

## 90-850.3. OTHER AGENCY RESOURCES AND REFERRALS

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### A. General

Applicants/recipients may have needs, which cannot be handled directly by HHSA in whole or in part, but may be met by other agencies. In some cases referrals to these agencies are required as part of meeting program requirements. They are indicated as such in the appropriate chapter. Other services may be available through either a formal or informal referral.

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### B. Referrals from SSA for HHSA Services

#### 1. *Emergency Referrals*

The table below shows how to treat emergency referrals from SSA to HHSA.

If the ...	Then the ...
SSA worker identifies immediate need for cash, medical assistance, or CalFresh,	individual will be advised to go to HHSA. The individual will be referred to the appropriate FRC for application.
individual is unable to go into the FRC,	SSA worker will advise the person to contact the FRC assigned pre-application/intake supervisor to request a home call.
individual needs more clarification before calling the FRC,	individual will be advised to call ACCESS at (866) 262-9881.

#### 2. *Non-Emergency Referrals*

SSA worker will either inform the individual to go to the appropriate HHSA FRC to apply or advise the individual to call ACCESS for more information.

GRPG Letter 65 (6/11)

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### C. Referrals to SSA from HHSA

Referrals for possible SSI/SSP benefits may be made by workers. Referrals may also be made to SSA for application or confirmation of SSN and/or SSA benefits. To determine the appropriate SSA Office, obtain the applicant's zip code and refer to the list of SSA service areas found in [GRPG 90-400 Appendix D](#).

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**D. United Way/CHAD Program** The United Way/CHAD Program offers a variety of services to the community. Each FRC receives an updated directory issued annually from United Way/CHAD. This directory includes background information on the program, phone number of the agency, hours of operation, and languages spoken. Additionally, FRCs are provided with brochures for distribution to recipients. These brochures include referral information regarding food, clothing, shelter, and community services.

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**E. Subsidized Housing** This is a service program, which provides rent, mortgage, and utility payments or assistance for qualified low-income families and individuals. Applicants/recipients wishing to apply for subsidized housing or rental assistance may call the following phone numbers:

Type of Assistance	Agency	Phone Number
Subsidized Housing	Federal Housing and Urban Development	(619) 557-5305
Rental Assistance for County Residents (unincorporated areas)	San Diego County Housing and Community Development	(858) 694-4831
Rental Assistance for Residents of the City of San Diego	City of San Diego Housing Commission	(619) 231-9400

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**F. Operation Standdown** This is an annual event through the VA, which coordinates with other agencies to provide access to various service organizations to veterans. Operation Standdown is usually held in the summer.

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**G. Referrals from Children's Home Society** The Kearny Mesa Foster Care (FC) Adoption Specialist handles all applications for CalWORKs, FC, Medi-Cal, GR, and Adoption Assistance Program (AAP) cases active to Children's Home Society (CHS) Adoption Services and HHS Adoption Services section. Applicants/recipients in other FRCs who are considering relinquishment of a child to CHS and planning with that agency, shall be transferred as soon as possible to Kearny Mesa. Cases active to CHS will not be referred to an HHS service worker. CHS will provide all needed services.

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### H. Medi-Cal Automated Eligibility Verification System (AEVS)

AEVS is a fully automated answering system that gives providers a mechanism for determining a beneficiary's Medi-Cal eligibility to service. Providers must apply for participation in AEVS. Providers are sent a bulletin from State DHS explaining the process and how to enroll. Once enrolled, providers are assigned a special PIN number to be used when accessing AEVS. The toll free number of provider enrollment is 1-800-541-5555.

AEVS contains Medi-Cal eligibility information for the current month and the prior three months. Beneficiary eligibility is accessed by using a touch-tone telephone and entering either the beneficiary's CIN.

Although the AEVS number is a toll free number, providers are charged a \$2 fee for each phone call to the system. Providers can request up to four eligibility verifications per phone call. The phone lines are open from 7:00 a.m. to 6:00 p.m., Monday through Friday.

If Medi-Cal eligibility is verified for the beneficiary, the provider is given that information, along with any eligibility limitations that apply. These limitations include service restrictions, unmet share of cost, participation in a health care plan, other health coverage, and aid code limitations such as emergency and pregnancy-related medical services.

Workers are reminded that they are still required to provide verification of Medi-Cal eligibility to providers upon request, even though the AEVS is available. The requirements for eligibility verification are found in [Medi-Cal Program Guide, Article 2, Section 1, Item A.3.](#)

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### I. Consumer Center for Health Education and Advocacy

The Center offers hope to healthcare consumers attempting to navigate San Diego County's complicated health and mental healthcare systems. Designed by consumers, for consumers, the agency helps people to:

- understand the healthcare system
- access quality services they need
- learn about and exercise their rights
- become educated advocates for themselves and their families.

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**Consumer  
Center for  
Health  
Education  
and Advocacy**  
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The Center, whose toll-free number is 877-734-3258, helps people who are:

- told they don't qualify for a program
  - denied care or services
  - having problems getting medicine
  - discharged from care they think is still needed
  - told their services will be changed
  - unhappy with their services.
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