

# Medi-Cal Program Guide Letter #607

April 25, 2007

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**Subject**            **MEDI-CAL TO HEALTHY FAMILIES BRIDGING PROGRAM  
CHANGES TO CONSENT FORMS AND PERFORMANCE  
STANDARDS.**

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**Effective Date**    January 1<sup>st</sup>, 2007

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**Reference**            ACWDL 07-03

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**Purpose**                The purpose of this letter is to inform staff that:

- Children with other health coverage are no longer precluded from the Medi-Cal to Healthy Families Bridging program
- There are new standards for prior period bridging
- The consent determination process for the Medi-Cal to Healthy Families Bridging Program has changed
- There are new Medi-Cal to Healthy Families performance standards
- The State has implemented Medi-Cal to Healthy Families Bridging Program monitoring and reporting requirements

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**Background**        The Medi-Cal to Healthy Families Bridging Program is for children under the age of 19 who no longer qualify for Zero share of cost (SOC), full-scope Medi-Cal, but who appear to be eligible for the Healthy Families Program (HFP). The program provides these children with one additional month of zero SOC, full-scope Medi-Cal to give time for the county to transfer the family's case information, with their consent, to the HFP or to give the family time to apply for the HFP if they have not given consent.

Counties are required under state law to meet Medi-Cal to Healthy Families Bridging Program performance standards effective January 1<sup>st</sup>, 2007.

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## Medi-Cal Program Guide Letter #607, Continued

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**Background**  
(continued)

Access to healthcare for children continues to be an Agency priority. Following the requirements of this letter is one way to ensure that eligible children maintain health coverage.

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**Other Health  
Care  
Coverage**

Children with other Health Care coverage are no longer precluded from the Bridging program.

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**Prior Period  
Bridging**

There may be instances when a child's full-scope, SOC eligibility in a prior month based on the application is reduced to zero SOC, e.g., through a fair hearing or the county recognizes it failed to act timely on a report of reduced income. The worker will take the usual and appropriate action to reduce the SOC for that prior month.

If zero SOC eligibility in that prior-period month is followed by a SOC in the following month, the worker must determine whether Bridging is appropriate for that following month. If Bridging is appropriate, the worker must grant Bridging for that first SOC month. The worker must then determine whether it is appropriate to refer the child to the HFP in the current month, i.e., the worker will make a referral to the HFP if the parent/caretaker has provided consent, the child appears to meet HFP requirements and the RV determination is less than two months old.

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**Consent  
Determination  
Process**

When a child is determined eligible to the Medi-Cal to HF Bridging program, the worker must review the most recent application on file to determine if the parent/caretaker has provided consent for the County to forward case information to HF for a HF evaluation. The review for consent shall be completed as follows:

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## Medi-Cal Program Guide Letter #607, Continued

### Consent Determination Process (continue)

For applications (i.e. MC210 rev. 8/01) containing a HF consent section,

If...	Then...
No box is checked <b>withholding consent</b>	<ul style="list-style-type: none"> <li>• Consent is received</li> <li>• Forward information to HF</li> </ul>
No written statement is on the form or any other <b>withholding consent</b>	
There is nothing in the case file documenting that the parent/caretaker verbally told the county that consent is withheld at the time of the application's submittal	

If there is **no** consent section in the most recent application or reapplication, then the worker must contact the parent/caretaker relative by phone to get oral consent.

If ...	Then...
phone contact was successful	<ul style="list-style-type: none"> <li>• Narrate Client's response in case comments</li> <li>• Document on the Medi-Cal to Healthy Families transmittal form (MC363) and forward case information to HF for those that have consented.</li> </ul>
phone contact was unsuccessful	<ul style="list-style-type: none"> <li>• Mail the family the "Medi-Cal to Healthy Families Bridging Consent Form (TEMP 07-297) and a postage paid return envelope.</li> </ul>
the consent form (TEMP 07-297) is returned unsigned	<ul style="list-style-type: none"> <li>• Consent is not given.</li> <li>• Document response in case comments.</li> </ul>
the consent form (TEMP 07-297) is returned signed	<ul style="list-style-type: none"> <li>• Narrate Client's response in case comments</li> <li>• Document on the Medi-Cal to Healthy Families transmittal form (MC363) and forward case information to HF.</li> </ul>

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## Medi-Cal Program Guide Letter #607, Continued

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### **Bridging Performance Standards**

When a child is determined by the worker to change from zero SOC to a SOC Medi-Cal and the child meets the eligibility criteria for the HFP, the child shall be placed in the Medi-Cal to Healthy Families Bridging Program.

Performance Standards state that:

- Ninety (90) percent of the families of these children shall be sent a notice informing them of the HFP within five working days from the determination of a SOC
  - Ninety (90) percent of all annual RV forms for these children shall be sent to the HFP within 5 days from the determination of a SOC if the parent has given consent to send this information to the HFP
  - Ninety (90) percent of the families of these children placed in the MC to HF Bridge Benefits Program who have not consented to sending the child's annual RV form to the HFP shall be sent a request for consent to send the information to the HFP within five days of the determination of a SOC.
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### **State Monitoring**

The Bridging Performance Standards Monitoring Report was originally due June 29th 2007 for the report month of February 2007. The State has indicated that due to the late release of ACWDL 07-03 the review month will be May 2007. The next performance standards report will be due in January 2008 and every January thereafter for the review month of September.

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### **Required Action**

When a child is determined eligible to the Medi-Cal to Healthy Families Bridging program, the worker is required to take the following action **within 5 days from the determination of a SOC**:

- Grant Bridging with 7X Aid Code
  - Review and determine if the parent/caretaker has consented to the forwarding of case information to HF for a HF evaluation
  - Forward case information to HF for those that have provided consent
  - Send the MC 239-Bridging NOA
  - Contact those that have not provided consent, by phone and/or by mail using the Medi-Cal to Healthy Families Bridging Consent Form (TEMP 07-297)
  - Document all contact(s) and response(s) in case comments
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## Medi-Cal Program Guide Letter #607, Continued

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### Automation Impact

When a SOC determination is made for a child that qualifies for the Bridging program, the SOC Notice (MC239-Bridging) is generated and mailed in batch. Currently the Bridging NOA is held in the Print Queue because it is missing the SOC amount. The worker must manually enter the missing SOC amount and print the NOA.

To manually enter the NOA variables:

Step	Action
1	Open Client Correspondence and select Search/View for Correspondence in Print Queue
2	Enter case number and click on the <b>Search</b> button
3	Select the MC239 – Bridging – SOC correspondence and click the <b>Details</b> button
4	Click on the <b>NOA Variables</b> button at the bottom of the window. The NOA Variables window will open
5	Select the <b>Body Text Variables</b> tab
6	Enter the Share of Cost (SOC) amount in the <b>MC-BUD-Adjusted SOC</b> amount field
7	Save and close the window
8	Print the NOA in Immediate mode
9	Mail the Bridging NOA with the SOC NOA, or no later than 5 working days from the SOC determination
10	Enter a <b>Case Comment</b> that the Bridging NOA was mailed

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### Forms Impact

The Medi-Cal to Healthy Families Bridging Consent Form (TEMP 07-297) is currently not available in CalWIN. Until CalWIN is updated with Release 16, workers are required to send out the consent form using shelf stock. A copy of this form has been uploaded to iWay for FRCs to order. Staff can use the attached copy until shelf-stock is available.

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### Quality Assurance Impact

Effective with the May 2007 sample month, Quality Assurance will cite with the appropriate error any case that does not follow the requirements of this letter.

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## Medi-Cal Program Guide Letter #607, Continued

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### Summary of Change

The table below shows the changes that were made to the MPG material.

Article	Change
Article 5, Section 8	<ul style="list-style-type: none"><li>• Removed references to other insurance</li><li>• Added the requirement to mail stand alone consent form</li><li>• Added time restraints from performance standards</li></ul>

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### Filing Instructions

The table below shows how to file the MPG material.

Action	Pages
Remove	Article 5-8-7 – 5-8-10
Replace	Article 5-8-7 – 5-8-10

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### Manager Approval

ORIGINAL SIGNED BY:

Dann Crawford, Assistant Deputy Director  
Medi-Cal, General Relief, and CAPI Program Administration  
Strategic Planning & Operational Support Division

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### Attachments