

## DEPARTMENT OF HEALTH SERVICES

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March 23, 1992  
Letter No.: 92-21

TO: All County Welfare Directors  
All County Administrative Officers  
All County Medi-Cal Program Specialists/Liaisons

SUBJECT: NOTICE OF SSI/SSP MEDI-CAL CARD PROBLEM (MC 5 (1/80))

REFERENCE: ACWDL 91-110

Effective March 1, 1992, the Form MC 5 (1/80) is obsolete. Please inform your staff that all MC 5 (1/80) forms submitted to the Department of Health Services will be returned to them for problem resolution. Most of the problems identified on the form can be resolved by the counties or other entities outside of the Medi-Cal Eligibility Branch (MEB). Listed below are the problems and the methods of resolution:

1. PROBLEM - MEDICARE CODING OR MEDICARE I.D. NUMBER:

SOLUTION: If county Medi-Cal Eligibility Data System (MEDS) personnel cannot correct the problem via MEDS, they must first report it on a DHS 6166 to the Medicare Premium Payment Unit (Buy-In), or call the Unit at (916) 739-3200.

2. PROBLEM - DATA CONCERNS, EXCLUDING ADDRESS:

SOLUTION: If the beneficiary is currently active on MEDS, corrections to the name, sex, birthdate, and other coverage may be made by county MEDS personnel via an EW 55 transaction. (Refer to All County Welfare Directors Letter 91-110 issued November 22, 1991 for instructions for changing future month cost avoidance insurance codes.)

On January 22, 1992, the Data Systems Branch (DSB) sent an EMC 2 to all county MEDS Coordinators advising that access to the MB 30 transaction was now available to allow counties to change SSN codes and correct death information. (Please refer to this EMC 2 for further details on how to obtain authorization.)

3. PROBLEM - RECEIPT OF DUAL SSI/SSP MEDI-CAL CARDS:

SOLUTION: Report incident to the local Social Security Office so the Social Security Administration (SSA) can send a transaction to MEDS to terminate the incorrect record.

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4. PROBLEM - RECEIPT OF SSI/SSP MEDI-CAL CARD AFTER DISCONTINUANCE:

SOLUTION: Report incident to the local Social Security Office so the Social Security Administration (SSA) can send a transaction to MEDS to terminate the record.

5. PROBLEM - NON-RECEIPT OF SSI/SSP MEDI-CAL CARD:

SOLUTION: If beneficiary is SSI eligible on MEDS, county MEDS personnel can issue a card via the EW 45 or EW 55 transaction. If beneficiary is SSI eligible per SSA, but not active on MEDS, county MEDS personnel can issue a card via the EW 15 transaction.

6. PROBLEM - ERRONEOUS ADDRESS:

SOLUTION: County MEDS personnel can correct the address and issue a card via the EW 55 transaction.

Even though the county can correct information, e.g., a new address for an SSI/SSP beneficiary, beneficiaries are still responsible for reporting changes or incorrect information to their local SSA office. Please allow three to six weeks for a change reported to SSA to be transmitted to MEDS. Also, be aware that beneficiaries who are enrolled in comprehensive Prepaid Health Plans (PHPs) will not receive a Medi-Cal card. Enrollment in a PHP can be ascertained by reviewing the HCP-NO field of the INQM screen on MEDS. Some SSI/SSP beneficiaries may be unaware that enrollment in comprehensive PHPs prevents issuance of a Medi-Cal card.

If you have any questions, please call Ginny Wendé of my staff at (916) 654-0573.

Sincerely,

ORIGINAL SIGNED BY

Frank S. Martucci, Chief  
Medi-Cal Eligibility Branch