

Eligibility Determination in California Counties

Presentation to the California Health Benefit Exchange Board

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Overview of Presentation

- Background
- Applying for Benefits
- Continuing Client Experience
- Automation Support
- Closing Thoughts



BACKGROUND

County Social Services

- 58 county social service departments
- Serving clients
 - In over 1,000 offices
 - In conjunction with community organizations
 - Over the phone
 - Online
 - Through the mail
- In multiple languages
- Using automated systems
 - LEADER/GEARS – Los Angeles County
 - CalWIN – 18 counties
 - C-IV – 39 counties
 - Interacting with state & federal systems for information verification

Assistance Programs Supported

- Medi-Cal
- County Medical Services Program
- CalFresh (formerly Food Stamps)
 - Eligibility & Employment Services
- California Food Assistance Program
- CalWORKs – Eligibility & Employment Services
- Refugee Cash Assistance
- Cash Assistance Program for Immigrants
- CalLearn
- Foster Care, KinGAP & Adoption Assistance
- General Assistance/General Relief

Clients Assisted

400,000 Applications Monthly

8 Million Recipients

1.5 million CalWORKs recipients

4.7 million Medi-Cal recipients

3.9 million CalFresh recipients



APPLYING FOR BENEFITS

Application Process

- Seek services
- Complete application
- Communicate with Eligibility Worker as needed
- Submit any needed documentation
- Receive notice of decision
- Receive ID card, EBT card, benefits



Paths to Submitting an Application

CalWORKs	Food Stamps	Medi-Cal
<ul style="list-style-type: none">■ On-line■ In person■ Mail in■ Phone <p>Must have a Face-to-Face interview</p> <p>Must complete finger imaging</p>	<ul style="list-style-type: none">■ On-line■ In person■ Mail in■ Phone <p>Must have a Face-to-Face or phone interview</p> <p>Must complete finger imaging</p>	<ul style="list-style-type: none">■ On-line■ In person■ Mail in■ Phone■ Doctor Office■ Referral <p>No interview required</p> <p>No finger imaging</p>

On-Line Applications

- Submit application for multiple programs
 - Medi-Cal, CalFresh, CalWORKs, CMSP
- Multiple languages
- Statewide portal – www.benefitscal.org
- This portal connects three sites
 - C4Yourself
 - BenefitsCalWIN
 - YourBenefitsNow

Statewide Portal

Your online resource for California benefits. Simplified.



Welcome to the e-benefits California website!

This site connects you to applications for Medi-Cal, County Medical Services Program (CMSP), CalFresh (formerly known as Food Stamps) and California Work Opportunity and Responsibility to Kids (CalWORKs) benefits in California.

You can apply online! Just pick your county of residence, click on the Go button and you will be a step closer to getting the help you need.

Select your county of residence:

California Counties

Go





CONTINUING CLIENT EXPERIENCE

CONTINUING CLIENT EXPERIENCE

■ **Generally, 12 months of eligibility**

- Clients report changes to eligibility worker
- Periodic reporting requirements for some

■ **Changes most often reported**

- Employment
- Income
- Address
- New family member

CONTINUING CLIENT EXPERIENCE

■ **Periodic reporting requirements**

- Quarterly for CalWORKs & Food Stamps
- Semi-Annual for most Medi-Cal parents

■ **Annual eligibility renewal**

- Requirement in federal law
- Clients receive packets in advance
- Provide information to eligibility worker
- Eligibility recalculated

CONTINUING CLIENT EXPERIENCE

- **Reported changes often affect eligibility**
 - If moved to a new county
 - If gained/lost job or gone from full to part time
 - If family member moved into/out of household
- **Eligibility worker processes these changes**
 - Gathers any necessary verifications
 - Enters changes into automation system
 - System recalculates eligibility for all programs
 - Notifies clients if eligibility or benefits change



AUTOMATION SUPPORT

**How Counties are Using Automation to Improve
Efficiency & Client Service**

Telephonic Communication

Information Over the Phone

■ **Case Specific Information**

- Check address
- Check grant amount or CalFresh allotment
- Check Medi-Cal Share of Cost

■ **General Information**

- Office hours
- Contact information

Telephonic Communication

Phone Messages

- Option to Receive Information via the Phone
 - Reporting requirements reminder
 - Eligibility renewal due date reminder
 - Up coming appointments reminder
 - General information

Online Reporting

- **Submit changes online**
 - Address change
 - Change in income
 - Change in family members
- **Submit regular status reports online**
 - Quarterly Status Reports
 - Mid-Year Status Reports

Eligibility Redetermination

- Option to submit eligibility redetermination online
- Available statewide September 2011

Document Imaging

- Applicants provide information once
- Information readily available for authorized use
- Future capability for clients to submit documents electronically
- Implementing incrementally

Automated Verification & Information Exchange

- **MEDS**
 - Statewide client index
 - Benefit Identification Card Issuance
 - Support Child Support collection & accounting

- **Electronic Benefits Transfer**
 - EBT card issuance
 - Cash & CalFresh benefit allotment

- **Child Support**
 - Provide client information and referral

- **Social Security (via MEDS)**
 - Citizenship verification

- **Other State & Federal Systems**
 - Income & employment verification

Inter-County Transfer

- Electronic Transfer Triggered by Client Move
- Implemented April 2011
 - Medi-Cal
 - CalWORKs
 - Many CalFresh
- All CalFresh Implementation July 1, 2011

Call Centers

Quick access to county eligibility staff

- Apply for benefits
- Report changes
- Get information

Kiosks

- Place in community organizations
- Apply for assistance
- Provide documents
- Submit updates



Future Enhancements

- Assistor Role
- “Click to Chat” Option
- eTelephonic Signature
- eNOAs (Electronic Notices of Action)



CLOSING THOUGHTS

Opportunity to Create Universal Health Coverage

- Easy Access to Coverage
- Many Doors – No Wrong Door
- “First in Class” Customer Experience
- Simplified Consistent Rules
- Integrated Eligibility & Services



QUESTIONS