

Medi-Cal Program Guide Letter (MPG) # 790

May 24, 2013

Subject PUBLIC GUARDIAN REFERRALS

Effective Upon receipt.

Reference County Policy

Purpose To inform staff of the revised Public Guardian referral process.

Background Currently if there is no Public Guardian case, the worker must call the Public Guardians office, ask for the duty deputy, and explain the situation, including the requirement to list for sale the applicant/beneficiary's former home. The Public Guardian will send a referral form PA40 to the worker to complete and return it to mail stop O95.

Highlighted Changes Workers may complete a Public Guardian referral form PA40 on-line.

Required Action Referral to the Public Guardians office must be completed as follows:

Step	Action
1	Go to the Public Administrator/Public Guardian website at: papg.org
2	Click on " Submit a Request for a Public Guardian Investigation On-line "
3	The referral will require you to complete the red labeled fields, which are: <ul style="list-style-type: none">• last name• first name• phone number <p>NOTE: In situations where the above information is not available enter the following:</p> <ul style="list-style-type: none">• last name (Doe)• first name (John/Jane)

	• phone number (your phone number)
4	Answer “yes” to the question “Are you making this referral on behalf of an agency?”
5	Type in the agency name as HHSa – Medi-Cal
6	For relationship select Medi-Cal
7	Answer “yes” to the question “Is agency’s contact information different from yours?”
8	In this section you will be required to provide a phone number. Do Not enter the ACCESS number. You must provide the Public Administrator/Public Guardian office with a direct contact number.
9	To complete your referral click on “Submit” located at the bottom of the referral page. NOTE: If you do not hear from a Public Guardian Investigator within 3 business days, please call 858-694-3500 and ask to speak with the Public Guardian Duty worker.

Automation Impact

No Impact.

Forms Impact

No Impact.

Access Impact

No Impact.

Imaging Impact

No Impact.

PA (CalFresh or CalWORKs) Program Impact

No Impact.

Quality Control (QC) Impact

Effective with the July 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 9, Section 2	<ul style="list-style-type: none">• Revised the Public Guardian Referrals process• Infomapped Section

Approval for Release

Robert Dep. Austin 5-29-13

CG

09.02.03 Availability

C. Public Guardian Referrals

If there is no relative or friend willing and able to seek conservatorship, the worker must make a referral to the Public Guardian’s Office.

Referrals to the Public Guardians office must be completed as follows:

Step	Action
1	Go to the Public Administrator/Public Guardian website at: papg.org
2	Click on “ Submit a Request for a Public Guardian Investigation On-line ”
3	The referral will require you to complete the red labeled fields, which are: <ul style="list-style-type: none">• last name• first name• phone number <p>NOTE: In situations where the above information is not available enter the following:</p> <ul style="list-style-type: none">• last name (Doe)• first name (John/Jane)• phone number (your phone number)
4	Answer “yes” to the question “Are you making this referral on behalf of an agency?”
5	Type in the agency name as HHSA – Medi-Cal
6	For relationship select Medi-Cal
7	Answer “yes” to the question “Is agency’s contact information different from yours?”

8	In this section you will be required to provide a phone number. Do Not enter the ACCESS number. You must provide the Public Administrator/Public Guardian office with a direct contact number.
9	To complete your referral click on "Submit" located at the bottom of the referral page. NOTE: If you do not hear from a Public Guardian Investigator within 3 business days, please call 858-694-3500 and ask to speak with the Public Guardian Duty worker.

NOTE: The property remains unavailable pending appointment of a conservator of the estate, guardian, or other change in circumstances which would enable the owner, or someone acting on his/her behalf, to access the property.

MPG Letter 790 (05/13)
