

County of San Diego, Health and Human Services Agency (HHS) Eligibility Policy and Procedures Guide

Inter County Transfer (ICT) Procedures

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Issue Date:

3/18/2015

Effective Date:

3/18/2015

Background:

A Statewide electronic Inter-County Transfer interface (eICT) was created to provide a seamless transfer of client data and documents from one California County to another without a break in benefits to the recipient. This document outlines both the agreement between California counties as well as our County's business process.

At this time, the following programs are included with the eICT interface between CalWIN, C-IV and LEADER:

- CalFresh
- CalWORKs
- Medi-Cal
- RCA (Refugee Cash Assistance)

The following programs are NOT included in the eICT transfer process and must be sent manually:

- CalWORKs cases with a Domestic Violence (DV) situation.
- CAPI cases. Please refer to CAPI PG 99-111 for additional instructions.

Note: The manual ICT process for a CalWORKs DV case can be initiated and information regarding the DV should not be released to the receiving county, unless the client completes and signs form WTW 37, Permission to Release Domestic Abuse Information When Moving to Another County. FRCs can use the WTW 37 in the CalWIN Intranet or order shelf stock from the Xerox Print Center.

Refer to [CPG 40-100.P.4](#)

The following programs are NOT subject to transfer:

- Adoption Assistance Program (AAP)
- County Medical Services (CMS)
- Disability Determination Services Division (DDSD) cases in pending status
- Foster Care (FC)
- General Relief/General Assistance (GR/GA)

Purpose:

The purpose of this document is to outline the InterCounty Transfer policy for Family Resource Center (FRC) staff. Refer to the appropriate Program Guide for additional, program specific requirements.

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Policy:

ICT Liaison Duties:

The FRC ICT Liaisons are responsible for:

- Assigning incoming ICTs received from the DPC
- Reviewing any ICT issues with the HSS and resolving them at the FRC level whenever possible
- Escalating issues to the Program ICT Liaison, if appropriate

ICT Specialist Duties:

ICT Specialist(s) will be responsible for:

- Processing all ICTs to completion of transfer of benefits
- Communicating with the sending/receiving county
- Following up on denied or rejected ICTs
- Coordinating discontinuance/approval dates
- Requesting/providing additional documentation, as needed
- [Monitoring Management Reports \(MR\)](#) available in MR SharePoint
- Reporting issues to the FRC ICT Liaison who will elevate ICT issues to the Program ICT Liaisons

Incoming ICTs Overview:

ICT packets are received by the Document Processing Center (DPC) via the CalWIN Interface, fax or U.S. Postal Service.

DPC staff will complete Application Registration (App/Reg) and assign cases to the appropriate FRC for processing.

Incoming ICTs are processed based on program requirements.

Click on the following links for additional instructions:

- [CalWORKs Program Guide \(40-100.P\)](#)
- [CalFresh Program Guide \(63-359.1 – 359.13\)](#)
- [Medi-Cal Program Guide \(Article 3, Section 2\)](#)
- [CAPI Program Guide \(99-111\)](#)

ICT Requests:

When a customer who is receiving benefits in another county contacts ACCESS or a FRC to report they are now a San Diego County resident, staff will notify the ACCESS/FRC ICT Liaison. The ICT Liaison will assign the case to the ICT Specialist who will initiate an eICT request, following the steps in [How To 174 \(Request an Inter-County Transfer\)](#).

If the other County did not initiate an ICT, the application would be considered an ICT and staff would be responsible for processing them. The applications are still categorized as ICTs. It is the Receiving Counties responsibility to initiate a Request for an ICT through the eICT Statewide Interface to the Sending County when the Receiving County becomes aware of a recipient's relocation to a new County of Residency in California.

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If the walk-in applicant has completed an application and the FRC has completed the APP/REG from the new application, the referral type should be changed to ICT to identify the reason the case may be in pending status for more than 30 days.

The ICT process can take up to 60 days to complete from date of receipt in the Receiving County. The ICT would be assigned to an ICT Specialist to ensure all required follow up and communications with the Sending County are completed to coordinate discontinuance and pick-up dates. In addition, per the eICT Best Practice Guide, the applications would be considered ICTs and ICT staff is responsible for processing them.

Note: Customers are not required to terminate their cases in another county before applying for benefits in San Diego County.

IMPORTANT REMINDERS:

Communication Reminder:

An ICT is NOT completed until the ICT Specialist confirms case action (discontinuance or authorization) with the other county's representative. The communication can be done by phone or secured e-mail and must be documented in case comments.

Note: All communication with the other counties must be documented in case comments and shall include the name and phone number of the contact person.

Residency Reminder:

Residency regulations differ by program. Please consult the appropriate program guide for required action:

PROGRAM	SECTION
CalWORKs	42-400.A
CalFresh	63-152.3
Medi-Cal	Article 7, Section 5
CAPI	99-102.1

Domestic Violence Manual ICT Process Reminder:

ICTs for all CalWORKs recipients who are victims of domestic abuse/domestic violence must be completed manually and not electronically. The manual process will begin with the completion of the CW 215/WTW 37 forms and include all appropriate documents. All information is to be treated with utmost confidentiality. Please refer to [CPG 40-100.P.4 P.](#) for additional instructions.

Note: MC 360 and CF 215 forms will need to be completed manually and include all appropriate documents.

Secured E-mail Reminder:

Staff is reminded to use secured e-mail when communicating outside of San Diego County. All ICT specialists must have the ability to send encrypted e-mails.

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Overpayment & Overissuance Reminder:

Regulations require that active/open overpayment/overissuance claims existing on a case at the time of the ICT must be transferred to the receiving county of residence as part of the eICT process to continue recoupment of the claim(s) by grant adjustment.

Click on the following links for additional instructions:

- [CalWORKs Program Guide \(40-100.P.8\)](#)
- [Processing Guide 40-100.P.1.F](#)
- [CalFresh Program Guide \(63-359.11\)](#)

Note: All documentation regarding the OP/OI claims may be sent within 30 days following the ICT send date. The ICT process must not be delayed due to the pending submission of OP/OI documentation.

DDSD Reminder:

ICT Specialists must follow [MPG 3.02.04.F](#) (Miscellaneous ICT Case Processing) for cases with a pending DDSD decision.

Impacts:

All Programs

References:

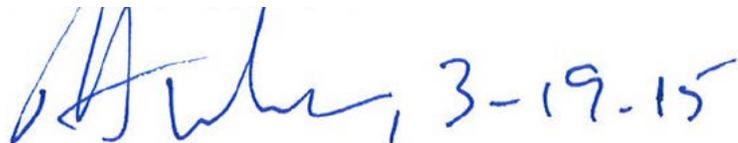
PROGRAM	SECTION
CalWORKs	42-400.A
CalFresh	63-152.3
Medi-Cal	Article 7, Section 5
CAPI	99-102.1

[ICT Procedures](#)

Sunset Date:

This policy will be reviewed for continuance on or by 3/18/2018

Approval for Release:



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Eligibility Operations