

**DEPARTMENT OF HEALTH SERVICES**

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May 1, 2001

**MEDI-CAL ELIGIBILITY PROCEDURES MANUAL LETTER NO.: 244**

**TO: All Holders of the Medi-Cal Eligibility Procedures Manual**

**ARTICLE 12C – PROCESSING CASES WHEN A SHARE OF COST HAS BEEN  
REDUCED RETROACTIVELY**

Enclosed is an updated Article 12C of the Medi-Cal Eligibility Procedures Manual. The entire procedure section has been updated to reflect current processing of cases when a share of cost (SOC) had been reduced retroactively. This procedure reflects the elimination of the form MC 177-S (Record of Health Care Costs – Share of Cost) and the use of the Medi-Cal Eligibility Data System to determine whether or not a person has met any or part of their SOC.

**Filing Instructions:**

**Remove Pages:**

Article 5  
Pages 12C-1 through 12C-14

**Insert Pages:**

Article 5  
Pages 12C-1 through 12C-6

Sincerely,

Original signed by

Shar Schroepfer, Chief  
Medi-Cal Eligibility Branch

Enclosure





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## MEDI-CAL ELIGIBILITY PROCEDURES MANUAL

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### 12 C – PROCESSING CASES WHEN A SHARE OF COST HAS BEEN REDUCED RETROACTIVELY

#### A. Background

California Code of Regulations, Title 22, Section 50653.3(c), discuss the need to make adjustments when a person has been determined to have a lower Medi-Cal SOC for a given month(s) than was originally computed. Welfare and Institutions Code Paragraph 14019.3 speaks to provider return of payments for services covered by Medi-Cal. Persons determined to be entitled to a lower share of cost (SOC) have the option of:

1. Having future SOC amounts adjusted by the county; or
2. Adjusting with providers, the amounts obligated or paid to those providers to meet the overstated portion of the original SOC.

If an individual is seeking an adjustment of a future SOC and transfers to another county prior to receiving the full adjustment, the former county of responsibility must inform the new county of the adjustment amount that is still due.

Beneficiaries whose future SOC is zero before an adjustment is applied, must be advised that the only recourse is to seek reimbursement from the provider. In any situation where a beneficiary chooses to seek reimbursement from a provider, it must first be determined whether the provider has billed or submitted a SOC clearance transaction for the month which reimbursement is requested. This may be determined by reviewing the Medi-Cal Eligibility Data System (MEDS), SOC Case Make-Up inquiry Request (SOCR) screen for the appropriate month. If the SOC shown on SOCR for the appropriate month is the same as the county's computed SOC, then a provider has not submitted a SOC clearance transaction. If the remaining SOC is less than the SOC or zero, then a Medi-Cal provider has submitted one or more SOC clearance transactions. The SOC for back months cannot be reduced on MEDS to an amount lower than the amount of clearance transactions posted. For example, if the SOC is \$100 and a provider has submitted a \$25 SOC clearance transaction for medical services rendered, the SOC cannot be reduced to an amount lower than \$25. Therefore, if the SOC is being reduced to \$40 (any amount below \$100), this new SOC amount would be input to MEDS and no SOC adjustment is necessary. When the SOCR screen shows none of the SOC being met, the lower SOC can be input into the MEDS system and no SOC adjustment is necessary.

SOCR information only goes back 12 months. If the month of overcharge is for an over 12 months from date of processing and not on SOCR, call the Medi-Cal Eligibility Branch Confidentiality/MEDS Analyst at (916) 657-1401 or send an e-mail to [aramirez@dhs.ca.gov](mailto:aramirez@dhs.ca.gov).

Prior to seeking reimbursement from the provider, beneficiaries shall be instructed by the county to give the provider a "Share of Cost Medi-Cal Provider Letter" (MC 1054 – See Attachment I) so that the provider may bill the Medi-Cal program and reimburse the client the appropriate SOC amount. The "Share of Cost Medi-Cal Provider Letter" explains the reimbursement and billing procedures and the recomputation of the SOC.

#### B. Case Situations

The following procedures describe the adjustment process and the different methods for working with various case situations in recomputing the SOC.

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### Adjustment of SOC Amount

**Case Situation 1:** Beneficiary was determined eligible for July with a SOC and met the SOC (determined by viewing SOCR screen). It is later determined that the SOC should have been lower. Beneficiary requests adjustment of future SOC amounts.

### Case Processing Steps

- a. The county shall recompute the SOC for the overstated SOC month(s). Prepare a new MC 176 M for the month of July. The difference between the original and recomputed SOC is the amount of the adjustment.
- b. On the MC 176M for September (the future months in which the SOC is to be adjusted), enter the SOC adjustment for the month of July on line 15. Subtract line 15 from line 14 and enter in line 16. Line 16 is the SOC for September which reflects the July overcharge. If the amount of the adjustment is greater than the September SOC amount, the beneficiary is not required to meet a SOC for that month. If necessary, repeat this process for subsequent months until the entire adjustment is made.

**Case Situation 2:** Beneficiary was determined eligible for October 1999 with a SOC and met part of the SOC for this month. It is later determined that the SOC should have been lower. Beneficiary requests adjustment of the future SOC.

- a. View SOCR screen for month to determine amount of SOC that was met.
- b. If it is determined that a provider submitted SOC clearances for more than the beneficiary's recomputed SOC, a SOC adjustment is needed. The difference between the amount cleared and the recomputed SOC will be the amount to be adjusted (e.g., client's original SOC is \$100, beneficiary paid \$75; the recomputed SOC is \$50, the amount to be adjusted for future month is \$25).
- c. Process case according to steps listed for items a-b in Case Situation 1.
- d. If the amount cleared for the month of October is less than the recomputed SOC, no adjustment is necessary. The change in the SOC needs to be posted to MEDS, if being processed within a year from the month of the overstated SOC.

### Provider Reimbursement of SOC

**Case Situation 3:** Beneficiary was determined eligible for November 1999 with a SOC and met the SOC. A recomputation indicates the SOC should have been zero. Beneficiary wants a reimbursement of the SOC amount paid to the provider(s).

- a. The county shall recompute the SOC for the overstated SOC month(s). Prepare a new MC 176 M for the month of November.
- b. The county shall also prepare an MC 1054 explaining the SOC Adjustment and give or mail it to the beneficiary.
- c. The client gives the MC 1054 to the provider (s).

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- d. The provider(s) bills Medi-Cal and reimburses the beneficiary after payment from Medi-Cal is received. The provider needs to submit a copy of the MC 1054 with their Medi-Cal billing.

**Case Situation 4:** Beneficiary was determined eligible for September with a SOC and met the SOC. A recomputation indicates the SOC should have been lower. Beneficiary wants reimbursement for the excess SOC amount paid. The provider(s) billed Medi-Cal for a portion of the SOC.

- a. The county shall recompute the SOC for the overstated SOC month(s). Prepare a new MC 176 M for the month of September.
- b. The county prepares an MC 1054 for the beneficiary.
- c. The client submits the MC 1054 to the provider(s).
- d. The provider(s) bills Medi-Cal and reimburses the beneficiary after payment from Medi-Cal is received. The provider needs to submit a copy of the MC 1054 with their Medi-Cal billing.

**Case Situation 5:** Beneficiary had a SOC for the previous month of April of \$100, and according to the MEDS SOCR screen, met \$50 of this SOC. It was later determined that the SOC should have been \$75.

- a. In this situation there is no SOC adjustment.
- b. The MEDS SOC for April needs to be changed to \$75 if processed within one year from the overstated SOC month.

**Case Situation 6:** Beneficiary had a SOC for the previous month of May in the amount of \$200. The SOCR screen indicates that \$150 of the SOC was met. It has been determined that the SOC should be \$100.

- a. Change the SOC on MEDS to \$150 (MEDS will not accept a change below the amount of services that has already been credited towards the SOC).
- b. County prepares an MC 1054 showing the original SOC as \$150 and the revised amount as \$100 and gives or sends it to the beneficiary.
- c. The beneficiary submits the MC 1054 to the provider(s).
- d. The provider(s) bills Medi-Cal and reimburses the beneficiary after payment from Medi-Cal is received. The provider needs to submit a copy of the MC 1054 with their Medi-Cal billing.

**Case Situation 7:** Beneficiary had a SOC for a month, that over a year ago was in the amount of \$200, and it has been determined that the SOC should have been only \$100.

- a. To determine whether or not any of the SOC was met, contact the Medi-Cal Eligibility Branch MEDS Confidential Analyst at (916) 657-1401 or e-mail at [aramirez@dhs.ca.gov](mailto:aramirez@dhs.ca.gov), if beneficiary met any or all of the SOC. If none of the SOC was met, no further action is needed. If all or an amount over the new SOC was met, proceed to the next steps.
- b. If MEB determined that the provider(s) submitted SOC clearance transmittals in the amount or \$175, a provider rebilling is needed. County prepares a "Letter of Authorization" (MC 180 – See Attachment II) and a MC 1054 which shows the original SOC as \$200, and the revised SOC as

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\$100. If only \$100 or less of the SOC had been met, there would not be a need to complete the MC 1054 or the MC 180, as the beneficiary would not be entitled to a refund from the provider(s).

- c. The provider(s) bills Medi-Cal and reimburses the beneficiary after payment from Medi-Cal is received. The provider needs to submit a copy of the MC 180 and the MC 1054 with their Medi-Cal billing.

SHARE-OF-COST MEDI-CAL  
PROVIDER LETTER

(COUNTY STAMP)

Provider name and address

Notice date \_\_\_\_\_

Case name \_\_\_\_\_

Case number \_\_\_\_\_

EW name \_\_\_\_\_

EW number \_\_\_\_\_

EW address \_\_\_\_\_

EW telephone number \_\_\_\_\_

\_\_\_\_\_, was determined eligible for Medi-Cal with a share of  
Beneficiary's name                      Beneficiary's Social Security number  
cost that has been changed for the following months

Month/Year						
Original SOC						
Revised SOC						
Month/Year						
Original SOC						
Revised SOC						

The California Code of Regulations Title 22 Section 51471.1 requires providers to cooperate with the Department of Health Services in making reimbursements to the beneficiaries for Medi-Cal program underpayments. The Welfare and Institutions Code, Section 14019.3 and the regulations further require that the provider accept an underpayment adjustment from the Medi-Cal program for such beneficiaries and reimburse such beneficiaries the full amount of that adjustment, up to the actual amount received in payment from the beneficiary for medical services in question.

You must do one of the following if the beneficiary paid or obligated to pay an original share of cost (SOC) amount to you

If you	And the share of cost	Then you
billed Medi-Cal for the balance of the charges	has been reduced or is now zero	may bill the program for the difference between the original share of cost and the adjusted share of cost Submit a Claims Inquiry Form (CIF) with this MC 1054 attached <b>Note: Do not submit a new claim. It will be considered a duplicate claim and payment will be denied.</b>
did not bill Medi-Cal because the charges equaled or were less than the original SOC	has been reduced	may bill the program if the services you rendered now exceed the adjusted SOC Submit a claim with the adjusted SOC amount in the "Patient's Share of Cost" field and attach this MC 1054
	is now zero	may bill the program for the services you rendered Submit a claim with a zero (0) in the "Patient's Share of Cost" field and attach this MC 1054 form.

Once the CIF is approved and payment is received you are required to reimburse the beneficiary any share of cost paid for the services or eliminate/adjust the outstanding share of cost obligated for the services billed





STATE OF CALIFORNIA HEALTH AND WELFARE AGENCY  
DEPARTMENT OF HEALTH SERVICES

Document Number: **403406**

Issuance Date of MC-180: \_\_\_\_\_

Provider Name: \_\_\_\_\_

Provider No.: \_\_\_\_\_

Beneficiary's Name, Address, City, State and Zip: \_\_\_\_\_

ELIGIBILITY LETTER OF AUTHORIZATION

County:	_____
SSN / P.O. No.:	_____
County I.D.:	_____
Date of Approval (SSI only):	_____
Worker's Name:	_____
Worker's Number:	_____
Worker's Telephone #:	_____
Other Health Coverage (Code):	_____

MEDI-CAL BILLING FOR:

Mo. / Yr.	Mo. / Yr.	Mo. / Yr.	Mo. / Yr.
Mo. / Yr.	Mo. / Yr.	Mo. / Yr.	Mo. / Yr.
Mo. / Yr.	Mo. / Yr.	Mo. / Yr.	Mo. / Yr.

This original numbered MC-180 is approval for Medi-Cal providers to bill services provided to you during the above referenced months. An MC-180 is being issued in accordance with Title 22, California Code of Regulations (CCR) Section 50746. This regulation permits county welfare departments to issue documentation of eligibility which can be used by beneficiaries for periods more than one year after the month of service as a result of one of the following reasons:

- SSI/SSP eligibility was approved for a retroactive period but cards were not issued by the State Department of Health Services.
- A court order requires that Medi-Cal be issued.
- A State Hearing or other administrative hearing decision requires that Medi-Cal be provided.
- The State Department of Health Services requests that Medi-Cal be issued. (Original signature of an authorized DHS staff person: \_\_\_\_\_)
- An Administrative Error has occurred: (Description) \_\_\_\_\_

Please immediately give your doctor or other medical provider this form for the applicable month(s)/year(s) of service. Providers do not need to submit a Medi-Cal proof of eligibility label with their claims when using this MC-180.

If you were provided services by more than one doctor or provider, please contact your local welfare office immediately to obtain additional original form(s).

**INSTRUCTIONS TO PROVIDER**  
Submit this form, along with the claim(s), to:

EDS Federal Corporation  
Attention: Over-One-Year-Unit  
P.O. Box 13029  
Sacramento, CA 95813-4029

(Original Signature of Authorized County Administrative Staff)

The information is not needed when eligibility is established by the Social Security Administration.

