

**Los Angeles Dental Stakeholder Meeting  
Department of Health Care Services (DHCS)  
Follow-up Items from October 17, 2019**

**1. TELEPHONE SERVICE CENTER (TSC)**

- a. Can you provide a timeline to establish a process for all complaints to be taken over the phone?

**DHCS Response:** The TSC now accepts all complaints over the phone and does not require a wet signature. As of October 14, 2019, complaint packets are no longer mailed to members unless a member requests one.

**2. AUTHORIZED REPRESENTATIVE**

- a. Can the Medical side and Dental side use the same form for authorized representative so it is consistent between Divisions?

**DHCS Response:** The medical side's Telephone Service Center (TSC) does not have access to MEDS or use the county form MC382. The medical side (CAMMIS) and its TSC contractor use privacy forms (DHCS 2636, DHCS 6237, and DHCS 6247) to help individuals access their protected health information and/or establish an authorized representative. The medical and dental side cannot use the same form; however, DHCS is currently working with its dental ASO contractor to create a form similar to the MC382 form.

- b. If the MC form is on record for the medical side, does the authorized representative information stay on record in MEDS for Delta to see?

**DHCS Response:** The MC382 form is not on record for the medical side and the Authorized Representative (AR) information is not maintained in MEDs for Delta to see. CAMMIS TSC agents do not use MEDs, they use a separate database. When an AR calls the CAMMIS TSC, the agent searches the database to confirm if the AR is on file for that member.

**3. TARNOT Update**

- a. How is MDSD aligning their processes with the medical side RE: TARNOTs/NOAs?

**DHCS Response:** Data from CA-MMIS and ASO was requested to determine the potential impact from the stakeholder's request to align the MDSD TARNOT process with that of CA-MMIS' Medical fee-for-service NOA process. The data being analyzed for full proposal impact includes population sizes, number of notices, costs for an increase in mailings and postage, and program process differences, etc. In addition, the extent of the system changes needed

as a result of process mirroring, and estimated timeline for potential changes have also been gathered; however, DHCS is still internally assessing full impact of stakeholder request. DHCS also wants to reiterate that the CA-MMIS system does not issue an RTD and instead denies the TAR, which is not the same process used in the CD-MMIS system.