

Medi-Cal Program Guide (MPG) Letter #730

May 31, 2011

Subject **ELECTRONIC MEDI-CAL MIDYEAR STATUS REPORTS – PHASE 4- BENEFITS CALWIN**

Effective Date June 1, 2011

Reference County Policy

Purpose To provide Family Resource Center (FRC) staff with the following information regarding electronic submittal of MSR's:

- Enhancements made to the Benefits CalWIN (BCW) system;
- Effective June 1, 2011 Medi-Cal recipients will be able to submit Midyear Status Reports (MSR) and supporting verifications electronically via BCW; and
- Provide instructions for accessing submitted documents via the External Referral Data subsystem in CalWIN.

Background In December 2009, the Department of Social Services (DSS) began collaborating with the California Welfare Client Data Systems (CalWIN) Consortium and several Counties to implement BCW. This web-based system is designed to allow applicants to screen for eligibility and apply for CalFresh and Medi-Cal benefits on-line. An applicant can submit their application and verifications electronically to the County for processing. The web address for Benefits CalWIN is www.BenefitsCalWIN.org.

The MSR provides Medi-Cal recipients with a method of reporting income and changes in circumstances. All non-exempt Medi-Cal recipients must complete and return a MSR by the 5th of the sixth month of their initial or subsequent certification period.

Overview of Benefits CalWIN Enhancements Beginning June 1, 2011 San Diego County will implement the Mid-Year Status Reporting enhancements of BCW. Medi-Cal recipients will have the option to submit their MSR and associated verification electronically via BCW. Forms and verifications submitted will be transmitted from BCW directly into CalWIN and accessed through the

Interface Activities function button.

Note: All currently established processing policies and procedures shall apply unless otherwise specified in this MPG letter.

Roles Related to Electronic Forms Submission Process

The following is an overview of the roles and responsibilities for accessing MSR forms submitted via BCW.

Role	Responsibility
FRC Office Assistant (OA)	Retrieve, print, and image MSR forms and associated verifications(s) received electronically via BCW for FRC assigned caseloads
FRC Human Services Specialist (HSS)	Process MSR forms according to currently established policies and procedures. See MPG 4.14
FRC Supervising Human Services Specialist (SHSS)	Ensure Performance Standards are met by monitoring and tracking MSR processing timeframes.

Roles of the FRC Office Assistant

A designated FRC OA will use the following procedures to retrieve electronic Medi-Cal MSR forms from BCW on a daily basis.

Step	Action
1	Log into BCW to retrieve electronic forms and associated verifications for FRC assigned caseloads.
2	Print MSR and any submitted verifications.
3	Image forms and verification(s) into DoReS.
4	Add case comment in CalWIN to include the: <ul style="list-style-type: none">• BCW ID source number, and• Type of form (MSR) submitted.
5	Notify appropriate worker/task group following established FRC policy for processing.

Role of the FRC Human Services Specialist (HSS)

The FRC HSS is responsible for processing the electronic MSR and attached verifications following currently established policies and procedures outlined in [MPG 4.14](#).

**Role of the FRC
Supervising
Human Service
Specialist
(SHSS)**

The FRC SHSS is responsible for ensuring that all electronic MSR and forms are processed timely. SHSS actions include, but are not limited to:

- Making assignments to HSS's in the task group;
 - Conducting Supervisory Case Reviews; and
 - Monitoring Management Reports to ensure that all performance standards are met.
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**Establishing
the Date of
Receipt**

The date of receipt for MSR forms shall be established using the following guidelines.

If the MSR is submitted...	Then the date of receipt will be the...
by 5:00 PM on a business day	Date the form is submitted electronically to the County. <i>Example:</i> MSR was submitted on 5/4/2011 at 4:30 pm. Date of receipt is 5/4/2011.
after 5:00 PM on a business day	Next business day from the date that the form was submitted electronically to the County. <i>Example:</i> MSR was submitted on 5/4/2011 at 6:30 PM. Date of receipt is 5/5/2011.
on a non-business day	The next business day from the date that the form was submitted electronically to the County. <i>Example:</i> MSR was submitted on Saturday 5/7/2011 at 11:00 AM. Date of receipt is Monday 5/9/2011. If Monday is a County holiday, then date of receipt will be Tuesday 5/10/2011.

**Electronic
Signature**

MSR forms that are submitted electronically will include an electronic signature. An electronic signature is considered an official signature and confirms the recipient:

- Understands that an electronic signature is being used;
 - Consents to the use of an electronic signature; and
 - Intends to have the signature serve with the same force and effect as a written signature.
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**ACCESS Call
Center Impact**

ACCESS Customer Service Agents will offer callers the option of submitting their MSR via BCW.

Automation Impact

The following CalWIN Alerts will be activated.

Alert Name	Description
BCW MSR Received (Y)	MSR received through BCW and beneficiary has answered yes to at least one question.
BCW MSR Received (N)	MSR received through BCW and beneficiary checked no changes in Section 1.

[How to # 167](#) Retrieve and Assign an RRR and/or QR-7/MSR via the Search For Received Documents Window provides step-by-step instructions on accessing an electronic MSR and associated documents from BCW.

Forms Impact

No Impact

Imaging Impact

Electronic MSR and verification(s) will be imaged in DoReS following current office procedures. Additional imaging guidelines are detailed in the [Imaging EEOG](#).

Quality Assurance Impact

Beginning with the July 2011 sample month QA will cite the appropriate error when the requirements of this SN have not been followed.

Summary of Changes

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

Section	Summary of Change
Article 4 Section 14	Updated process for receiving MSR through BCW

Manager Approval



Sylvia Melena, Assistant Deputy Director
Self Sufficiency Programs
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DMH

Article 4 Section 14 – Status Reporting

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4.14.01 MSR Requirement

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A.
General

The Midyear Status Report (MSR) provides Medi-Cal beneficiaries with a method of reporting income and changes in circumstances. Effective September 01, 2010, unless specifically exempted from the requirement, all non-exempt Medi-Cal beneficiaries must complete and return a MSR by the 5th of the sixth month of their initial or subsequent certification period.

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For example, if the non-exempt individual applies for and is approved Medi-Cal in January (Month1), then a MSR is due in June (month6).

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B.
MSR Mail
Month

All non-exempt beneficiaries are sent a MSR; if the entire household is exempt from the MSR reporting requirements, they will NOT be issued a MSR (e.g. a household consisting of an unaided husband and spouse, who is pregnant, will not receive a MSR). A self-addressed postage-paid return envelope must be included with the MSR.

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Medi-Cal regulation requires that a MSR be mailed within a timeframe that would allow for the non-exempt beneficiary to receive the MSR no later than the 10th of the fifth month of the certification period. To comply with this requirement, CalWIN will generate and mail a MSR between the 21st and 24th of the fourth month of the certification. This will allow for the MSR to be received by the non-exempt beneficiary by the 10th of the fifth month of the certification period.

Below is an illustration of when a MSR is generated and mailed to a non-exempt individual who applies for Medi-Cal in January and is determined eligible effective January.

Month 1 January	2	3	Month 4 April	5	Month 6	7	8	9	10	11	12
Initial Elig Mth			MSR Mail Month (on the 21 st -24 th)		MSR Due Month						RRR Mth

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C.
MSR Due
Month

A completed MSR (MC 176 S) is due by the 5th of the sixth month of the certification period. If the 5th of the month falls on a Saturday, Sunday or holiday, the MSR will be due on the first workday following the 5th of the month.

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MSRs received at the FRC will be process following the options outlined below:

Source	Process	
Mail or Walk-in	FRC staff will date-stamp all MSR as they are received at the FRC. The worker will use the date stamped on the MSR as the date it was received.	
BCW	Step Action	
	1	FRC staff will log into BCW to retrieve electronic forms and associated verifications for FRC assigned caseloads.
	2	Print MSR and any submitted verifications.
	3	Image forms and verification(s) into DoReS.

	4	Add case comment in CalWIN to include the: <ul style="list-style-type: none"> • BCW ID source number, and Type of form (MSR) submitted.
	5	Notify appropriate worker/task group following established FRC policy for processing.

Below is an illustration of when a MSR is due for a non-exempt individual who applies for Medi-Cal in January and is determined eligible effective January.

Month 1	2	3	Month 4	5	Month 6	7	8	9	10	11	12
January			April								
Initial Elig Mth			MSR Mail Month (on the 21 st --24 th)		MSR Due Month (on the 5 th)						RRR Mth