



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



GAVIN NEWSOM
GOVERNOR

June 19, 2019

Medi-Cal Eligibility Division Information Letter No.: 19-18

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

SUBJECT: Alternative Communication Formats for Visually Impaired
Applicants and Beneficiaries

Purpose

The purpose of this letter is to provide interim information regarding the responsibility of counties to provide effective communication with visually impaired Medi-Cal beneficiaries by providing alternative formats as requested by the individual beneficiaries, and providing other needed accommodations and policy modifications as the individual beneficiary's communication needs otherwise become apparent.

Background

The Americans with Disabilities Act (ADA) is a federal law that requires services, programs, and activities provided by public entities be accessible to qualified individuals with a disability, such as a visual impairment. (See 42 U.S.C. 126, sections 12010 et seq). A fact sheet from the U.S. Department of Justice regarding effective communication responsibilities under the Americans with Disabilities Act is currently available at <https://www.ada.gov/effective-comm.htm>.

The Department of Health Care Services (DHCS) and its county agents are subject to this accessibility mandate. Accordingly, DHCS and the counties must provide visually impaired Medi-Cal beneficiaries with communications in the beneficiaries' requested alternate format.

Providing Communications To Visually Impaired Medi-Cal Beneficiaries In Their Chosen Alternate Format

DHCS has compiled a list of certain visually impaired Medi-Cal beneficiaries who have previously requested to receive communications in large print. This list will be shared with counties. Within 90 days of the issuance of this list and the provision of large print

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versions of the specified documents, DHCS expects all counties to begin sending documents in large print to those beneficiaries who have so requested.

Future Outreach

DHCS will be conducting additional outreach to ensure all Medi-Cal beneficiaries who require alternate formats have the opportunity to receive communications in an alternative format, including large print, Braille, audio formats, and County Support. DHCS will use the information gathered to supplement the originally distributed list and issue further guidance regarding the provision of alternative formats at some time in the near future.

If you have any questions, or if DHCS can provide additional information, please contact Rocky Evans, by phone at (916) 345-8228, or by email at MCEDBVIPublications@dhcs.ca.gov.

Original Signed By

Sandra Williams, Chief
Medi-Cal Eligibility Division