

County of San Diego, Health and Human Services Agency (HHS)
County Medical Services Program Guide (CMSPG) Letter

CMS Patient Handbook/Brochure

Number

Page

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Issue Date:

10/01/2015

Effective Date:

Upon Receipt

Purpose:

To provide the location and ordering instructions for the CMS Patient Handbooks and brochure

Background:

The CMS Patient Handbook is given/mailed to CMS beneficiaries. The Handbook is available in English and Spanish and provides the beneficiary with information such as where and how to access health care, and what services are covered.

Policy Change:

No change

Summary of Changes:

CMSPG 01.02 and 01.04: Instructions for the ordering and the location of the CMS Patient Handbooks have been added to the CMSPG.

CMSPG 01.02, 01.03, 01.04, and 01.06 have been revised to reflect current format and procedures. Section 01.07 has been added to section 01.03 Changes to the CMSPG are noted with highlighted text within each Article/Section.

Impacts:

Forms

None

Automation

None

Other Programs Affected:

None

References:

Sunset Date:

This policy will be reviewed for continuance by 10/31/2018.

Approval for Release:



Rick Wanne, 10-2-15

Rick Wanne, Director
Eligibility Operations

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Scope of Services

Number

Page

01.02

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Background

The scope of services provided under CMS and CMS Hardship are identical. The CMS Patient Handbook provides information of the scope of services provided under CMS and CMS Hardship.

Policy:

A: CMS Patient Handbooks

The CMS Patient Handbooks are available in English and Spanish and are provided to all individuals approved for CMS benefits. AuthMed automatically mails the CMS Patient Handbook to all beneficiaries except for the homeless. Workers will give the homeless beneficiaries the CMS Patient Handbook. The handbook provides information such as where and how to access health care, and what services are covered by CMS. The handbook is available on San Diego County's [CMS website](#) and may be ordered from the Administrative Services Organization (ASO). See section [01.04](#) Administrative Responsibilities.

B: CMS Brochure

The CMS brochure is available in English and Spanish, and provides basic CMS application information. The brochures are available on the San Diego County's [CMS website](#) and may be ordered through Xerox Print Services.

Other Program Impact:

None

Reference(s):

None

Sunset Date:

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Release Date:

10/1/2015

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Access to Eligibility

Number

01.03

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Background

The application types for CMS are considered to be Standard or Hospitalization.

Policy:

A: Standard Eligibility Application

Adults can apply for CMS by calling 1-800-587-8118 to schedule an eligibility appointment. The appointment will be scheduled with a CMS HSS located at one of the CMS eligibility offices.

B: Hospitalization Application

An adult admitted through the emergency room can apply while in the hospital if the hospital chooses to refer the patient to the on-sight Hospital Outstation Services (HOS) worker. The referral may be handled by the HOS worker or decentralized via procedures outlined in the HOS Policy and Procedures Manual (PPM).

C: Contracted Hospitals/Primary Care Clinics

The list of contracted hospitals and primary care clinics is located in the CMS Patient Handbook located on the San Diego [CMS website](#).

Other Program Impact:

None

Reference(s):

None

Sunset Date:

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Administrative Responsibilities

Number

01.04

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Background

The administrative sections which support CMS are Health Coverage Access (HCA), CMS Program staff and the Administrative Services Organization.

Policy:

A: Health Coverage Access (HCA)

This section oversees eligibility staff located at hospitals, public health centers and community clinics. Responsibilities include:

- Evaluating eligibility for Medi-Cal and CMS
- Ensuring that CMS is the program of last resort
- Helping applicants through the eligibility process
- Teaching beneficiaries how to receive covered services and how to resolve access to health care problems
- Referring applicants and beneficiaries to other resources (e.g. Medi-Cal, State Disability, General Relief, community-based organizations, etc.)
- Providing CMS applicants and beneficiaries with other program information that is appropriate to their circumstances at the time eligibility to CMS is established or denied.

B: CMS Program Staff

The CMS Program staff maintains CMS policies and procedures in the CMS Program Guide (CMSPG), initiate Disability Determinations Services Division (DDSD) applications and process various types of recovery for CMS.

C: Administrative Services Organization (ASO)

San Diego County contracts with an ASO to:

- Schedule eligibility appointments
- Manage patient care
- Authorize treatment based upon established guidelines
- Process provider claims
- Bill Medi-Cal for reimbursement
- Manage scope of service complaint and grievance process
- Monitor claim payments or other duties related to County lien assertions

The ASO maintains an inventory of CMS Patient Handbooks and coordinates the distribution to FRCs. The FRCs may order the CMS Patient Handbooks by calling the ASO at 1-858-492-4422 and providing the following information.

- Contact person
- Phone number
- Requesting FRC
- County Mail Stop
- Number of handbooks needed for each language (English/Spanish)

Other Program Impact:

None

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Administrative Responsibilities

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Reference(s):

None

Sunset Date:

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Case Record Retention

Number

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01.06

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Background

Policy:

A: Hard Copy Cases

Both active and inactive case records created prior to implementation of the CMS IT System are kept at the Records Library. They are retained for the period outlined in the HHSA Retention Schedule.

B: Electronic Case

Cases created in the CMS IT System will remain on the electronic system until purged by the vendor. Purging of electronic cases will be done in accordance with the requirements outlined to the vendor.

Other Program Impact:

None

Reference(s):

None

Sunset Date:

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Contracted Hospitals/Primary Care Clinics (PCC) Listing

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This section has been moved to [01.03](#) Access to Eligibility