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GAVIN NEWSOM
GOVERNOR

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TO: ALL COUNTY WELFARE DIRECTORS Letter No.: 22-12
ALL COUNTY WELFARE ADMINISTRATIVE OFFICERS
ALL COUNTY MEDI-CAL PROGRAM SPECIALISTS/LIAISONS
ALL SAWS CONSORTIUM PROJECT MANAGERS
ALL COUNTY HEALTH EXECUTIVES
ALL COUNTY MENTAL HEALTH DIRECTORS
ALL COUNTY MEDS LIAISONS

SUBJECT: Update to Second Contact Requirement for Medi-Cal Applications
(Reference All County Welfare Directors Letter [08-07](#))

The purpose of this All County Welfare Directors Letter (ACWDL) is to provide counties with updated guidance for the second contact process at application, which begins when the Statewide Automated Welfare System (SAWS) 1 application form is completed. The second contact process requires that counties make at least two attempts to contact an applicant when additional information/verifications are needed to complete an eligibility determination. Additionally, at each contact, counties must provide a minimum of 10 days to return the requested information/verifications. Because of the extensive references to ACWDL 08-07 policies in various Medi-Cal ACWDLs, the Department of Health Care Services (DHCS) is issuing this update as a separate ACWDL and not an erratum to ACWDL 08-07.

BACKGROUND

Currently, when an applicant or their authorized representative (AR) contacts a county (either by phone or in person) to request an application for Medi-Cal, the applicant, AR or the county completes the SAWS 1 form on the applicant's behalf. An applicant or AR may also provide the SAWS 1 (also known as the Initial Application for CalFresh, Cash Aid, and/or Medi-Cal/Health Care Programs) to the county through mail. The completed SAWS 1 protects the applicant's date of application and retroactive months of eligibility. The county then provides an Insurance Affordability Program (IAP) application, such as the Single Streamlined Application (SSApp), to the applicant or their AR unless they request an in-person or telephone interview. **Please note that the applicant can**

submit requested information to the county through any available means such as telephone, online, email, or fax.

This ACWDL supersedes ACWDL 08-07 policy that specified that the second contact process begins only upon the county's receipt of the Mail-In Application/Statement of Facts (MC 210) which is now referred to as the SSApp, or other Application/Statement of Facts that is acceptable for Medi-Cal. All other county guidance as well as time frames are still in effect regarding the first and second contact requirements and application processing.

SECOND CONTACT UPDATED GUIDANCE

This new guidance:

- Increases the number of applicant contacts to include two contacts to the applicant beginning when the SAWS 1 is completed, in order to avoid denying applications. This is consistent with the Department of Health Care Services' commitment to improve the consumer experience so individuals can easily access integrated, high-quality health care when they need it, where they need it, at all stages of life.
- Requires that counties, after completing or receiving the SAWS 1 form and providing an IAP application (such as the SSApp), shall make a minimum of two contacts to the applicant or AR to remind them to submit the IAP application information through any of the available means and provide the applicant a reasonable deadline (at least 10-calendar days for each contact) to submit the application information.

SECOND CONTACT CURRENT GUIDANCE REMINDERS

When the applicant or AR submits the IAP application (such as the SSApp) to the county office by mail, fax, online, or telephonically, counties shall follow the guidance and process reminders outlined in ACWDL 08-07. This includes the promptness requirement prescribed in [22 California Code of Regulations \(CCR\) § 50177](#) and the first and second contacts to obtain additional information and verifications to complete the eligibility determination. The 45- and 90-day periods may be extended for good cause or if there is a delay in the receipt of reports and information necessary to determine eligibility and the delay is beyond the control of either the applicant or the county department.

Reminders:

- At any time during or after the first or second contact that the county becomes aware that they require new information or verification from the applicant, a new

second contact process period will begin for that item. (See examples 2 and 4 below)

- A contact is defined as either verbal or written and must include a deadline of at least 10 calendar days per contact to submit the requested item. Please refer to ACWDL 08-07 for definitions of verbal and written contact.
- In accordance with [22 CCR Section § 50175](#), counties may extend the deadline for returning the SAWS 1 or IAP application if good cause for the delay is found.
 - If there is not good cause, counties should deny the application after the second contact process has been completed.
 - If there is good cause established after the application denial, counties must rescind the denial action.
- If the IAP application is not returned after the second contact process has been completed and there is not good cause for the delay, the applicant must complete a new SAWS 1 and/or IAP application (such as the SSApp) if they wish to apply again.

SECOND CONTACT SCENARIO EXAMPLES

The following are some examples of common case scenarios beginning with the completion of a SAWS 1 form that require counties to follow the second contact process in two instances: 1) obtaining the completed IAP application, such as the SSApp and 2) obtaining needed verifications to process the eligibility determination.

Second Contact Required for IAP Application

- 01/03/2022: Applicant's AR calls to request Medi-Cal.
- 01/03/2022: County fills out the SAWS 1 on behalf of the applicant and mails the SSApp with a due date of 01/13/2022.
- 01/13/2022: SSApp not received.
- 01/14/2022: County initiates second contact for the SSApp with due date of 01/24/2022.
- 01/21/2022: Applicant calls the county and provides all necessary information on the phone. Information is e-verified and no additional information/verifications are required. Eligibility is approved and Notice of Action (NOA) is sent to the applicant.
- Case is completed within 45-day limit.

Second Contacts Required for IAP Application and Verifications

- 01/03/2022: Completed SAWS 1 was received by the county via mail on 01/03/2022.
- 01/03/2022: County mails the SSApp with a due date of 01/13/2022.
- 01/13/2022: SSApp not received.

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- 01/14/2022: County initiates second contact for the SSApp with due date 01/24/2022.
- 01/21/2022: Completed SSApp received on 01/21/2022.
- 01/21/2022: The information is reviewed. Additional verifications are needed.
- 01/21/2022: The county initiates a first contact for verifications with due date 01/31/2022.
- 01/31/2022: Verifications are not received by due date.
- 02/01/2022: County initiates a second contact for verifications with due date 02/11/2022.
- 02/05/2022: County receives verifications, eligibility is approved and the NOA is sent to the applicant.
- Case is completed within 45-day limit.

Second Contact Required for IAP Application: Application Denied

- 01/03/2022: Applicant's AR calls the county to request Medi-Cal.
- 01/03/2022: County fills out the SAWS 1 on behalf of the applicant and mails the SSApp with a due date of 01/13/2022.
- 01/13/2022: SSApp not received.
- 01/14/2022: County initiates second contact for the SSApp with due date of 01/24/2022.
- 01/24/2022: SSApp is not received by due date through any available means.
- 01/25/2022: County denies the application and the denial NOA is sent to the applicant.
- 02/15/2022: Applicant contacts county to complete the application, but does not provide a reason for not meeting prior due dates. Applicant is advised that they can fill out a new application/SAWS 1.

Second Contact Required for IAP Application: Application Denied and Good Cause Provided

- 01/03/2022: Applicant calls the county to request Medi-Cal.
- 01/03/2022: County fills out the SAWS 1 on behalf of the applicant and mails the SSApp with a due date of 01/13/2022.
- 01/13/2022: SSApp not received.
- 01/14/2022: County initiates second contact with due date of 01/24/2022.
- 01/24/2022: SSApp is not received by due date through any of the available means.
- 01/25/2022: County denies the application and the denial NOA is sent to the applicant.
- 01/31/2022: Applicant contacts the county and reports an incapacitation that made them unable to complete the application timely. Applicant provides completed SSApp.

- 01/31/2022: Good Cause is established and the county rescinds the denial and processes the case with application date 01/03/2022.
- 02/04/2022: County determines that additional verifications are required and initiates a first contact for the verifications with a due date 02/14/2022.
- 02/10/2022: County receives one of two requested verifications.
- 02/14/2022: Second verification is not received by the county.
- 02/15/2022: County initiates a second contact to request the missing verification with due date of 02/25/2022.
- 02/24/2022: County receives second verification, eligibility is approved and the NOA is sent to the applicant.
- Case is completed after the 45-day limit, however this is acceptable as the 45-day period was extended due to a delay in the receipt of information necessary to determine eligibility for the applicant.

Second Contact Required After Missed Interview(s): Time Extended and Application Denied

- 01/03/2022: Applicant applies in person at their local county office and requests a telephone interview.
- 01/03/2022: County fills out the SAWS 1, provides the SSApp to the applicant and sets an interview date of 01/13/2022, which is the first contact due date.
- 01/13/2022: Applicant misses the scheduled interview on the first contact due date. County initiates second contact with due date of 01/23/2022.
- 01/20/2022: Applicant calls and requests a new interview date and is provided with one scheduled for 01/31/2022. This extends the second contact due date to 01/31/2022.
- 01/31/2022: Applicant misses second interview on the second contact due date.
- 01/31/2022: Applicant does not submit application by any of the available means.
- 02/03/2022: County denies the application and the denial NOA is sent to the applicant.

If you have any questions or require additional information, please contact Alison Brown at (916) 345-8078 or by email at Alison.Brown@dhcs.ca.gov.

Original Signed By:

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Health Care Benefits and Eligibility