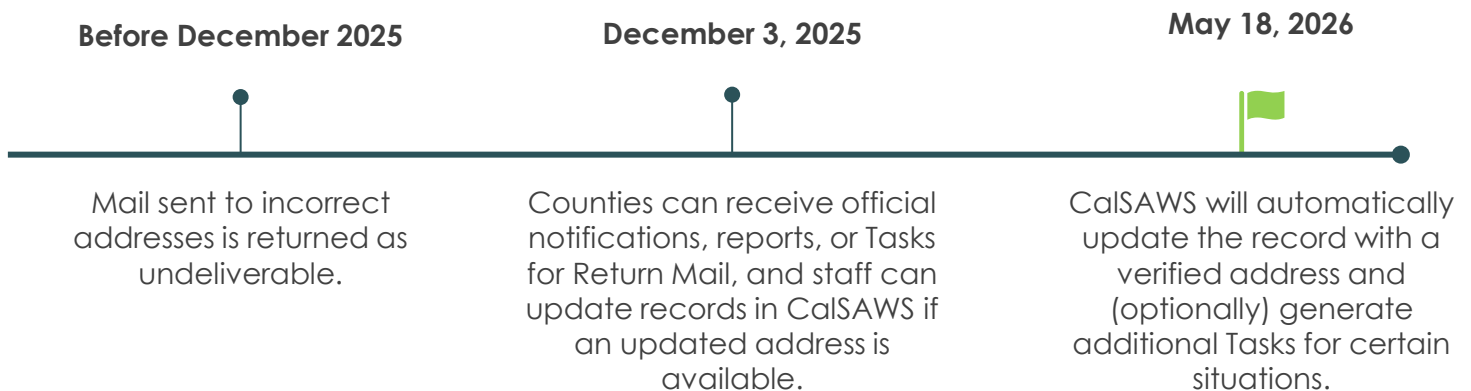


Return Mail Changes in CalSAWS

Effective May 18, 2026

New automation available for undeliverable mail

CalSAWS will automatically update a Medi-Cal member's mailing address when a verified updated address is available. Counties can also turn on automated Tasks to prompt CalSAWS users to take specific actions for that case. This change enhances ongoing efforts to meet requirements for obtaining updated address information for Medi-Cal members as indicated in ACWDL 25-06..



What's changing?

- ❑ CalSAWS will automatically update an incorrect mailing address for a Medi-Cal member if the United States Postal Service (USPS) can verify an updated address.
- ❑ A notice will be sent to recipients to notify them that their address was updated.
- ❑ Tasks will no longer be generated by Central Print, but counties can configure automated Tasks in CalSAWS, including resending undeliverable mail, initiating an Inter-County Transfer, or contacting the recipient if an updated address cannot be verified.





Return Mail

New Automations and Tasks in CalSAWS

New Automated Actions



CalSAWS will automatically update a Medi-Cal member's undeliverable mailing address when a correct address is verified by USPS.

- A notice will be automatically sent to notify the member that their address was updated and how to update their address if it isn't correct.
- Exceptions: CalSAWS will **not** update the address for cases with Safe at Home or a Domestic Violence flag, Foster Care/KinGAP/Adoption Assistance Program cases, if the member is incarcerated, if the address is a PO Box, if the address is for an Organization or Authorized Representative, if primary applicant is active on Long Term Care (LTC), or if the member's household status is not "In the home".
- Journal Entries will be created to document when an address has been updated or if an address is undeliverable, but a correct address is not available.

Optional Tasks



Central Print will no longer create Return Mail Tasks. However, counties can opt in to new automated Tasks for the following situations:

- When an updated address is provided, but the system is unable to automatically update it, a Task can be created to prompt the CalSAWS user reach out to the recipient to attain the correct address.
- When an address is updated and the new address is in a different county or state, a Task can be created to prompt the CalSAWS user to determine whether to initiate an Inter-County Transfer or take appropriate actions if the member is out of state.
- When an address is updated and the case includes CalFresh, CalWORKs or General Assistance/General Relief, a Task can be created to prompt the CalSAWS user to review the case to determine if a CW2200 or appropriate forms need to be mailed.
- When an address is updated, a task can be created to prompt the CalSAWS user to determine if any previously undelivered notices, forms, or other documents should be mailed to the new address as the system will not automatically resend the previously undelivered mail.

What's Not Changing



- Counties will continue to receive the existing report for Return Mail. However, the report will no longer populate the "Status" column, since Tasks will no longer be generated by Central Print.
- The Return Mail Imaging service will not be impacted.

