NCOA Address Updates for Medi-Cal Members

H.R. 1: Medi-Cal | CA-286076

Under ACWDL 26-17 and federal CMS requirements, Counties must regularly update Medi-Cal members' address information using reliable third-party sources. One of those sources is the USPS National Change of Address (NCOA) database. The 26.11 CalSAWS release adds a new NCOA interface to automate much of the NCOA address update process.

Updates to Support NCOA Address Processing

- **Address Verification Requests :** The System will send address verification requests for Medi-Cal primary applicants to the NCOA database three months before the RE due month. Primary applicants can be checked more than once per year due to the Six-Month Medi-Cal Renewal system changes for the MAGI New Adult Group. Other household members are not checked.
- **Automatic updates:** When a verified new mailing address differs from the current one and no exception applies, the System will update the mailing address, create a journal entry, and send the member a Notification of Mailing Address Update (CSF 82). It will also update the physical address (if it matched the mailing address) and the addresses of household members who share the primary applicant's address.
- **Manual review and new tasks:** When an exception prevents an automatic address update, or a related review is needed, the System creates a task for the assigned worker to review and take appropriate action. Tasks generate on the first or second business day of the month, with a default due date of seven days.
    - **NCOA Address Change:** An address discrepancy was detected.
    - **NCOA Address Update Recommended:** The address was not updated automatically, and NCOA recommends an update.
    - **Review to Send CW2200 or Appropriate Form:** An address was updated automatically, and the primary applicant is also on CW, CF, GA, or GR.
    - **NCOA: Address Updated to Out-of-County:** The address was updated to an out-of-county address.
        - **ICT (Inter-county transfer):** When NCOA updates an address to an out-of-county address, the System will create the NCOA: Address Updated to Out-of-County task for the assigned worker. The System will not generate the ICT. The assigned worker must review the task and initiate the ICT manually if appropriate.

    If the same primary applicant is on multiple cases with the same RE due month, only one task is created and attached to one case. Review the person's other cases as needed.
- **Journal entries:** The System will create an NCOA journal entry after an automatic address update, and when NCOA reports an address change that was not applied. Each entry documents the NCOA result and returned codes.
- **Notification of Mailing Address Update (CSF 82):** The System generates the CSF 82 for automatic address updates only. When a user manually updates a Medi-Cal member's address based on an NCOA result, the user must generate the CSF 82 through the Template Repository.