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ACTING DIRECTOR

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



GAVIN NEWSOM  
GOVERNOR

**DATE:** January 3, 2020

ALL PLAN LETTER 20-001

**TO:** ALL MEDI-CAL MANAGED CARE HEALTH PLANS

**SUBJECT:** 2020-2021 MEDI-CAL MANAGED CARE HEALTH PLAN MEDS/834  
CUTOFF AND PROCESSING SCHEDULE

**PURPOSE:**

The purpose of this All Plan Letter (APL) is to provide Medi-Cal managed care health plans (MCPs) with the 2020-2021 Medi-Cal Eligibility Data System (MEDS)/834 cutoff and processing schedule.

**REQUIREMENTS:**

The enclosed MEDS/834 cutoff and processing schedule covers the period of December 2019 through January 2021. These cutoff dates and timelines are established by the Department of Health Care Services (DHCS), Enterprise Innovation and Technology Services Division and are critical to ensuring timely processing of eligibility files and data. When applicable, it is important for DHCS to receive all enrollments and disenrollments on a daily basis. MCPs must adhere to the enclosed cutoff dates and timelines to allow adequate processing time and to ensure timely payments.

In addition to the MEDS/834 cutoff and processing schedule, enclosed is the updated outline of MCP 834 responsibilities and the Health Care Options (HCO) Secure Data Exchange Services (SDES) file posting schedule for 2020.

If you have any questions regarding this APL or the enclosed schedules, please contact your Managed Care Operations Division contract manager. For questions regarding the HCO schedule, please contact HCO at 1-866-710-4522.

Sincerely,

Original signed by Michelle Retke

Michelle Retke, Chief  
Managed Care Operations Division

Enclosures

Process Month	Month of Eligibility	MCP file input due (MCP to EITS by 2:30 PM)	MEDS Renewal	834 file available (SFTP site no later than 5:00 PM)
Dec-2019	Jan-2020	(Mon) Dec 23, 2019	(Thu) Dec 26, 2019	(Mon) Dec 30, 2019
Jan-2020	Feb-2020	(Thu) Jan 23, 2020	(Mon) Jan 27, 2020	(Wed) Jan 29, 2020
Feb-2020	Mar-2020	(Thu) Feb 20, 2020	(Mon) Feb 24, 2020	(Wed) Feb 26, 2020
Mar-2020	Apr-2020	(Mon) Mar 23, 2020	(Wed) Mar 25, 2020	(Fri) Mar 27, 2020
Apr-2020	May-2020	(Tue) Apr 21, 2020	(Thu) Apr 23, 2020	(Mon) Apr 27, 2020
May-2020	Jun-2020	(Thu) May 21, 2020	(Tue) May 26, 2020	(Thu) May 28, 2020
Jun-2020	Jul-2020	(Mon) Jun 22, 2020	(Wed) Jun 24, 2020	(Fri) Jun 26, 2020
Jul-2020	Aug-2020	(Thu) Jul 23, 2020	(Mon) Jul 27, 2020	(Wed) Jul 29, 2020
Aug-2020	Sep-2020	(Mon) Aug 24, 2020	(Wed) Aug 26, 2020	(Fri) Aug 28, 2020
Sep-2020	Oct-2020	(Tue) Sep 22, 2020	(Thu) Sep 24, 2020	(Mon) Sep 28, 2020
Oct-2020	Nov-2020	(Thu) Oct 22, 2020	(Mon) Oct 26, 2020	(Wed) Oct 28, 2020
Nov-2020	Dec-2020	(Thu) Nov 19, 2020	(Mon) Nov 23, 2020	(Wed) Nov 25, 2020
Dec-2020	Jan-2021	(Wed) Dec 23, 2020	(Mon) Dec 28, 2020	(Wed) Dec 30, 2020
Jan-2021	Feb-2021	(Fri) Jan 22, 2021	(Tue) Jan 26, 2021	(Thu) Jan 28, 2021

**State Holidays**

January 01, 2020	New Year's Day
January 20, 2020	Martin Luther King Jr. Day
February 17, 2020	Presidents Day
March 31, 2020	Cesar Chavez Day
May 25, 2020	Memorial Day
September 07, 2020	Labor Day
November 11, 2020	Veterans Day
November 26, 2020	Thanksgiving Day
November 27, 2020	Day After Thanksgiving
December 25, 2020	Christmas Day
January 01, 2021	New Year's Day
January 18, 2021	Martin Luther King Jr. Day

**Legend:**

MEDS - Medi-Cal Eligibility Data System  
MCP - Medi-Cal Managed Care Health Plan  
SPD - Seniors and Persons with Disabilities  
SFTP - Secure File Transfer Protocol

**MANAGED CARE PLAN/MEDS/834 RESPONSIBILITIES**  
**January 2020**

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All Medi-Cal Managed Care Plans (MCPs) are reminded of the importance of keeping the California Department of Health Care Services (DHCS), Managed Care Operations Division (MCOD) informed of any Plan changes as described below.

**NOTIFICATION/REQUEST PROCESS**

MCPs are reminded of the extreme importance of notifying the Managed Care Operations Division (MCOD) Systems Support Unit (SSU) of any MCP/MEDS/834 changes prior to the 15<sup>th</sup> of any given month by sending an email to [ssuhelpdesk@dhcs.ca.gov](mailto:ssuhelpdesk@dhcs.ca.gov). This receipt deadline is necessary to meet DHCS Enterprise Innovation and Technology Services (EITS) processing timelines and make the changes 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 the change) to their assigned MCO Contract Manager. Examples of MCP/MEDS/834 changes for which notification must be given are, but not limited to: MCP/MEDS/834 MIS Coordinator name change, address and phone number changes, or distribution changes, etc.

Please include the following MCP information in the email notification:

- Plan Name
- Plan Code(s) (Specify all "Active" Plan Codes)
- Plan Mailing Address
- MEDS/834 MIS Contact  
(Name, Phone/Page/Fax Numbers, and E-mail Address)
- MEDS/834 MIS Backup Contact  
(Name, Phone/Page/Fax Numbers, and E-mail Address)
- The nature of the MCP/MEDS/834 change

Medi-Cal 834 files are available via the 834 SFTP site. Please contact your Contract Manager should you have any questions.

Month-End 834 files will be available by 5:00 p.m., two days after MEDS renewal. MCPs are asked to wait until 5:00 p.m. and then, if the HCP file is not available, please contact EITS @ (916) 440-7000 and request that the ticket is sent to HCP Services - CAPMAN 820/834.

1/9/2020

## **MAXIMUS 2020 CALENDAR**

### **Cut-Off Dates 2020**

<b>MONTH</b>	<b>CUT-OFF</b>	<b>MOE</b>
JANUARY	01.27.20	02.01.20
FEBRUARY	02.24.20	03.01.20
MARCH	03.25.20	04.01.20
APRIL	04.23.20	05.01.20
MAY	05.26.20	06.01.20
JUNE	06.24.20	07.01.20
JULY	07.27.20	08.01.20
AUGUST	08.26.20	09.01.20
SEPTEMBER	09.24.20	10.01.20
OCTOBER	10.26.20	11.01.20
NOVEMBER	11.23.20	12.01.20
DECEMBER	12.28.20	01.01.21

### **MAXIMUS HOLIDAYS 2020**

NEW YEAR'S DAY 01.01.20

MARTIN LUTHER KING JR. DAY 01.20.20

PRESIDENTS DAY 02.17.20

CESAR CHAVEZ 03.31.20

MEMORIAL DAY 05.25.20

LABOR DAY 09.07.20

VETERANS DAY 11.11.20

THANKSGIVING 11.26 - 27.20

CHRISTMAS DAY 12.25.20

NEW YEAR'S DAY 01.01.21

MARTIN LUTHER KING JR. DAY 01.18.21

## **SCHEDULES 2020**

### **Presentation Schedule Implements**

12.18.20

### **MONTHLY RECON**

02.01.20	05.30.20	10.31.20
02.29.20	06.27.20	11.28.20
03.28.20	08.01.20	01.02.21
04.25.20	09.26.20	

### **SYSTEMS MONTHLY SECURITY PATCH**

01.17.20	06.12.20	11.13.20
02.14.20	07.17.20	12.11.20
03.13.20	08.14.20	01.15.21
04.17.20	09.11.20	
05.15.20	10.16.20	

### **BI-WEEKLY INTERNAL SECURITY SCAN**

01.05.20	05.24.20	10.18.20
01.19.20	06.07.20	11.01.20
02.02.20	06.21.20	11.15.20
02.16.20	07.05.20	11.29.20
03.01.20	07.19.20	12.13.20
03.15.20	08.02.20	12.27.20
03.29.20	08.16.20	01.10.21
04.12.20	09.06.20	01.24.21
04.26.20	09.20.20	
05.10.20	10.04.20	

**WPF/MER FOR POSTING THE NEXT BUSINESS DAY**

01.02.20	05.14.20	09.25.20
01.09.20	05.21.20	10.08.20
01.16.20	05.27.20	10.15.20
01.23.20	06.04.20	10.22.20
01.28.20	06.11.20	10.27.20
02.06.20	06.18.20	11.05.20
02.13.20	06.25.20	11.12.20
02.20.20	07.09.20	11.19.20
02.25.20	07.16.20	11.24.20
03.05.20	07.23.20	12.03.20
03.12.20	07.28.20	12.10.20
03.19.20	08.06.20	12.17.20
03.26.20	08.13.20	12.23.20
04.02.20	08.20.20	12.29.20
04.09.20	08.27.20	01.07.21
04.16.20	09.03.20	01.14.21
04.24.20	09.10.20	01.21.21
05.07.20	09.17.20	01.27.21

1/8/2020