



Jennifer Kent
Director

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



EDMUND G. BROWN JR.
Governor

January 25, 2016

Medi-Cal Eligibility Division Information Letter No.: I 16-01

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

SUBJECT: After Hours Application Date

The purpose of this Medi-Cal Eligibility Division Information Letter (MEDIL) is to remind counties to maintain the application date as the date a voicemail application request is made, if it is after county business hours. The application date that should be preserved is the date the individual leaves the voicemail requesting an application for insurance affordability programs, and not the date of the following business day that the county worker receives the voicemail message. This would be regardless of whether the individual called the county directly or was transferred to the county from a Covered California Customer Service Representative.

In accordance with this policy, since the Covered California call center will be open until midnight on January 31, 2016, the last day for Covered California Open Enrollment, callers that are in the queue prior to midnight may be transferred to the county voicemail after midnight. For callers that leave a voicemail on Sunday January 31, 2016, or in the early hours of Monday, February 1, 2016, requesting assistance in applying for insurance affordability programs, the application date shall be preserved as January 31, 2016.

If you have any questions or if we can provide further information, please contact Alison Brown at (916) 319-9565 or by email at Alison.Brown@dhcs.ca.gov.

Original Signed By

Sandra Williams, Chief
Medi-Cal Eligibility Division