

Frequently Asked Questions for the Share-of-Cost Restoration Effort

Updated 10/16/2020

A. Phased Approach of Work Effort

1. **Question:** What are the four phases being used for the SOC restoration effort?

DHCS Response: DHCS determined that a phased approach to restoring eligibility, based on complexity would be the most efficient and effective approach.

- Phase 1- Beneficiaries who incorrectly moved from zero SOC to SOC with no closed periods of eligibility to correct
- Phase 2- Beneficiaries who incorrectly had an increase in SOC with no closed periods of eligibility to correct
- Phase 3- Beneficiaries who incorrectly moved from zero SOC to SOC with closed periods of eligibility (such as a beneficiary in a SOC aid code for May through July but in a zero SOC aid code for April, August, and ongoing months) and other eligibility anomalies
- Phase 4- Beneficiaries who incorrectly had an increase in SOC with closed periods of eligibility (such as a beneficiary with an increase in SOC aid code for May through July and then discontinued in August) and other eligibility anomalies

B. County Responsibilities

1. **Question:** What is the expectation for counties regarding this work effort?

DHCS Response: Counties are not being asked to complete any restoration updates in SAWS or other actions for this population at this time.

2. **Question:** Will counties need to track these beneficiaries to take action after the Public Health Emergency (PHE)? Or will DHCS revert to the correct SOC once the PHE is over?

DHCS Response: DHCS is currently tracking all records that are updated through the restoration process. DHCS will engage counties through the PHE Lift workgroup about the process for updating these cases after the PHE has ended. The PHE lift workgroup will be starting sometime in the near future and Katherine Mead from DHCS will send a meeting invite to selected participants once it is scheduled.

3. **Question:** If the county previously took action in SAWS to correct the SOC, are we required to send any of the notices in the attachment that was provided or do we just send the NOA generated in SAWS?

DHCS Response: Counties that corrected the SOC amount in SAWS should follow the Medi-Cal Eligibility Procedures Manual, Article 12C, which states if a beneficiary was initially determined to have a SOC and met the SOC for a month

or months, and a recomputation indicates the SOC should have been less or zero, the following steps shall be taken by the county:

- a. Then the county shall re-compute the SOC for the overstated month(s)
- b. The county shall prepare an MC 1054 explaining the SOC adjustment, and either hand it to or mail the form to the beneficiary

4. **Question:** If an action is taken by an eligibility worker after the phases are complete in MEDS, will it affect the MEDS record? What will the continuing efforts look like if any?

DHCS Response: The County will have control of the MEDS record which means if the eligibility is redetermined in SAWS for a future month, the eligibility will also be changed in MEDS. This includes putting a beneficiary back into a SOC. DHCS will monitor all records that have been updated in MEDS to ensure that a negative action is not re-applied to beneficiaries whose eligibility was previously updated in MEDS.

5. **Question:** Can you please clarify if it acceptable to increase client's LTC aid code? Once they are in an LTC aid code, should the counties be increasing if appropriate?

DHCS Response: Beneficiaries placed in a LTC aid code should not have any increases to the SOC amount during the PHE. If counties discover instances where the SOC amount has changed for a beneficiary on an LTC aid code, the county should correct the eligibility immediately for all impacted months.

C. MEDS Alerts

1. **Question:** How will this impact our MEDS alerts or will DHCS suppress alerts due to conflicts?

DHCS Response: At this time, a MEDS Alert 6015- CRITICAL ELIG ERROR ON CO RECORD – NO RECON UPDATE will be generated during MEDS Reconciliation. DHCS is currently exploring avenues to suppress the MEDS Alert for this population.

2. **Question:** Will this effort affect a 'State' Report?

DHCS Response: This work effort will not impact State Reports.

D. Notice to Beneficiaries

1. **Question:** Does the notice being sent to beneficiaries regarding restoration have a NAback9?

DHCS Response: The notice will contain the required NAback9.

2. **Question:** Who do we contact if we need copies of notices sent out?

DHCS Response: Derek Soiu by email at Derek.Soiu@dhcs.ca.gov or Theresa Hasbrouck by email at Theresa.Hasbrouck@dhcs.ca.gov.

3. **Question:** Will NOA's also be going out to the authorized reps?

DHCS Response: DHCS is currently researching the ability to send to the Medi-Cal authorized representative.

E. Impact to Beneficiaries

1. **Question:** Did DHCS consider how a restoration to zero SOC can affect an individual's Covered California health plan if they enrolled in plan?

DHCS Response: DHCS does not anticipate this population would have enrolled into a Covered California due to the nature of the Non-Modified Adjusted Gross Income population. If the county discovers individuals with dual Medi-Cal and Covered California coverage, please send case examples to DHCS to allow coordination efforts with Covered California.

2. **Question:** If the client is going from No SOC to SOC how will that impact their managed care provider?

DHCS Response: Beneficiaries will automatically be placed back into the Managed Care Plan they were enrolled in prior to the change. Beneficiaries will not need to re-enroll in a Managed Care Plan.

3. **Question:** For those on Medicare, if they are being placed back on no SOC will they also be eligible to the Buy-In?

DHCS Response: Beneficiaries that are placed back into zero SOC aid codes will be automatically enrolled into Medicare buy-in using the existing processes when benefits are restored.

F. County Lists

1. **Question:** When will list be posted for effort that happened on 10/09? Will we get notified so we can pull list?

DHCS Response: DHCS is finalizing the list this week (ending 10/16) and will provide to SAWS for posting early next week. Counties will be notified by SAWS or DHCS once the file has been posted.

G. Complex Beneficiary Scenarios

1. **Question:** How are you treating individuals who experienced a SOC decrease, then an increase? (Example: Feb SOC \$800, April SOC \$400, July SOC \$500)

DHCS Response: DHCS is required to correct these cases month-by-month. Due to the complexity of this scenario, these types of cases will be corrected as part of phase 4.

2. **Question:** Santa Barbara County saw one record that went from a high SOC to zero SOC aid code. We tried to find out why but district 99 was the entity that posted the zero SOC aid code. We would like to know why DHCS moved the record to Zero SOC? And will we see more if these scenario?

DHCS Response: DHCS based the restorations on data received from SAWS. While DHCS and SAWS both completed quality control reviews, there may be unique anomalies in the population. Please send any case examples like the situation above to DHCS.