

# Medi-Cal Program Guide (MPG) Special Notice (SN) 14-01

March 28, 2014

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**Subject** HEALTHY FAMILIES PROGRAM (HFP) TRANSITION  
REDETERMINATION PROCEDURES UPDATE

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**Effective Date** Upon receipt

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**Reference** MEDILs 14-09, 14-10

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**Purpose** To inform staff of the following:

- Medi-Cal for Families (Formerly HFP and run by contractor MAXIMUS) will no longer mail redetermination packets to HFP transitional children on aid code 5C or 5D effective 12/31/14.
  - The transitional children discontinued for failure to turn in their Annual Eligibility Review (AER) form from 4/13 through 12/13 were reinstated and given another opportunity to complete their AER.
  - AER forms received through 3/31/14 must be processed according to pre-ACA rules.
  - AER forms received at DPC after 3/31/14 must be treated as new Medi-Cal applications and are subject to post-ACA Medi-Cal rules and requirements.
  - [Revisions to Processing Guide #6 – SPE Referrals.](#)
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## **Background** HFP Redetermination Mailing Process

Healthy Families transitional children were placed on interim aid codes and evaluated for ongoing Medi-Cal at their family's annual Medi-Cal redetermination, their HFP AER or change in circumstances, whichever came first.

The following is a summary of the redetermination process for the HFP to Medi-Cal transition for the period of April 2013 through December 2013:

- The Medi-Cal for Families Program mailed the HFP AER packets to children on the HFP transition aid codes 60 days prior to their AER date.
- Medi-Cal for Families Program received packets from beneficiaries and forwarded them to the county through the single point of entry (SPE).
- The county processed the redeterminations in CalWIN and evaluated the HFP transition children for ongoing Medi-Cal aid codes.

At the time of implementation, the Department of Health Care Services did not establish the process for discontinuing individuals who failed to turn in their AER to the Medi-Cal for Families Program until the interim discontinuance process summarized below.

**Interim Discontinuance Process**

Memo 13-20 informed Staff of an interim discontinuance process by DHCS to discontinue the HFP transition aid code for individuals who failed to turn in their AER to Medi-Cal for Families. Discontinuance notices were mailed and children were discontinued on the following schedule:

| <b>AER Due Dates</b>                  | <b>Date Disc Notice Mailed</b> |
|---------------------------------------|--------------------------------|
| April – October 2013 AER not returned | November 2013                  |
| November 2013 AERS not returned       | December 2013                  |
| December 2013 AERS not returned       | Delayed                        |

**Change**

In order to provide an additional opportunity for continuity of care, DHCS decided to not discontinue children in families who did not return the December AERs and to reinstate the following individuals previously discontinued in November 2013 and December 2013:

- All individuals who turned in late AERs
- Those who failed to turn in the AER and who were under 19 and have not had mail returned as undeliverable
- Those who requested a hearing

The reinstated individuals should have continuous coverage in the transition aid codes 5C and 5D through February 2014.

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**Second  
Chance to  
complete AER**

- All of the reinstated individuals were mailed another AER form with a cover letter that instructed them to complete the AER and return by 2/5/14.
- Those who did not return the AER by the due date received a discontinuance notice from MAXIMUS effective 2/28/14 and have appeal rights.
- Those who were discontinued and who turned in a form prior to 2/28/14 had eligibility to 5C and 5D reinstated 3/1/14 and the AER form was forwarded to the county through SPE.
- If the AER is returned within 30 days of the termination date, the AER will be forwarded to the county for a Medi-Cal determination through the SPE process, but the beneficiary will not be reinstated on 5C or 5D.
- Individuals who requested a hearing were mailed a conditional withdrawal form along with the AER. A duplicate copy of that withdrawal may be sent to the county via the SPE process and must be scanned to the CalWIN case.
- There is no county action required until the redetermination paperwork is received via SPE.

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**Change to  
AER Mailing  
and SPE  
Applications**

- The Medi-Cal for Families program staff at MAXIMUS will no longer mail AER forms to 5C and 5D transition children with pending redeterminations effective 12/31/13.
- Counties must mail the redetermination forms for redeterminations dated 1/1/14 and ongoing following the timeframes established by the Affordable Care Act (ACA) grandfather period, using ACA redetermination forms. Future guidance will be provided to staff with instruction for mailing and tracking these redeterminations.
- DHCS stopped producing the HFP application and accepting applications online effective 12/31/13.
- Applications received through SPE post 1/1/14 must be processed using post ACA rules and tax information must be obtained prior to granting.
- FRCs should see fewer applications coming through SPE due to the above change; however, SPE will forward applications they

receive from the community to the county until the supply of applications in the community is exhausted. If complete, these applications must be processed within the 10-day timeframe.

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**Required Action**

- Workers will receive the AER forms for reinstated individuals through the single point of entry (SPE) and must process the AERs following the SPE process found in [processing guide #6](#).
  - AERs received via SPE at DPC prior to 3/31/14 must be processed using pre-ACA rules. Instructions for processing AERs in CalWIN using pre-ACA rules can be found in [processing guide #6](#), section S.
  - AERs received via SPE at DPC after 3/31/14 must be processed using post-ACA rules. Workers must request a RFTHI to evaluate individuals for MAGI Medi-Cal. Requests for additional information must follow the SB87 process and timeframes.
  - If the children are found ineligible to pre-ACA Medi-Cal, workers must evaluate for ACA Medi-Cal by requesting the RFTHI form to obtain tax-household information. Requests for additional information must follow the SB87 process and timeframes.
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**Automation Impact**

AERs from transitioning HFP beneficiaries received prior to 3/31/14 are processed like new applications in CalWIN. Workers must follow the revised process in section S of [Processing Guide #06](#) – Single Point of Entry to process AERs received prior to 3/31/14 using pre-ACA rules.

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**ACCESS Impact**

ACCESS workers may receive calls from individuals who receive discontinuance notices and should advise them to turn in their AER paperwork to Medi-Cal for families ASAP.

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**DPC Impact**

The DPC must process the AER forms received from SPE from 1/1/14 through 3/31/14 following the modified instructions in [processing guide #6](#), section R.

AER forms received at DPC after 3/31/14 must be processed following instructions in [processing guide # 6](#), section H.

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**Forms Impact**

None.

Quality  
Assurance  
Impact

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Effective with the May 2014 sample month Quality Control will cite the appropriate error on any case that does not comply with the requirements outlined in this letter.

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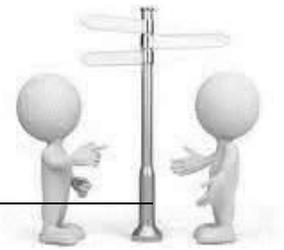
Approval for  
Release

 4-4-14

**RICK WANNE, MA, MFT**  
Eligibility Operations Director

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# Processing Guide – Single Point Entry (SPE) Referrals



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## B. Purpose

To provide step-by-step instructions to process Single Point Entry (SPE) referrals. SPE referrals may include any of the following forms:

- Healthy Families Applications MC 321HFP
- Health-e- App
- Add a Person FM 067

- Annual Eligibility Review (AER) FM 063
- Review and Continued Enrollment FM 101
- Re-enrollment FM 058
- Program Review FM 021
- Healthy Families Program (HFP) Follow-Up FM 057
- Premium Re-evaluation FM 150
- MC 363 Medi-Cal to Healthy Families Referrals returned to the county due to the end of the HFP.

This Processing Guide includes processing instructions for all SPE referral forms listed above.

**C. Definitions**

| Process             | Definition  |
|---------------------|---|
| 10-day applications | These are SPE referrals for children that are not granted AE, CHDP or active on Medi-Cal and the SPE transmittal form indicates no missing information as seen below. |

HEALTHY FAMILIES For Your Family's Health

MEDI-CAL FOR FAMILIES

Application forwarded to CWD

County: San Diego CWD Office

Date Original Application Forwarded to CWD:

| Case Control Number | Date Received | Date Referred | Opt out of HFP | Unlisted Member Wants Medi-Cal | Retro MC Requested | Any Member Disabled | 1931(b)/CalWORKs Recipient | 1931(b) Program | Deemed Eligible | Missing Info | Type |
|---------------------|---------------|---------------|----------------|--------------------------------|--------------------|---------------------|----------------------------|-----------------|-----------------|--------------|------|
|                     |               |               | N              | N                              | N                  | N                   | N                          | N               | N               | N            | SPE  |

| Process          | Definition   |
|------------------|--|
| 1931b evaluation | These are SPE referrals for children who have been screened and determined potentially eligible to 1931b. The SPE transmittal form shows a "Y" in the 1931b box. |

HEALTHY FAMILIES For Your Family's Health

MEDI-CAL FOR FAMILIES

Application forwarded to CWD

County: San Diego CWD Office

Date Original Application Forwarded to CWD:

| Case Control Number | Date Received | Date Referred | Opt out of HFP | Unlisted Member Wants Medi-Cal | Retro MC Requested | Any Member Disabled | 1931(b)/CalWORKs Recipient | 1931(b) Program | Deemed Eligible | Missing Info | Type |
|---------------------|---------------|---------------|----------------|--------------------------------|--------------------|---------------------|----------------------------|-----------------|-----------------|--------------|------|
|                     |               |               | N              | N                              | N                  | N                   | N                          | N               | N               | N            | SPE  |

**D. Electronic Application Process Overview**

DPC will process new applications from SPE transferred to the county through the CalWIN Search for External Referral Data window. SPE will continue to send all other referrals to DPC via the existing paper process.

**Electronic Method**

- New SPE applications active on accelerated enrollment.

- New SPE applications not active on accelerated enrollment (possible 10-day applications).

**Paper Method**

- AER forms when HFP completes the AERs and children are found eligible to Medi-Cal.
- Additional application material sent to counties after initial application.
- AERs for the HFP Transition.

NOTE: Recipient data exists in the Search for External Referral Data window in CalWIN for all 5C/5D children, however DPC workers will not process the 5C/5D AERs via the Search for External Referral Data window as the actual AER forms will be sent to the DPC via the paper process. These referrals have the application source “Healthy Families”.

**E.  
DPC  
APP/REG  
instructions  
for Electronic  
Applications  
Received via  
eIAT**

Applications with and without accelerated enrollment will transfer to the County via the External Referral Data window. DPC workers will check the Search for External Referral Data window queue daily for applications with the application source “Single Point of Entry” and process the referrals as specified below:

| <b>Step</b>   | <b>Action</b>  |                               |   |   |   |   |  |
|---|--|-------------------------------|---|---|---|---|--|
| 1   | Clear referral: <table border="1" data-bbox="568 1228 1404 1491"> <thead> <tr> <th><b>If the child is ...</b></th> <th><b>Then the worker will...</b></th> </tr> </thead> <tbody> <tr> <td>known to an active CalWIN case</td> <td>scan documents to case, narrate and take no further action.</td> </tr> <tr> <td>not known to CalWIN or known on a closed case</td> <td>go to Step 2</td> </tr> </tbody> </table>  | <b>If the child is ...</b>    | <b>Then the worker will...</b>                            | known to an active CalWIN case                          | scan documents to case, narrate and take no further action. | not known to CalWIN or known on a closed case     | go to Step 2                               |
| <b>If the child is ...</b>                              | <b>Then the worker will...</b>   |                               |   |   |   |   |  |
| known to an active CalWIN case                          | scan documents to case, narrate and take no further action.  |                               |   |   |   |   |  |
| not known to CalWIN or known on a closed case           | go to Step 2   |                               |   |   |   |   |  |
| 2   | Determine the date of application as follows: <table border="1" data-bbox="568 1606 1404 1900"> <thead> <tr> <th><b>If the SPE referral...</b></th> <th><b>Then the date of application is the date it was...</b></th> </tr> </thead> <tbody> <tr> <td>includes a transmittal and it is associated with an AER</td> <td>referred to the County (found on the transmittal)</td> </tr> <tr> <td>includes a transmittal but there is no associated</td> <td>received by SPE (found on the transmittal)</td> </tr> </tbody> </table> | <b>If the SPE referral...</b> | <b>Then the date of application is the date it was...</b> | includes a transmittal and it is associated with an AER | referred to the County (found on the transmittal)           | includes a transmittal but there is no associated | received by SPE (found on the transmittal) |
| <b>If the SPE referral...</b>                           | <b>Then the date of application is the date it was...</b>  |                               |   |   |   |   |  |
| includes a transmittal and it is associated with an AER | referred to the County (found on the transmittal)  |                               |   |   |   |   |  |
| includes a transmittal but there is no associated       | received by SPE (found on the transmittal)   |                               |   |   |   |   |  |

|   | <table border="1"> <tr> <td>AER</td> <td></td> </tr> <tr> <td>does not include a transmittal</td> <td>received by the County</td> </tr> </table>   | AER                        |                              | does not include a transmittal | received by the County           |                       |          |   |                       |         |                        |                             |                         |          |   |         |   |                |
|---|--|----------------------------|------------------------------|--------------------------------|----------------------------------|-----------------------|----------|---|-----------------------|---------|------------------------|-----------------------------|-------------------------|----------|---|---------|---|----------------|
| AER   |  |                            |                              |                                |                                  |                       |          |   |                       |         |                        |                             |                         |          |   |         |   |                |
| does not include a transmittal                                | received by the County   |                            |                              |                                |                                  |                       |          |   |                       |         |                        |                             |                         |          |   |         |   |                |
| 3   | <p>APP/REG the referral.</p> <p><b>Application Source</b></p> <p>DPC workers cannot choose application sources for the applications received via eIAT. They will be coded by SPE as one of the following:</p> <table border="1"> <thead> <tr> <th>Application status</th> <th>Application Source in CalWIN</th> <th>Application Type in CalWIN</th> </tr> </thead> <tbody> <tr> <td>Active on Accelerated Enrollment</td> <td>Single Point of Entry</td> <td>Enrolled</td> </tr> <tr> <td>Not Active on AE and potentially a 10-day application</td> <td>Single Point of Entry</td> <td>Regular</td> </tr> </tbody> </table> <p><b>Choose the Application Type</b></p> <p>DPC workers can change the application type at application/registration. Review the referral cover sheet:</p> <table border="1"> <thead> <tr> <th>If the referral is ...</th> <th>Select application Type ...</th> </tr> </thead> <tbody> <tr> <td>granted AE CHDP Gateway</td> <td>Enrolled</td> </tr> <tr> <td>subject to 10-day processing as outlined in definitions above</td> <td>Regular</td> </tr> <tr> <td>Incomplete as indicated on the SPE referral form.</td> <td>SPE NOT 10-Day</td> </tr> </tbody> </table> | Application status         | Application Source in CalWIN | Application Type in CalWIN     | Active on Accelerated Enrollment | Single Point of Entry | Enrolled | Not Active on AE and potentially a 10-day application | Single Point of Entry | Regular | If the referral is ... | Select application Type ... | granted AE CHDP Gateway | Enrolled | subject to 10-day processing as outlined in definitions above | Regular | Incomplete as indicated on the SPE referral form. | SPE NOT 10-Day |
| Application status  | Application Source in CalWIN   | Application Type in CalWIN |                              |                                |                                  |                       |          |   |                       |         |                        |                             |                         |          |   |         |   |                |
| Active on Accelerated Enrollment                              | Single Point of Entry  | Enrolled                   |                              |                                |                                  |                       |          |   |                       |         |                        |                             |                         |          |   |         |   |                |
| Not Active on AE and potentially a 10-day application         | Single Point of Entry  | Regular                    |                              |                                |                                  |                       |          |   |                       |         |                        |                             |                         |          |   |         |   |                |
| If the referral is ...  | Select application Type ...  |                            |                              |                                |                                  |                       |          |   |                       |         |                        |                             |                         |          |   |         |   |                |
| granted AE CHDP Gateway                                       | Enrolled   |                            |                              |                                |                                  |                       |          |   |                       |         |                        |                             |                         |          |   |         |   |                |
| subject to 10-day processing as outlined in definitions above | Regular  |                            |                              |                                |                                  |                       |          |   |                       |         |                        |                             |                         |          |   |         |   |                |
| Incomplete as indicated on the SPE referral form.             | SPE NOT 10-Day   |                            |                              |                                |                                  |                       |          |   |                       |         |                        |                             |                         |          |   |         |   |                |
| 4   | Transfer attached documents from the External Referral window to DORES.  |                            |                              |                                |                                  |                       |          |   |                       |         |                        |                             |                         |          |   |         |   |                |
| 5   | <p>Assign case as follows:</p> <table border="1"> <thead> <tr> <th>If the applications is...</th> <th>Then assign to ...</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> </tr> </tbody> </table>  | If the applications is...  | Then assign to ...           |                                |                                  |                       |          |   |                       |         |                        |                             |                         |          |   |         |   |                |
| If the applications is...                                     | Then assign to ...   |                            |                              |                                |                                  |                       |          |   |                       |         |                        |                             |                         |          |   |         |   |                |
|   |  |                            |                              |                                |                                  |                       |          |   |                       |         |                        |                             |                         |          |   |         |   |                |

|  |                                  |  |
|--|----------------------------------|--|
|  | subject to 10-day processing     | specialized 10-day processing caseload         |
|  | not subject to 10-day processing | FRC based on zip code using current procedures |

**F.  
DPC Process  
for AERs  
received via  
the eIAT.**

Since the electronic file does not include documents, workers must APP/REG them via the process in H below.

**G.  
DPC  
APP/REG  
Process for:  
Healthy  
Families  
Application  
MC 321 HFP  
Not on eIAT**

In the event that SPE fails to follow the appropriate electronic process for transmitting new applications, workers must utilize the paper process as below:

SPE referrals forms:

- Healthy Families Application MC 321HFP
- Healthy-e-App

The forms listed above must be processed as specified below:

| <b>Step</b> | <b>Action</b>   |  |
|-------------|---|--|
| 1           | Register SPE Referral in SPE Referral Manual Log        |  |
| 2           | Clear referral  |  |
|             | <b>If the child is ...</b>                              | <b>Then the worker will...</b>                                   |
|             | known to an active CalWIN case                          | image the SPE referral to the appropriate case as an application |
|             | not known to CalWIN or known on a closed case           | go to Step 3   |
| 3           | Determine the date of application as follows:           |  |
|             | <b>If the SPE referral...</b>                           | <b>Then the date of application is the date it was...</b>        |
|             | includes a transmittal and it is associated with an AER | referred to the County (found on the transmittal)                |
|             | includes a transmittal but there is no associated AER   | received by SPE (found on the transmittal)                       |

|   |   |  |
|---|---|--|
|   | does not include a transmittal  | received by the County                                 |
| 4 | APP/REG using the following application source:                           |  |
|   | <b>If the application is ...</b>  | <b>Use application source and Type ...</b>             |
|   | granted AE<br>CHDP Gateway Cases  | Single Point of Entry and<br>Application Type Enrolled |
|   | subject to 10-day<br>processing as outlined<br>in definitions above       | Single Point of Entry and<br>Application Type Regular  |
|   | not subject to 10-day<br>processing (for example<br>incomplete referrals) | SPE NOT 10-Day   |
| 5 | Assign case as follows:   |  |
|   | <b>If the application is...</b>   | <b>Then assign to ...</b>                              |
|   | subject to 10-day<br>processing   | specialized 10-day bank                                |
|   | not subject to 10-<br>day processing                                      | FRC based on zip code using<br>current procedures      |

H.  
DPC  
APP/REG  
Process for:  
FM 067  
FM 063  
FM 101  
FM 058  
FM 021  
FM 057  
FM 150  
MC 363  
Change  
Documents

SPE referrals forms:

- Add a Person FM 067
- AER FM 063
- Review and Continued Enrollment FM 101
- Re-enrollment FM 058
- Program Review FM 021
- Healthy Families Program Follow Up FM 057
- Premium Re-evaluation FM 150
- MC 363
- Change documents sent to SPE for transition children

Must be processed as specified below:

| Step | Action   |
|------|--|
| 1    | Register SPE Referral in SPE Referral Manual Log |
| 2    | Clear referral                                   |

|  | <table border="1"> <thead> <tr> <th>If the child is ...</th> <th>Then the worker will...</th> </tr> </thead> <tbody> <tr> <td>known to an active CalWIN case</td> <td>image the SPE referral and documents to the case as a change, narrate and take no further action.</td> </tr> <tr> <td>not known to CalWIN or known on a closed case</td> <td>go to Step 3</td> </tr> </tbody> </table>   | If the child is ...    | Then the worker will...                            | known to an active CalWIN case                               | image the SPE referral and documents to the case as a change, narrate and take no further action. | not known to CalWIN or known on a closed case              | go to Step 3  |  |   |
|--|--|------------------------|--|--|---|--|---|--|---|
| If the child is ...  | Then the worker will...  |                        |  |  |   |  |   |  |   |
| known to an active CalWIN case                               | image the SPE referral and documents to the case as a change, narrate and take no further action.  |                        |  |  |   |  |   |  |   |
| not known to CalWIN or known on a closed case                | go to Step 3   |                        |  |  |   |  |   |  |   |
| 3  | <p>Review contents of SPE referral:</p> <table border="1"> <thead> <tr> <th>If the referral ...</th> <th>Then the worker will...</th> </tr> </thead> <tbody> <tr> <td>includes a recent application/AER form</td> <td>go to Step 4</td> </tr> <tr> <td>does not include a recent application/AER form</td> <td> <ul style="list-style-type: none"> <li>contact MAXIMUS at (916) 673-4602 and request the last application/AER be faxed</li> <li>when received go to Step 4</li> </ul> </td> </tr> </tbody> </table>  | If the referral ...    | Then the worker will...                            | includes a recent application/AER form                       | go to Step 4  | does not include a recent application/AER form             | <ul style="list-style-type: none"> <li>contact MAXIMUS at (916) 673-4602 and request the last application/AER be faxed</li> <li>when received go to Step 4</li> </ul> |  |   |
| If the referral ...  | Then the worker will...  |                        |  |  |   |  |   |  |   |
| includes a recent application/AER form                       | go to Step 4   |                        |  |  |   |  |   |  |   |
| does not include a recent application/AER form               | <ul style="list-style-type: none"> <li>contact MAXIMUS at (916) 673-4602 and request the last application/AER be faxed</li> <li>when received go to Step 4</li> </ul>  |                        |  |  |   |  |   |  |   |
| 4  | <p>Determine the date of application as follows:</p> <table border="1"> <thead> <tr> <th>If the SPE referral...</th> <th>Then the date of application is the date it was...</th> </tr> </thead> <tbody> <tr> <td>includes any of the forms listed above</td> <td>referred to the County (found on the transmittal)</td> </tr> <tr> <td>does not include a transmittal</td> <td>received by the County</td> </tr> <tr> <td>Was received between 1/1/14 and 3/1/14</td> <td>follow the process indicated in <a href="#">section R below</a></td> </tr> </tbody> </table> | If the SPE referral... | Then the date of application is the date it was... | includes any of the forms listed above                       | referred to the County (found on the transmittal)   | does not include a transmittal                             | received by the County  | Was received between 1/1/14 and 3/1/14 | follow the process indicated in <a href="#">section R below</a> |
| If the SPE referral...                                       | Then the date of application is the date it was...   |                        |  |  |   |  |   |  |   |
| includes any of the forms listed above                       | referred to the County (found on the transmittal)  |                        |  |  |   |  |   |  |   |
| does not include a transmittal                               | received by the County   |                        |  |  |   |  |   |  |   |
| Was received between 1/1/14 and 3/1/14                       | follow the process indicated in <a href="#">section R below</a>  |                        |  |  |   |  |   |  |   |
| 5  | <p>APP/REG using the following application source:</p> <table border="1"> <thead> <tr> <th>If the form is ...</th> <th>Use application source ...</th> </tr> </thead> <tbody> <tr> <td>an AER Form for a child active on the transition codes 5C/5D</td> <td>SPE – RRR</td> </tr> <tr> <td>any other form or an AER not associated with a 5C/5D child</td> <td>SPE – MISC</td> </tr> </tbody> </table>   | If the form is ...     | Use application source ...                         | an AER Form for a child active on the transition codes 5C/5D | SPE – RRR   | any other form or an AER not associated with a 5C/5D child | SPE – MISC  |  |   |
| If the form is ...   | Use application source ...   |                        |  |  |   |  |   |  |   |
| an AER Form for a child active on the transition codes 5C/5D | SPE – RRR  |                        |  |  |   |  |   |  |   |
| any other form or an AER not associated with a 5C/5D child   | SPE – MISC   |                        |  |  |   |  |   |  |   |
| 6  | Check the Search for External Referral Data window for the referral. If a “Healthy Families” application source referral exists in the window, mark it as duplicate.   |                        |  |  |   |  |   |  |   |
| 7  | Assign case to FRC based on zip code using current   |                        |  |  |   |  |   |  |   |

|  |  |
|--|--|
| procedures.  |  |
| <b>If the form is...</b>                                     | <b>Then assign to ...</b>                      |
| an AER form for a child active on the transition codes 5C/5D | specialized AER caseload by FRC zip code       |
| any other form or an AER not associated with a 5C/5D child   | FRC based on zip code using current procedures |

**I.  
ACCESS  
Change/  
Termination  
Request for  
5C/5D  
Individuals**

Reported changes and termination requests made for HFP children who are in a transitional 5C/5D aid code must be processed as follows:

| <b>Step</b>                                   | <b>Action</b>   |                            |                 |                                |  |   |  |
|---|---|----------------------------|-----------------|--------------------------------|--|---|--|
| 1   | Clear MEDS to confirm that the 5C/5D Aid Code is active.  |                            |                 |                                |  |   |  |
| 2   | Clear the beneficiary information: <table border="1" data-bbox="565 940 1399 1869"> <thead> <tr> <th><b>If the child is ...</b></th> <th><b>Then ...</b></th> </tr> </thead> <tbody> <tr> <td>known to an active CalWIN case</td> <td> <ul style="list-style-type: none"> <li>Send a SharePoint to the FRC with the change or termination information.</li> <li>For termination requests send the written termination request form MC 215 to the client with a DPC return address.</li> </ul> </td> </tr> <tr> <td>not known to CalWIN or known on a closed case</td> <td> <ul style="list-style-type: none"> <li>Complete the mail in application half sheet (AXS 001) for the family including the Healthy Families Member number if available.</li> <li>Email the AXS 001 to DPC at <a href="mailto:SPE.HHSA@sdcounty.ca.gov">SPE.HHSA@sdcounty.ca.gov</a> with the subject line <b>SPE Change Request.</b></li> <li>Call SPE at (916) 673-4602 and request the last application or AER to be faxed to DPC.</li> <li>For termination requests send the written termination request form MC 215 to the client with a DPC</li> </ul> </td> </tr> </tbody> </table> | <b>If the child is ...</b> | <b>Then ...</b> | known to an active CalWIN case | <ul style="list-style-type: none"> <li>Send a SharePoint to the FRC with the change or termination information.</li> <li>For termination requests send the written termination request form MC 215 to the client with a DPC return address.</li> </ul> | not known to CalWIN or known on a closed case | <ul style="list-style-type: none"> <li>Complete the mail in application half sheet (AXS 001) for the family including the Healthy Families Member number if available.</li> <li>Email the AXS 001 to DPC at <a href="mailto:SPE.HHSA@sdcounty.ca.gov">SPE.HHSA@sdcounty.ca.gov</a> with the subject line <b>SPE Change Request.</b></li> <li>Call SPE at (916) 673-4602 and request the last application or AER to be faxed to DPC.</li> <li>For termination requests send the written termination request form MC 215 to the client with a DPC</li> </ul> |
| <b>If the child is ...</b>                    | <b>Then ...</b>   |                            |                 |                                |  |   |  |
| known to an active CalWIN case                | <ul style="list-style-type: none"> <li>Send a SharePoint to the FRC with the change or termination information.</li> <li>For termination requests send the written termination request form MC 215 to the client with a DPC return address.</li> </ul>  |                            |                 |                                |  |   |  |
| not known to CalWIN or known on a closed case | <ul style="list-style-type: none"> <li>Complete the mail in application half sheet (AXS 001) for the family including the Healthy Families Member number if available.</li> <li>Email the AXS 001 to DPC at <a href="mailto:SPE.HHSA@sdcounty.ca.gov">SPE.HHSA@sdcounty.ca.gov</a> with the subject line <b>SPE Change Request.</b></li> <li>Call SPE at (916) 673-4602 and request the last application or AER to be faxed to DPC.</li> <li>For termination requests send the written termination request form MC 215 to the client with a DPC</li> </ul>  |                            |                 |                                |  |   |  |

|  |  |                 |
|--|--|-----------------|
|  |  | return address. |
|--|--|-----------------|

**J.  
DPC  
APP/REG  
Instruction for  
ACCESS  
Changes and  
Terminations**

Emails received from ACCESS for reported changes and termination requests for HF children who are in a transitional 5C/5D aid code will be processed as follows:

| Step | Action  |
|------|---|
| 1    | Follow up with MAXIMUS to locate and scan last application or AER for case. Upon receipt go to Step 2.  |
| 2    | APP/REG as follows: <ul style="list-style-type: none"> <li>• use application source SPE-Misc</li> <li>• date of application will be the date the half sheet is received by DPC</li> </ul> |
| 3    | Assign case to appropriate FRC based on zip code using current procedures.  |

**K.  
FRC SPE 10-  
Day  
Application  
Process**

FRC staff must monitor SPE Application Report and the SPE 10-Day Bank daily to ensure timely processing of SPE referrals. SPE applications identified for 10-day processing must be reviewed and processed as follows:

| Step   | Action  |                          |                         |  |                           |                     |              |
|--|---|--------------------------|-------------------------|--|---------------------------|---------------------|--------------|
| 1  | Review the application to ensure that it is complete and without client error as defined <a href="#">4.20.02.E</a> . <table border="1" data-bbox="565 1312 1401 1465"> <thead> <tr> <th>If the application is...</th> <th>Then the worker will...</th> </tr> </thead> <tbody> <tr> <td>complete as defined in <a href="#">4.20.02.E</a></td> <td>grant/deny within 10 days</td> </tr> <tr> <td><b>NOT</b> complete</td> <td>go to Step 2</td> </tr> </tbody> </table> | If the application is... | Then the worker will... | complete as defined in <a href="#">4.20.02.E</a> | grant/deny within 10 days | <b>NOT</b> complete | go to Step 2 |
| If the application is...                         | Then the worker will...   |                          |                         |  |                           |                     |              |
| complete as defined in <a href="#">4.20.02.E</a> | grant/deny within 10 days   |                          |                         |  |                           |                     |              |
| <b>NOT</b> complete                              | go to Step 2  |                          |                         |  |                           |                     |              |
| 2  | Issue VCL requesting outstanding verifications.   |                          |                         |  |                           |                     |              |
| 3  | Enter the case comment "SPE 10-day received incomplete".  |                          |                         |  |                           |                     |              |
| 4  | Enter the special indicator "Incomplete SPE 10-Day Application" in the special indicator field.   |                          |                         |  |                           |                     |              |
| 5  | Move case from the SPE 10-Day Bank to appropriate caseload.   |                          |                         |  |                           |                     |              |
| 6  | Complete eligibility determination within the timeframes.   |                          |                         |  |                           |                     |              |

**NOTE:** If the DPC sends a case to the incorrect FRC specialized

caseload, that FRC must complete that eligibility determination.

**Case Documents are Available in the External Referral Data Window.**

There may be a delay between the time DPC assigns a case and when the documents are attached in DORES. If there are no documents attached to the case in DORES, workers may search for the electronic referral documents using the source ID written in the case comments in the External Referral Data window in CalWIN and process the application based on those documents.

**L.  
FRC SPE (Not  
10-Day)  
Application  
Process**

Upon receipt of an SPE (not 10-day) application, FRC staff must:

| Step | Action   |
|------|--|
| 1    | Review application                                   |
| 2    | Complete the Data Collection in CalWIN               |
| 3    | Issue VCL for any outstanding verifications          |
| 4    | Complete initial intake case comments                |
| 5    | Assign to appropriate caseload for follow-up actions |

**NOTE:** Subject to 45-day processing requirements.

**M.  
FRC Changes  
Reported for  
5C/5D  
Individuals**

Changes reported for individuals on a 5C/5D must be processed as follows:

| Step   | Action  |                                  |          |            |                                |        |   |
|--------|---|----------------------------------|----------|------------|--------------------------------|--------|---|
| 1      | Clear individual:   |                                  |          |            |                                |        |   |
|        | <table border="1"> <thead> <tr> <th>If the CalWIN case is ...</th> <th>Then ...</th> </tr> </thead> <tbody> <tr> <td>Pending</td> <td>Go to Step 2</td> </tr> <tr> <td>Active</td> <td>Go to Step 3</td> </tr> </tbody> </table>  | If the CalWIN case is ...        | Then ... | Pending    | Go to Step 2                   | Active | Go to Step 3  |
|        | If the CalWIN case is ...   | Then ...                         |          |            |                                |        |   |
|        | Pending   | Go to Step 2                     |          |            |                                |        |   |
| Active | Go to Step 3  |                                  |          |            |                                |        |   |
| 2      | Complete the Data Collection in CalWIN  |                                  |          |            |                                |        |   |
| 3      | Review change request   |                                  |          |            |                                |        |   |
|        | <table border="1"> <thead> <tr> <th>If additional information is ...</th> <th>Then ...</th> </tr> </thead> <tbody> <tr> <td>not needed</td> <td>Process the change accordingly</td> </tr> <tr> <td>needed</td> <td>Issue VCL for any outstanding verifications and assign to appropriate staff for follow-up</td> </tr> </tbody> </table> | If additional information is ... | Then ... | not needed | Process the change accordingly | needed | Issue VCL for any outstanding verifications and assign to appropriate staff for follow-up |
|        | If additional information is ...  | Then ...                         |          |            |                                |        |   |
|        | not needed  | Process the change accordingly   |          |            |                                |        |   |
| needed | Issue VCL for any outstanding verifications and assign to appropriate staff for follow-up   |                                  |          |            |                                |        |   |
| 4      | Complete initial intake case comments including all actions   |                                  |          |            |                                |        |   |

|  |        |
|--|--------|
|  | taken. |
|--|--------|

**NOTE:** For changes reported directly to an FRC for individuals without an active CalWIN case, follow the procedures above in part [E](#) and [G](#) of this processing guide and then complete steps 2 through 4 above.

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**N.  
FRC  
Termination  
Request for  
5C/5D  
Individuals**

Termination requests for individuals on a 5C/5D must be processed as follows:

| Step                      | Action  |                           |          |         |              |        |                                    |
|---------------------------|---|---------------------------|----------|---------|--------------|--------|------------------------------------|
|                           | Clear individual: <table border="1" data-bbox="565 667 1398 827"> <thead> <tr> <th>If the CalWIN case is ...</th> <th>Then ...</th> </tr> </thead> <tbody> <tr> <td>pending</td> <td>go to Step 2</td> </tr> <tr> <td>active</td> <td>follow current termination process</td> </tr> </tbody> </table> | If the CalWIN case is ... | Then ... | pending | go to Step 2 | active | follow current termination process |
| If the CalWIN case is ... | Then ...  |                           |          |         |              |        |                                    |
| pending                   | go to Step 2  |                           |          |         |              |        |                                    |
| active                    | follow current termination process  |                           |          |         |              |        |                                    |
| 2                         | Deny application by completing the Collect Withdraw/Deny/Cancel/Terminate Program Detail window in CalWIN.  |                           |          |         |              |        |                                    |
| 3                         | Issue withdrawal NOA.   |                           |          |         |              |        |                                    |
| 4                         | Enter Case Comments.  |                           |          |         |              |        |                                    |

**NOTE:** For termination request made directly to an FRC for individuals without an active CalWIN case, follow the procedures in part [I](#) and [J](#) of this processing guide and then complete steps 2 through 4 above.

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**O.  
FRC Process  
for MC 363  
forms**

As part of the HFP to Medi-Cal transition, some referrals to HFP for children with a Medi-Cal SOC (form MC 363) were not evaluated by the HFP. When FRCs receive these forms from DPC they must take the following actions:

| Step | Action  |
|------|---|
| 1    | Review application.   |
| 2    | Evaluate the children referred to HFP for TLICP effective 1/1/13 and ongoing. |

**P.  
SPE  
Application  
for Unborns**

The HFP SPE application must be APP/REG'd for the adult applying for the unborn child. The unborn cannot be added to CalWIN.

HFP SPE application for an unborn must be processed as described in [How To 434](#).

---

**Q.  
Closing 5C  
and 5D in  
MEDS**

5C and 5D aid codes can only be shut down in MEDS by the Department of Health Care Services unless a full-scope Medi-Cal aid code is granted or the case is closing for the following termination reasons:

- Application Withdrawn
- Out of State
- Loss of Contact
- No Residence
- SSI/SSP Eligibility
- Receiving Benefits in another State

If workers evaluate a case and find that the child is eligible to an aid code that is not full-scope or is closing for a reason other than those listed above, workers must:

| Step | Action   |
|------|--|
| 1    | Complete the CalWIN determination.   |
| 2    | Forward case information including participant CIN to the county MEDS coordinator via email to request coordinator to open a MEDS ticket to terminate the 5C or 5D aid code. |

**NOTE:** Children active on 5C and 5D aid codes are eligible to CEC until the [end of their AER month](#).

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**R.  
Temporary  
DPC  
APP/REG  
process for  
AERs  
received  
1/1/14 through  
3/31/14**

The AERs (HF/FM 063) received from SPE prior to 3/31/14 must be processed using Pre-ACA rules in CalWIN. The Pre-ACA rules will not trigger properly in CalWIN if the application date is after 12/31/13. When processing AERS received at DPC via SPE between 1/1/14 and 3/31/14, DPC workers must:

| Step | Action  |
|------|---|
| 1    | Follow steps 1-3 under <a href="#">section H</a> above.   |
| 2    | Enter 12/31/13 as the application date.                   |
| 3    | Complete steps 5-7 under <a href="#">section H</a> above. |

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**S.  
Temporary  
FRC  
Procedures**

Most AERs (HF/FM 063) received 1/1/14 through 3/31/14 were APP/REG'd based on the referral date on the SPE transmittal form. In order to process AERs using Pre-ACA Medi-Cal rules, the application date cannot be after 12/31/13. When processing the AERs received at

for AERs  
received at  
DPC after  
1/1/14

DPC between 1/1/14 and 3/31/14, workers must:

| Step   | Action   |  |          |   |  |  |  |               |  |
|--|--|--|----------|---|--|--|--|---------------|--|
| 1  | View the application date.   |  |          |   |  |  |  |               |  |
|  | <table border="1"> <thead> <tr> <th>If the application date is...</th> <th>Then ...</th> </tr> </thead> <tbody> <tr> <td>Between 1/1/14 and 3/31/14</td> <td>Cancel the application and continue to step 2.</td> </tr> <tr> <td>Prior to 1/1/14</td> <td>Continue to step 4.</td> </tr> <tr> <td>After 3/31/14</td> <td> <ul style="list-style-type: none"> <li>Request the RFTHI form and complete a MAGI Medi-Cal determination.</li> <li>Stop here.</li> </ul> </td> </tr> </tbody> </table>          | If the application date is...                  | Then ... | Between 1/1/14 and 3/31/14                                | Cancel the application and continue to step 2.   | Prior to 1/1/14  | Continue to step 4.  | After 3/31/14 | <ul style="list-style-type: none"> <li>Request the RFTHI form and complete a MAGI Medi-Cal determination.</li> <li>Stop here.</li> </ul> |
|  | If the application date is...  | Then ...                                       |          |   |  |  |  |               |  |
|  | Between 1/1/14 and 3/31/14   | Cancel the application and continue to step 2. |          |   |  |  |  |               |  |
| Prior to 1/1/14  | Continue to step 4.  |  |          |   |  |  |  |               |  |
| After 3/31/14  | <ul style="list-style-type: none"> <li>Request the RFTHI form and complete a MAGI Medi-Cal determination.</li> <li>Stop here.</li> </ul>   |  |          |   |  |  |  |               |  |
| 2  | Re-APP/REG the case with a 12/31/13 application date.  |  |          |   |  |  |  |               |  |
| 3  | <p>Evaluate the children for Medi-Cal for the AER form month and ongoing.</p> <p>Enter prior aid for all application months prior to the AER form month (for example, if the form and verifications are for February 2014, enter prior eligibility for December and January) on the <b>Individual Demographics</b> screen under the <b>Prior Aid</b> tab.</p>  |  |          |   |  |  |  |               |  |
| 4  | Complete the Medi-Cal determination using pre-ACA Medi-Cal rules.  |  |          |   |  |  |  |               |  |
|  | <table border="1"> <thead> <tr> <th>If..</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>The children are eligible to Pre-ACA Medi-Cal with no SOC</td> <td> <ul style="list-style-type: none"> <li>Authorize</li> <li>Send NOA</li> <li>Narrate</li> </ul> </td> </tr> <tr> <td>The children are found ineligible to pre-ACA Medi-Cal or Eligible to Medi-Cal with a SOC</td> <td>Evaluate for MAGI Medi-Cal from the date the county received the AER form forward.</td> </tr> </tbody> </table> | If..   | Then...  | The children are eligible to Pre-ACA Medi-Cal with no SOC | <ul style="list-style-type: none"> <li>Authorize</li> <li>Send NOA</li> <li>Narrate</li> </ul> | The children are found ineligible to pre-ACA Medi-Cal or Eligible to Medi-Cal with a SOC | Evaluate for MAGI Medi-Cal from the date the county received the AER form forward. |               |  |
|  | If..   | Then...  |          |   |  |  |  |               |  |
| The children are eligible to Pre-ACA Medi-Cal with no SOC                                | <ul style="list-style-type: none"> <li>Authorize</li> <li>Send NOA</li> <li>Narrate</li> </ul>   |  |          |   |  |  |  |               |  |
| The children are found ineligible to pre-ACA Medi-Cal or Eligible to Medi-Cal with a SOC | Evaluate for MAGI Medi-Cal from the date the county received the AER form forward.   |  |          |   |  |  |  |               |  |
|  |  |  |          |   |  |  |  |               |  |