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

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DIRECTOR

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January 12, 2017

Medi-Cal Eligibility Division Information Letter No.: 17-02

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

SUBJECT: California State Auditor's Report December 2014: Findings Related to the
                    Medi-Cal Dental Program

The purpose of this Medi-Cal Eligibility Division Information Letter (MEDIL) is to inform counties of the findings in a recent California State Auditor's review of the Medi-Cal Dental Program.

The California State Auditor reviewed 150 cases and discovered the following issue:

- A Social Security Number (SSN) failed electronic verification, and timely follow up action did not occur.

As a result of the findings and recommendations contained in the California State Auditor's report, we are reaffirming existing policy where counties are instructed to check Medi-Cal Eligibility Data System (MEDS) alerts relating to SSN verification on a regular basis and address failure notifications in a timely manner.

Counties are reminded that if an SSN fails electronic verification, appropriate steps to verify the accuracy of that number should be taken. 42 CFR 435.910 (g) states in part, "The agency must verify each SSN of each applicant and recipient with [Social Security Administration] SSA to ensure that each SSN furnished was issued to that individual."

When an SSN fails or is only partially validated through electronic verification, MEDS generates a variety of alerts. For a list of SSN validation alerts, review the MEDS Network Users Manual, Appendix C Messages, Batch Messages 4800 through 4899. These alerts appear on the MEDS Online Worker Alert Summary display.

Additional indications of failed or partially validated SSN electronic verification results appear on the MEDS Primary Medi-Cal/CMSP Information display screen, as the SSN-VER code. An SSN VER code other than A, W, or * should be reviewed and action taken to correct the MEDS record to obtain a full verified match. For a list of SSN-VER codes and definitions, review the MEDS Quick Reference Guide, SSN-VER section.

Thank you for your attention to MEDS alerts regarding SSN verification. If you have any questions or comments regarding the information in this letter, please contact Manuel Urbina, by phone at (916) 650-0160 or by e-mail at Manuel.Urbina@dhcs.ca.gov.

Sincerely,

Original signed by

Sandra Williams, Chief
Medi-Cal Eligibility Division