Medi-Cal Requested Alternate Format Process

Purpose

The purpose of this job aid is to provide information regarding the Medi-Cal Alternate Format Process.

Introduction

The Alternate Formats Request process is to provide blind or visually impaired Medi-Cal applicants and members with forms and notices in their requested Alternate Format method of communication. An Alternate Format is a type of communication that is formatted to provide effective communication for visually impaired Medi-Cal applicants and beneficiaries.

The Alternate Format options currently available are large print, audio CD, data CD and braille. Below are descriptions of each format:

- Large print: Large (20-point) size Arial font.
- Audio CD (protected and non-protected): Provides the ability to hear notices and information.
- Data CD (protected and non-protected): Allows for the use of computer software to read notices and other written information.
- Braille: Uses raised dots that individuals can be read with their fingertips.

Special Circumstances Page

For the requested Alternate Format correspondence to be sent to the Primary Applicant or AR the Special Circumstances section and the Communication Format drop list in the Requested Alternate Medi-Cal Correspondence section has to be completed on the Special Circumstances Detail page. Note: Currently, this

functionality is for the MC program only. CalFresh and CalWORKs (including cash-based MC) will be implemented in a future system change.

Step	Action
1.	Click **Special Circumstances** from the **Task Navigation bar** on the Case Summary page.
2.	Select the **Primary Applicant or Authorized Representative** from the **Name** drop list on the Special Circumstances List page. Click the **Add** button.
3.	Click the **Visual Impairment** checkbox under the Special Circumstances section on the Special Circumstances Detail page.
4.	Select a **Communication Format** under the **Requested Alternate Medi-Cal Correspondence** section.
5.	Click the **Save and Return** Button.

Note: Accommodation Preference can be selected, however, only the completion of the Special Circumstances section and Communication Format under the Requested Alternate Medi-Cal Correspondence section are required for MC correspondence to be sent out in Alternate Format.

When a Primary Applicant or AR have a requested Alternate Format record on the Special Circumstances page, the 'Special Circumstances' icon 🧑 displays on the Case Summary page.

The Case Summary page allows users to access the case summary of an entire case, including special circumstances information for people that are on the case. The Special Circumstances section on the Case Summary page includes a 'Requested Alternate Medi-Cal Correspondence' column to identify when a Primary Applicant or AR have a requested Alternate Format.

▾ Special Circumstances			
Name	**Special Circumstances**	**Accommodation Preferences**	**Requested Alternate Medi-Cal Correspondence**
Mouse, Minnie 47F	Behavioral, Hearing Impairment, Literacy, Physical Disability, Psychiatric or Mental Health Disability, Service Animal, Speech Impairment, Visual Impairment, Other	ADA Rooms, ADA Seating, Audio CD, Braille, Data DVD, Language Line/Interpreter Services, Large Print, Phone Interview, Short Window Time, Other Alternate Format	Braille

The 'Special Circumstances' icon also displays on the MAGI Referral Detail page to allow a County Eligibility Worker (CEW) the ability to immediately identify when an individual has indicated a request for an Alternate Format of communication in a Determination of Eligibility Response (DER/DER-U).

Authorized Representative

An Alternate Format can be requested for an Non-Case Person Authorized Representative (AR). To add an Alternate Format record on the Special Circumstances page for the assigned AR, the Authorized Representative page must be completed first. Once an AR record is created on the Authorized Representative page, they can be added to the Special Circumstances Detail page if they are requesting an Alternate Format.

If an AR with an Alternate Format needs to be removed, the Special Circumstances record must be removed first in order to do so.

Medi-Cal Renewal and Processing Timelines

During the MC Auto renewal process, an Eligibility Determination Request (EDR) is sent to CalHEERS. If the DER comes back e-verified/successful, then the renewal date will be auto advanced, and the Notice of Action (NOA) will be auto generated in the requested Alternate Format and be sent to the member.

If the auto ex-parte is not successful, the Medi-Cal renewal packet will be sent out in the requested Alternate Format with an additional month added to the due date when the primary applicant has a requested Alternate Format. The regular due date will be added to the Medi-Cal renewal packet when an Authorized Representative has a requested Alternate Format.

Example: RE due Month= 07/2025, has a regular due date on Medi-Cal RE Packet or Reminder for Primary applicant = 07/10/2025. The Alternate Format Due date on Medi-Cal RE Packet or Reminder for Primary applicant = 08/10/2025.

The MC Renewal Packet will be sent to the outside vendor to convert into the Alternate Format.

The converted audio and data CDs will be returned to the CalSAWS Central Print vendor who will create the CDs, print the large print documents, and mail them to the member.

The outside vendor will mail the braille Alternate Format document to the Medi-Cal member.

A regular MC RE packet will be included with all Alternate Format Correspondence except Large print. The regular MC RE packet or large print RE packet can be returned to the local county office.

Once the vendor has mailed the documents to the member, the "Mail Date" will appear on the Document Detail page. The "Requested Alternate Format" field will display with the requested Alternate Format on the "Document Detail Page" only for the records in Printed – Centrally or Reprinted Centrally status. This will apply to the primary applicant or the authorized representatives to whom the correspondence was mailed.

Audio and data CDs that have been requested by the member to be password protected will be sent a form with Alternate Form Password Instructions that explain how to determine their password. The audio and data CD will also have a non-password protected file of the Alternate Format Password Instructions.

If a member states they have an issue with the password, counties should submit a ServiceNow ticket.

The password protected CDs can also be requested by an Authorized Representative. (See the password protected process)

The MC Reminders will continue to generate per the current timeline:10th of the month prior to the RE month and 4 business days before the RE due month. A month will be added to the due date on the reminder to add time for the Alternate Format correspondence to be sent. The due date on the reminder will correspond with the MC RE packet due date (allowing an additional month).

The auto discontinuance batch will not run on cases where the primary applicant has a requested Alternate Format. Workers will need to manually discontinue and generate a manual discontinuance Notice of Action (NOA) if the MC RE packet is not returned timely. When taking a discontinuance action on an Alternate Format case, the CEW must consider that 30 days needs to be allowed for the notice to be sent out by the vendor. (See the Discontinuance section)

Forms and Notices

When requested for the primary applicant or authorized representative, all forms and notices and the available translations for the forms or notice will be converted into the requested Alternate Format. The turnaround times for the vendor to convert documents for any of the six standard Alternate Formats will be 30 calendar days. Since the turnaround time for the vendor to convert and send the converted document is 30 days, workers will need to adjust the due by adding 30 days to the due date for all materials (for example, MC 355 Medi-Cal Request for Information) that require a response or action by the applicant/member.

The due date of the system generated MC Renewal packets (including Former Foster Youth (FFY) RE packet) and MC Reminders will have an additional 30 days automatically added to the due date.

Large Print

Large format documents are printed on 11x17 inch paper and will not fit in most desktop scanners. Most users will need to use a multifunction scanner/printer to copy and print a shrunken copy of the document to image into the case as follows:

- Initiate a copy on the scanner and set the scanner to shrink the pages to letter size (8.5x11). Complete the copy.
- The 11x17 should be shrunk and printed onto letter size paper, which can be captured following the existing process.

Note: Shrinking the pages may result in a loss of quality. The image may be blurry, and the barcode may need to be manually entered.

Some larger scanners, such as the Kodak s3120, can capture 11x17 documents. When using one of these scanners, ensure your paper size is set to Scanner's Maximum before completing the scan. No other additional steps are necessary.

For Larger scanners the following steps can be taken to capture the 11X17 documents.

Step	Action
1.	Select **Single Case Scan** under the **Capture Profile field.**
2.	Add the **received date** to the **Received Date**.
3.	Add an **applicable date** to the **Applicable Date** field.
4.	Select the **county** in the **Origin** field.
5.	Select **False** under the **OCR Bypass** field.
6.	Select **True** under the **OCRSplitOverride** field.

If you receive a digital version of the document, you may use existing tools (i.e., Virtual Printer and File Upload) to capture the documents into the Imaging Solution.

You do not need to shrink digital copies prior to using Virtual Printer and File Upload.

eHIT Transactions

CalSAWS captures Alternate Formats of communication and communicates the chosen preferred Alternate Formats of communication method via eHIT mapping with CalHEERS (CH). The MAGI Person Detail page was updated to display the 'Preferred Alternate Communication Format' sent in the Eligibility Determination Request (EDR) and received in the Determination of Eligibility Response (DER) via eHIT.

The Information Update Detail Page was updated to display the 'Preferred Alternate Communication Format' for the Inbound Information Update transaction via eHIT.

The eHIT logic was updated to send the Alternate Format Indicator as 'No' in the eHIT when no value is present on the Special Circumstances page.

Password Protected Process

The process of how to retrieve the password for Audio or Data CDs in Alternate Format can be found on the Alternate Form Password Instructions.

Intercounty Transfers

The Special Circumstances record is at person level, therefore, the Special Circumstances record for a person will follow them regardless of what county/case that they are on. The only exception to this is the Special Circumstance record for

Non-Case Person Authorized Representative as that is Case level so it will not be available outside of that specific case.

Discontinuance Process

During the MC Renewal process, the case will not go through the automated discontinuance process when the primary applicant has an Alternate Format. When an Alternate Format is requested for an AR, the renewal will follow the regular MC Renewal process including the automated discontinuance.

There is a batch EDBC skip reason to skip Medi-Cal programs from discontinuing in batch EDBC when the Primary Applicant has a 'Requested Alternate Medi-Cal Correspondence' selected on the Special Circumstances Detail page. (see Reports to Identify Cases With a requested Alternate Format section).

If the MC RE packet is not returned timely, workers will need to manually discontinue the individual/case and generate a discontinuance NOA. When discontinuing, 30 days must be allowed for the Alternate Format notice to be sent out by the vendor.

There are two options that can be taken when discontinuing an Alternate Format (manual or system generated notice).

Option 1: Generate and send a manual notice from the template repository between the 11th through 21st of the applicable month. Do not run EDBC when sending the notice. Set a task for the 21st of the month as a reminder to run EDBC for the future come up month. The negative action EDBC can be run from the 21st through eligibility 10-day of the following month.

Example: March Renewal (RE) sent in February (instead of January) with a due date of April 10, 2025.

> On April 11: send the notice to discontinue effective 06/01/2025. Do not run EDBC, as the future come up month for June is not available until 04/21/2025. Set a task to review the case to run for negative action.

> On April 21-May 20: Review the case to check the status of the MC Renewal packet. If the packet has not been submitted, run EDBC to discontinue for failure to provide RE. If the packet has been submitted, process the RE and send the appropriate Notice of Action (NOA).

Option 2: For the NOA to be system generated, the negative action would need to be taken the day after eligibility 10-day. For example, months with 30 days, the negative action would need to be taken on the 21st. Months with 31 days, the negative action would need to be taken on the 22nd.

Reports to Identify Cases With a requested Alternate Format

The Batch MAGI Skipped Report can be pulled by the county to identify MAGI and Mixed Household (Non-MAGI/MAGI) cases that skip with a Batch MAGI Skip reason of "Alternate format communication requested; unable to auto discontinue."

The Batch Eligibility report can be pulled by the county to identify Non-MAGI cases that have an EDBC skip reason of "Alternate format communication requested; unable to auto discontinue."

Automated Actions

The following Automated Actions were created to identify cases with Alternate Formats that may require an action:

- The Self-Service Portal: Alternate Format Request Automated Action will generate a task when an Alternate Format Request has been received through the Self-Service Portal.
- The Generated Document: Mailed with Alternate Format Automated Action will generate a task when a communication/correspondence that is in an alternate format has been mailed.

MEDS Transactions

Data Element (0116) was created to send the Alternate Format value to MEDS in an outbound file for the following MEDS Transactions: RC20, AP18, AP34, EW12, and EW20. The Alternate Format Selection (AFS) indicator is on the INQE screen. Valid Alternate Format values are:

Value	Alternate Format
1	Large Print
2	Audio Electronic Format (not encrypted)
3	Data Electronic Format (not encrypted)
4	Braille
~~7~~	~~County Support~~
8	Encrypted Data CD
9	Encrypted Audio CD

Note: Value 7 County Support is not sent.