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State of California—Health and Human Services Agency
Department of Health Care Services



GAVIN NEWSOM
GOVERNOR

DATE March 16, 2020

Medi-Cal Eligibility Division Information Letter No.: I 20-07

TO: ALL COUNTY WELFARE DIRECTORS
ALL COUNTY WELFARE ADMINISTRATIVE OFFICERS
ALL COUNTY MEDI-CAL PROGRAM SPECIALISTS/LIAISONS

SUBJECT: ACCESS TO CARE DURING PUBLIC HEALTH CRISIS OR DISASTER
FOR MEDI-CAL

The purpose of this Medi-Cal Eligibility Division Information Letter (MEDIL) is to instruct counties to delay the processing of Medi-Cal annual redeterminations and delay discontinuances and negative actions for Medi-Cal, Medi-Cal Access Program (MCAP), Medi-Cal Access Infant Program (MCAIP), and County Children's Health Initiative Program (CCHIP) based on the declared State and National Emergency due to COVID-19. The delay shall be effective for 90 days from the date of this MEDIL.

To allow for counties to prioritize processing of access to care issues, and concentrate staffing resources where needed during this public health crisis, the county shall stop processing annual renewals immediately and may exceed the timeliness standard for all administrative processing of Medi-Cal or Children's Health Insurance Program (CHIP) redeterminations. The delay shall be effective for 90 days from the date of this MEDIL. County Eligibility Workers shall document the reason for the delay in processing in the case file, and should include the following statement for auditing purposes:

“Delayed redetermination processing for Medi-Cal or CHIP benefits approved due to state or federally declared major public health crisis or natural disaster.”

In addition, the county shall delay discontinuances and negative actions as a result of renewals and reported changes in circumstances to ensure beneficiaries remain eligible for Medi-Cal. The delay shall be effective for 90 days from the date of this MEDIL. The county shall continue to process determinations or redeterminations for those individuals who would gain access to health care coverage and resolve barriers related to access to care such as new applications, intercounty transfers, adding a person, a decrease in income, or prioritizing 90-day cure period restorations. The county shall document the delay in processing discontinuances or negative actions in the case file using the statement from All County Welfare Directors Letter (ACWDL) [19-01](#) for auditing purposes:

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“Delayed discontinuance of Medi-Cal or CHIP benefits approved due to state or federally declared major public health crisis or natural disaster.”

Please continue to refer to the following ACWDLs and MEDILs regarding public health crisis or disaster:

- MEDIL I [20-06](#) – Public Health Crisis or Disaster Reminders for Medi-Cal,
- ACWDL [19-01](#) – Exceptions due to Public Health Crisis or Disaster,
- MEDIL I [17-16](#) – Processing Applications from Individuals Affected by Disasters, and
- ACWDL [15-36](#) – Guidance to Counties on Treatment of Applications/Redeterminations in Disaster Areas and Treatment of Disaster

If you have any questions, or if we can provide further information, please contact Bonnie Tran by phone at (916) 345-8063 or by email at Bonnie.Tran@dhcs.ca.gov.

Original Signed by

Sandra Williams, Chief
Medi-Cal Eligibility Division