

 **[CA-236483] Medi-Cal Verbal Withdraw Notice of Action**

Issue Type:	CER	Team Responsible:	Assignee:	Virginia C. Bernal
Fix Version/s:		Designer Contact:	Change Type (SCR):	
Minor Version:		Expedite Changes:	Estimate:	
Reporter:	Frederick Gains	Regulation Reference:	Created:	11/09/2021 10:42 AM
Status:	New	Impact Analysis:	Outreach Required:	
Policy/Design Consortium Contact:		Training Impacted:	Funding Source:	
Project Phase (SCR):		Funding Source ID:		
Other Agency Cross Reference:				

Current Design:**Request:**

The incorrect snippet generates on the NOA when using the Medi-Cal negative action reason of "Written Withdrawal":
You voluntarily asked in writing that your application be denied or that your Medi-Cal benefits be stopped.

Per MEDIL I 15-19, the negative action reason of "Written Withdrawal" should be used for both verbal and written withdrawals.

DHCS previously provided SAWS with the following snippet NOA language to use on Medi-Cal NOAs when the reason for denial was a request to withdraw the Medi-Cal application:
You withdrew your application for Medi-Cal and requested that we do not evaluate you for eligibility.

Recommendation:

For the following snippet NOA language to generate when using the Medi-Cal negative action reason of "Written Withdrawal" OR add a "Verbal Withdrawal" Negative action reason for Medi-Cal with this language:
You withdrew your application for Medi-Cal and requested that we do not evaluate you for eligibility.

Outreach**Description:****Operational Impact:**