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August 13, 2015

Medi-Cal Eligibility Division Information Letter No.: I 15-23

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

SUBJECT: California Healthcare Eligibility, Enrollment, and Retention System Post Release 15.7 Defect and Impacts on Modified Adjusted Gross Income Medi-Cal Determination

The purpose of this Medi-Cal Eligibility Division Information Letter (MEDIL) is to inform counties of a system defect (Defect # 23096) introduced after California Healthcare Eligibility, Enrollment, and Retention System (CalHEERS) Release 15.7 on July 27, 2015 and its impacts on Modified Adjusted Gross Income (MAGI) Medi-Cal individuals.

### Background

Counties have reported incidents to the Department of Health Care Services (DHCS) and to the CalHEERS Help Desk where individuals with no Social Security Number (SSN) that have previously been administratively verified for no SSN are returned via the electronic Health Information Transfer (e-HIT) to the Statewide Automated Welfare Systems (SAWS) with pending eligibility from CalHEERS. After review, CalHEERS identified this as a defect introduced in Release 15.7 where the administrative verifications or indicators associated with the SSN sent via eHIT are being end dated, which results in pending eligibility. Currently there is no identified interim system workaround for this system defect.

Counties should note that defect #23096 impacts individuals without a SSN when an eligibility determination request (EDR) is made to CalHEERS by SAWS for MAGI Medi-Cal at application intake, renewal or change of circumstances. This system defect impacts two groups:

1. Existing MAGI Medi-Cal beneficiaries who do not have a SSN and the county has submitted an EDR in order to process a renewal or a change of circumstances on or after July 27, 2015. This applies to newborn infants, undocumented individuals, and other individuals who do not have a SSN.

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2. New applicants who do not have a SSN and their application was processed on or after July 27, 2015 regardless of access channel. This applies to newborn infants, undocumented individuals, and other individuals who do not have a SSN.

### **Instructions to Counties**

CalHEERS is working on an immediate fix for this defect with a planned deployment on August 20, 2015. Any change to this tentative deployment date will be communicated immediately to counties. However, in the absence of a system workaround at this time, counties shall handle individuals without SSN(s) as specified below:

- **Applicants who do not have a SSN and have an immediate need:**

Counties shall follow existing Medi-Cal policies and procedures to establish benefits via an online Medi-Cal Eligibility Data System (MEDS) transaction using a pseudo SSN to process the case if individual is determined eligible for Medi-Cal.

- **Applicants who do not have a SSN and do not have an immediate need:**

Counties shall hold the case until the implementation of the system fix. Counties will receive additional instructions from each respective SAWS on next steps once a system fix is implemented.

- **MAGI Medi-Cal beneficiaries that do not have a SSN and the county received a “pending eligible” Determination Eligibility Response (DER) from CalHEERS on or after July 27, 2015:**

Counties shall not action the case if the eligibility status for the individual returns as “pending eligible” from CalHEERS. This will hold the case in the current “eligible” status until a system fix is implemented. Counties will receive additional instructions from each respective SAWS on next steps once a system fix is implemented.

- **MAGI Medi-Cal beneficiaries who do not have a SSN and the county is prepared to submit an EDR for a renewal or reported change:**

Counties shall not submit the EDR until the system fix is implemented. Counties will receive additional instructions from each respective SAWS on next steps once a system fix is implemented.

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For applicants or beneficiaries that have subsequently reported a SSN to the county after the initial EDR request to CalHEERS that made them “pending,” counties may input the SSN into SAWS and request a new MAGI determination for the pending months to retrigger correct eligibility.

If you have any questions or need further information regarding this letter, please contact Ms. Yingjia Huang at (916) 327-6690 or by email at [yingjia.huang@dhcs.ca.gov](mailto:yingjia.huang@dhcs.ca.gov).

Original Signed By:

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