



TOBY DOUGLAS
Director

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



EDMUND G. BROWN JR.
Governor

January 15, 2014

Medi-Cal Eligibility Division Information Letter No.: I 14-04

TO: ALL COUNTY WELFARE DIRECTORS
ALL COUNTY ADMINISTRATIVE OFFICERS
ALL COUNTY MEDI-CAL PROGRAM SPECIALISTS/LIAISONS

SUBJECT: Suspending Denials of Applications Submitted Through the California
Healthcare Eligibility, Enrollment and Retention System (CalHEERS)

This letter provides interim guidance to counties that they should not deny Medi-Cal applications submitted via CalHEERS until further notice from the Department of Health Care Services (DHCS), except for individuals who are already in an active Medi-Cal case in the Statewide Automated Welfare System (SAWS) (consistent with previous Medi-Cal Eligibility Division Information Letter I-14-02).

When the interface between SAWS and CalHEERS is launched and all appropriate notices for denials are ready to be sent, counties will be notified by DHCS. At that point, upon notification by DHCS, counties should resume denial processes in accordance with current policy.

If you have any questions or if we can provide further information, please contact Sharyl Shanen-Raya at (916) 552-9449 or by email at Sharyl.Shanen-Raya@dhcs.ca.gov.

Original Signed By

Tara Naisbitt, Chief
Medi-Cal Eligibility Division