



TOBY DOUGLAS  
Director

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



EDMUND G. BROWN JR.  
Governor

March 17, 2014

Medi-Cal Eligibility Division Information Letter No.: I 14-19

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

SUBJECT: Use of the Electronic Notification of Action Process

The purpose of this Medi-Cal Eligibility Division Information Letter is to inform the County Welfare Directors of the Department of Health Care Services (DHCS), Medi-Cal Eligibility Division's intent to leverage the electronic Notice of Action (eNOA or e-notification) process by the California Department of Social Services to provide beneficiaries with notices.

The eNOA policy will become effective when the eNOA process is programmed into the Statewide Automated Welfare Systems (SAWS). The e-notification alerts households to view Medi-Cal correspondence via their secure personal online account in the County Welfare Department's automated system. Medi-Cal beneficiaries may opt in or opt out of receiving e-notifications and receive traditional hard copy through the mail at **any** time.

With implementation of provision in the Affordable Care Act, Section 435.918(a) of Title 42, Code of Federal Regulations requires states to:

*Effective no earlier than October 1, 2013 and no later than January 1, 2015, the agency must provide individuals with a choice to receive notices and information required under this part or subpart E of part 431 of this chapter in electronic format or by regular mail and must be permitted to change such election.*

As the SAWS Consortia moves forward with their effort to provide electronic notification to beneficiaries, the DHCS will be leveraging the same electronic notification process for the Medi-Cal program. For those beneficiaries who are determined eligible for Medi-Cal under a modified adjusted gross income (MAGI) aid code, all notices will be available online via the beneficiary's CoveredCa.com account. SAWS will have the capability of generating

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notices for beneficiaries being aided with a non-MAGI aid code when SAWS programming is complete. DHCS will issue future guidance as electronic notification functionality is brought online.

If you have any questions or need further information, please contact Bernard Finneran at (916) 327-0420 or by email at [Bernard.finneran@dhcs.ca.gov](mailto:Bernard.finneran@dhcs.ca.gov).

**Original Signed By:**

Tara Naisbitt, Chief  
Medi-Cal Eligibility Division