

October 25, 2010

CalWORKs PROGRAM GUIDE LETTER NO. 227

Subject Release of Information and the Authorized Disclosure List

Effective Date October 25, 2010

Reference WTW Transition

Purpose The purpose of this Program Guide Letter is to inform staff of the additions to the Authorized Disclosure List in CalWORKs Program Guide (CPG) Section 19-000.B Release of Information.

Background Without the consent of the client, confidential information may only be released for purposes directly connected with the administration of public services programs. In addition to Health and Human Services Agency (HHS) contracted employment services providers, eligibility and employment services staff of this county and other counties or states, the agencies and/or persons who are authorized to receive or exchange confidential information are listed in CPG Section 19-000.B Release of Information (see [Authorized Disclosure List](#)).

Summary Of Updates CPG Section [19-000.B Release of Information](#) has been updated and uploaded to the online CalWORKs Program Guide:

CPG Section	Title	Program Updates/Changes
19-000.B	Release of Information	Added Table of Contents and Return to Table of Contents
	Authorized Disclosure List	Added: <ul style="list-style-type: none">• WTW Contractors and Subcontractors• CalWORKs Offices at Community Colleges• Department of Child Support Services• Domestic Violence Providers

		<ul style="list-style-type: none"> • Southern California Tribal Chairmen’s Assoc., Inc.
	Medi-Cal Provider Consultants	Added hyperlink to Medi-Cal Program Guide
	Public Health Nurses (PHN)	Removed “narrative” and added CalWIN Case Comments
	Client Authorization	Removed “narrative” and added CalWIN Case Comments

Note: Changes to the CPG are noted with highlighted text.

Program Impact

There is no impact to the Food Stamp or Medi-Cal Programs.

Automation Impact

No impact.

ACCESS Impact

ACCESS Customer Service Agents will determine whether the caller is calling as an Authorized Representative (AR) or as an entity (contractors, providers, vendors etc.) identified in the Authorized Disclosure List in CPG Chapter section 19-000.B Release of Information.

- If the caller is calling as an AR, the ACCESS Agent will review CalWIN for having a valid AR form on file and may release information that is requested.
- If the caller is calling as an entity approved on the Authorized Disclosure List, the ACCESS Agent may release information identified in this CPG Letter.
- If the caller is not an official AR and is not one of the Authorized entities listed in the Authorized Disclosure List, then a properly completed and signed Release of Information must be obtained from the applicant/beneficiary, prior to providing any information to the caller.

Imaging Impact

No impact.

**Operations
Impact**

No impact.

Forms Impact

No impact.

**Quality
Assurance
(QA) Impact**

Quality Assurance will cite the appropriate error when the instructions in this CPG Letter have not been followed or are followed incorrectly.

**Assistant
Deputy
Director**



SYLVIA MELENA, Assistant Deputy Director
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