

Medi-Cal Program Guide (MPG) Letter # 803

September 11, 2013

Subject **GOOD CAUSE**

Effective Upon receipt

Reference California Code of Regulations Title 22, Section 50175; County Policy

Purpose To inform staff of the requirement to evaluate for good cause prior to taking an adverse action during the application, reapplication and redetermination process, or when changes are reported.

Background Good cause exists when the applicant/beneficiary and authorized representative are unable to comply with eligibility requirements within the timeframe of the application, reapplication, and redetermination process, or when changes are reported for reasons that are beyond their control.

Good Cause Criteria Good cause may exist when:

- Physical or mental illness or incapacity of the applicant/beneficiary and authorized representative, prevents them from contacting the Agency and/ or obtaining/submitting the required documents/verifications to the Agency within the required timeframes
- The level of literacy which, in conjunction with other social and language barriers, prevents the applicant/beneficiary and authorized representative from meeting the due date
- There's a delay in receipt of information where the delay is beyond the control of the applicant/beneficiary and authorized representative
- Obtaining the documents/verifications would cause harm to the individual
- Good cause is not limited to the above situations. There may be other circumstances that prevent the applicant/beneficiary and authorized representative from complying with eligibility requirements on a timely basis.

Required At each application, reapplication, redetermination, or when changes

Action are reported, the worker must:

- Evaluate for good cause when the applicant/beneficiary and Authorized Representative are unable to comply with eligibility requirements within the required timeframe
- Inform the applicant/beneficiary and Authorized Representative of any acceptable alternative documents/verifications
- Rescind the denial or discontinuance if good cause is established
- Establish a new due date, if needed
- Inform the applicant/beneficiary and Authorized Representative of the new due date
- Narrate the actions taken to evaluate for good cause and the outcome, including any extensions granted

Automation Impact None

Forms Impact None

ACCESS Impact None

Imaging Impact None

CalFresh or CalWORKs Program Impact None

Low Income Health Program (LIHP) Impact LIHP follows Medi-Cal regulations in the evaluation of good cause. MPG Article A.02.03 has been updated to reflect the new MPG section on good cause.

Quality Control (QC) Impact Effective with the October 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 4, Section 21	A new section was added for Good Cause
04.02.17	A link to the Good Cause section was added
04.13.05	A link to the Good Cause section was added
04.15.06	A link to the Good Cause section was added

Approval for Release



A handwritten signature in blue ink, followed by the text "Sep. 19-13".

EE

Article 4 Section 21 – Good Cause

Table of Contents

TITLE	MPG CITE
Good Cause	04.21.01

04.21.01 Good Cause

A. General

Regulations require that workers evaluate for good cause prior to taking an adverse action during the application, reapplication and redetermination process, or when changes are reported.

CCR
50175;
County
Policy

Good cause exists when the applicant/beneficiary and authorized representative are unable to comply with eligibility requirements within the timeframe of the application, reapplication and redetermination process, or when changes are reported for reasons that are beyond their control.

B. Good Cause Criteria

Good cause may exist when:

- Physical or mental illness or incapacity of the applicant/beneficiary and authorized representative, which prevents them from contacting the Agency and/or obtaining/submitted the required documents/verifications to the Agency within the required timeframes
 - The level of literacy which, in conjunction with other social and language barriers, prevents the applicant/beneficiary and authorized representative from meeting the due date
 - A delay in receipt of information where the delay is beyond the control of the applicant/beneficiary and authorized representative
 - Obtaining the documents/verifications would cause harm to the individual
 - Good cause is not limited to the above situations. There may be other circumstances that prevent the applicant/beneficiary and authorized representative from complying with eligibility requirements on a timely basis
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C. Required Procedures

At each application, reapplication, redetermination, or when changes are reported, the worker must:

- Evaluate for good cause when the applicant/beneficiary and authorized representative are unable to comply with eligibility requirements within the required timeframe
 - Inform the applicant/beneficiary and authorized representative of any acceptable alternative documents/verifications
 - Rescind the denial or discontinuance if good cause is established
 - Establish a new due date, if needed
 - Inform the applicant/beneficiary and authorized representative of the new due date
 - Narrate the actions taken to evaluate for good cause and the outcome, including any rescissions or extensions granted
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