

COMMUNICATION PROCESS SOUTHEAST FAMILY RESOURCE CENTER

IHSS Social Worker Procedures

Before making contact, the IHSS Social worker should check CalWIN and clear the case to see if it has been assigned to an IHSS Medi-Cal worker (a worker number beginning with “**SX**”). Cases open/pended on CalWIN at the Southeast Family Resource Center (SEFRC) will reflect worker #SMX0. This worker number indicates that the Medi-Cal application has been mailed to the client but is not assigned to a Medi-Cal worker. If there is an IHSS Medi Cal worker assigned, the client can be referred to that worker. Always attempt to resolve client issues at worker level, then follow the standard “chain of command” communication protocol:

- Worker to worker
- Supervisor to supervisor
- Manager to manager

Discuss any critical SOC case issues with your supervisor to determine if management should elevate the case. The supervisors contact for the Medi-Cal/IHSS granted unit is Mary Ann Gonzales at (619) 266-3704. This number is for internal use only, not for the general public.

Updates on Unassigned Referrals

Unassigned Referrals - SAWS1

Email the request or the information to Rosalinda.Urbano@sdcounty.ca.gov or call (619) 266-3923.

Provide the following information:

- | | |
|--------------------------|---|
| • Full name of client | • Date of the IHSS application |
| • Social security number | • Type of referral (SAWS1 vs. Active Fax) |
| • Date of birth | |

Cases that need to be elevated should be directed to Supervisor Tiffani Bolden (619)266-3917.

Unassigned Referrals With Existing/Active Medi-Cal Case

Email the request or information to Virginia.Curtom@sdcounty.ca.gov or call (619) 266-3923.

Provide the following information:

- | | |
|--------------------------|---|
| • Full name of client | • Date of the IHSS application and the |
| • Social security number | • Type of referral (SAWS1 vs. Active Fax) |
| • Date of birth | |

Issues that need to be elevated should be referred to the granted IHSS Medi-Cal Supervisor at:
(619) 266-3704

If a message is left for a Medi-Cal Worker or supervisor, allow 24 hours for a response. In the event that a voicemail box is full, a message can be left at the SEFRC Message Desk at (619) 236-7501. If voicemails are full and no one is answering the message desk number contact the main Administration number at (619) 266-3704. The administrative assistant can hand deliver the message to the appropriate supervisor or duty worker.

SEFRC IHSS Medi-Cal Clerical Responsibilities

IHSS Mail-in Applications

The designated SEFRC clerk:

- Receives all SAWS1 forms from IHSS and inputs on the S Drive
- Clears all recipients on MEDS for active/prior case history. If a case is active Medi-Cal forwards to Vicki Arias for processing. If the case is pending in another Family Resource Center (FRC), notifies the supervisor for contact.
- Requests closed cases from record room if appropriate.
- App/Reg on CalWIN system and mails out copies of SAWs1 and MC applications.
- Tick calendar for 15 days return of Medi-Cal application.
- Denies applications not received by the required timeframe. E-mails denial list to the Medi-Cal Worker for authorization of denials, requests batch print of Notice of Action (NOA).
- The Medi-Cal Worker will notify clerical by e-mail once the denial authorization has been completed.
- Mails out manual denial notices and logs out on S drive. Cases will be forwarded to the clerk designated to send closed case files to Record Library.

IHSS Share of Cost Determinations for Active Cases

- The designated SEFRC clerk receives daily faxed requests for IHSS SOC determinations for active cases.
- Logs all SOC referrals onto the S-Drive
- Assigns SOC determination to a Medi-Cal Worker for computation.
- The Medi-Cal worker will forward a copy of the Medi-Cal communication gram to clerical when the SOC determination is completed for S Drive updates.
- The IHSS Social Worker will notify clerical when services have been granted or denied.
- Clerical will request granted cases from the district FRC when notified that IHSS services have been granted. The case will be assigned to the IHSS/Medi-Cal Granted Unit through the regular case assignment process.

Shared Clerical Responsibilities

- SEFRC clerical staff will clear the IHSS phone line (266-3923) twice a day. The voice message will request that callers leave the following information:
 - Full name of client
 - Social Security number
 - Date of birth
 - Date for evaluation
 - Type of referral