



# CalWIN | Medi-Cal Renewal Discontinuances

## Fact Sheet

### Purpose

The purpose of this fact sheet is to provide key points on Medi-Cal (MC) renewal discontinuances.

During the Continuous Coverage Unwinding period, CalWIN was modified to insert a special PHE indicator effective April 1st, 2023, to ensure continuous coverage for all active Medi-Cal beneficiaries. The special indicator was inserted on all active MC programs to prevent any automatic batch authorization of negative actions defined by the Continuous Coverage requirements. The case special indicator, 'Batch Exception-MC COVID PHE', will allow cases to maintain batch protections until a full unwinding renewal is successfully completed or discontinuance for Failure to Complete Redetermination is authorized in batch.

With the application of the special indicator 'Batch Exception-MC COVID PHE' CalWIN only allows discontinuance due to Failure to Complete Redetermination to be authorized in batch on the County NCO date of the renewal due month.

CalWIN will end date the special indicator when one of the following occurs during the Continuous Coverage Unwinding Period between April 2023 and May 2024:

- Renewals are successfully completed.
- Cases are discontinued for failure to complete annual redeterminations.
- The Reset RRR switch on the Collect Case Summary Detail window is used to extend the renewal date (12 months from the current calendar month.)

County Eligibility Workers must be aware of the below considerations when processing Medi-Cal Renewals.

### MAGI Only

CalWIN cannot complete the CalHEERS auto-renewal process and cannot discontinue MAGI eligibility at Notice Cut-Off (NCO) for failure to return the renewal packet if the BRE call is unsuccessful. The worker will need to resolve the reason(s) for BRE call failure prior to the next BRE call attempt. This applies to any/all reasons for BRE call failure, including:

- Transaction (DER) Not Received
- BRE Not Called
- EDBC Unsuccessful statuses
- EDR rejection errors

The auto renewal will not take place if all case members are e-verified and at least one person in the case is in Soft Pause.

Example: The client makes a data change in the CalHEERS Portal. When the renewal process is initiated, the BRE is not called on the case due to a case update received. The worker will need to process the case update in CalWIN before the CalHEERS auto-renewal process can be completed.



### Mixed Medi-Cal Household

If all MAGI household members come back pending eligibility on the RE DER, CalWIN will discontinue all members of the household if the renewal packet is not received.

On the County NCO Date, CalWIN will discontinue only the individual(s) whose MAGI eligibility status is not confirmed by CalHEERS and those who fail to return the renewal packet. For a partially discontinued case, the renewal due date stays unchanged, and the renewal status will change to "Overdue". The case will show as Approved during the 90-day cure period. During this time, the renewal date will not advance.

Example: On a case containing one MAGI and one Non-MAGI individual, the MAGI individual has eligibility auto-extended by CalHEERS. The renewal packet is not returned, and the Non-MAGI individual is discontinued in batch at NCO. The renewal status will change to "Overdue" during the 90-day cure period. On the 91<sup>st</sup> day, the renewal due date will extend by one year, the renewal status will change to "Pending", and the individual whose renewal was not completed will remain discontinued.

### Non-MAGI Only

Renewal packets are not generated for the following Non-MAGI programs:

- Transitional Medi-Cal only cases
- Medicare Savings Programs (MSP) SSI/SSP recipients
- Former Foster Youth (until their 26th birthday)
- ICAMA only cases

In the case of Former Foster Youth (aid code 4M), regardless of application month, the CEW must manually align the Former Foster Youth's renewal month to the 26th birthday. Four months prior to their 26th birthday, CalWIN will send out MC Request for Tax Household Information (RFTHI).

### **Medi-Cal Renewal Packet is submitted by customer:**

- If the packet is received after NCO but before the last day of the renewal month, CalWIN will auto-rescind the case and EDBC will run, and the case will be authorized. The renewal status will be changed from "Overdue" to "Received Not Processed" in the renewal window. Workers will still need to start the renewal workflow, process the renewal, run EDBC, and authorize results in order to complete the renewal and to extend the renewal date.
- If the packet is received during the 90-day period after the renewal Due Date (90-day cure period), the individual(s) that are not e-verified will remain discontinued until the CEW starts the renewal workflow and runs EDBC. The renewal due date will not be automatically extended at the end of the 90-day cure period. The worker will need to check for completeness, start the renewal workflow, run EDBC, and authorize benefits.
- If the packet is received by the due date and the worker reviews and requests for additional information, the auto discontinuance for "Failure to complete redetermination" can be prevented by leaving the renewal packet for the case in "Received" status. The case will remain in "Received" status until the worker starts the RRR queue and completes the renewal process.

**Additional Information:**

There is an additional method that can be used to adjust the renewal date. This method is applicable for all renewal populations:

- The Reset RRR switch on the *Collect Case Summary Detail* window can be used to extend the renewal date (12 months from the current calendar month). The worker must run EDBC and authorize the benefits for the renewal date to be reset. This should only be used for a Change in Circumstance redetermination.

Negative actions that will not be auto authorized per CalWIN current functionality and especially during the Continuous Coverage Unwinding period:

- Incomplete or missing verifications (VCL's) not received within the required time frame
- Income increased over the FPL limits
- ICT
- Deceased individuals
- Client Requested Disc
- On aid on another case
- No California residency
- Receiving SSI
- Failure of MSP eligibility