED DATES (For COB, COHS, HCP) (Tapes by 5:00 PM) (Pick-up after 1:00)	MCP REPORT MAIL DATE (Receipt within 3 days)
Dec-04	Jan-05	(Wed) 12/22/04	(Fri) 12/24/04	(Mon) 12/27/04	(Tues) 12/28/04	(Wed) 12/29/04	(Wed) 12/29/04	(Thu) 12/30/04
Jan-05	Feb-05	(Thu) 1/20/05	(Fri) 1/21/05	(Tues) 1/25/05	(Wed) 1/26/05	(Thu) 1/27/05	(Thu) 1/27/05	(Fri) 1/28/05
Feb-05	Mar-05	(Thu) 2/17/05	(Fri) 2/18/05	(Tues) 2/22/05	(Wed) 2/23/05	(Thu) 2/24/05	(Thu) 2/24/05	(Fri) 2/25/05
Mar-05	Apr-05	(Fri) 3/18/05	(Tues) 3/22/05	(Thu) 3/24/05	(Fri) 3/25/05	(Sat) 3/26/05	(Mon) 3/28/05	(Mon) 3/28/05
Apr-05	May-05	(Wed) 4/20/05	(Fri) 4/22/05	(Mon) 4/25/05	(Tues) 4/26/05	(Wed) 4/27/05	(Wed) 4/27/05	(Thu) 4/28/05
May-05	Jun-05	(Thu) 5/19/05	(Fri) 5/20/05	(Tues) 5/24/05	(Wed) 5/25/05	(Thu) 5/26/05	(Thu) 5/26/05	(Fri) 5/27/05
Jun-05	Jul-05	(Fri) 6/17/05	(Tues) 6/21/05	(Thu) 6/23/05	(Fri) 6/24/05	(Sat) 6/25/05	(Mon) 6/27/05	(Mon) 6/27/05
Jul-05	Aug-05	(Thu) 7/21/05	(Fri) 7/22/05	(Tues) 7/26/05	(Wed) 7/27/05	(Thu) 7/28/05	(Thu) 7/28/05	(Fri) 7/29/05
Aug-05	Sep-05	(Fri) 8/19/05	(Mon) 8/22/05	(Wed) 8/24/05	(Thu) 8/25/05	(Fri) 8/26/05	(Fri) 8/26/05	(Mon) 8/29/05
Sep-05	Oct-05	(Fri) 9/16/05	(Wed) 9/21/05	(Fri) 9/23/05	(Sat) 9/24/05	(Sun) 9/25/05	(Mon) 9/26/05	(Mon) 9/26/05
Oct-05	Nov-05	(Thu) 10/20/05	(Fri) 10/21/05	(Tues) 10/25/05	(Wed) 10/26/05	(Thu) 10/27/05	(Thu) 10/27/05	(Fri) 10/28/05
Nov-05	Dec-05	(Thu) 11/17/05	(Fri) 11/18/05	(Tues) 11/22/05	(Wed) 11/23/05	(Thu) 11/24/05***	(Thu) 11/24/05	(Fri) 11/25/05
Dec-05	Jan-06	(Thu) 12/22/05	(Fri) 12/23/05	(Tues) 12/27/05	(Wed) 12/28/05	(Thu) 12/29/05	(Thu) 12/29/05	(Fri) 12/30/05
Jan-06	Feb-06	(Thu) 1/19/06	(Fri) 1/20/06	(Tues) 1/24/06	(Wed) 1/25/06	(Thu) 1/26/06	(Thu) 1/26/06	(Fri) 1/27/06

Outlined above is the production schedule for MEDS. Should you have any questions, contact ITSD help desk at (916) 440-7000.

State Holidays:

- January 17, 2005 Martin Luther King
- February 21, 2005 President's Day
- March 31, 2005 Cesar Chavez Day
- May 30, 2005 Memorial Day
- July 4, 2005 Independence Day
- September 5, 2005 Labor Day
- October 10, 2005 Columbus Day
- November 11, 2005 Veteran's Day
- November 24 & 25, 2005 Thanksgiving and Day After
- December 26, 2005 Christmas and Day After

LEGEND:

- COB = Coordination of Benefits
- COHS = Co-Organized Health System
- DMC = Dental Managed Care
- HCP = Health Care Provider
- ITSD = Info Technology Services Division
- MCP = Managed Care Plan
- MWCD = Medical Managed Care Division

Plans must ensure that MMCD has a current address on file for receipt of Misc. tapes or hard copy reports. Should the address change, a letter from the Plan must be faxed

Should there be a need to pick up the tapes, pick up must be between the hours of 1:00pm and 4:30pm in Sacramento.

*** ITSD will make every effort to have the files ready by 11/23/05, however there is no guarantee.

MANAGED CARE PLAN/FAME RESPONSIBILITIES

January 2005

All Medi-Cal Managed Care Plans (MCPs) will be responsible for keeping the California Department of Health Services (DHS), Medi-Cal Managed Care Division informed of any Plan changes as described below.

1. NOTIFICATION/REQUEST PROCESSS

- A. MCPs must notify the Medi-Cal Managed Care Division's Systems Support Unit (SSU) by fax (916-449-5030) of any MCP/FAME changes prior to the 15th of any given month. This receipt deadline is necessary to meet the Department's Information Technology System Division's (ITSD) processing timeline and make the change effective within 45-60 days. It is requested that MCPs send the original copy of their notification (which includes the original signature of person authorized to submit change) to their assigned Medi-Cal Managed Care Division Contract Manager. Examples of MCP/FAME changes for which notification must be given are, but not limited to: MCP/FAME MIS Coordinator name change, address and phone number changes, tape pick up or distribution changes, etc.
1. Please include the following MCP information in the faxed notification:
- Plan Name;
 - Plan Code(s) (Specify all 'Active' Plan Codes);
 - Plan Mailing Address for Tapes, if applicable;
 - FAME/MIS Contact (Name, Phone/Page/Fax Numbers and E-mail Address);
 - FAME/MIS Backup Contact (Name, Phone/Page/Fax Numbers and E-mail Address);
 - Name(s) of Person(s) Picking Up Tapes; and
 - The nature of the MCP/FAME change.
- B. Medi-Cal eligibility files are uploaded from the Medi-Cal website by MCPs on a daily basis. To request access to the website, a MCP must submit, through their assigned Contract Manager, a formal written request and a completed website agreement form. (Note: Please fax a copy of the request to SSU, 916-449-5030). Once this request is received, it is then forwarded to Electronic Data Systems (EDS) who then incorporates the requested information into a separate contractual agreement with the MCP for this service.
1. Please include the following MCP information in the written request:
- Plan Name;
 - Plan Address (both mailing and billing);
 - Primary Contact (Name, Phone/Page/Fax Numbers and E-mail Address);
 - Technical/Backup Contact (Name, Phone/Fax Numbers and E-mail Address);
 - Name and Title of person who will sign the website agreement Contract (e.g., CEO, Executive Director, CIO, etc).
2. Month end Eligibility files will be available on the website by 5:00 p.m., the day after FAME renewal. MCPs are asked to wait until 5:00 p.m., and then, if your file is not available, please contact the following EDS staff in the sequence below. (Note: Please allow 30 minutes for a call back before moving on to the next contact):
- Monday - Friday 8-5
Kyong Kim 916/852-4846
Yun Bartholow 916/861-1810 backup
 - Evenings/Weekends
On-Call Pager 916/569-9198
On-Call Cell 916/919-6276
Jennifer Huynh 916/636-1137 (office) 916/569-9967 (pager)

Please note that daily files and monthly FAME files are available on the website.

MANAGED CARE PLAN/FAME RESPONSIBILITIES
January 2005

C. Mailing Addresses:

Attn: Chief, Systems Support Unit
CA Department of Health Services
MMCD/Systems Support Unit
1501 Capitol Avenue, Suite 71.4006, MS 4402
PO Box 942732
Sacramento, CA 94234-7320
916/449-5244 (FAX)

Attn: (Contract Manager)
CA Department of Health Services
MMCD/Plan Management Branch
1501 Capitol Avenue, Suite 71.4006, MS 4407
PO Box 942732
Sacramento, CA 94234-7320
916/449-5244 (FAX)

Attn: (Contract Manager)
CA Department of Health Services
Office of Long Term Care
1501 Capitol Avenue, Suite 71.6031, MS 0018
PO Box 942732
Sacramento, CA 94234-7320
916/322-8619 (FAX)

2. **REPORTS/LISTINGS**

- A. Reports/Listings will be mailed as per the attached schedule (MCP Report Mail Date) via Golden State, unless other arrangements are made, for receipt 3 days after the specified mail date.

3. **TAPE PICK-UP AND DISTRIBUTION**

Currently, some entities receive tapes with miscellaneous information to assist in claims processing. Also, should the website be unavailable, the Department as a contingency will produce eligibility tapes. The following process must be followed by MCPs when obtaining tapes in person:

- A. Plans must have a designated person(s) on file with the Department before tapes will be released by ITSD. Please refer to Section 1A and 1C.
- B. Tapes will be made available for pick-up after **1:00 P.M.** on the specified date listed on the MEDS/FAME Cut-Off Processing Schedule, under the column labeled "Misc Tape Mailed Dates". You may telephone ITSD in advance to confirm that your Plan's tape(s) has arrived by calling 916/324-0507.
- C. Tapes *must* be picked up by **4:30 p.m.** or they will be mailed out by the following workday.
- D. Tape problems should be reported to the FAME Processing Technician, Maggie Thomas at 916/440-7242. The DHS/ITSD help desk Phone Number (800/570-0874) can be used for any other problems related to MEDS.
- E. Should the MEDS/FAME Cut-Off Schedule fall on a weekend or holiday, you may contact the MCP or FAME Representative listed below for any questions: (Please allow 30 minutes for a response).

Maggie Thomas, FAME Processing.....Phone 916/440-7242
James Pyrah, MCP (MEDS) Processing.....Phone 916/440-7251
MEDS Swing shift..... pager 916/819-2163

- F. The tape pick-up is located at:
CA Department of Health Services
Information Technology Services Division
Data Guidance Unit
1615 Capital Avenue, Second Floor
Sacramento, CA 94234-7320

MANAGED CARE PLAN/FAME RESPONSIBILITIES
January 2005

4. **DHS SECURITY CHECK-IN**

A. Please follow the steps below when you visit the Department of Health Services:

- Notify the Security Guard that a package is to be picked up from the ITSD technician on the 2nd Floor. Ask Security Guard to call Maggie Thomas at 916/440-7242 to have her deliver package to the lobby.
- If Maggie isn't available, ask Security Guard to call James Pyrah at 916/440-7251 to have him deliver package to the lobby. If James isn't available, call Jennifer Leong, at 916/650-6764 to have ITSD/DGU staff deliver package to the lobby.
- A Tape Pick-up Log will be given to them to sign. The representative must **print** and **sign** their name and indicate the time of pick-up on the Tape Pick-up Log for their specific plans(s). (NOTE: ITSD will complete the Pick-Up Date, Plan Name/Brief Description, and the Time the Tape was Made Available.)
- All tapes *must* be returned to ITSD within 30 days from the date of receipt and indicate the person to whom the tapes are to be returned, which is noted on the transmittal. *(To eliminate tape fees and unnecessary DHS staff time for monitoring outstanding tapes, it is essential that all tapes be returned promptly.)*
- Please return all DHS tapes to:

Attn: *(Noted on the Transmittal)*
CA Department of Health Services
Information Technology Services Division
Data Guidance Unit
1615 Capital Avenue, 73.272, MS 6303
Sacramento, CA 95814