

# Processing Guide - Medi-Cal Annual Redetermination (RV)

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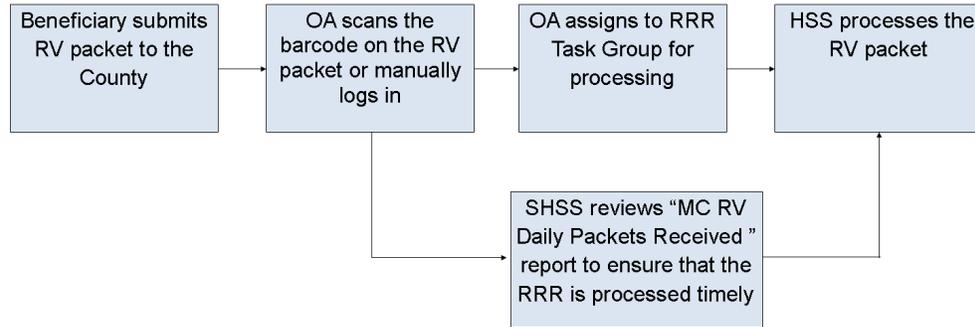
## Purpose

The guidelines in this document were implemented to enhance customer service, establish uniform and consistent redetermination procedures, and to ensure that the Agency complies with the Medi-Cal

Annual Redetermination (also referred to as RV or RRR when referencing a CalWIN subsystem) Performance Standards.

**Process Overview**

The following flow chart outlines the steps in the Medi-Cal Annual Redetermination (RV) process.



**CalWIN Barcode Functionality**

CalWIN automates certain steps in the Medi-Cal Redetermination (RV) process.

A barcode is located on the first page of the MC 210 RV and MC 262 forms. This functionality allows workers to scan in RV packets using the barcode on the RV forms or manually log in forms that are received from clients.

When the MC 210 RV or the MC 262 is scanned or manually logged in, CalWIN will mark it as "Received" and records the date. These cases will not auto-discontinue once scanned.

If the MC210 RV or MC 262 form is scanned or manually logged in...	Then CalWIN...
as received prior to NOA Cutoff,	will mark it as received and record the receipt date. CalWIN will not start the RRR queue. At NOA Cutoff, CalWIN will update the RRR status to <b>RECEIVED NOT PROCESSED</b> , preventing the case from auto-discontinuing.
as received in the RV due month but after NOA Cutoff,	will auto-rescind the Medi-Cal discontinuance. CalWIN will update the RRR status from <b>OVERDUE</b> to <b>RECEIVED NOT PROCESSED</b> .
after the RV due month	CalWIN will not auto rescind the Medi-Cal program. The RRR

	<p>status will remain <b>OVERDUE</b>. In this scenario the worker will determine if the beneficiary is still eligible to Medi-Cal before a rescission is done and the RRR queue started to continue benefits. See <a href="#">MPG Article 4, Section 15.5</a> and <a href="#">MPG Article 4, Section 15.6</a> for more information.</p>
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**Client Correspondence**

CalWIN will auto-generate the MC 210RV, MC 262 (LTC cases only), MC 210 PS and MC 210 RV Notice 75 days prior to the RV due month based on the type of case except for:

- Deemed Eligible
- Former Foster Care Child in aid code 4M
- Minor Consent
- SSI QMB only
- Beneficiaries receiving Medi-Cal benefits through the public cash assistance programs such as CalWORKs/RCA, Foster Care or Aid for Adoption of Children program.

The MC 210 RV Notice by default will not list verifications needed. The worker will have 5 days from the date the forms are auto generated to review the case and enter any required verifications into the manual variable fields. If the manual variable fields are not completed, the verifications listed section of the MC 210 RV Notice will appear as blank.

The MC 210 RV Notice forms that are auto generated will be auto populated with a RV due date of the 1<sup>st</sup> of the RV due month.

Please refer to [How To 431 - How To Auto Generate Medi-Cal RRR Forms](#) for instructions on manually generating MC RV forms through CalWIN.

For more information on the CalWIN RRR Batch process, see [Medi-Cal RRR Batch Processes Desk Aid](#)

**Mailing the RV Packet**

Medi-Cal RRR forms for cases that DO NOT have Authorized Representatives (AR) will be generated in “Batch” print mode. The print vendor will incorporate other required forms and standardized RV packets will be auto mailed.

Cases that have an AR will remain in “online” print mode to ensure appropriate forms are mailed to the beneficiary, AR or Key Person. Refer to [Article 4, Section 2](#) for procedures dealing with AR and representatives for incompetent individuals (Key Persons).

A list of cases with RRR forms in online print mode will be provided on a monthly basis after the forms are generated. Designated staff will need to print out the RRR correspondence to go with the RV packet mailed to clients and/or AR/Key Persons. (See [MPG Article 4.15.3](#) for RV Mailing regulations)

- RV packets shall be mailed early enough in the month so there is time to contact the beneficiary/Authorized Representative prior to NOA cutoff if necessary.
- Mail the Medi-Cal Annual Redetermination Notice and annual redetermination packet to the beneficiary by the **10<sup>th</sup>** day of the **11<sup>th</sup>** month.

Example

- Annual Redetermination is Due: November 2012
- Mail by October 10, 2012

**CalWIN RRR Status Definitions**

Following are explanations of all the possible CalWIN RRR statuses:

<b>PENDING</b>	This is the default status for RRRs due in the future. When an RRR is <b>COMPLETED</b> , CalWIN assigns a new RRR date and changes the status to <b>PENDING</b> . If the status is <b>PENDING</b> on the day before ten-day notice cutoff in the month the RRR is due, batch EDBC/Authorization will discontinue the program for RRR noncompliance. Status will change to <b>OVERDUE</b> and W NOA will be generated.
<b>INITIATED</b>	CalWIN changes the RRR status to <b>INITIATED</b> when the RRR Packet/Appointment letter is generated. If the status is <b>INITIATED</b> on the day before ten-day notice cutoff in the month the RRR is due, batch EDBC/Authorization will discontinue the program for RRR noncompliance. Status will change to <b>OVERDUE</b> and W NOA will be generated.
<b>STARTED</b>	Client has appeared or Mail-in packet has been received and worker has started RRR Interview/Process.
<b>RECEIVED NOT</b>	CalWIN changes the RRR status to <b>RECEIVED</b>

<b>PROCESSED</b>	<b>NOT PROCESSED</b> on NOA cutoff when the MC 210 RV or MC 262 form is scanned or manually logged in as received in the RRR due month. The case will remain active.
<b>COMPLETED</b>	RRR has been <b>STARTED</b> and EDBC has been run and results have been authorized. <i>*Completed status is never displayed in CalWIN. Once the RRR is completed, the status immediately changes to PENDING for the next RRR.</i>
<b>OVERDUE</b>	Medi-Cal is discontinued for RRR Non-Compliance. This happens automatically to RRRs in <b>PENDING</b> or <b>INITIATED</b> status on the day before ten-day notice cutoff in the month the RRR is due.
<b>DISCONTINUED</b>	When Medi-Cal is discontinued prior to the RRR due date, the RRR will also be set to <b>DISCONTINUED</b> status.

**Required Action – Office Assistant (OA)**

Designated OA(s) will take the following actions to document in CalWIN receipt of the Medi-Cal RV packet.

<b>Step</b>	<b>Action</b>
1	Scan the barcode located on the MC 210 RV or MC 262 or manually log in through the <b>Maintain Periodic Reports Detail</b> window.  Packets shall be scanned <b>on the day received or no later than the following business day</b> by any FRC receiving the RRR packet.  <b>Exception:</b> Packets received on the last working day of the RV due month shall be scanned on the day received; otherwise, the manual rescission process will apply.
2	Once the barcode on the RV form has been scanned or manually logged in as received, the designated OA shall assign and forward the packet to the RRR Task Group for processing.

**Required Action – Document Processing Center (DPC)**

DPC staff will be responsible for the following when RV packets are received:

<b>Step</b>	<b>Action</b>
1	Open the <b>View RRR Detail Listing</b> window

## Staff

2	Enter the <b>Case #</b> in the <b>Case Number</b> field and click [Search]
3	Verify that the Medi-Cal RV due month shows the current month
4	Scan the barcode or manually log in the RRR packet
5	Scan the RV packet into DoReS

## Manually Logging in the RV

Staff can manually update the status to “Received” through the **Maintain Periodic Report Details** window. The diagram below identifies the basic functions of this window.

Part	Name	Function
1	<b>Received</b> Group Box	The <b>Received</b> Group Box will be updated by entering the date received, changing the status to “Received”, selecting the method by which the RV was received from the drop down menu, and saving the entries.
2	<b>Report Program Details...</b> button	When the RV form is entered or scanned received, the <b>Report Program Details...</b> button enables. Once the MC 210 RV or MC 262 is logged in or scanned, staff will not have to visit these windows. When the worker completes the RV, the new

		redetermination period will be set.
3	<b>Reprint...button</b>	Users will be able to reprint the MC 210 RV and MC 262 forms. (This will follow current reprint functionality allowing reprint through batch, online, or immediate options.)

**Manually Logging in a RV form submitted without a barcode**

Designated staff shall take the following steps to manually log in the receipt of forms submitted without a barcode (e.g., original RV forms were generated and mailed during the batch process, and the beneficiary returns another RV form created outside of the CalWIN automated system).

Step	Action
1	Open the <b>View RRR Detail Listing</b> window
2	Enter the <b>Case #</b> in the <b>Case Number</b> field and click [Search]
3	Verify that the Medi-Cal RV month shows the current month
4	Manually log in the RV form on the <b>Maintain Periodic Report Details</b> window.

**Reprinting a Replacement Packet**

CalWIN functionality includes the reprinting of previously printed Medi-Cal RV forms. Replacement forms can be generated through the **Maintain Periodic Report Details** window.

The diagram below identifies the basic functions of this window.

The screenshot shows the 'Maintain Periodic Report Details' window. A callout box on the right side of the window highlights a button labeled 'Reprint...button'. The text inside the callout box reads: 'Workers are able to reprint system generated MC 210 RV and MC 262 forms. (This will follow current reprint functionality allowing reprint through batch, online, or immediate options.)'. The 'Reprint...button' is located at the bottom right of the window, next to the 'Report Program Details' button.

**Note:** The form selected for reprinting will print out exactly as it did the first time, including all client-specific information and barcodes.

### Manually Generated RV Forms

MC RV forms may need to be generated outside of the RRR auto batch process when aligning the RV to the correct RV due date after the RRR Batch job has run for that month.

**Sample scenario:** A Medi-Cal case has a RV due date of 11/30/2013. Upon review of the case on 7/28/13, the worker determines that the correct RV due date is 09/30/2013. Since the RRR auto Batch job to generate the September renewals already ran 7/15/13, the worker must generate the RV forms manually.

Please refer to [How To 431 - How To Auto Generate Medi-Cal RRR Forms](#) for instructions on manually generating MC RV forms through CalWIN and preserving bar-coding functionality.

#### **REMINDER - Requests for a replacement RV packets**

If the client requests a replacement RV packet, staff shall re-print the forms that were originally auto generated and **will not** manually generate new forms. Please see [above](#) for reprinting instructions.

### CalWORKs Conversion to Aid Code 38

When a CalWORKs case is discontinued for non-cooperation with the CalWORKs Annual Redetermination, workers must ensure the family is determined for on-going Medi-Cal only benefits. The CalWORKs discontinuance action on these cases will place the family in the transition Medi-Cal aid code "38" pending a determination for Medi-Cal only benefits.

The worker shall mail the MC 210 RV during the month after the CalWORKs case was discontinued. The worker will use the same procedures as required for processing a regular Medi-Cal Annual Redetermination. For example, the county must give at least 20 days for the beneficiary to complete the MC 210 RV.

The first month of the new 12-month period starts the month after the completion of the Medi-Cal only redetermination.

Due to changes to CalWIN functionality that do not allow the RRR due date to be changed to a future month, the RV forms for 38 cases will not be manually generated in CalWIN. Therefore, a manual packet using shelf stock forms will be mailed for 38 cases.

For information on processing Foster Care (FC) cases automatically

converted to Continuing Eligibility for Children (CEC) aid codes, see [Foster Care Cases Converted to Continuing Eligibility for Children \(CEC\) EEOG](#)

**Required Action – Human Services Specialist (HSS)**

Designated HSS’ shall take the following actions to process the RV packet upon receipt of assignment.

Step	Action						
1	<p>Start the RRR queue</p> <table border="1"> <thead> <tr> <th>If ...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td><b>able</b> to process the RV packet on the day that the RRR queue is started,</td> <td>follow the normal RRR process. Refer to CaWIN OLUM if needed.</td> </tr> <tr> <td><b>unable</b> to process the RV packet on the day that the RRR queue is started,</td> <td>proceed to Step 2.</td> </tr> </tbody> </table>	If ...	Then...	<b>able</b> to process the RV packet on the day that the RRR queue is started,	follow the normal RRR process. Refer to CaWIN OLUM if needed.	<b>unable</b> to process the RV packet on the day that the RRR queue is started,	proceed to Step 2.
If ...	Then...						
<b>able</b> to process the RV packet on the day that the RRR queue is started,	follow the normal RRR process. Refer to CaWIN OLUM if needed.						
<b>unable</b> to process the RV packet on the day that the RRR queue is started,	proceed to Step 2.						
2	<table border="1"> <thead> <tr> <th>If the RRR queue is started and...</th> <th>Then the worker shall ...</th> </tr> </thead> <tbody> <tr> <td>the worker is unable to process the RV packet on the same day</td> <td> <ul style="list-style-type: none"> <li>interrupt the queue by clicking <b>Display Screen Queue</b>  on the toolbar. The <b>Display Screen Queue</b> pop-up window appears. Click <b>[Interrupt]</b> to interrupt the queue and “bookmark” the current window.</li> <li>From the <b>Run EDBC window</b>, select the <b>Batch</b> radio button. Click <b>[Cancel Run EDBC]</b>, and click <b>Save</b>  on the toolbar. (Note: This process does not cancel a future run of EDBC)</li> <li>Proceed to Step 3</li> </ul> </td> </tr> </tbody> </table>	If the RRR queue is started and...	Then the worker shall ...	the worker is unable to process the RV packet on the same day	<ul style="list-style-type: none"> <li>interrupt the queue by clicking <b>Display Screen Queue</b>  on the toolbar. The <b>Display Screen Queue</b> pop-up window appears. Click <b>[Interrupt]</b> to interrupt the queue and “bookmark” the current window.</li> <li>From the <b>Run EDBC window</b>, select the <b>Batch</b> radio button. Click <b>[Cancel Run EDBC]</b>, and click <b>Save</b>  on the toolbar. (Note: This process does not cancel a future run of EDBC)</li> <li>Proceed to Step 3</li> </ul>		
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3	Resume the RRR queue and process the RV packet <b>the following day</b> from the date that the RRR queue is started.						

	<b>IMPORTANT:</b> Remember to correct the new RV Month based on the original RV Month (i.e., 12 months from application date/beginning date of aid).
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**RV Pending Verifications**

If a client does not provide the appropriate verifications at the time data is entered into CalWIN, a verification checklist will be generated detailing all information that still needs to be verified as well as the due dates for each outstanding verification.

**Tracking for Follow-Up on Pending Verifications**

A tracking tool will be used by the FRC to follow up on requested verifications. A worker will be assigned to review the case and DoReS the day following the verification due date to:

- determine whether or not the client has provided the requested items
- ensure that the appropriate notices are mailed timely

**Note:** When CalWIN is not updated to indicate that verifications were received (as shown on the **Display Verification Checklist** window), CalWIN will either fail the entire case or specific individuals. Therefore, it is extremely critical that the above review is completed to avoid erroneous failure to provide discontinuances.

**Required Action – Supervising Human Services Specialist (SHSS)**

Supervisors are responsible for ensuring that:

- The **MC RV - Daily Packets Received** report is reviewed and RVs processed timely
- A tracking tool is utilized and follow-up actions associated with the RV process are completed timely
- The **MC RV - Overdue Report** issued monthly by Strategic Planning and Operational Support (SPOS) is used to monitor and track outstanding redeterminations
- All discontinuance actions for no redetermination are valid prior to the case being transferred to the closed caseload ID (\*\*XX)

**Monitoring and Tracking Guidelines**

In order to assist FRCs in monitoring the timely completion of annual redeterminations, the following reports will be posted on SharePoint ([CalWIN Reporting Home > Management Reports > Medi-Cal RV Reports](#)):

Report Name	Description of Report	Frequency
<a href="#">MC RV - Packets</a>	Identifies cases scanned or manually logged in as received on	<b>Daily</b> (this report is

<a href="#"><u>Received Daily Report</u></a>	<p>a daily basis.</p> <ul style="list-style-type: none"> <li>The report reflects packets received the previous day</li> </ul>	cumulative)				
<a href="#"><u>MC RV - Received Not Processed</u></a>	Identifies cases where the RV packet has been scanned or manually logged in as "Received" in the RV due month and the RV packet has not been processed.	<b>Weekly</b> (beginning after NOA Cutoff)				
<a href="#"><u>MC RV - Overdue Report</u></a>	Identifies cases where the RV packet has been received and remains unprocessed after the RV due month.	<b>Monthly</b> (this report is cumulative)				
<a href="#"><u>MC RV- Reconciliation Report</u></a>	<ul style="list-style-type: none"> <li>A listing of active Medi-Cal cases that includes both the date of application and the RV due month.</li> <li>FRCs will reconcile on a monthly basis RV dates on all Medi-Cal cases by comparing the RV due month to the application date and reestablishing the correct RV due month for discrepant cases.</li> </ul> <p><b>Example:</b></p> <table border="1" data-bbox="711 1241 1187 1749"> <tr> <td data-bbox="711 1241 935 1444">If the RV due month should be....</td> <td data-bbox="935 1241 1187 1444">Then the worker shall reestablish the correct RV due month by...</td> </tr> <tr> <td data-bbox="711 1444 935 1749">11/2012</td> <td data-bbox="935 1444 1187 1749">9/10/ 2012 to ensure that the case is captured prior to the MC RRR Batch Job run that will occur 9/15/2012</td> </tr> </table>	If the RV due month should be....	Then the worker shall reestablish the correct RV due month by...	11/2012	9/10/ 2012 to ensure that the case is captured prior to the MC RRR Batch Job run that will occur 9/15/2012	<b>Monthly</b>
If the RV due month should be....	Then the worker shall reestablish the correct RV due month by...					
11/2012	9/10/ 2012 to ensure that the case is captured prior to the MC RRR Batch Job run that will occur 9/15/2012					

**Rescinding an Erroneous**

If the case discontinued erroneously for no redetermination and the RV forms were received timely (in RV due month but not scanned in RV due month), the worker will follow a manual rescission process to

**Discontinua  
nce  
(ACCESS)**

reinstate the Medi-Cal benefits as follows:

**Scenario:**

A client calls ACCESS inquiring about the discontinuance of their Medi-Cal benefits for no redetermination when they have already submitted the Medi-Cal RV packet.

**Required Actions:**

Upon receipt of the above inquiry, the worker will rescind the discontinuance for no redetermination **only** when he/she is able to verify both of the following conditions:

Condition #1:

The Medi-Cal RV packet was received by the FRC by the last working day of the RV due month.

The worker may verify this by viewing:

- The MC 210 RV or the MC 262 form in DoReS
- A faxed or scanned copy of the receipt issued to the client by the FRC. The receipt must clearly indicate that a Medi-Cal annual redetermination form, such as MC 210 RV or MC 262, was submitted timely. The date on the receipt shall be the date the form was submitted to the FRC.

Condition #2:

The Medi-Cal case is set to discontinue effective the end of the current month for no redetermination or was discontinued in a prior month(s) and remains in closed status for no redetermination.

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**When is it  
NOT  
appropriate  
to Rescind?**

When the ACCESS Agent is not able to verify that a Medi-Cal RV packet was received timely, the Agent shall:

1. Inform the caller that a notification will be sent to the FRC and an HSS will contact him/her within 3 business days
2. Enter Case Comments in CalWIN
3. Send a SharePoint to the FRC RRR Task Group

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**Rescinding a  
Discontinua  
nce for No  
RV  
(Client Calls  
ACCESS in  
the RV Due**

Client calls **in the RV due month** (after NOA cutoff) and the Medi-Cal case is set to discontinue effective the end of the month for no redetermination. The RV packet was received in the RV due month.

When the ACCESS Agent is able to verify the above information, he/she shall:

Month)

Step	Action
1.	From the <b>Maintain Periodic Report Details</b> response window, manually log in the Medi-Cal RV packet and update status to "Received".
2.	Run EDBC to rescind the discontinuance action
3.	The future month will have the same benefits as the RV due month due to SB 87 requirements. Review the results and authorize.
4.	Review Client Correspondence in print queue to ensure that a rescission NOA was generated and will be printed and mailed in the overnight batch process.
5.	Inform the client of rescission and that he/she will be notified in writing of any changes to their case and/or if additional information or verifications are needed to complete their annual redetermination.
6.	Enter a Case Comment clearly documenting the information provided to the client and the action taken on case, including information viewed to support the rescission.
7.	RRR status will change from "Overdue" to "Received Not Processed"
8.	Send SharePoint to the FRC RRR Task Group

**Rescinding a Discontinuance for No RV**  
**(Clients calls ACCESS after the RV due month)**

Clients calls **after the RV due month** and the Medi-Cal case remains in discontinued status for no redetermination. The RV packet was received in the RV due month.

When the ACCESS Agent is able to verify the above information, he/she shall:

Step	Action
1.	From the <b>Maintain Periodic Report Details</b> response window, manually log in the Medi-Cal RV packet and update status to "Received".
2.	Start the RRR queue from the <b>View RRR Detail Listing</b> window. Move through the RRR queue without making any changes to the case.
3.	Run EDBC to rescind the discontinuance action
4.	The future month will have the same benefits as the RV due month due to SB 87 requirements. Review the results and authorize.
5.	Edit the RV Due Month by extending it two months from the date of the rescission. <i>(This is to account for the 20/10 SB 87 timeframe associated with the redetermination process.)</i>

	<p><u>Example:</u>  Original RV Due Month: August 2012  Eff. Discontinuance Date for no RV: August 31, 2012  Date Rescission Action Taken: September 6, 2012  Adjusted RV Due Month: November 2012</p> <p><b>IMPORTANT:</b> Once the redetermination has been completed, remember to correct the new RV due month based on the original RV month (i.e., 12 months from application date/beginning date of aid).</p>																								
6.	Review Client Correspondence in print queue to ensure that a rescission NOA was generated and will be printed and mailed in the overnight batch process.																								
7.	Complete a HHS 14-28 to restore same level of benefits to those who were Medi-Cal eligible prior to discontinuance for no redetermination.																								
8.	Inform the client of rescission and that he/she will be notified in writing of any changes to their case and/or if additional information or verifications are needed to complete their annual redetermination.																								
9.	Enter a Case Comment clearly documenting the information provided to the client and the action taken on case, including information viewed to support the rescission.																								
10.	Send SharePoint to the FRC RRR Task Group																								
11.	<p>Once the discontinuance has been rescinded, transfer the case to the FRC specialized RRR caseload as follows:</p> <table border="1" data-bbox="542 1222 1370 1871"> <thead> <tr> <th data-bbox="542 1222 928 1276">OFFICE</th> <th data-bbox="928 1222 1370 1276">CASELOAD NUMBER</th> </tr> </thead> <tbody> <tr> <td data-bbox="542 1276 928 1331">Centre City FRC</td> <td data-bbox="928 1276 1370 1331">CM13</td> </tr> <tr> <td data-bbox="542 1331 928 1386">EI Cajon FRC</td> <td data-bbox="928 1331 1370 1386">LM13</td> </tr> <tr> <td data-bbox="542 1386 928 1440">Lemon Grove FRC</td> <td data-bbox="928 1386 1370 1440">GM13</td> </tr> <tr> <td data-bbox="542 1440 928 1495">NI Fallbrook FRC</td> <td data-bbox="928 1440 1370 1495">EC13</td> </tr> <tr> <td data-bbox="542 1495 928 1549">NI Ramona FRC</td> <td data-bbox="928 1495 1370 1549">EA13</td> </tr> <tr> <td data-bbox="542 1549 928 1604">North Central FRC</td> <td data-bbox="928 1549 1370 1604">HM13</td> </tr> <tr> <td data-bbox="542 1604 928 1659">North Costal FRC</td> <td data-bbox="928 1604 1370 1659">KM13</td> </tr> <tr> <td data-bbox="542 1659 928 1713">North Inland FRC</td> <td data-bbox="928 1659 1370 1713">EM13</td> </tr> <tr> <td data-bbox="542 1713 928 1768">Northeast FRC</td> <td data-bbox="928 1713 1370 1768">NM13</td> </tr> <tr> <td data-bbox="542 1768 928 1822">South Region FRC</td> <td data-bbox="928 1768 1370 1822">VM13</td> </tr> <tr> <td data-bbox="542 1822 928 1871">Southeast FRC</td> <td data-bbox="928 1822 1370 1871">SM13</td> </tr> </tbody> </table> <p><b>Note:</b> Specialized RRR caseload IDs (**13) were created</p>	OFFICE	CASELOAD NUMBER	Centre City FRC	CM13	EI Cajon FRC	LM13	Lemon Grove FRC	GM13	NI Fallbrook FRC	EC13	NI Ramona FRC	EA13	North Central FRC	HM13	North Costal FRC	KM13	North Inland FRC	EM13	Northeast FRC	NM13	South Region FRC	VM13	Southeast FRC	SM13
OFFICE	CASELOAD NUMBER																								
Centre City FRC	CM13																								
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Lemon Grove FRC	GM13																								
NI Fallbrook FRC	EC13																								
NI Ramona FRC	EA13																								
North Central FRC	HM13																								
North Costal FRC	KM13																								
North Inland FRC	EM13																								
Northeast FRC	NM13																								
South Region FRC	VM13																								
Southeast FRC	SM13																								

	<p>to help identify cases where the RV date has been extended and CalWIN shows that the RV packet has not been processed.</p> <p>FRCs shall process the RV packet within <b>five business days</b> from the date the rescission action is taken</p> <p>Cases are to remain in the specialized caseload until the RV process has been completed. Once completed, cases shall be assigned to the correct caseload ID based on the correct RV due month. FRCs should monitor these caseload IDs daily.</p>
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**Rescinding an Erroneous Discontinuance at the FRC**

When a case is discontinued in a prior month for no RV and CalWIN Case Comments and/or DoReS indicates that the Medi-Cal RV packet was received timely (in the RV due month), the discontinuance must be rescinded as follows:

If identified at...	Then...
FRC	<p>FRC will take action to:</p> <ul style="list-style-type: none"> <li>• Rescind the discontinuance</li> <li>• Transfer the case to a specialized RRR caseload</li> <li>• Enter Case Comments in CalWIN clearly documenting the actions taken on case, including information viewed to support the rescission.</li> <li>• Process the RV packet within <b>five business days</b> from the date the rescission action is taken</li> </ul>

**RV Returned Within 30 Days after Discontinuance Date**

When the RV packet is returned within 30 days after the discontinuance date (e.g., RV Due July 2012, RRR packet was submitted to the County on August 10, 2012), the worker shall not immediately rescind the discontinuance. The worker must determine if the beneficiary is still eligible to Medi-Cal before a rescission is done.

The RV packet must be processed within **five business days** of receipt or within this 30-day timeframe, whichever comes first.

For more information, see [Article 4, Section 15.5](#).

**RV Returned More than 30**

When the RV packet is returned more than 30 days after the discontinuance date, the worker shall not restore Medi-Cal benefits

**Days after  
Discontinua  
nce Date**

based on the fact that the RV packet was received. The beneficiary's Medi-Cal benefits shall remain discontinued until the worker determines that the beneficiary remains eligible for Medi-Cal.

When the RV packet is returned more than 30 days after the discontinuance date, the worker will:

<b>Step</b>	<b>Action</b>						
1	Evaluate for good cause.  Each case must be evaluated separately. There will be situations that are unique to the individual beneficiary.						
2	<table border="1"><thead><tr><th><b>If the beneficiary...</b></th><th><b>Then the worker will...</b></th></tr></thead><tbody><tr><td>has good cause,</td><td><ul style="list-style-type: none"><li>• process the RV packet and evaluate the beneficiary for continued Medi-Cal eligibility</li><li>• restore benefits without a break in aid if beneficiary is otherwise eligible</li></ul></td></tr><tr><td>does not have good cause,</td><td><ul style="list-style-type: none"><li>• inform the beneficiary that he/she must reapply for Medi-Cal.</li></ul></td></tr></tbody></table>	<b>If the beneficiary...</b>	<b>Then the worker will...</b>	has good cause,	<ul style="list-style-type: none"><li>• process the RV packet and evaluate the beneficiary for continued Medi-Cal eligibility</li><li>• restore benefits without a break in aid if beneficiary is otherwise eligible</li></ul>	does not have good cause,	<ul style="list-style-type: none"><li>• inform the beneficiary that he/she must reapply for Medi-Cal.</li></ul>
<b>If the beneficiary...</b>	<b>Then the worker will...</b>						
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does not have good cause,	<ul style="list-style-type: none"><li>• inform the beneficiary that he/she must reapply for Medi-Cal.</li></ul>						

Good cause shall include but is not limited to:

- Beneficiary is unable to read or complete the RV packet without assistance because the RV packet is not available in the written language that he/she understands.
- The postal service fails to deliver the RV packet in a timely manner.
- Physical or mental illness or incapacity prevented the beneficiary from submitting the forms in a timely manner.
- The RV packet fails to go out for a case with a RV due

For more information, see [Article 4, Section 15.6](#)

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