

**CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES**

P.O. Box 419064, Rancho Cordova, CA 95741-9064



December 31, 2009

EBLAST

TO: IV-D DIRECTORS

SUBJECT: ADDITIONAL INFORMATION ON MEDI-CAL AID CODE REFERRALS

REFERENCE: E-BLAST 09-16

The purpose of this communication is to provide additional clarification and information concerning the current activity regarding the Medi-Cal referable aid codes. As indicated in E-BLAST 09-16 issued December 9, 2009, the Department of Child Support Services (DCSS) is undertaking a state-wide approach to evaluating the scope and character of the cases currently being referred by IV-A which are associated with Medi-Cal program aid codes. Recent Child Support Enforcement (CSE) system reports have shown that there has been a significant increase in these referrals which appear to consist in large part of cases that will not benefit from the services IV-D can provide.

In E-BLAST 09-09, DCSS communicated that the federal Office of Child Support Enforcement Information Memorandum (IM) 2008-03 had determined that a child-only Medicaid case in which the custodial party is not receiving Medi-Cal and in which there is no assignment of medical support or requirement that the custodial party cooperate with the child support program is an inappropriate referral to the IV-D program.

In researching the nature of the case referral transactions coming into CSE from IV-A, it has become apparent that it is not possible to determine in a systematic way which of the IV-A aid codes refer to child-only Medi-Cal cases. Unfortunately at this time the aid codes supplied by IV-A do not directly translate into conditions applicable to IV-D service categories and therefore CSE is not capable of filtering and appropriately directing the Medi-Cal aid codes.

It was for this reason as well as our concern over the rapid increases in Medi-Cal case referrals that we decided to issue a communication to stop working Service Requests and Public Assistance Transaction Errors associated with Medi-Cal program aid codes. The instructions in this E-BLAST as well as prior E-BLASTS on this topic, apply solely to the actions local child support agencies (LCSA) and the Department will take.

In addition to issuing E-BLAST 09-16, we have convened a workgroup consisting of the CCSAS Business Partner and a number of experienced and knowledgeable individuals from LCSAs to evaluate the options for systematically filtering the Medi-Cal program aid codes and for appropriately updating CSE. The timeline for all of the actions needed to complete the provision of information and completing the necessary changes was outlined in E-BLAST 09-16.

Subsequent to issuing E-BLAST 09-16, we received a number of questions concerning what protocols LCSAs should follow in carrying out the new directive. These included concerns with leaving Service Requests (SRs) in a pending status and with the possible implications of not working cases which may help LCSA performance (e.g. Paternity Establishment). In the upcoming webcasts scheduled for January 12th & 14th, we will conduct a detailed walkthrough of the impacts and processes that should be understood and managed as we go forward.

In the mean time, we are now providing additional guidance on actions that can be taken prior to CSE Release 3.4.0 scheduled for January 17, 2010. First, we are revising our “stop work” instruction to include three options:

- Do nothing and leave the SR in a pending status
- Reject the SR (this will alleviate any concerns about possible compliance citations and will position the case for receipt of subsequent updates from IV-A)
- Process the SR (same as above for those cases which the LCSA can determine from the case information that the SR will result in a case which would benefit from IV-D program services)

Following are the re-stated instructions for identifying and taking action on the Medi-Cal program Service Requests and the Overlapping Aid History Errors (OVP-10):

- Medi-Cal SRs
  - Criteria
    - Type = Public Assistance
    - Status = Pending
    - Date Received (CSE) or Date Reported (SRTool) = all/any dates (including dates in the past as well as SRs created between now and 1/17/2010)
    - Task ID: all/any (CM114, CM119, CM120, CM121, CM122)
    - Program = Medi-Cal
  - Actions
    - Leave the Service Request transaction in a PENDING status (stop working) – All Service Requests will be “re-processed”

(transactions that created the Service Request and any held transactions reviewed against the revised aid code list) per steps outlined in the 09-16 E-BLAST

**OR**

- Reject the Service Request transaction
  - Click **“Reject Referral”** button on CSE **“Enter Application-Case Participant List”** page of the SR
  - Enter **“Received in Error”** in the **“Rejection Reason”** field of the CSE **“Reject Public Assistance Service Request”** page
  - Enter **“SR rejected pursuant to DCSS E-Blast dated 12/9/2009”**
  - Rejecting a Service Request will allow for subsequent records from SAWS to be evaluated by CSE

**OR**

- Process (“work”) the Service Request – the LCSA may process the Service Request if the LCSA analysis indicates that the inbound records are an important “update” to an existing IV-D case
  - Overlapping Aid History Error (OVP-10 code, which indicates an aid history update could not be applied automatically and both the new and existing aid code are Medi-Cal)
    - Criteria
      - Public Assistance Transaction Error type = OVP-10
      - Status = Available on the CSE **“Public Assistance Transaction Error List”** page
      - All other OVP codes are still viable, even if they reference Medi-CAL aid codes because the new update may either be discontinuing or starting cash program assistance (CalWORKs, Foster Care, KinGAP)
    - Action
      - Leave the OVP-10 error (stop working)
- OR**
- Delete the OVP-10 Error - Select the OVP-10 error and click **“Delete”** button on CSE **“Public Assistance Transaction Error List”** page of the SR
- OR**
- Process (“work”) the OVP-10 error – the LCSA may but is not required to update Medi-Cal aid history if LCSA analysis indicates that resolution of the Medi-Cal-to-Medi-Cal aid history is an important “update” to an existing IV-D case

As stated above, DCSS is still moving forward with the functions and dates outlined in E-BLAST 09-16. It is important to note that it will not be possible in the near term to clarify and reconcile the IV-A Medi-Cal aid codes with the applicable CSE and IV-D program actions. This work will require a dedicated effort which must include our IV-A program counterparts and will certainly result in identifying system changes in either or both CSE and the existing Welfare systems. Until such time as we can establish a clear and consistent protocol for processing Medi-Cal program referrals, we must manage these cases from the best state-wide perspective possible – making our first priority the opening and servicing of cases that can be determined to benefit from IV-D services.

As a practical matter, this means that with release 3.4.0, all Medi-Cal aid codes will be treated by CSE as non-referable aid codes. The system changes will ensure that all necessary updates to the CSE case are made from the incoming IV-A referral but will not require a new case to be opened.

We are actively working with the workgroup to identify and resolve additional feedback issues. These include detailed implementation considerations across the IV-D lifecycle, such as: 1) the disposition of IV-D cases in opened for “paternity only” services; 2) potential case closure for IV-D cases opened that have not yet progressed to a finalized order; 3) guidance related to cases with assigned medical support obligations; and 4) the disposition of CSE participants on Medically Needy Only cases already communicated to Department of Social Services as “not cooperating” We plan to address answers to these questions in the upcoming web casts.

In the next few weeks we will also meet with our policy counterparts in the Department of Health Care Services (DHCS) to begin work on resolving the Medi-Cal aid code issues. We expect this will take a number of months and do NOT anticipate a final decision to revert none, some or all Medi-Cal aid codes to referable status until at least summer 2010. Of course, we will continue to provide updates which result from the analysis process with DHCS as warranted.

We have been asked by DHCS to provide the following information: Until further notice from DHCS, county welfare departments must continue to send all cases that are referable under current Medi-Cal program rules and must continue to comply with current Medi-Cal program requirements. DHCS staff are reviewing current Medi-Cal requirements relating to referable Medi-Cal cases and will provide updated direction to county welfare departments in a future All County Welfare Directors Letter.

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If you have any questions or concerns regarding this matter, please contact Cindi Pocoroba at (916) 464-5883.

Sincerely,

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**BILL OTTERBECK**  
Deputy Director