



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



EDMUND G. BROWN JR.  
Governor

Date: April 14, 2014

Medi-Cal Eligibility Division Information Letter No.: I 14-22

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

SUBJECT: Informational Update and Guidance on Medi-Cal Notices of Action (NOA) Generation

The purpose of this letter is to provide an informational update and guidance on the status of Medi-Cal NOA generation within the California Healthcare Eligibility, Enrollment and Retention System (CalHEERS) and the Statewide Automated Welfare Systems (SAWS) as of April 15, 2014. The release of NOA(s) from CalHEERS to SAWS will begin on April 15, 2014, and will be ongoing through the week. There are two sets of NOAs that will be released:

1. The first set of NOA(s) will include two groups (known as the “one-time batch”): NOAs from pre-enrollment and pre-CalHEERS/SAWS interface applications filed from October 1, 2013 through January 20, 2014, and post-interface NOAs from January 21, 2014 to March 10, 2014.
2. The second set of NOA(s) is ongoing and is part of the regular processing of NOA(s) that dates from March 11, 2014, onwards.

With this current release of NOA(s), CalHEERS and SAWS have identified several issues that would require county awareness and assistance in mitigating potential confusion for Medi-Cal beneficiaries until system fixes are in place to rectify these concerns. The Department of Health Care Services (DHCS) will also update the Frequently Asked Questions (FAQ) on the department website to address this issue. Counties are encouraged to share this information and the FAQ with county call center representatives. DHCS will also be sharing this information with consumer advocates and Covered California.

### **Individuals Receiving Two NOA(s) on Medi-Cal Eligibility**

CalHEERS and SAWS have identified a scenario within the current NOA design that may produce two NOA(s) on Medi-Cal eligibility in a relatively close time period, one from CalHEERS and the second from SAWS, which may potentially cause confusion for Medi-Cal beneficiaries. This scenario is applicable to individuals who have applied via the CalHEERS or SAWS access channel, are approved for Modified Adjusted Gross Income (MAGI)-based Medi-Cal, and have also answered the Non-MAGI questions indicating potential Non-MAGI linkage at application.

In this scenario, both CalHEERS and SAWS may produce two separate NOAs a few days apart to send to the beneficiary, one from CalHEERS indicating generic Medi-Cal eligibility for MAGI Medi-Cal (please note that the NOA would not state "MAGI Medi-Cal" and would indicate generic Medi-Cal eligibility), and another NOA from SAWS that indicates an eligibility determination (eligible or ineligible) for Non-MAGI Medi-Cal. This may potentially cause confusion for the Medi-Cal beneficiary if they receive a NOA approving Medi-Cal eligibility and subsequently another NOA with an approval or denial of their Non-MAGI Medi-Cal eligibility. Please note that this scenario is specific to this current release of NOA(s) due to a large volume of NOA(s) being released as a one-time batch (please refer to the specific dates above), and a second volume of NOA(s) from March 11, 2014, onwards. Counties shall review the beneficiary's case record in SAWS to identify the correct eligibility category and provide clarification if the beneficiary contacts the county for assistance.

### **Different Eligibility and Benefit Dates**

CalHEERS and SAWS have identified a date inconsistency in current NOA production in which the start date of Medi-Cal benefits may not be accurately reflected on the NOA. Per current NOA design, the NOA is populated with an eligibility determination date instead of the date that Medi-Cal benefits are set to begin. This scenario is confined to a small population and is specific to individuals who applied through the CalHEERS access channel and had specific circumstances on their Medi-Cal case (i.e. beneficiary requesting Medi-Cal retroactive coverage or SAWS needing to verify pending data elements) that may have prompted multiple Eligibility Determination and Benefit Calculation (EDBC) at the county level.

Currently, CalHEERS captures the last disposition on the Medi-Cal case and populates this date on the NOA rather than using the correct effective date of eligibility. Until this functionality is fixed in a CalHEERS upcoming release, counties shall assist any Medi-Cal beneficiary that approaches the county requesting clarification on their Medi-Cal benefit start date by reviewing case records in SAWS and identifying the appropriate effective date of eligibility and informing the beneficiary.

### **Multiple NOA(s) for Each Month of Eligibility**

Until a system fix is in place in CalHEERS, multiple NOA(s) will be sent to the Medi-Cal beneficiary for each month of Medi-Cal eligibility or conditional eligibility on certain cases. This occurs in two instances:

1. Cases that are in conditionally eligible status which require SAWS to verify citizenship, immigration status, or Social Security numbers of the case, regardless of application access channel. Once the condition is satisfied, a final NOA will be generated. Currently, there are no NOA(s) generated for Medi-Cal pending eligibility.
2. Whenever the case prompts a need to run EDBC multiple times at the county level. If EDBC is run several times for the same month, CalHEERS will only send a NOA for the last EDBC run for that specific month. If EDBC is simultaneously run for several months of eligibility, CalHEERS populates a NOA for each month of eligibility, which results in multiple NOA(s) being sent for each eligibility month at one time per Medi-Cal case.

For example, the applicant applied via the CalHEERS or SAWS access channel and is approved for MAGI Medi-Cal effective January 2014 and all EDBC's for January through April 2014 have been run. He/she will receive multiple NOA(s) stating his/her eligibility for January, February, March, and April 2014. Until this functionality is fixed in a CalHEERS upcoming release, counties shall assist any Medi-Cal beneficiary that approaches the county requesting clarification on their Medi-Cal benefit start date by reviewing case records in SAWS, identifying the appropriate information, and informing the beneficiary.

If you have any questions regarding this letter, please contact Ms. Yingjia Huang at (916) 552-9467 or email at [yingjia.huang@dhcs.ca.gov](mailto:yingjia.huang@dhcs.ca.gov).

Original Signed By:

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