



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



EDMUND G. BROWN JR.
Governor

September 25, 2014

TO: ALL COUNTY WELFARE DIRECTORS Letter No.: 14-34
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: Safe at Home Confidential Post Office (P.O.) Box Process

The purpose of this letter is to inform Counties of the Safe at Home (SAH) confidential P.O. Box process.

Background

On July 1, 1999, the Secretary of State implemented the confidential SAH Program to help victims or survivors of domestic violence or stalking to remain safe from an abusive situation.

Government Code, Chapter 3.1 §6207, 6215.5 states “A state and local governmental agency shall accept the Safe at Home P.O. Box address, designated by the Secretary of State, of any active program participant who presents his or her authorization (ID card or certificate) at the time of creating, modifying or maintaining a public record which requires a street or mailing address.”

Agency Responsibilities

If a state or local governmental agency form requires both a street address and a mailing address, the Department of Justice asks agencies to accept the participant’s assigned SAH P.O. Box mailing address and Identification (ID) number in lieu of the street and mailing address. The Secretary of State (1-877-322-5227 or SafeAtHome@sos.ca.gov) will verify the participant’s county of residence over the phone to an agency representative with written authorization from the participant. Agencies (i.e. law enforcement) with a statutory and/or administrative requirement that requires a residence street address must

All County Welfare Directors Letter No.: 14-34
Page 2
September 25, 2014

complete an Agency Exemption Request. Please refer to All County Welfare Directors Letter No.: 01-57 (SAH California Confidential Address Program).

If the residence address of a program participant is provided by the participant or obtained through an Agency Exemption Request, this confidential information should be maintained in the case file or in some other secure manner, and should not be entered on any database or automated system.

Safe at Home program does not provide information about active participant cases without written consent from the participant or in response to a court order or law enforcement request for the address information.

Medi-Cal Eligibility Data System (MEDS) must display only a designated P.O. Box address to conform with SAH requirements.

The four designated P.O. Box addresses for SAH beneficiaries are:

P.O. Box 1198, Sacramento CA 95812-1198-98-9
P.O. Box 1318, Sacramento CA 95812-1318-18-3
P.O. Box 1679, Sacramento CA 95812-1679-79-6
P.O. Box 2390, Sacramento CA 95812-2390-90-2

A four digit SAH identification number that identifies the participant for mail delivery should appear on the C/O line of the mailing address. It is important that the SAH ID number is displayed as the P.O. Boxes are shared by multiple participants. The ID number will ensure that mail is delivered to the intended SAH participant.

Example:

MAILING-ADDRESS:
ADDRESS-FLAG
C/O **ID # XXXX**
STREET **P.O. Box 1198**
CITY **SACRAMENTO** STATE **CA** ZIP-CODE **95812 + 1198**

SAH clients will have a Sacramento address, but Counties must maintain the residence county and county of responsibility in the County where the participants are living.

In order to protect the SAH address in MEDS from being changed accidentally or automatically at reconciliation or renewal, the Medi-Cal Eligibility Division (MCED) and the Information Technology Services Division (ITSD) have developed a process to protect the address and the residence county fields. The process is outlined on Page 3:

- The SAH address can be submitted by EW20 (Counties) or SD20 (Social Security Administration) transactions. After the transaction has updated MEDS:
 - On the INQM screen, the address will be displayed as:
SAFE-AT-HOME CLIENT
REFER TO MAILING ADDRESS
 - With an ADDRESS-FLAG of 8
 - On the INQA screen, the CURRENT RESIDENCE ADDRESS will be displayed as
SAFE-AT-HOME CLIENT
REFER TO MAILING ADDRESS
 - And THE PENDING MAILING ADDRESS will be displayed as the selected SAH P.O. Box address
- The residence address for a SAH participant cannot be updated by the county. Only MCED staff will be able to update MEDS with a residence address by submitting an MB12 transaction.
- The residence address can only be changed if verification is provided by the beneficiary to the county indicating when SAH program participation was terminated. The county will need to open a Remedy ticket (verification from Secretary of State needs to be attached) for MCED to update the residence address.
- The County of Responsibility can change if a SAH beneficiary moves to another county. The receiving county will need to initiate an Inter County Transfer (ICT) by completing a EW05 transaction to take control of the record.
- The Residence County shall not change at Reconciliation or Renewal.
- A new MEDS alert 2201, has been developed:

2201 SAFE-AT HOME CLIENT – CONTACT DHCS FOR ADDRESS CHANGE, URGENT

All County Welfare Directors Letter No.: 14-34
Page 4
September 25, 2014

If you have any questions or if we can provide further information, please contact Tina Wilson at (916) 319-9783 or by email at Tina.Wilson@dhcs.ca.gov.

Original Signed By

Tara Naisbitt, Chief
Medi-Cal Eligibility Division