Medi-Cal Program Guide Letter (MPG) # 721

March 30, 2011

Subject	**ELECTRONIC INTERCOUNTY TRANSFERS**
Effective	March 28, 2011
Reference	County Policy
Purpose	The purpose of this letter is to inform staff of the new Electronic Intercounty Transfer process.
Background	Counties have many systems and/or business processes to collect general client demographic information for Intercounty Transfers. The manual processes are time consuming and cumbersome. Health and Human Services agencies across the State of California have worked together to find a solution to the manual Intercounty Transfer (ICT) process.
Highlighted Changes	A single statewide Electronic Intercounty Transfers (eICT) system was developed to connect all California counties allowing workers to electronically perform an ICT of a case from one county to another regardless of the system that county is using for eligibility determinations. The eICT automates previously manual processes that are essential to the transfer of client benefits throughout California counties.

CalWIN's Statewide eICT sub-system has 5 system processes to support the ICT business process. All are two way processes, being sent out by the county and being received by the county.

CalWIN's 5 system processes to support eICT's are:

1	Request for Transfer	Allows counties to request that a Head of Household client's case which is receiving benefits in another county be transferred to the new receiving county.
2	System Data Transfer	Send the case and client information within the county's system to another

		county and receives it from another county.
3	Imaged Document Transfer	Transfers the case and client's imaged documentation between counties.
4	Transferred Case Disposition	Returns back to the ICT Sending County the program's eligibility determination status 'approved' or 'denied' and effective date.
5	Transferred Case Cancellation	Sends a cancelation transaction to the receiving county when the Head of Household County of Residence is changed back to the Sending County and eligibility is re-established in the Sending County.

Effective March 28, 2011 all ICT's transactions will be process using the new eICT procedures.

Required Action

Initiating an eICT

When a Medi-Cal beneficiary reports a permanent change of county residence or that he/she is living in another county for an indefinite period, the worker must initiate an ICT utilizing the eICT system within **3** business days. The following table shows the steps the worker must complete:

Step	Action
1	Confirm the beneficiary's new address and telephone number.
2	Change beneficiary's address and county residence.
3	Initiate the ICT process.
4	Determine documents that need to be attached to the ICT.
5	Notify the receiving county by submitting the completed ICT.

Receiving an ICT

The eICT function allows the worker to receive ICT case data and imaged documents. The following table shows the steps the worker must complete:

Step	Action
1	Retrieve the ICT utilizing the eICT system.

2	Verify the individual's current address and active Medi-Cal status on MEDS. Ensure sending County updated new address and new county of residence on MEDS so beneficiaries can access medical care in the receiving County during the ICT period.
3	Complete case clearance and application registration within one workday of receipt of the ICT packet.
4	Contact the Sending County worker listed in the ICT packet if there are questions regarding the ICT or if there are missing documents.
5	Process the ICT within 30 days of receipt of the eICT and send appropriate client correspondence.
6	Verify that the correct county address and residence county code are on MEDS for the future month.
7	Automatic notification occurs when the eligibility determination has been completed. The case disposition is sent to the Sending County. This automatic notification allows the Sending County to take action to terminate benefits in their county.

Family Resource Center (FRC) Walk-ins

When an individual with an active Medi-Cal case in another county walks-in to an FRC and reports that he/she is now a San Diego County resident, the worker will take the following steps:

Step	Action
1	Verify the individual's current Medi-Cal status on MEDS.
2	Initiate the ICT process by sending an eICT request to the current county of record on MEDS.
3	Explain the ICT process to the beneficiary.
4	Process the incoming eICT when received.

Automation Impact

"How To's" for the eICT process and can to found on the CalWIN Intranet **here**.
- HT172 Send an Inter-County Transfer
- HT173 Cancel an Inter-County Transfer
- HT174 Request an Inter-County Transfer
- HT175 Process Received Inter-County Transfer

ICT Case data and imaged documents must be attached to the eICT in the Tagged Image Format (TIF).

For monitoring and tracking eICT, a daily aging report MRQ012R will be utilized. This aging report captures the number of eICT applications received in the nightly ICT interface.

Forms Impact None

Access Impact

All incoming ICT's to San Diego County are received through Benefits CalWIN via the eICT system. ACCESS OA's are responsible for the retrieval, clearance, and application registration. External Referral Application (ERA) workers will process all Medi-Cal ICT coming into San Diego County not pending to an FRC. When an ICT is pending to a FRC, the ACCESS worker will forward the ICT packet to the FRC ICT liaison for the FRC to process.

When an individual with an active Medi-Cal case in another county calls ACCESS and reports that he/she is now a San Diego County resident, the worker will take the following steps:

Step	Action
1	Verify the individual's current Medi-Cal status on MEDS.
2	Initiate the ICT process by sending an eICT request to the current county of record on MEDS.
3	Explain the ICT process to the beneficiary.

Imaging Impact

All case documents associated with the ICT will be imaged into DoReS within 24 hours of receipt, following current business processes outlined in the EEOG.

QC/QA Impact Effective with the May 2011 review month Quality Assurance will cite appropriate error on any case that does not comply with the requirements outlined in this letter.

The Knowledge Center Impact

ICT training and desk aids are located on the S Drive.

Summary of Changes

The table below shows the changes made in the MPG cites.

Section	Summary of Change

Article 3 Section 2	• Updated incoming ICT process • Updated ICT transfer period • Updated receiving action • Updated FRC responsibility • Updated ACCESS responsibility • Updated documents required in ICT packet

Manager Approval

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DMH