

Medi-Cal Program Guide Letter (MPG) # 749

May 29, 2012

Subject NATIONAL VOTER REGISTRATION ACT (NVRA)

Effective Upon receipt

Reference MEDIL No.: I 12-02

Purpose The purpose of this letter is to provide updates to the existing policies outlined in [MPG Article 4, Section 2](#) related to the National Voter Registration Act (NVRA)

Background Under federal law, the NVRA requires states to offer voter registration opportunities at all offices that provide public assistance at initial application, redetermination, and changes of address, regardless of the type of client transaction (in-person, by mail, through the Internet, or over the phone).

Highlighted Changes [MPG SN 11-06](#), issued November 30, 2011 provided staff with NVRA compliance requirements. With this letter, those instructions are now obsolete.

The Department of Health Care Services (DHCS) has issued program clarification based on the Secretary of State's (SOS) most recent changes to the California NVRA Manual. In addition to the changes made to the California NVRA manual, the SOS has also made changes to the:

- California Voter Registration Card (VRC); and
 - NVRA Voter Preference Form, formerly entitled Voter Registration Interest/Declination Form
-

Required Action Workers shall ensure that the changes outlined in this letter and the procedures detailed in [MPG Article 4, Section 2](#) are applied.

Automation Impact No impact

Forms Impact

The NVRA Voter Preference Form (16-64 HHS), has been updated and can be ordered from the Xerox Print Center.

CA Voter Registration Cards shall be ordered directly from the ROV's designated liaison to HHS.

ACCESS Impact

ACCESS Customer Service Center staff shall follow these instructions and adhere to ACCESS NVRA protocol.

Imaging Impact

The NVRA Voter Preference Form (16-64 HHS) shall be imaged and retained for at least 24 months for all cases even if the client declines to register to vote, wishes to register later, or does not return a 16-64 HHS form.

CalWORKs and CalFresh Program Impact

CalWORKs and CalFresh Program staff shall also comply with NVRA requirements.

Summary of Changes

The table below shows the changes made in the MPG sites.

Section	Summary of Changes
Article 4, Section 2	<ul style="list-style-type: none">• Updated the Basic Application Packet for Medi-Cal• Updated Procedures for Processing Mail-In Requests Received at FRCs• Incorporated the (NVRA) Requirements for Public Assistance Offices information located in the Eligibility Desk Guide (EDG).

Approval for Release



JG

Article 4 Section 2 – Application Processing Requirements

Table of Contents

TITLE	MPG CITE
Application Procedures	04.02.01
Application Packet	04.02.02
Applicants Rights and Responsibilities	04.02.03
Acceptable Statement of Facts (SOF)	04.02.04
Persons Who May Complete and Sign SOF	04.02.05
When Someone Other than Applicant Signs SOF	04.02.06
Authorized Representative	04.02.07
Public Guardian, Conservator, or Representative (key person) Acting on Behalf of Incompetent Applicants	04.02.08
Statement of Citizenship/Alien Status	04.02.09
Application for Retroactive Medi-Cal	04.02.10
Processing Face-to-Face Applications	04.02.11
Processing Mail-In Applications <i>(Refer to 04.20.01 for HF/Medi-Cal Joint Mail-In applications)</i>	04.02.12
Processing Medi-Cal Request from Other PA Recipients	04.02.13
Processing NSLP Applications for Medi-Cal	04.02.14
Processing Individuals Denied SSI/SSP due to Excess Income	04.02.15
Adding Newborns	04.02.16
Eligibility Determination Timeframes	04.02.17
Referral to Healthy Families	04.02.18
Processing LIS Application for Medi-Cal	04.02.19
National Voter Registration Act	04.02.20
Q & A: Authorized Representatives	APPENDIX A
Q & A: Incompetent LTC Applicants	APPENDIX B
How to Complete Form MC 13	APPENDIX C
Q & A: Retroactive Medi-Cal	APPENDIX D

Example of IDX CMS Eligibility Enrollment Summary Screen	<u>APPENDIX E</u>
LIS Processing Guidelines	<u>APPENDIX F</u>
Important Information for SSI/SSP Applicants	<u>APPENDIX G</u>
Important Information for New SSI/SSP Applicants Recipients	<u>APPENDIX H</u>

04.02.01 Application Procedures

A. General

All Medi-Cal applicants have the option of applying for Medi-Cal benefits as a mail-in or attend a face-to-face interview. The application process begins with the applicant requesting an application. At the time of the request, a SAWS 1 may be completed to establish the date of application.

Applicants who choose the mail-in process submit the completed Medi-Cal application, often referred to as the Statement of Facts (SOF) and all required verifications by mail. Applicants who request a face-to-face interview will complete the Medi-Cal SOF during the intake appointment.

As part of the application process, all Medi-Cal applicants must be informed of his/her rights and responsibilities. The applicant's Medi-Cal eligibility and SOC determination is made after the applicant has applied completed the SOF and provided all essential information and verification.

MPG LTR 516 (2/03)

B. SAWS 1

A SAWS 1 is not required when the MC 210 (revision date 02/10 or later) is used as the Medi-Cal SOF. When the MC 210 (02/10) is used, the application cannot be denied on the basis that there is not a SAWS 1, or that the SAWS 1 is incomplete. Even though a SAWS 1 is not required for Medi-Cal eligibility, it may continue to be used to establish the date of application.

If an individual is unable to apply on his/her own behalf, or is deceased, a SAWS 1 may be filed by any of the following persons:

- The applicant's guardian, conservator or executor
- A person who knows of the applicant's need to apply or
- A public agency representative

MPG LTR 516 (2/03)

C. Ways to Apply

An individual may apply for Medi-Cal benefits by:

- Calling ACCESS at (866) 262-9881 to request a mail-in application
- Dialing 2-1-1 to apply over the phone with a 211 San Diego agent
- Visiting a FRC or outstation site to request a mail-in application or a face-to-face interview

- Submitting a Healthy Families/Medi-Cal Joint Application through SPE
- Consenting to a Medi-Cal evaluation on the National School Lunch Program application, the Healthy Families Annual Eligibility Review form, or the Access for Infants and Mothers application
- Applying through the Perinatal Care Network
- Making the request while receiving aid under other PA programs

MPG LTR 516 (2/03)

D. Processing Requests for a Face-to-Face Interview

When an applicant requests Medi-Cal at a FRC or outstation site and chooses to attend a face-to-face interview, FRC or outstation staff will:

Step	Action
1	Schedule an appointment according to FRC/Outstation procedures.
2	Perform "Application Registration" process.
3	Ask the applicant to sign a SAWS 1.
4	Provide the applicant with a "Basic Packet." NOTE: FRC may screen the applicant at time of request and provide any supplemental forms that may be required.

MPG LTR 519 (3/03)

E. Processing Requests for Mail-In Application

Whether the request for an application is by phone or in person at a FRC, the following information shall be provided to the applicant at the time of the request:

- Explain to the applicant that he/she can apply for Medi-Cal as a mail-in or attend a face-to-face interview.
- Inform Mail-In applicants that he/she 1) has the option to attend a Health Care Options (HCO) or Rights and Responsibilities presentation and 2) will receive an HCO packet by mail. Workers are to encourage applicants to attend as orientations are highly beneficial and help the applicant make an informed choice in health coverage.
- For applicants that are interested in applying for CalFresh in addition to Medi-Cal or needing expedited services, explain to him/her that 1) a face-to-face interview is may be required for the CalFresh application (Refer to the CalFresh Program Guide) and advisable for the request for expedited services and 2) encourage the applicant to schedule a face-to-face for the Medi-Cal application along with the CalFresh application in order to streamline a combined application.

However, the applicant may still apply for Medi-Cal by mail if he/she so chooses.

MPG LTR 519 (3/03)

County
Policy

**F.
Procedures
for
Processing
Mail-In
Requests
Received at
FRCs**

Aside from explaining to the applicant his/her options as stated in the “Processing Requests for Mail-In Applications” section, FRC (or outstation) staff shall take the following actions upon receipt of a request for a mail-in application:

Step	Action				
1	Ask the applicant to complete a SAWS 1.				
2	Keep the original copy of SAWS 1. Note: Outstations will process the SAWS 1 requests they receive.				
3	Provide the applicant with the “Basic Packet” and include in the packet: <ul style="list-style-type: none"> • A return envelope • The appropriate number of MC 13s based on how many family members want Medi-Cal Note: The MC 321 HFP may be given to children and/or pregnant women only applicants in lieu of the application packet.				
4	Perform the “Application Registration” process and assign to the FRC’s generic Mail-In caseload ID.				
5	Generate a 14-85. The 14-85 reminds the applicant of the requirements to complete the application process and must be mailed without delay.				
6	Complete case comments documenting all actions taken.				
7	File the SAWS 1 in a central bank in Clerical.				
8	Fifteen (15) days after the SAWS 1 date, determine if the application packet has been received. <table border="1" data-bbox="539 1535 1385 1862"> <thead> <tr> <th data-bbox="539 1535 836 1610">If the application packet is...</th> <th data-bbox="836 1535 1385 1610">Then designated staff shall...</th> </tr> </thead> <tbody> <tr> <td data-bbox="539 1610 836 1862">not received</td> <td data-bbox="836 1610 1385 1862"> <ul style="list-style-type: none"> • assign the application to a worker to be denied • scan the SAWS 1 into DoReS Note: FRC’s are encouraged to attempt a reminder phone contact prior to denial with those families who </td> </tr> </tbody> </table>	If the application packet is...	Then designated staff shall...	not received	<ul style="list-style-type: none"> • assign the application to a worker to be denied • scan the SAWS 1 into DoReS Note: FRC’s are encouraged to attempt a reminder phone contact prior to denial with those families who
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		do not submit the application packet.
	received	<ul style="list-style-type: none"> • assign the application to a worker to be processed • scan the SAWS 1 into DoReS <p>Note:</p> <ul style="list-style-type: none"> • A mail-in application shall be treated the same as a face-to-face appointment for the purpose of scheduling intakes and assigning to workers. • Requests for Medi-Cal by pregnant women are considered an Immediate Need.

MPG LTR 749 (05/12)

**G.
Procedures
for
Processing
Mail-In
Requests
Received at
ACCESS**

ACCESS Required Actions

When an applicant contacts ACCESS to request a mail-in application, ACCESS staff shall take the following actions:

Step	Action						
1	<p>Clear all people requesting an application packet for an Active Medi-Cal case.</p> <table border="1"> <thead> <tr> <th>If an active Medi-Cal case...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>exists</td> <td> <ul style="list-style-type: none"> • inform client of existing case • update case and mail any required forms/notices </td> </tr> <tr> <td>does not exist</td> <td>proceed to Step 2</td> </tr> </tbody> </table>	If an active Medi-Cal case...	Then...	exists	<ul style="list-style-type: none"> • inform client of existing case • update case and mail any required forms/notices 	does not exist	proceed to Step 2
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exists	<ul style="list-style-type: none"> • inform client of existing case • update case and mail any required forms/notices 						
does not exist	proceed to Step 2						
2	<p>Mail an application packet and include in the packet:</p> <ul style="list-style-type: none"> • A return envelope addressed to the FRC that will be processing the application, and • The appropriate number of MC 13s based on how many family members want Medi-Cal <p>Note: The MC 321 HFP may be given to children and/or pregnant women applicants in lieu of the application packet, in which case the remaining steps will not apply.</p>						
3	<p>Complete a SAWS 1 for each packet mailed as follows:</p> <ul style="list-style-type: none"> • Sign and date the date the application packet was requested 						

	<ul style="list-style-type: none"> • Complete the date received using the date indicated in the previous bullet in the “County Use” section • Enter the date of birth for the person requesting Medi-Cal in box #2 under the Social Security number of the SAWS 1 <p>Note: Since a SAWS 1 is not required with the MC 210 (rev 02/10 or later), the SAWS 1 completed and forwarded by ACCESS will not include the applicant signature.</p>
4	Perform the “Application Registration” process and assign to the FRC’s generic Mail-In caseload ID.
5	Generate a 14-85. The 14-85 reminds the applicant of the requirements to complete the application process and must be mailed without delay.
6	Batch and forward the SAWS 1 forms on a daily basis to the appropriate FRC.

FRC Required Actions

Upon receipt of the SAWS 1 forwarded from ACCESS, the FRC Mail-In Liaison (or other appropriate staff appointed by the FRC) is required to take the following actions:

County Policy

Step	Action						
1.	Log the application in with the date of application and the date of receipt. This action must be taken on the day that the FRC receives the SAWS 1.						
2.	File the SAWS 1 in a central bank in Clerical.						
3.	Fifteen (15) days after the SAWS 1 date, determine if the application packet has been received. <table border="1" data-bbox="565 1270 1399 1869"> <thead> <tr> <th>If the application packet is...</th> <th>Then designated staff shall...</th> </tr> </thead> <tbody> <tr> <td>not received</td> <td> <ul style="list-style-type: none"> • assign the application to a worker to be denied • scan the SAWS 1 into DoReS <p>Note: FRC’s are encouraged to attempt a reminder phone contact prior to denial with those families who do not submit the application packet.</p> </td> </tr> <tr> <td>received</td> <td> <ul style="list-style-type: none"> • assign the application to a worker to be processed • scan the SAWS 1 into DoReS <p>Note:</p> </td> </tr> </tbody> </table>	If the application packet is...	Then designated staff shall...	not received	<ul style="list-style-type: none"> • assign the application to a worker to be denied • scan the SAWS 1 into DoReS <p>Note: FRC’s are encouraged to attempt a reminder phone contact prior to denial with those families who do not submit the application packet.</p>	received	<ul style="list-style-type: none"> • assign the application to a worker to be processed • scan the SAWS 1 into DoReS <p>Note:</p>
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		<ul style="list-style-type: none"> • A mail-in application shall be treated the same as a face-to-face appointment for the purpose of scheduling intakes and assigning to workers. • Requests for Medi-Cal by pregnant women are considered an Immediate Need.
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MPG LTR 532 (7/03)

**H.
Date of
Application**

The date of application for Medi-Cal benefits shall be established using the following guidelines:

MEM
50151

If the request is made...	Then county staff will ...
over the phone	complete a SAWS 1 using the date of the phone request. The date of the phone request is the date of application.
in person (at an FRC or outstation site)	request the applicant to complete a SAWS 1 at that time. The date the SAWS 1 was signed by the applicant is the date of application.

Additionally, when the MC 210 (02/10 or later) is mailed directly to the county, the date of application is the date the county receives the form. For applications submitted through SPE, the application date is found on the transmittal form.

Lastly, if an application is inadvertently sent to another county by a resident of San Diego County and then forwarded by the other county to our county, the date of application is the date stamped by the sending county.

Note: The date of application will always be the earlier of the two dates when the MC 210 and SAWS 1 are received separately.

MPG LTR 516 (2/03)

04.02.02 Application Packet

A. General

To facilitate the application process and remove barriers to access, packets given to Medi-Cal applicants shall be kept as simple as possible. Forms that the applicant must complete are to be grouped together and separated from forms that are information only.

MPG LTR 541 (5/04)

B. Availability of Applications

Applicants who wish to apply by attending a face-to-face interview may visit an FRC. Those opting for the mail-in process may:

- Pick-up the application packet in person at a FRC
- Receive the application packet by mail by calling ACCESS

Mail-In applications packets, including the Healthy Families/Medi-Cal Joint Application, are also available for pick-up from other sources (e.g. DHCS Medi-Cal website, outstation sites, clinics, community-based organization, etc.)

MPG LTR 541 (5/04)

C. Basic Application Packet

All applicants, including mail-ins and those who wish to apply by attending a face-to-face interview, shall be given or mailed the “Basic Packet.” The “Basic Packet” shall be comprised of the following forms:

ACWDL
07-12

MEDIL
No.
I 12-02

BASIC PACKET	
CSF 77	Interview Check List
14-68 HHSA	Mail-In Cover Letter <i>(for Mail-In applicants only)</i>
14-75 HHSA	Mental Health Managed Care Notice
16-64 HHSA	NVRA Voter Preference Form (formerly known as the Voter Registration Interest/Declination Form)
N/A	California Voter Registration Form (known also as California Voter Registration Card or VRC)
16-69 HHSA	Public Charge flyer
20-46 HHSA	Language Needs Determination
DHCS 0001	U.S. Citizens and Nationals Applying for Medi-Cal Must Show Proof of Citizenship and Identity
HHSA:HSD 7	Health Care Options
Pub 68	Medi-Cal What It Means to You
Pub 13	Your Rights
MC 007	Medi-Cal Information Notice

MC 13	Statement of Citizenship and Alienage
MC 210 (rev 02/10)	Medi-Cal Mail-In Application <i>(for Mail-In applicants only)</i>
MC 219	Important Information for Persons Requesting Medi-Cal
MC 372	Breast and Cervical Cancer Treatment Program (BCCTP) Flyer
	Food Stamp Flyer for Medi-Cal Applicants
Form 142-732	San Diego Gas & Electric CARE Program Form

To improve access to better nutrition and health, applicants will be screened for potential eligibility to food stamps when applying for Medi-Cal. The worker will provide the Medi-Cal applicant with a Food Stamps flyer and ask if they would like to apply. If yes, the worker will provide the forms DFA 285 A1, A2 & A3 to apply for Food Stamps.

MPG LTR 749 (05/12)

**D.
Supplemental
Packet**

Depending on the specifics of the case, the following forms may be required. A Supplemental Packet shall be mailed to the applicant after the Medi-Cal SOF (i.e., MC 210 or its equivalent) is returned and the worker evaluates the applicant's specific circumstances. For applicants requesting a face-to-face interview, these forms may be provided to applicants during the intake appointment.

SUPPLEMENTAL FORMS		
20-44 HHSA		Civil Rights Information
MC 325		TMC Flyer
When children apply	DHS PHE-P265-CHDP	Brochure when children are applying for Medi-Cal
	CA2.1, CA 2.1Q, PUB 160	Child Support forms when there is an absent/unmarried parent
	HHSA:IZ71	Baby Shots Schedule
	14-59 HHSA	Motor Vehicle Property Sheet for potential Section 1931(b) cases

	MC 003	Early and Periodic Screening Diagnosis and Treatment (EPSDT) Brochure
Other situation	DHCS 6155	Other Health Care Coverage Questionnaire
	DHS 7077	Notice Regarding Standards for Medical Eligibility when an application is in Long Term Care
	DHS 7077 A	Notice Regarding Transfer of a Home for Both a Married and Unmarried Applicant/Beneficiary when an ABD individual is not in Long Term Care
	MC 210 PS, MC 210 S-I, MC 210 S-W	MC 210 supplemental forms
	Women, Infants, and Children (WIC) Brochure-when pregnant women and/or children apply	

04.02.20 National Voter Registration Act (NVRA)

A. National Voter Registration Act (NVRA)	National Voter Registration Act (NVRA) – Requirements for Public Assistance Offices information can now be found in the Eligibility Desk Guide (EDG). Click here to access the EDG.	MEDIL No. I 12-02
	MPG LTR 749 (05/12)	
