



WILL LIGHTBOURNE
DIRECTOR

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



GAVIN NEWSOM
GOVERNOR

DATE: January 7, 2021

ALL PLAN LETTER 21-001

TO: ALL MEDI-CAL MANAGED CARE HEALTH PLANS

SUBJECT: 2021-2022 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 2021-2022 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 2020 through January 2022. These cutoff dates and timelines are established by the Department of Health Care Services (DHCS), Enterprise 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 2021.

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-2020 | Jan-2021 | (Thu) Dec 24, 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 |
| Feb-2021 | Mar-2021 | (Thu) Feb 18, 2021 | (Mon) Feb 22, 2021 | (Wed) Feb 24, 2021 |
| Mar-2021 | Apr-2021 | (Mon) Mar 22, 2021 | (Wed) Mar 24, 2021 | (Fri) Mar 26, 2021 |
| Apr-2021 | May-2021 | (Thu) Apr 22, 2021 | (Mon) Apr 26, 2021 | (Wed) Apr 28, 2021 |
| May-2021 | Jun-2021 | (Thu) May 20, 2021 | (Mon) May 24, 2021 | (Wed) May 26, 2021 |
| Jun-2021 | Jul-2021 | (Tue) Jun 22, 2021 | (Thu) Jun 24, 2021 | (Mon) Jun 28, 2021 |
| Jul-2021 | Aug-2021 | (Thu) Jul 22, 2021 | (Mon) Jul 26, 2021 | (Wed) Jul 28, 2021 |
| Aug-2021 | Sep-2021 | (Mon) Aug 23, 2021 | (Wed) Aug 25, 2021 | (Fri) Aug 27, 2021 |
| Sep-2021 | Oct-2021 | (Tue) Sep 21, 2021 | (Thu) Sep 23, 2021 | (Mon) Sep 27, 2021 |
| Oct-2021 | Nov-2021 | (Thu) Oct 21, 2021 | (Mon) Oct 25, 2021 | (Wed) Oct 27, 2021 |
| Nov-2021 | Dec-2021 | (Thu) Nov 18, 2021 | (Mon) Nov 22, 2021 | (Wed) Nov 24, 2021 |
| Dec-2021 | Jan-2022 | (Thu) Dec 23, 2021 | (Mon) Dec 27, 2021 | (Wed) Dec 29, 2021 |
| Jan-2022 | Feb-2022 | (Thu) Jan 20, 2022 | (Mon) Jan 24, 2022 | (Wed) Jan 26, 2022 |

State Holidays

- January 01, 2021 New Year's Day
- January 18, 2021 Dr. Martin Luther King Day
- February 15, 2021 President's Day
- March 31, 2021 Cesar Chavez Day
- May 31, 2021 Memorial Day
- July 05, 2021 Independence Day Observed
- September 06, 2021 Labor Day
- November 11, 2021 Veteran's Day
- November 25, 2021 Thanksgiving Day
- November 26, 2021 Day After Thanksgiving
- December 25, 2021 Christmas Day
- January 01, 2022 New Year's Day
- January 17, 2022 Dr. Martin Luther King 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 2021

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 (MCPD) 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 (MCPD) Systems Support Unit (SSU) of any MCP/MEDS/834 changes prior to the 15th of any given month by sending an email to ssuhelpdesk@dhcs.ca.gov. This receipt deadline is necessary to meet DHCS Enterprise Technology Services (ETS) 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 MCPD 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 ETS @ (916) 440-7000 and request that the ticket is sent to HCP Services - CAPMAN 820/834.

CA HCO SECURE DATA EXCHANGE SERVICES (SDES) - FILE POSTING SCHEDULE FOR 2021

| JANUARY | | | | | | |
|---------|---------|-----|-----|---------|---------|-----|
| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
| | | | | | 1 H | 2 |
| 3 | 4 C | 5 | 6 | 7 | 8 W | 9 |
| 10 | 11 | 12 | 13 | 14 | 15 W | 16 |
| 17 | 18 H | 19 | 20 | 21 | 22 W | 23 |
| 24 | 25 | 26 | 27 | 28 X | 29 | 30 |
| 31 | | | | | | |

| FEBRUARY | | | | | | |
|----------|---------|-----|---------|-----|---------|-----|
| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
| | 1 C | 2 | 3 | 4 | 5 W | 6 |
| 7 | 8 | 9 | 10 | 11 | 12 W | 13 |
| 14 | 15 H | 16 | 17 | 18 | 19 W | 20 |
| 21 | 22 | 23 | 24 X | 25 | 26 | 27 |
| 28 | | | | | | |

| MARCH | | | | | | |
|-------|--------|-----|---------|-----|---------|-----|
| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
| | 1 C | 2 | 3 | 4 | 5 W | 6 |
| 7 | 8 | 9 | 10 | 11 | 12 W | 13 |
| 14 | 15 | 16 | 17 | 18 | 19 W | 20 |
| 21 | 22 | 23 | 24 | 25 | 26 X | 27 |
| 28 | 29 | 30 | 31 H | | | |

| APRIL | | | | | | |
|-------|-----|-----|---------|--------|---------|-----|
| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
| | | | | 1 C | 2 W | 3 |
| 4 | 5 | 6 | 7 | 8 | 9 W | 10 |
| 11 | 12 | 13 | 14 | 15 | 16 W | 17 |
| 18 | 19 | 20 | 21 | 22 | 23 W | 24 |
| 25 | 26 | 27 | 28 X | 29 | 30 | |

| MAY | | | | | | |
|-----|---------|-----|---------|-----|---------|-----|
| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
| | | | | | | 1 |
| 2 | 3 C | 4 | 5 | 6 | 7 W | 8 |
| 9 | 10 | 11 | 12 | 13 | 14 W | 15 |
| 16 | 17 | 18 | 19 | 20 | 21 W | 22 |
| 23 | 24 | 25 | 26 X | 27 | 28 | 29 |
| 30 | 31 H | | | | | |

| JUNE | | | | | | |
|------|---------|--------|-----|-----|---------|-----|
| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
| | | 1 C | 2 | 3 | 4 W | 5 |
| 6 | 7 | 8 | 9 | 10 | 11 W | 12 |
| 13 | 14 | 15 | 16 | 17 | 18 W | 19 |
| 20 | 21 | 22 | 23 | 24 | 25 | 26 |
| 27 | 28 X | 29 | 30 | | | |

| JULY | | | | | | |
|------|--------|-----|---------|--------|---------|-----|
| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
| | | | | 1 C | 2 W | 3 |
| 4 | 5 H | 6 | 7 | 8 | 9 W | 10 |
| 11 | 12 | 13 | 14 | 15 | 16 W | 17 |
| 18 | 19 | 20 | 21 | 22 | 23 W | 24 |
| 25 | 26 | 27 | 28 X | 29 | 30 | 31 |

| AUGUST | | | | | | |
|--------|--------|-----|-----|-----|---------|-----|
| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
| 1 | 2 C | 3 | 4 | 5 | 6 W | 7 |
| 8 | 9 | 10 | 11 | 12 | 13 W | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 W | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 X | 28 |
| 29 | 30 | 31 | | | | |

| SEPTEMBER | | | | | | |
|-----------|---------|-----|--------|-----|---------|-----|
| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
| | | | 1 C | 2 | 3 W | 4 |
| 5 | 6 H | 7 | 8 | 9 | 10 W | 11 |
| 12 | 13 | 14 | 15 | 16 | 17 W | 18 |
| 19 | 20 | 21 | 22 | 23 | 24 | 25 |
| 26 | 27 X | 28 | 29 | 30 | | |

| OCTOBER | | | | | | |
|---------|-----|-----|---------|-----|---------|-----|
| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
| | | | | | 1 C | 2 |
| 3 | 4 | 5 | 6 | 7 | 8 W | 9 |
| 10 | 11 | 12 | 13 | 14 | 15 W | 16 |
| 17 | 18 | 19 | 20 | 21 | 22 W | 23 |
| 24 | 25 | 26 | 27 X | 28 | 29 | 30 |
| 31 | | | | | | |

| NOVEMBER | | | | | | |
|----------|--------|-----|---------|---------|---------|-----|
| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
| | 1 C | 2 | 3 | 4 | 5 W | 6 |
| 7 | 8 | 9 | 10 | 11 H | 12 W | 13 |
| 14 | 15 | 16 | 17 | 18 | 19 W | 20 |
| 21 | 22 | 23 | 24 X | 25 H | 26 H | 27 |
| 28 | 29 | 30 | | | | |

| DECEMBER | | | | | | |
|----------|-----|-----|---------|-----|---------|-----|
| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
| | | | 1 C | 2 | 3 W | 4 |
| 5 | 6 | 7 | 8 | 9 | 10 W | 11 |
| 12 | 13 | 14 | 15 | 16 | 17 W | 18 |
| 19 | 20 | 21 | 22 | 23 | 24 W | 25 |
| 26 | 27 | 28 | 29 X | 30 | 31 | |

LEGEND:

W Maxius posts Weekly Plan and MEREDER Extract Files

X Cut-of version of Weekly Plan and MEREDER Files posted

IMPORTANT: Due t Weekly Plan and MER/EDER Cut-o postings, files will not be posted n 1/1/2021, 6/25/2021 and 9/24/20.

C Maxius posts PIN updates to the CSP

H Maxius Holiday

2021 Holidays

1/1/2021 New Year's Day
 1/18/2021 Martin Luther King Jr. Day
 2/15/2021 President's Day
 3/31/2021 Cesar Chavez Day
 5/31/2021 Memorial Day
 7/5/2021 Independence Day (observ)
 9/6/2021 Labor Day
 11/11/2021 Veteran's Day
 11/25/2021 Thanksgiving Day
 11/26/2021 Day after Thanksgiving

January 2022 Holiday

1/17/2022 Martin Luther King Jr. Day

| JANUARY - 2022 | | | | | | |
|----------------|---------|-----|---------|-----|---------|-----|
| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
| | | | | | | 1 |
| 2 | 3 C | 4 | 5 | 6 | 7 W | 8 |
| 9 | 10 | 11 | 12 | 13 | 14 W | 15 |
| 16 | 17 H | 18 | 19 | 20 | 21 W | 22 |
| 23 | 24 | 25 | 26 X | 27 | 28 | 29 |
| 30 | 31 | | | | | |