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CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

EXECUTIVE SUMMARY

ALL COUNTY LETTER NO. XX-XX

This ACL describes new processes for the Case Management, Information and Payrolling System relating to the automatic discontinuance of IHSS service for Medi-Cal non-compliance as well as an automatic rescind of the discontinuance once compliance has been met.



KIM JOHNSON
DIRECTOR

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DEPARTMENT OF SOCIAL SERVICES
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ALL COUNTY LETTER NO. XX-XX

TO: ALL COUNTY WELFARE DIRECTORS
ALL IN-HOME SUPPORTIVE SERVICES PROGRAM MANAGERS

SUBJECT: IN-HOME SUPPORTIVE SERVICES (IHSS), Case
MANAGEMENT, INFORMATION AND PAYROLLING
SYSTEM (CMIPS) AUTO TERMINATION OF CASE FOR
NON-COMPLIANCE WITH MEDI-CAL

The purpose of this All-County Letter (ACL) is to notify counties of upcoming changes in CMIPS relating to IHSS recipients' non-compliance with the Medi-Cal program resulting in a discontinuance of services.

BACKGROUND

An IHSS recipient must have active Medi-Cal eligibility in order to receive services under the IHSS Program. Currently, when a recipient's Medi-Cal eligibility is discontinued, the county worker where the IHSS case resides must manually review and terminate the case in CMIPS. If the IHSS case is not terminated promptly, the Medi-Cal discontinuance causes the IHSS case to change to the IHSS-Residual program and remain in this program until the county worker updates the case. As the case remains active, the case hours may be impacted due to the residual funding rules. In addition, once a payment has been made, the funding program cannot be changed for the month even though the Medi-Cal eligibility is retroactively approved for the month.

The CMIPS is being enhanced to automatically terminate an IHSS case when the recipient's Medi-Cal eligibility has been discontinued for non-compliance. In addition, a new time sensitive rescind process has been developed for those cases that received the automatic termination for Medi-Cal non-compliance. This time sensitive rescind will occur when the Medi-Cal eligibility has been restored for all months in the limited rescind period. These processes are described in the following pages of this ACL.

NON-COMPLIANCE WITH MEDI-CAL PROCESSES

CMIPS Auto Termination for Medi-Cal Non-Compliance

Currently when CMIPS receives information from the Statewide Automated Welfare System (SAWS) interface that a recipient's Medi-Cal has been discontinued for non-compliance, CMIPS generates a notification to the case worker to evaluate the case and take the appropriate action. The modification to CMIPS will automatically terminate the IHSS case and issue a Notice of Action (NOA) to the recipient when the following Medi-Cal discontinuance codes are received in CMIPS:

- 03/97 – Discontinuance at recipient request
- 04 – Failure to cooperate
- 60 – Refused to provide CA7 or Medi-Cal Status report
- 61 – Refused to provide essential information (non-CA7)
- 64 – Failed to complete Medi-Cal Midyear Status Review
- 65 – Failed to complete Annual Medi-Cal RV
- 89 – Whereabouts unknown – Medi-Cal

The CMIPS will perform the auto termination by end-dating the current IHSS authorization segment effective the first day of the following month in which the discontinuance information was received. The following message will generate on the termination NOA from CMIPS:

TR25 - As of MMDDYYYY, the In-Home Supportive Services (IHSS) you have been getting will stop. Here's why: You did not provide Medi-Cal with the required information to continue your Medi-Cal eligibility which is a requirement for IHSS eligibility. See your Medi-Cal notice for further information. Please contact your IHSS social worker once your Medi-Cal eligibility has been reinstated and your IHSS services may be restored).

Upon termination, the case owner will receive the following notification:

[case name] [case number] Case Terminated due to SAWS discontinuance of IHSS Recipient effective [discontinuance date] for reason [discontinuance reason]

Note: In the case of a pending Inter-County Transfer (ICT), the ICT will have to be re-entered into CMIPS.

In addition, CMIPS has been modified to no longer generate the following task for cases that are terminated with the above-mentioned SAWS codes:

[case name] [case number] SAWS discontinuance of IHSS Recipient effective [discontinuance date] for reason [discontinuance reason]

When the auto termination occurs, the normal case termination processes in CMIPS will trigger:

- In-Process Inter-County Transfer Evidence will be cancelled.
- Pending Evidence will be deleted (Will display on the Evidence History Screen for future reference)
- Active, Pending or Leave Status Providers associated to the case will be updated to the terminated status. Associated information will also be set to terminate or inactivate. This information will include: Exemptions; Waivers, Workweek Agreements, Flexible Hours.

Prevention of New Applications

It is common for a recipient to submit a new IHSS application when they become aware their Medi-Cal has been restored for the ineligible months. To prevent a new application being processed when a rescind is in order, the CMIPS will not display the 'New Application' link on the *Case Home* screen for 90 days from the non-compliance case termination date. The county worker will only see the 'Rescind' link on the screen until the 90 days have passed.

CMIPS Auto Rescind of Medi-Cal Non-Compliance Termination

The CMIPS has been enhanced with a second new process specifically for those cases that were terminated in the auto process and received the TR25 NOA message. The auto rescind will function for a period of up to 90 days from the non-compliance termination date and will perform the same updates as a manual rescind. This new process will automatically rescind TR25 terminations when active eligibility information, for up to 90 days without an eligibility gap, is received from Medi-Cal on the daily or monthly interface files and will restore the IHSS case eligibility.

The automatic rescind action will be applied using the new Rescind Reason 'Medi-Cal Non-Compliance Rectified' and the following NOA Message will be generated on a Multi-Purpose Notice of Action:

On XX/XX/XXXX, we sent you a NOA telling you that the IHSS Services you had been getting would stop as a result of information received from Medi-Cal. We have received information that your Medi-Cal eligibility has been restored. Therefore, as of XX/XX/XXXX, you can get IHSS through the following program:

As with the manual rescind process, associated providers are not automatically made active for a case upon rescind. The normal county process should be followed for establishing whether the provider continued to work during the termination period or whether a new provider is needed to provide services for the recipient ongoing. If the provider should be restored completely, the county worker must manually restore or request to be restored any applicable exemptions, waivers, workweek agreements and flexible hours. To assist with this effort, the case worker will receive the following notification when the auto rescind is triggered:

[case name] [case number] Case Terminated due to SAWS discontinuance was rescinded on [rescind date]. Please review case to determine provider reinstatement and case needs.

Note: When a case is terminated in CMIPS for non-compliance, both IHSS hours and WPCS hours will terminate. The automatic rescind will only apply to the IHSS hours and WPCS will receive a task notification with the IHSS rescind as occurs in the normal rescind process (manual) currently.

Once 90 days has elapsed from the case TR25 termination date, the county worker will receive the following notification to tell them that the auto rescind is no longer active:

'[case name] [case number] It has been 90 days since this case was terminated for Non-Compliance with Medi-Cal. The auto rescind function is now disabled.'

If you have any questions or comments regarding this ACL, please contact the Adult Programs Division via email: CMIPSII-Requests@dss.ca.gov.

Sincerely,

Original Document Signed By

DEBBI THOMSON
Deputy Director
Adult Programs Division

c: CWDA