

March 4, 2014

CalWORKs Program Guide Letter No. 310E

Subject CALWORKS ORIENTATION - ERRATA

Reference County Policy

Effective Date Upon Receipt

Purpose To issue clarification in response to staff concerns and questions regarding the Orientation requirement for CalWORKs

Background Counties are responsible for providing Medi-Cal and CalWORKs applicants and recipients the opportunity to make an informed choice about their Medi-Cal Managed Care Health Plan. Explanations of the available health plans and services provided by each plan are offered during the Health Care Options (HCO) Presentation of the Orientation.

[CalWORKs Program Guide \(CPG\) Letter No. 310](#) previously required all CalWORKs parents and caretaker relatives to attend Orientation during the initial application and annual redetermination in order to receive important information about the HCO and Welfare-to-Work (WTW) Programs.

Policy Change Upon the issuance of this Errata, staff must **strongly encourage** all CalWORKs parents and caretaker relatives to attend Orientation as early as possible during the initial application and annual redetermination as health plan enrollment may take up to 45 days.

However, attending Orientation is **not** a condition of eligibility and CalWORKs may not be denied, discontinued, or otherwise delayed due to non-attendance. As such, the CalWIN system will not deny or discontinue CalWORKs due to failure to attend Orientation.

Summary of Updates

CPG Section	Updates
44-400.F	Updated CPG 44-400.F.5 Orientation to include the clarification issued via this Errata.

Changes to the CPG are noted with highlighted text.

Forms Impact The **Orientation Form (07-33 HHSA)** has been updated to be consistent with the clarification issued via this Errata.

Any previous versions of the 07-33 HHSA must be recycled and replaced by the current **02/14** version.

Operational Impact Staff must inform parents and caretaker relatives of the availability of the Orientation and **strongly encourage** attendance during the initial CalWORKs application and annual redetermination process. However, CalWORKs may **not** be denied, discontinued, or otherwise delayed due to non-attendance.

If the parent or caretaker relative does not attend Orientation, the CalWORKs Human Services Specialist (HSS) will advise the parent/caretaker relative of the option to request an HCO enrollment packet by mail by calling either the:

Organization	Phone Number
Healthy San Diego Information Line <small>PREFERRED</small>	(619) 515-6584
Department of Health Care Services (DHCS) HCO	1-800-430-4263

The HSS will enter a case comment to document that this information was provided.

ORIENTATION FORM

The **Orientation Form (07-33 HHSA)** is a required form for all [CalWORKs applications](#) and [redeterminations](#), regardless of whether the parent or caretaker relative attends Orientation.

The CalWORKs HSS is responsible for reviewing applicant/recipient rights and responsibilities and program requirements and penalties with each parent and caretaker relative. Completion of the bottom portion of the 07-33 HHSA confirms that the information was explained during the application or redetermination interview.

If the parent or caretaker relative does not attend Orientation, the CalWORKs HSS will ensure that the Applicant/Recipient Responsibility Statement on the 07-33 HHSA is reviewed and signed by the parent or caretaker relative.

Quality Control (QC) Impact QC will cite the appropriate error on any case that does not comply with the requirements outlined in this material.

**Director
Approval**

Rick Wanne, 3-4-14

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