

DEPARTMENT OF HEALTH SERVICES

714/744 P STREET
SACRAMENTO, CA 95814
(916) 445-1797



January 24, 1980

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To: All County Welfare Directors

Letter No. 80-4

LIMITED SERVICE STATUS REGISTER (LSSR)

The Department's Prepaid Health Branch is implementing an improved processing system (called the PHP Eligibility Modification Project) to report eligibility of persons enrolled in prepaid health plans.

Effective in February 1980, the first stage of the project will be a special PHP disenrollment process for actions initiated by the Department. This process will result in retroactive changes on LSSRs. Some examples of the types of situations in which the Department will initiate a special disenrollment are:

1. A client may be already under treatment by a nonplan provider.
2. A client may have moved out of the service area and is no longer eligible to receive services from the PHP.
3. Alleged fraud may have taken place during the marketing presentation.

Before any special disenrollment action is shown on the LSSR, the following actions will have already taken place:

1. The client was contacted (in person or by telephone) and informed that he/she was being disenrolled and given the reason for the disenrollment.
2. The PHP Branch has deleted the client's record from the PHP Enrollment File.
3. The PHP Branch has issued a fee-for-service Medi-Cal card to the client for the disenrollment month. A card will also be issued for the following month if the disenrollment data was not processed in time to meet the PHP Enrollment File cut-off date and the client is reported as eligible on the county main file for the following month.

After the above disenrollment actions are completed, the LSSR will be adjusted to reflect the change in PHP status. The change will be shown on the LSSR for the second month following the month in which the disenrollment action was taken.

For example, assuming a person enrolled in the California Medical Group Plan (PHP Project 02) had a special disenrollment processed in January 1980:

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- o The January LSSR will show a code of "P02" for the January month of eligibility;
- o The February LSSR will show a code of "P02" for January and "---" for February;
- o The March LSSR will show a code of "---" for January, February and March.

In any situation in which a client requests a Medi-Cal card and there is a question regarding the client's PHP status, the county should contact the PHP Branch at (800) 952-5528 (toll free) for clarification.

As stated earlier, this is the first stage of the PHP Eligibility Modification Project. As other stages are finalized, you will be advised of the new procedures prior to implementation.

If you have any questions, please contact your Medi-Cal field representative.

Sincerely,

Original signed by

Doris Z. Soderberg, Chief
Medi-Cal Eligibility Branch

cc: Medi-Cal Liaisons
Medi-Cal Field Representatives