

Medi-Cal Program Guide Letter (MPG) # 783

April 4, 2013

Subject **PACKETS RETURNED BY THE DISABILITY DETERMINATION SERVICE DIVISION (DDSD) FOR CORRECTIONS**

Effective Upon Receipt

Reference County Policy

Purpose To inform staff how to forward packets returned by the DDSD for corrections.

Background Packets returned by the DDSD for corrections are mailed to FRC's. With the implementation of centralized mail processing, these returned packets are now received at the Document Processing Center (DPC).

Highlighted Changes Packets returned by the DDSD for corrections must be imaged in DoReS labeled as an MC 221. A SharePoint will be sent to alert the appropriate FRC of the return.

NOTE: Currently a template for returned DDSD packets is not available. Imaging packets returned by the DDSD for corrections as an MC 221 is an interim change until implementation of our new imaging system scheduled for the Fall of 2013.

Required Action Packets returned for corrections by DDSD will be processed as follows:

Step	Action
1	DPC staff will: <ul style="list-style-type: none">• Image the return notice as an MC 221• Send a SharePoint to the FRC listed on the MC 221
2	Receiving FRC will: <ul style="list-style-type: none">• Take appropriate corrective action• Return corrected packet to DDSD• Narrate actions taken• Resolve SharePoint

**Automation
Impact**

No Impact.

Forms Impact

No Impact.

**ACCESS
Impact**

No Impact.

**Imaging
Impact**

Packets returned by DDSD for corrections must be processed as outlined in [MPG 05.04.06.F](#).

**PA (CalFresh
or
CalWORKs)
Program
Impact**

No Impact.

**Quality
Control (QC)
Impact**

Effective with the May 2013 review month. QC will cite the appropriate error on any case that does not comply with the requirements outlined in this letter.

**Summary of
Changes**

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

Section	Summary of Change
Article 5, Section 4.6	• Added instructions for packets returned for corrections by DDSD

**Approval for
Release**

Paul Wilson, Dep. Director 4-12-13

CG

05.04.06 DDSD Forms Completion

F. State Returned DDSD Packets

Packets returned for corrections by DDSD will be processed as follows:

Step	Action
1	DPC staff will: <ul style="list-style-type: none">• Image the return notice as an MC 221• Send a SharePoint to the FRC listed on the MC 221
2	Receiving FRC will: <ul style="list-style-type: none">• Take appropriate corrective action• Return corrected packet to DDSD• Narrate actions taken• Resolve SharePoint

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