



TOBY DOUGLAS
DIRECTOR

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



EDMUND G. BROWN JR.
GOVERNOR

Date: May 22, 2014

Medi-Cal Eligibility Division Information Letter No.: I 14-30

To: ALL COUNTY WELFARE DIRECTORS
ALL COUNTY WELFARE ADMINISTRATIVE OFFICERS
ALL COUNTY MEDI-CAL PROGRAM SPECIALISTS/LIAISONS
ALL COUNTY HEALTH EXECUTIVES
ALL COUNTY MENTAL HEALTH DIRECTORS
ALL COUNTY MEDS LIAISONS

SUBJECT: Denying Pending Applications Originating Through the CalHeers Access Channel

County Instructions for Working Pended Medi-Cal Cases Originated through the SAWS Access Channel

As prescribed in Medi-Cal Eligibility Division Information Letter (MEDIL) 14-23, counties were to begin denying pending Medi-Cal applications when the county had completed the required ex parte review and two 10-day requests for income verification as prescribed in All County Welfare Directors Letter (ACWDL) 08-07. Requests for residency verification should not be going out given the suspension of that requirement.

MEDIL 14-23 also prescribed that for pending applications that had gone through an ex parte review and two 10-day request for income verification were sent prior to March 15, 2014 and the county still had not received the requested verification, counties were to send the applicant a third 10-day request for verification. For applications where the county that had not completed their ex parte review and sent two 10-day requests for verification by March 15, 2014, the standard process as prescribed in ACWDL 08-07 shall apply and a third 10-day request for verification is not required.

Finally, MEDIL 14-23 prescribed that counties should deny the pending application (after sending the proper Notice of Action) for failure to provide income verification if, after completing the required ex parte review and two (or three) requests for verification, the applicant did not provide the requested verification. Counties shall use the appropriate denial Notice of Action (NOA) currently programmed into their SAWS to notify the

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applicant for failure to cooperate. MEDIL 14-23 only applies to applications that originated through the SAWS access channel.

Applications Originating Through the CalHEERS Access Channel

Counties are hereby instructed that the policies and procedures prescribed in MEDIL 14-23 now apply to all pending applications regardless of access channel. As of May 22, 2014, if the county has already completed the ex parte review and two 10-day requests for income verification on pending applications that originated through the California Health Eligibility and Enrollment Retention System (CalHEERS) access channel, the county shall be required to send the applicant a third 10-day request for income verification. If the county has not completed the ex parte review and two 10-day requests for income verification on pending applications that originated through the CalHEERS access channel, the county shall not send the applicant a third 10-day request for verification, but shall only be required to send the two 10-day notices.

If after completing the required income verification checks required above (and as prescribed in further detail in MEDIL 14-23), the county has not received the required income verifications to make a Modified Adjusted Gross Income Medi-Cal eligibility determination, the county shall deny the application for failure to provide income verification and send the proper Notice of Action.

By issuance of this letter, counties are hereby instructed to contact their respective SAWS for instructions on how to deny the pending application until the negative action functionality is implemented into CalHEERS.

If you have any questions, please contact Braden Oparowski by phone at (916) 552-9570 or email at Braden.Oparowski@dhcs.ca.gov.

Sincerely,

Original Signed By

Tara Naisbitt, Chief
Medi-Cal Eligibility Division