Medi-Cal Program Guide Letter (MPG) #680

August 19, 2009

Subject **USE OF AN ALTERNATE ADDRESS FOR RECEIPT OF CLIENT CORRESPONDENCE MEDI-CAL BENEFITS**

Effective Date Upon receipt.

Reference County Policy

Purpose Clarify County Policy regarding the use of PO Boxes and other alternate addresses.

Background County policy governs the use of PO Boxes and alternate addresses for the receipt of client correspondence and benefit issuance. New policy is being developed that will provide consistency in the following programs:

- CalWORKs
- Food Stamps
- Medi-Cal

Clarification Applicants/Beneficiaries are required to meet residency requirements to be eligible to Medi-Cal benefits; however, they are not required to have a fixed address. Applicants/Beneficiaries may choose to designate a mailing address to receive their benefits and client correspondence at any of the following:

- Their place of residence,
- A PO Box, including Commercial Mail Receiving Agencies (CMRAs),
- The Family Resource Center (FRC) PO Box (Homeless clients), or
- Another address of their choosing.

The worker will follow established procedures for verifying residency for all applicants/beneficiaries, including those who choose to designate an alternate mailing address (MPG Article 7, Section 5).

Summary of Changes

The table below shows the changes made in the Medi-Cal Program Guide (MPG).

Section	Summary of Change
MPG Article 7, Section 5	Refers workers to EEOG for County policy.

Note: this MPG update is not being issued in Infomap format due to time constraints. This section of the MPG will be updated with the new format as workload permits.

Automation Impact

None.

Forms Impact

None.

Quality Assurance Impact

Effective with August 2009 review month, Quality Assurance will cite the appropriate error on any case that does not comply with the requirements outlined in this letter.

Manager Approval

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ECC