

Medi-Cal Program Guide (MPG) Special Notice (SN) 13-09 Addendum F

April 17, 2014

Subject HEALTH CARE REFORM (HCR) MEDI-CAL AND LOW INCOME HEALTH PROGRAM (LIHP)

Effective June 1, 2014

Reference ACWDLs 14-03; 14-03 Errata; 14-11

Purpose To inform staff of the Pre-Affordable Care Act (ACA) Medi-Cal Annual Redetermination (RV) process.

Workload Prioritization Due to the excessive workload encountered in processing the volume of Medi-Cal applications received from Covered CA and other entry points, the FRCs must prioritize their workload.

The RV process is an important component of Medi-Cal eligibility. However, due to continued systems functionality issues and the large volume of applications, the focus will remain in processing pending applications to ensure that individuals and families are provided with medical coverage.

RVs processing will be prioritized based on the following:

- The beneficiary requests a MAGI evaluation.
 - Medi-Cal benefits are discontinued for failure to comply with the RV process and the beneficiary complies within the 90 day cure period.
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Background Under ACA, the Medi-Cal annual RV process for individuals subject to Medi-Cal benefits on the basis of Modified Adjusted Gross Income (MAGI) shall be streamlined and simplified. Medi-Cal beneficiaries will have their annual RV conducted via an *ex parte* review of all available information using a pre-populated redetermination form.

While in the future the *ex parte* review is to occur prior to seeking any information from the beneficiary, a different process must be followed for existing Pre-ACA Medi-Cal beneficiaries whose annual RVs are due after January 2014.

Additionally, in previous guidance, the Department of Health Care Services (DHCS) instructed counties not to take action on change of circumstances for Pre-ACA Medi-Cal beneficiaries due to a lack of functionality to evaluate Pre-ACA cases in CalHEERS.

Pre-ACA Medi-Cal beneficiaries are protected against a negative action to their Medi-Cal benefits until their next RV.

Highlighted Changes

For existing Pre-ACA Medi-Cal beneficiaries, the *ex parte* review process cannot be used as there is not enough information known about the beneficiaries' tax household income to conduct a MAGI eligibility determination.

With the exception of Long Term Care (LTC) cases, the Medi-Cal RV packet will be modified to include the following new forms to obtain tax household information in order to conduct a MAGI eligibility determination:

- **Redetermination Cover Letter** – explains the changes to the Medi-Cal RV process
- **RFTHI Form** – collects tax household information
- **RFTHI Supplemental Form** – collects information on income and deductions

The revised packet will be referred to as the RFTHI RV Packet, which replaces the MC 210RV and MC 210PS forms for regular Medi-Cal cases. The RFTHI RV Packet will include the following forms:

Form #	Title
MC 210 RV Notice	Medi-Cal Annual Redetermination Notice
14-125 HHSA	Redetermination Cover Letter
CSC 91 (RFTHI)	Request for Additional Information (RFTHI) NOTE: The MC 210 RV Notice, Redetermination Cover Letter, RFTHI and RFTHI Supplemental Form will be auto triggered for automated renewals.
CSC 91	RFTHI Supplemental Form
MC 219	Important Information for Persons Requesting Medi-Cal
16-64 HHSA	Voter Preference Form, previously known as the Voter Registration Interest/Declination
Voter Registration	CA Voter Registration Form (also referred to as a Voter Registration Card or VRC)
Pub 183/184	CHDP Brochure

MC 003	Medi-Cal Information Notice EPSDT
Pub 13	Your Rights Under California Welfare Programs
MC 372	Breast and Cervical Cancer Treatment Program Flyer
MC 4034, GEN 1365	Multilingual Notification regarding Translation Services
09-98 HHSA	CalFresh Flyer for Medi-Cal (for non-LTC cases)
SAWS 1	Initial Application for CalFresh, Cash Aid, and/or Medi-Cal/Health Care Programs
HHSA HSD 7	Managed Care Information
20-44 HHSA	Civil Rights Information

There are no changes to the RV packets for LTC cases.

Grandfather Protections

When beneficiaries report a change in circumstance that will result in an adverse action to their Medi-Cal benefits, staff will not take any negative actions on Pre-ACA cases until the next RV.

RVs due in January through June

Beginning with RVs due in June 2014, Medi-Cal RVs will be processed according to the following timelines:

If the annual RV is due in ...	Then the RV will be processed in ...
January or June	June
February or July	July
March or August	August
April or September	September
May or October	October

Note: For RVs due from January 2014 through June 2014, the original RV month will revert. For example, a January 2014 RV processed in June 2014 will have a RV due date of January 2015.

RFTHI RV Packet

The beneficiary can return the RFTHI RV Packet by mail, fax, in person, or provide the tax household information by phone.

The beneficiary is not required to submit any supporting documentation with the responses to the questions asked in the RFTHI RV Packet. The packet is only to acquire information to be verified through the federal verification hub and available state data sources. Documentation shall only be required if:

- The CalHEERS Business Rules Engine (BRE) response does not verify the information
- Electronic verification through the CalHEERS BRE finds the information not reasonably compatible, and
- The information cannot be verified via an *ex parte* review.

Once the RFTHI RV Packet is returned, or information is otherwise provided, the case will be run in the BRE to determine continued Medi-Cal eligibility.

In cases where the BRE does not return information, or information is not reasonably compatible and is not verified via *ex parte*, staff will follow the reasonable opportunity process for the beneficiary to address the incompatibility as indicated below.

Information that is not Reasonably Compatible or is Missing

Staff shall **not** request verification of information that was already verified through the BRE and other available data sources, or ask for information that is irrelevant to the eligibility determination.

If the BRE does not return information or the results are not reasonably compatible, staff will do an *ex parte* review to resolve the incompatibility. If the issue is not resolved via *ex parte*, staff must:

Step	Action							
1	Send an MC 355 to request verifications with a 30-day deadline.							
	If the verifications are...	Then ...						
	received	Process the RV						
	Partially received	<ul style="list-style-type: none"> • Attempt to contact the beneficiary by phone to request the information • Remind the beneficiary of the 30-day deadline • Do not issue a 2nd VCL <table border="1" data-bbox="894 1604 1372 1864"> <thead> <tr> <th data-bbox="894 1604 1133 1680">If the beneficiary...</th> <th data-bbox="1133 1604 1372 1680">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="894 1680 1133 1755">Provides the information</td> <td data-bbox="1133 1680 1372 1755">Process RV</td> </tr> <tr> <td data-bbox="894 1755 1133 1864">Does not provide the information</td> <td data-bbox="1133 1755 1372 1864">Discontinue the case with timely NOA</td> </tr> </tbody> </table>	If the beneficiary...	Then...	Provides the information	Process RV	Does not provide the information	Discontinue the case with timely NOA
	If the beneficiary...	Then...						
Provides the information	Process RV							
Does not provide the information	Discontinue the case with timely NOA							
Not received	<ul style="list-style-type: none"> • Attempt to contact the 							

	beneficiary by phone to request the information • Discontinue the case with timely NOA NOTE: If the 30-day period ends prior to the annual redetermination month, the beneficiary will not be discontinued until the end of the redetermination month.
2	Narrate case actions

The beneficiary has up to 90 days from the discontinuance date to provide needed information for staff to review eligibility and restore Medi-Cal benefits.

RFTHI RV Packet is not Returned and Information is not Provided

If the RFTHI RV Packet is not returned or the information is not provided by the 1st of the RV due month, staff must:

Step	Action						
1	Contact the beneficiary by phone to request the RFTHI RV packet and give them 10 days to provide. <table border="1" data-bbox="568 1123 1404 1564"> <thead> <tr> <th>If the worker ...</th> <th>Then ...</th> </tr> </thead> <tbody> <tr> <td>Makes phone contact</td> <td>Request the RFTHI RV Packet and give a 10-day timeline. Reminder: The beneficiary can provide RFTHI information over the phone</td> </tr> <tr> <td>Does not make phone contact</td> <td>Send the MC 355 requesting the RFTHI RV Packet with a 10-day deadline</td> </tr> </tbody> </table>	If the worker ...	Then ...	Makes phone contact	Request the RFTHI RV Packet and give a 10-day timeline. Reminder: The beneficiary can provide RFTHI information over the phone	Does not make phone contact	Send the MC 355 requesting the RFTHI RV Packet with a 10-day deadline
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2	Narrate the case actions						
3	Review the case at the 10-day deadline. <table border="1" data-bbox="568 1690 1404 1911"> <thead> <tr> <th>If the information...</th> <th>Then ...</th> </tr> </thead> <tbody> <tr> <td>Was received</td> <td>Process the RV</td> </tr> <tr> <td>Was not received</td> <td>Discontinue the case with timely NOA for failure to cooperate. (The case will auto-discontinue at NOA</td> </tr> </tbody> </table>	If the information...	Then ...	Was received	Process the RV	Was not received	Discontinue the case with timely NOA for failure to cooperate. (The case will auto-discontinue at NOA
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	cutoff).
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If the beneficiary provides the requested information prior to this discontinuance action taking effect, staff will rescind the discontinuance action and continue the RV process.

90 Day Cure Period

Beneficiaries will have a 90-day cure period to comply with the RV Process after discontinuance.

If the packet is provided...	Then ...						
Within 90 days of discontinuance	<ul style="list-style-type: none"> • Do not immediately rescind the negative action • Do an <i>ex parte</i> review • If additional information is needed, mail the MC 355 and allow the beneficiary 30 days to provide <table border="1" data-bbox="727 919 1372 1623"> <thead> <tr> <th data-bbox="727 919 1024 993">If the beneficiary...</th> <th data-bbox="1024 919 1372 993">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="727 993 1024 1066">Provides the information</td> <td data-bbox="1024 993 1372 1066">Process RV</td> </tr> <tr> <td data-bbox="727 1066 1024 1623">Does not provide the information</td> <td data-bbox="1024 1066 1372 1623"> <ul style="list-style-type: none"> • Do not send a 2nd discontinuance NOA. The previous NOA stands • Contact the beneficiary by phone and inform him/her that the previous discontinuance is still valid • If unable to reach the beneficiary by phone, mail the form 14-111 RRR Not Timely </td> </tr> </tbody> </table>	If the beneficiary...	Then...	Provides the information	Process RV	Does not provide the information	<ul style="list-style-type: none"> • Do not send a 2nd discontinuance NOA. The previous NOA stands • Contact the beneficiary by phone and inform him/her that the previous discontinuance is still valid • If unable to reach the beneficiary by phone, mail the form 14-111 RRR Not Timely
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After 90 days of discontinuance	<p>Evaluate for good cause. Refer to MPG 04.21.01 for information and good cause procedures.</p> <table border="1" data-bbox="727 1774 1372 1921"> <thead> <tr> <th data-bbox="727 1774 976 1848">If good cause is...</th> <th data-bbox="976 1774 1372 1848">Then ...</th> </tr> </thead> <tbody> <tr> <td data-bbox="727 1848 976 1921">Established</td> <td data-bbox="976 1848 1372 1921"> <ul style="list-style-type: none"> • Process the RV • If additional information </td> </tr> </tbody> </table>	If good cause is...	Then ...	Established	<ul style="list-style-type: none"> • Process the RV • If additional information 		
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		is needed, mail the MC 355 and allow 30 days to provide.
	Not established	Inform beneficiary that he/she may reapply for Medi-Cal

Loss of Contact

If the RFTHI RV Packet is returned as undeliverable and without a forwarding address, staff will attempt to contact the beneficiary. This process will include an *ex parte* review to try to obtain more current contact information for the beneficiary.

Former Foster Care Youth up to Age 26

There are no changes to the RV process for Former Foster Care (FFCC) youth. The MC 250 A will be mailed at their annual redetermination.

Automation Impact

CalWIN will auto-generate the Redetermination Cover Letter, RFTHI form, and the RFTHI Supplemental form 75 days prior to the RV due date.

Access Impact

Access calls from customers inquiring about their RV will be handled according to Access business process. Additionally, individuals may submit the RFTHI over the phone, in person or by mail. If a client calls Access to report their RFTHI information, workers must complete the form on behalf of the beneficiary, enter case comments, and notify the FRC of the availability of the information via AFTT Task Tool.

Forms Impact

The following forms required for the manual RV packets will be available for order through Xerox Print Services:

- 14-125 HHS Redetermination Cover Letter
- CSC 91 RFTHI Supplemental Form

Document Processing Center

DPC staff will scan the barcoded **CSC 91 Request for Additional Information** form, or manually log in the RV packet in the **Maintain Periodic Reports Details** window.

PA (CalFresh or CalWORKs Program Impact

No impact

**Quality
Control (QC)
Impact**

Upon resumption of desk reviews, Quality Control (QC) will cite the appropriate error when instructions in this material are not followed.

**Approval for
Release**

Pat Wynn, 4-21-14

EE