

DATE: October 25, 2024

TO: ALL COUNTY WELFARE DIRECTORS Letter No.: 24-13
ALL COUNTY WELFARE ADMINISTRATIVE OFFICERS
ALL COUNTY MEDI-CAL PROGRAM SPECIALISTS/LIAISONS
ALL COUNTY HEALTH EXECUTIVES
ALL COUNTY MENTAL HEALTH DIRECTORS
ALL COUNTY MEDS LIAISONS

SUBJECT: UPDATES TO NOTICE OF ACTION REQUIREMENTS FOR COUNTY
CONTACT INFORMATION

Purpose

The purpose of this All County Welfare Directors Letter (ACWDL) is to inform counties of updated regulations surrounding county contact information requirements on Notices of Action per the approved rulemaking decision [DHCS 19-004](#), which updates 22 California Code of Regulations (CCR) Section 50179. This update is effective October 1, 2024.

Background

Under 22 CCR Section 50179(a), counties must notify Medi-Cal applicants and members in writing of any decisions or changes pertaining to their program eligibility or share of cost. These written notices are called Notices of Action (NOAs). DHCS previously provided guidance to counties regarding NOA requirements in [ACWDL 13-13](#).

Prior to the recent amendment, CCR Section 50179(b) required that: *“The NOA shall include the name and telephone number of the eligibility worker who completed the eligibility determination.”* At the time, counties typically assigned each case to a specific case worker, who would complete the eligibility determination and was responsible for responding to any follow-up questions or concerns. The previous rule was implemented to ensure that the applicant or member could reach the case worker assigned to their case.

County Contact Information Requirements Update

Since the implementation of CCR Section 50179(b) and ACWDL 13-13, the evolution of technology and county business practices have rendered the requirement that NOAs contain contact information for specific case workers obsolete. Many counties have shifted to task-based case management, in which the actions or tasks needed on a particular case are assigned to workers, rather than the entire case. Counties may assign cases to a unit consisting of multiple workers or utilize other methods of organizing cases to support task-based case management, such as call centers. These

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business practices vary county to county based on size, organization, populations served, and other factors. Because the county contact requirement previously described in Section 50179(b) and ACWDL 13-13 is no longer in alignment with current county practices and process efficiencies, updates to the rule were necessary. The policy in this letter updates the requirement in ACWDL 13-13 (page 3, item 4) that requires the name and telephone number of the eligibility worker who completed the eligibility determination. All other policy in ACWDL 13-13 is still under effect with this guidance.

Therefore, effective October 1, 2024, CCR Section 50179(b) has been updated to include the name and telephone number of *“the county department worker, county department call center, or other appropriate county department contact that is able to assist applicants or members with questions about their Notice of Action.”*

Counties may continue to list specific workers as appropriate; however, the present update brings CCR Section 50179(b) in alignment with various current county practices and provides counties with the flexibility to determine the appropriate contact information to list on NOAs. This change is not expected to have system impacts.

If you have any questions, or if we can provide further information, please contact Kathryn Floto, by phone at (916) 345-8076 or by email at kathryn.floto@dhcs.ca.gov.

Sincerely,

Sarah Crow, Chief
Medi-Cal Eligibility Division