Medi-Cal Program Guide (MPG) Letter #795

July 26, 2013

Subject	**CONFIDENTIALITY POLICIES GOVERNING MEDI-CAL AND THE MEDI-CAL ELIGIBILITY DATA SYSTEM (MEDS)**
Effective	Upon receipt.
Reference	ACWDL 08-04
Purpose	To provide instructions regarding MEDS printouts.
Background	Federal Medicaid law requires that medical information on applicants/beneficiaries must be kept confidential and that State Medicaid agencies must provide safeguards that restrict the use or disclosure of information concerning applicants/beneficiaries to purposes directly connected with the administration of the State Medicaid (Medi-Cal in California) program.
	The Department of Health Care Services (DHCS) policy allows certain providers to contact the County for information necessary to verify Medi-Cal program eligibility. However, these organizations must make a good faith effort to obtain the beneficiary's BIC information from the Medi-Cal beneficiary.
Highlighted Clarification	This information was not previously included in the MPG to provide a single resource for confidentiality rules. DHCS' policy regarding confidentiality extends to MEDS the MEDS screens including MOPI screens and screen prints. Staff should not allow anyone who does not have a MEDS ID to view MEDS. The MEDS screen prints shall never leave the FRC.
Automation Impact	No impact.

Forms Impact   No impact.

ACCESS Impact   No impact.

Scanning Impact   No impact.

Other Program Impact   No impact.

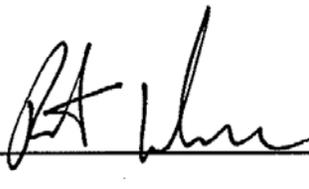**Quality Control (QC) Impact**   No impact.

Summary of Changes

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

Section	Summary of Change
Article 2, Section 1	Added instructions regarding MEDS printouts.

Approval for Release

DH

2.01. 02 Handling of Case Records

C. MEDS Screens

DHCS' policy is that only individuals who have a MEDS ID should view MEDS screens including MOPI. The table below shows what workers shall do if they receive a request to view MEDS screens or screen prints.

If the requestor is a(n) ...	Then the worker shall ...
applicant/beneficiary, AR, Representative, Conservator	deny the request
Provider	refer to MPG Article 14, Section 4

MPG LTR 795 (7/13)