



Healthy Way LA

LOS ANGELES COUNTY

TITLE: HWLA MATCHED ENROLLMENT AND ELIGIBILITY

DIVISION: HWLA OFFICE & REVENUE MANAGEMENT

UNIT/SUB-UNIT: ENROLLMENT

**Policy & Procedure
Number**

EN0001

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1.0 PURPOSE:

- 1.1 To delineate the enrollment and eligibility process for Medicaid Coverage Expansion (MCE) or Health Care Coverage Initiative (HCCI) (Los Angeles County's Healthy Way LA Matched [HWLA] program) applicants and members.

2.0 POLICY:

- 2.1 HWLA provides a mechanism to ensure that the enrollment and eligibility process is consistent across all Department of Health Services (DHS), Department of Mental Health (DMH) and Community Partner (CP) facilities. This policy and procedures document presents the steps to be taken to determine HWLA eligibility, enroll applicants into HWLA, as well as disenroll and re-enroll HWLA members at the time of annual redetermination by individuals employed under merit system principles. Unless specified otherwise, (e.g., income criteria), all procedures apply to both the MCE (0 – 133% Federal Poverty Level (FPL)) and HCCI (greater than 133% FPL up to an amount to be determined) populations.

3.0 DEFINITIONS:

- 3.1 HWLA Member: An individual enrolled in the HWLA Matched Program.
- 3.2 Applicant: An individual who has signed an application for enrollment in the HWLA Matched program and is not a member.
- 3.3 ORSA: Outpatient Reduced-Cost Simplified Application
- 3.4 ATP: Ability-To-Pay
- 3.5 CP ATP: Community Partners Ability-To-Pay
- 3.6 UMDAP: Uniform Method for Determining Ability to Pay
- 3.7 GR: General Relief – General Relief is a County-funded program administered through the Department of Public Social Services (DPSS) that provides cash

assistance (all GR recipients income is less than 133% FPL) to adults without other means of support, who do not currently qualify for other governmental benefits programs.

- 3.8 HWLA Web Application: Web application to which HWLA information is documented and HWLA documents are scanned:

4.0 Initial Eligibility Determination

DHS is to financially screen all applicants for existing third-party coverage (e.g., Medi-Cal, Medicare, insurance, etc.). If not covered by Medi-Cal or Healthy Families, applicants are to be screened to determine if they are potentially eligible for Medi-Cal and if so, must cooperate with the Medi-Cal application process and determined ineligible before being considered for HWLA. Those not potentially eligible for Medi-Cal, and not pregnant, are to be screened for HWLA.

HWLA eligible persons must not be pregnant and must meet the following criteria: (1) Los Angeles County residency, (2) between the ages of 19 - 64, (3) U.S. Citizen/National or Legal Permanent Resident (LPR) for five or more years and Proof of Identity, (4) income at or below 133% FPL (0 - 133% FPL – MCE), and (5) income above 133% FPL and up to 133 1/3% FPL (133% FPL – 133 1/3% FPL – HCCI). If the person is potentially eligible for HWLA, an Application for HWLA Matched Program and Verification Checklist (Exhibit I) is completed and a copy provided to the applicant.

Note: The Application for HWLA Matched Program and Verification Checklist should only be completed for those meeting the HWLA criteria.

4.1 Los Angeles County Residency

DHS staff verify the applicant's current address to establish Los Angeles County residency. Acceptable proof includes valid California Driver's License, California Identification Card, Utility bill, or other document that appears to be valid and establishes residency. (See Policy 515.1 – Patient Address Verification.)

If the applicant provides LA County address, but is a foreign born, he or she is required to show proof of his/her immigration status (U.S. Citizenship, LPR, etc.). Applicants with a valid Visitor's Visa are considered foreign visitors and therefore, are not eligible for HWLA. "Homeless" applicants (*i.e.*, declaring Los Angeles County residency) without proof of address may meet the address verification requirement by signing an Affidavit under penalty of perjury. Applicants with a verified Los Angeles County address who are not a foreign visitor (e.g., a U.S. Citizen or LPR) are considered Los Angeles County residents.

4.2 Between Ages of 19 – 64

DHS staff determine the applicant's age by their date of birth. The applicant's date of birth is verified through the documentation of citizenship/national status or LPR and/or proof of identity.

4.3 U.S. Citizen/National or LPR for Five or More Years and Proof of Identity

DHS staff verifies US Citizenship/National Status and Identity consistent with the Medi-Cal program, U.S. Citizenship/National status and Identity verification requirements which are based on the Deficit Reduction Act (DRA) of 2005 guidelines and are consistent with All County Welfare Directors Letter (ACWDL) 07-12.

DHS staff completes the Attestation HWLA Program Proof of Citizenship/Residency or Identity Received (Attestation Form) (Exhibit II), upon receipt of original documents as documentation of US Citizenship/National Status or LPR for five or more years, and proof of identity.

DHS staff requires each HWLA applicant to provide their social security number (SSN) as part of the HWLA application process. The Low Income Health Plans (LIHPs) may implement the SSN matching system for citizenship/identity verification when the State makes such systems available to LIHPs.

4.4 Income at or Below 133% FPL - MCE Population

- 4.4.1 DHS staff assesses income utilizing the ORSA Plan and HWLA Income Form and Service Agreement, ATP and HWLA Income Form and Service Agreement, Community Partners ATP Application (CP ATP), or UMDAP (Exhibit III), or verification of GR. Acceptable forms on income verification are indicated further in this section.

Note: DHS staff either views and documents information or retains a copy of documents, used as verification of income. There is no asset test associated with HWLA eligibility.

Note: The UMDAP is used only by the DMH.

- 4.4.2 2-Week Rule: DHS staff requests HWLA applicants to provide verification of income. If an applicant signs the Application for HWLA Matched Program and Verification Checklist indicating that he/she was instructed to provide verification of income, but does not bring verification of income in 2 weeks, then the declaration of income on the ORSA, ATP, CP ATP, or UMDAP which includes attestation under the penalty of perjury that the information provided is correct, may be used as proof of income.

Note: Currently this applies only to applications initiated as a result of an outpatient visit, but will be extended to inpatient applications in the future.

4.4.3 Earned Income (Other than Self-Employment)

Earned income is income received in cash as wages, salary, commission, Disability Insurance Benefits (DIB) (temporary), or persons receiving Workers' Compensation temporarily. Acceptable verification of earned income includes:

4.4.3.1 Paycheck Stubs

DHS staff views and documents or obtains copies of the most recent pay stub (from less than 45 days ago), for non-fluctuating income.

DHS staff views and documents or obtains copies of paycheck stubs which cover a period of at least four current weeks, for fluctuating income. The paycheck stubs should be consecutive. If verification for four consecutive weeks cannot be obtained, paycheck stubs received prior to the current period, together with current stubs, may be acceptable verification as long as the paycheck stubs used provide an accurate profile of the person's regular earnings.

DHS staff is to view or obtain additional documentation, if current and consecutive paycheck stubs are unavailable and other paycheck stubs for a four week period are used.

4.4.3.2 Federal Income Tax Return

DHS staff is to view or obtain copies of the previous year's Federal Income Tax Return.

4.4.3.3 Signed Statement from employer

DHS staff may send a letter-requesting verification to the HWLA applicant's employer, on facility letterhead, (Exhibit IV) if appropriate check stub or tax statement is unavailable.

Applicant may either take letter directly to employer or the worker may mail it to employer. DHS staff may also accept a signed statement from the person/employer or organization providing the income.

A statement of earnings from the employer must contain all of the following:

- 4.4.3.3.1 Individual's gross earnings and income deductions,
- 4.4.3.3.2 Frequency of earnings,
- 4.4.3.3.3 Employer's signature and the date signed, and
- 4.4.3.3.4 Employer's business address and phone number.

The DHS staff may initiate the request for income verification directly to the employer, listing in detail the information to be requested. The employed person must sign the request.

Note: DHS staff must attach an ABCDM 228, Authorization for Release of Information (or facsimile) (Exhibit V) to each request for verification except for government agencies.

4.4.3.4 Affidavit

DHS staff may accept an Affidavit signed by the applicant under penalty of perjury, showing applicant's income and deductions, as verification if the federal income tax return or current records are unavailable (Exhibit VI).

4.4.4 Self-Employment

DHS staff determines net profit either from last year's income tax statement or from current business records. Income from self-employment refers to cash received as profit from an activity such as a business enterprise, which is owned or controlled by the applicant/responsible relative(s). Net profit from the self-employment activity is the amount to be used (i.e., gross profit less allowable business expenses).

Acceptable verification of net profit includes:

4.4.4.1 Federal Income Tax Return (including Schedule C, E, F) as appropriate

DHS staff views and documents or obtains copies of the previous year's Federal Income Tax Return to determine net profit. This amount, which may be found on Schedule C, is used as an estimation of annual net profit for the current year. Annual net profit is apportioned monthly.

4.4.4.2 Current Business Records

DHS staff views and documents or obtains copies of the Federal Income Tax return, as this is the preferable document for verification of income. If the person was not self-employed the previous year, or, for some reason, had not filed an income tax return, or if the previous year's income tax return is not representative of current income, DHS staff may accept current business records as verification of income.

4.4.4.3 Affidavit

DHS staff may accept an Affidavit showing applicant's business income and deductions as verification, if income tax return or current records are unavailable (Exhibit VI).

The Affidavit must be specific regarding gross receipts and expenses, not an average of net profits, (e.g., I'm a self-employed gardener and earn approximately \$1,000 monthly, have expenses of \$200 monthly and I have been advised to keep business records). The applicant must be advised to maintain business records in the future. The applicant must state, on the Affidavit, that he/she was advised to keep business records.

4.4.5 Unearned Income

Unearned income is income that is not earned through labor or personal effort. It includes Unemployment Insurance Benefits (UIB), Disability Insurance Benefits (DIB) (permanent), Social Security payments, Veteran's payments, railroad pensions, retirement benefits, contributions from any source, rental of property, interest income, certain grants, support payments, permanently received Workers' Compensation benefits, etc.

Unearned income generally is received monthly. An exception is UIB/DIB, which is considered to be a weekly benefit received biweekly.

Note: Exclude public assistance income (i.e., Supplemental Security Income/State Supplemental Payment (SSI/SSP), Cal WORKS, etc.).

DHS staff is to use the gross amount of unearned income. Any taxes or other deductions withheld from the benefits (including Medicare premiums) must be added back to the net amount received to determine gross unearned income.

Acceptable verification of unearned income includes:

4.4.5.1 Federal Income Tax Returns

4.4.5.2 Checks (or Copies of Checks) or Check Stubs

DHS staff views and documents or obtains copies of the current month's check, provided that the amount shown represents gross benefits. If the applicant indicates that the amount represents a net benefit (i.e., taxes or other amounts have been deducted), one of the other alternate methods of verification should be used unless the check can be combined with other documents to provide an accurate profile of gross income.

4.4.5.3 Other Documents

In the event that the individual cannot produce either of these forms of documentation, these alternatives may be requested:

4.4.5.3.1 Award Letters from Social Security Administration

An award letter is a written notice sent to the recipient of the income identifying the type of benefits, the effective date, the amount, and the frequency of receipt.

DHS staff may accept the award letter as income verification if it shows the amount of current benefits (i.e., it must have been issued since the last benefit increase).

4.4.5.3.2 Signed Statement from person or organization providing the income.

DHS staff may accept a statement signed and dated by the person or organization providing unearned income verification. The statement must include the amount, frequency and type of income received.

DHS staff initiates the request for income verification directly to the provider of the income, an ABCDM 228 (or facsimile), authorizing the provider to release the information, which must be signed by the individual and attached to the request for information.

4.4.5.3.3 Bank Statements

DHS views or obtains copies of bank statements for unearned income received via direct deposit.

4.4.5.3.4 Affidavit

DHS staff may accept an Affidavit showing applicant's unearned income and deductions if income tax return or current records are unavailable (Exhibit VI). To the extent possible photocopies of the documents used to verify unearned income (except U.S. Government checks) are to be retained. The California DHCS has prohibited the photocopying of any U.S. Government check, such as Social Security

or Veteran's benefits. U.S. Government checks are to be viewed, and documented to show type and date of the verification seen, as well as the amount and the frequency of the income received.

4.4.6 In-Kind Income

DHS staff assigns a dollar value to In-Kind income received by the HWLA applicant (Exhibit VII). In-Kind income may be either earned or unearned and, generally refers to items of need such as free housing, utilities, or food from other than a responsible relative.

Note: The In-Kind income amounts used are the same as provided for in the Medi-Cal program in the State's ACWDL # 09-64. The total of the In-Kind income table is less than 133% FPL.

Example - 3-person household receiving free housing and food – Table value is - \$225 for housing, \$232 for food. The amount declared is - \$150 for housing, \$240 for food. If the actual housing value is less than table value - use \$150. If the amount declared for food is more than table value - use table value \$232.

"Statement Regarding In-Kind Income" form must be completed, signed by applicant and sent to the provider (Exhibit VIII).

DHS staff are to set a ten-day control for return of the document. If the document is not returned by the provider, use the In-Kind chart amounts.

4.4.7 Income Exclusions

Income received by persons listed as Family Members is subject to verification requirements. Certain income, however, can be excluded from consideration in the eligibility determination.

Note: Exclude family members who are receiving public assistance, (i.e., SSI/SSP and CalWORKS) from family size.

4.4.7.1 Earned Income of Children

4.4.7.1.1 DHS staff excludes income of a child, under 14 years of age, received from earnings. The parent's statement that the income is from earnings is acceptable verification.

4.4.7.1.2 DHS staff excludes income of a child, from 14-18 years of age, who has earnings and is attending school full time. The parent's statement that the income is from earnings and that the child is a full-time student is acceptable verification.

4.4.7.1.3 These statements must be documented.

4.4.7.2 Educational Grants

DHS staff exempts only that portion of the grant, which is specifically for educational purposes (e.g., tuition, books, etc.). DHS staff count as income, only that portion which is for personal use, (e.g., housing, food, utilities).

Note: Educational grants may be verified by viewing the grant document to determine its exempt or nonexempt status. Document how the grant was evaluated to determine its exempt or nonexempt status. Whenever possible, a copy of the grant document is to be retained.

Education loans should not be considered income to the extent they are required to be repaid.

4.4.7.3 General Relief (GR)

Los Angeles County GR income eligibility is determined by the Los Angeles County's DPSS. Those eligible for GR are: (1) U.S. Citizens or LPR, (2) Los Angeles County residents, and (3) at an income level of 100% of the FPL or less. For GR recipients, the HWLA effective date is five days prior to the date of verification of GR eligibility. If an individual is determined to be eligible for GR cash assistance or food stamps, the individual is determined to be income eligible for HWLA. Other HWLA eligibility criteria are verified separately.

DHS staff verifies GR status but does not verify income of a GR recipient because the Los Angeles County DPSS verifies the GR applicant's income is less than 133% FPL.

There are three (3) acceptable methods for verifying current eligible GR status:

- 4.4.7.3.1 The current month's HIPAA compliant eligibility verification/eligibility response (270/271) transaction showing eligible status sent to/received from the California Department of Health Care Services,
- 4.4.7.3.2 The GR Electronic Benefits Transaction (EBT) card with eligibility confirmed through a Point of Service (POS) device,
- 4.4.7.3.3 Telephone clarification with the recipient's DPSS Eligibility Worker.

4.4.8 Income Deductions

Certain income deductions and expenses paid by the applicant or responsible relative(s) are allowable. Verification of income deductions must be requested.

4.4.8.1 Earned Income Deductions

Standard Work Expenses include:

- 4.4.8.1.1 \$90 work expenses allowed for each employed person regardless of hours of employment.
- 4.4.8.1.2 Federal, State, FICA deductions are not allowed.
- 4.4.8.1.3 Transportation cost, cost of uniforms, etc. are not allowed.

4.4.8.2 Work-Related Expenses

Additional work-related expenses that may be deducted from income includes child-care. Verification for work-related expenses should be obtained, whenever possible.

- 4.4.8.2.1 DHS staff may allow the cost of child-care as a deduction provided both parents are employed. If only one parent is working, the cost of child-care may be allowed only if the second parent is unable to provide care, (e.g., parent in home is incapacitated/disabled).
- 4.4.8.2.2 DHS staff may use up to the monthly maximum childcare deduction of \$175 for each child two years of age or older. For each child under two, the maximum allowed is \$200.
- 4.4.8.2.3 DHS staff may accept receipts, cancelled checks, or a statement from the childcare provider as verification.

4.4.8.3 Business Expenses for Self-Employed Individuals

DHS staff views and documents or obtains copies of the Federal Income Tax return, which is the preferable type of verification. However, if the person was not self-employed the previous year, or had not filed an income tax return, or last year's return does not accurately represent current expenses, current business records are acceptable.

DHS staff views and documents or obtains copies of verification of business expenses. If the person is self-employed, the reasonable and necessary costs of expenses which are incurred in the production of income (if allowed by the Federal Government for income tax purposes) are to be deducted from

gross business profit to determine net profit. Net profit apportioned monthly is the amount of income to be shown. (Business expenses may include salary, inventory costs, rent, etc.).

DHS staff may accept an Affidavit detailing the allowable business expenses, if both the tax return and current records are unavailable.

4.4.8.4 Property Expenses Where Income is Property Related

DHS staff views and documents or obtains copies of verification of property expenses, whenever possible. Allowable deductions from income generated by the rental of property may include the monthly interest on encumbrances and, apportioned on a monthly basis, property taxes, insurance, utilities, and upkeep/repairs.

The following are acceptable methods of verifying expenses associated with income from rental property:

- 4.4.8.4.1 The amount of interest would be the amount on payment records or an annual interest statement from the lender,
- 4.4.8.4.2 Property taxes may be taken from the official tax statement, and apportioned monthly,
- 4.4.8.4.3 The cost of insurance payments, including earthquake insurance, would be the amount indicated on the premium notices or a statement from the insurance company, and apportioned monthly,
- 4.4.8.4.4 The estimated amount of the last three months of utilities paid by the applicant for this real property and divide total by 3 to determine the average monthly amount, and
- 4.4.8.4.5 The actual cost of upkeep and repairs is based on the owner's records. Allow the estimated amount for the last 6 months and divide total by 6 to determine the average monthly amount.

4.4.8.5 Other Allowable Deductions from Income

DHS staff views and documents or obtains copies of verification for other allowable deductions.

4.4.8.5.1 Child/Spousal Support

DHS staff accepts support payments as an allowable deduction only if they are court ordered. Voluntary support payments cannot be allowed. Deductions for actual, allowable payments made in support

of a child or spouse not in the home are allowed. (In no instance shall the deduction allowed exceed the amount of the payment required by the court order.)

4.5 Income Above 133% FPL and Up to an Amount To Be Determined - HCCI Population

- 4.5.1 Effective July 1, 2011, the HCCI program will only be extended to those with income above 133% FPL and up to 133 1/3% FPL who were previously determined to be eligible for HWLA.
- 4.5.2 In the future, the HWLA program may be expanded to include those with income above 133% FPL to an amount to be determined, but the California Department of Health Care Services (DHCS) will be advised of such change pursuant to the Special Terms and Conditions.

Note: It is anticipated that uniform income rules will be implemented for making eligibility determinations under the LIHP for both MCE and HCCI populations; however, we will submit modifications, if any, prior to HCCI program implementation.

4.6 Non-Discrimination In Determining Eligibility

The HWLA program will not discriminate in making decisions on eligibility for enrollment and program benefits, or in the process of enrolling individuals based on race, color, religion, national origin, sex, age, mental or physical handicap or sexual orientation.

5.0 Application Package

- 5.1 Application for Healthy Way LA Matched Program and Verification Checklist
- 5.2 ORSA, ATP, CP ATP, UMDAP form or GR verification- to be obtained at least once a year and any time income, or family size changes .
- 5.3 Attestation Form- to be completed at initial enrollment only.
- 5.4 Proof of Citizenship/National or Legal Permanent Residency- to be presented by the applicant at initial enrollment only
- 5.5 Proof of Income- to be presented by the applicant at least once a year.
- 5.6 Income Calculation Worksheet- must be used when applicant presents proof of income to determine income eligibility (Exhibit IX).

6.0 Disenrollment of Recipients

DHS staff initiates disenrollment from the HWLA program if it is determined that the member no longer meets HWLA eligibility requirements in accordance with Medicaid law and policy. Such reasons include: member did not provide or no longer meets program eligibility requirements; exceed income limits allowed for the program; voluntarily withdraw from the program; are institutionalized in an IMD; attain age 65, or are no longer living. Upon determination of disenrollment, the member is notified of disenrollment via a Notice of Action to be effective the first of the month following 10 days from the date of the notice.

6.1 MCE population – Members will be disenrolled:

- 6.1.1 In accordance with Medicaid law and policy; or
- 6.1.2 If they no longer reside in the county participating in the MCE program.

6.2 HCCI population – Members will be disenrolled if they:

- 6.2.1 Exceed income limits allowed for the program at redetermination;
- 6.2.2 Voluntarily withdraw from the program;
- 6.2.3 No longer reside in the County participating in the HCCI;
- 6.2.4 Become incarcerated or are institutionalized in an IMD;
- 6.2.5 Attain age 65;
- 6.2.6 Are no longer living; or
- 6.2.7 Obtain other health coverage.

6.3 Non-Discrimination in the Disenrollment Process

The HWLA program will not discriminate in making the decision to disenroll a member or in the process used for such disenrollment based on race, color, religion, national origin, sex, age, mental or physical handicap or sexual orientation.

7.0 Annual Redetermination

DHS staff will conduct HWLA eligibility redetermination at least once a year. Redetermination is to be initiated prior to the end of the coverage period. At redetermination, DHS staff once again reviews potential coverage for Medi-Cal or Healthy Families. If the applicant is not eligible for Medi-Cal or Healthy Families, is not pregnant, and not linked to the Medi-Cal program, the applicant is screened to ensure HWLA criteria continues to be met. The HWLA coverage period is one year.

7.1 Los Angeles County Residency

Same as Initial Eligibility Determination.

7.2 Between Ages 19 – 64

Same as Initial Eligibility Determination.

7.3 Income at or Below 133% FPL – MCE Population

Same as Initial Eligibility Determination.

DHS staff completes the Healthy Way LA (HWLA) Matched Program Renewal Form (Exhibit X) to instruct the HWLA member to provide income verification.

7.4 Income Above 133% FPL and Up To an Amount to be Determined - HCCI Population

7.4.1 Los Angeles County Residency

Same as Initial Determination.

7.4.2 Between Ages 19 – 64

Same as Initial Determination.

7.4.3 Effective July 1, 2011, the HCCI program will only be extended to the those with income above 133% FPL up to 133 1/3% FPL who were previously determined to be eligible for HWLA.

7.4.4 In the future, the HWLA program may be expanded to include those with income above 133% FPL to an amount to be determined, but the California Department of Health Care Services (DHCS) will be advised of such change pursuant to the Special Terms and Conditions.

7.4.5 DHS staff completes the HWLA Matched Program Renewal Form (Exhibit X) to instruct the HWLA member to provide income verification.

Note: Simplified Renewal Process to assess 1) Los Angeles County Residency, 2) Age, 3) Income, and 4) Changes in the HWLA members financial circumstance and family size along with income verification is being considered, however, we will submit modifications, if any, prior to implementation.

7.5 Non-Discrimination In Redetermination Process

The HWLA program will not discriminate during the process of redetermining member eligibility based on race, color, religion, national origin, sex, age, mental or physical handicap or sexual orientation.

8.0 HWLA Web Application

8.1 Initial Enrollment

8.1.1 Ordering Tokens (Applies only to non-DHS Facilities).

Tokens are ordered by completing a token application form (Exhibit XI).

8.1.2 Installing Tokens (Applies only to non-DHS Facilities).

Tokens will be emailed to the applicant and his/her supervisor and can be dragged onto the desktop. Please refer to the document "HWLA Web Application User Guide" for further instructions (Exhibit XII).

8.1.3 Searching for Patients (Applies to DHS and non-DHS Facilities)

8.1.3.1 To perform an extended search, be sure to include last name and date of birth in the search criteria.

8.1.3.2 Select the correct medical home from the drop-down menu if it is not correct and click on "Update Changes" to make the change.

8.1.4 Scanning and Uploading Documents (Applies to DHS and non-DHS Facilities)

8.1.4.1 Make sure the scanner is on grey-scale, so the images will be legible and put your document in the scanner.

8.1.4.2 Select the document to be scanned from the "Select Document Type" drop-down menu and then click "Scan".

8.1.4.3 After scanning images, they will appear on HWLA Web Application and can then be uploaded by clicking on "Upload".

8.1.5 Verifying Documents are Uploaded (Applies to DHS and non-DHS Facilities)

8.1.5.1 After uploading documents, click on "View Uploaded Images" to make sure all of them were uploaded and that they are legible.

8.1.5.2 Click the verification box and then click on "submit".

8.1.6 Verifying Patient is Enrolled

8.1.6.1 The “status” field will change to “Enrolled” after the documents are successfully transmitted.

8.1.6.2 CP clinics’ “status” field will change to “Under Review” until an individual employed under the merit system principles has determined final eligibility. Any illegible/missing documents will be noted in an email to the CP staff person who transmitted the forms. A list of ineligible patients will be sent in an email within two weeks after transmission of forms.

8.2 Disenrollment

8.2.1 Click on “Disenrollment” in HWLA Web Application after locating the currently enrolled patient.

8.2.2 Select the reason for disenrollment from the drop-down menu.

8.2.3 Enter the date of disenrollment in the date field. If the disenrollment reason is due to eligibility for another health care program, enter the first day of the month of eligibility. Scan and upload the documentation of disenrollment (CPs only).

8.2.4 Click “Confirm Disenrollment” and then “Save”

8.3 Annual Redetermination

8.3.1 Click on the “Member Redetermination” tab on HWLA Web Application.

8.3.2 Click on the “Re-determination” button.

8.3.3 Enter the renewal date and click on “Save”.

8.3.4 Click on “Upload Credentials”.

8.3.5 Scan & upload new ATP, along with Renewal Form, proof of income, income calculation worksheet, Medi-Cal checklist (CPs only) and proof of LAC residency (CPs only).

8.3.6 Verify images were uploaded by clicking on “View Uploaded Images”.

9.0 Upper Income Limit(s)

The MCE upper income limit is at or below 133% FPL.

The HCCI upper limit is above 133% FPL and through an amount to be determined. On July 1, 2011, the HCCI will only be extended to those with income greater than 133% FPL and up to 133 1/3% FPL, who were previously determined to be eligible for HWLA.

10.0 Adjustments of Income Limits

In the event that, based on advance budget projections made by the County, funding is not sufficient to continue to enroll applicants under established levels, the County will reduce the income limit for new applicants. During the time income level for the MCE population is reduced, the County will not extend enrollment to the HCCI population.

11.0 Enrollment Caps

Enrollment Caps have not been established at this time. In the event it becomes necessary to establish an Enrollment Cap, the DHCS will be advised pursuant to the Special Terms and Conditions.

12.0 Waiting Lists

Waiting Lists are not applicable at this time, as an Enrollment Cap has not been established. In the event it becomes necessary to establish an Enrollment Cap, the DHCS will be advised pursuant to the Special Terms and Conditions.

13.0 Outreach to Those On Waiting Lists

Not applicable at this time as Waiting Lists are not being utilized initially. In the event it becomes necessary to establish a Waiting List, the DHCS will be advised pursuant to the Special Terms and Conditions.

14.0 Retroactive Eligibility

There is no retroactive eligibility for HWLA.

Eligibility for benefits in the HCCI program is effective on July 1, 2011, for existing HWLA members who meet the income standard, and effective on the date of the redetermination decision for all redeterminations made after July 1, 2011. Enrollment in the HCCI will not be retroactive.

15.0 Asset Test

There is no asset test associated with HWLA eligibility.

16.0 Cost Sharing

There is no cost sharing for HWLA Members (MCE or HCCI).

17.0 Priority of MCE Enrollment Over HCCI Enrollment

MCE enrollment will have priority over HCCI enrollment.

18.0 Selection of a Medical Home

At the time applicants sign their application, they will be asked to select a medical home. Applicants may select any medical home within HWLA, so long as that medical home has capacity. In no event shall any applicant be given a choice of less than two medical homes.

18.1 Failure to Select a Medical Home

In the event that an applicant does not select a medical home during the application process, DHS staff shall assign the individual to a medical home. Members who are not happy with their assigned medical home may change it in accordance with section 18.3 below.

18.2 Selection of Medical Homes Farther Away than 30 Miles

Applicants/Members shall be permitted voluntarily to select a medical home which is more than 30 miles from their primary residence.

18.3 Changing Medical Homes

The HWLA program shall provide members the opportunity to change their assigned medical home once per month.

18.4 Selection of Primary Health Care Provider:

Except as otherwise permitted by law, every HWLA member shall be given the opportunity to request / select a primary health care provider at his/her medical home. Every medical home shall assure that each member has a choice of at least two individuals.

Approved: _____

Name: James Gelson, M.D.

Title: Chief, Managed Care Services

Date: _____

6/30/2011