

CORRECTIONAL AGENCY OPERATIONAL CRITERIA

Correctional Agency Operational Criteria #1 - Initial Enrollment Screening

Step 1.1

Screen and identify individuals or youth who are eligible for Medi-Cal and would like to apply or already enrolled in Medi-Cal as part of the intake process or shortly thereafter.

***For CDCR – Screen and identify individuals or youth who are eligible for Medi-Cal and would like to apply or are already enrolled in Medi-Cal as part of the reentry process or shortly thereafter.**

Describe how Correctional Agency #1 will implement Operational Criteria #1.1. If your Correctional Agency already supports this process, please describe at a high-level how the current process operates. *

Individuals will be screened for Medi-Cal both in the intake process, upon medical screening, and during pre-release planning to ensure all individuals are screened. As a part of the intake questionnaire, each individual will be asked 1) if they have health insurance and 2) if they would like to apply for Medi-Cal (if applicable). During the medical screening and pre-release interview, staff will confirm with the individual their initial responses.

70/1000

Correctional Agency Operational Criteria #2 – Verifying Medi-Cal Enrollment

Step 2.1

Verify Medi-Cal enrollment through DHCS eligibility verification systems (EVS) or in collaboration with County SSD and identify individuals or youth who are not currently enrolled in Medi-Cal. CCF must have processes in place to obtain consent to submit a Medi-Cal application on behalf of youth under 18 years old.

- A. If an individual is enrolled in Medi-Cal and incarceration is not reported in EVS, the CCF shall communicate incarceration details to the SSD (including incarceration date and expected release date, if known).**
- B. If an individual is enrolled in Medi-Cal and incarceration or suspension is displayed in EVS the CCF shall communicate expected release date to County SSD, if known.**
- C. If an individual is not enrolled in Medi-Cal, the CCF shall assist the individual with completing/ submitting a Medi-Cal application.**

Describe how Correctional Agency #1 will implement Operational Criteria #2.1. If your Correctional Agency already supports this process, please describe at a high-level how the current process operates. *

CCF is in the process of applying for EVS access. This service will be utilized by the correctional discharge planner in confirming the status of MediCal eligibility for incarcerated persons who have the potential of release within 30 days. Upon confirmation of status, the discharge planner will communicate necessary information on incarceration status and expected release date to the designated SSD staff member. When applicable, discharge planner will then assist the individual in completing and submitting an application. While the CCF is waiting to obtain access to EVS, the discharge planner will provide the SSD staff member with a list of individuals at regular intervals (weekly at minimum) with the necessary information for SSD staff to confirm

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Correctional Agency Operational Criteria #3 - Application Submission and Processing

Step 3.1:

Complete and submit the Medi-Cal application. CCFs shall submit the Medi-Cal application at least 135 days before release if release date is known.

- A. The CCF shall ask an individual for desired mailing address and use this address on application.**
- B. If CCF uses a paper application, it should submit the application to the county where the individual intends to reside upon release. If using application available via BenefitsCal/MyBenefitsCalWIN or CalHEERS, the application goes to the county of**

residency based upon address.

C. Applications of all forms (e.g., paper, electronic, email, etc.) should include a cover sheet/transmittal form or some notification to the County SSD to identify the Medi-Cal application as a pre-release application and ensure the County SSD is aware of the individual's incarceration status.

Describe how Correctional Agency #1 will implement Operational Criteria #3.1. If your Correctional Agency already supports this process, please describe at a high-level how the current process operates. *

For individuals who have been identified in the screening process, the discharge planner will assist in completing and submitting a Medi-Cal application, ideally during the first pre-release planning meeting. PDF Medi-Cal applications, cover letter, and release of information will be submitted to a designated County SSD individual via secure email. The cover letter and release of information have been created and adopted by the PATH JI workgroup, and are ready to be implemented. Discharger planner will confirm mailing address the individual wishes to use on the application, general delivery will be used for individuals who identify as unhoused.

98/1000

Correctional Agency Operational Criteria #4 - Communication with SSD

Step 4.1

Communicate with SSD to troubleshoot application questions, requests for follow-up information, and other necessary information for County SSD to process the pre-release application.

Describe how Correctional Agency #1 will implement Operational Criteria #4.1. If your Correctional Agency already supports this process, please describe at a high-level how the current process operates. *

Assigned workers in each department have established communications and will continue to directly contact one another when questions or other issues related to applications arise. Primary methods of communications are phone and email.

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Correctional Agency Operational Criteria #5 - Notifications of Release Date

5.1

Ensure the individual has their County SSD's contact information upon release.

Describe how Correctional Agency #1 will implement Operational Criteria #5.1. If your Correctional Agency already supports this process, please describe at a high-level how the current process operates. *

Upon release, discharge planner will provide the contact information for the individuals assigned county SSD case worker alongside other discharge planning materials/ resources, including (when available) benefits card.

28/1000

Correctional Agency Operational Criteria #6 - Suspension/Unsuspending (Activation) of Medi-Cal Benefits

Step 6.1

Context: County SSDs shall not suspend Medi-Cal for individuals or youth who are released within 28 days. For individuals or youths who are released after 28 days, the County SSD shall record the incarceration in MEDS on the 29th day and suspend Medi-Cal accordingly. The suspension of Medi-Cal benefits for all inmates and youth is to remain in effect for the duration of their incarceration, as long as they remain otherwise eligible for Medi-Cal. The suspension shall end on the date the individual is no longer an inmate of a public institution.

CCF shall notify county SSD as soon as they become aware of expected release date for an individual or youth.

- **For individuals or youth being released, the CCF shall notify the SSD of the**

individual's release date, once known.

- **CCF shall submit information to the County SSD within one week of the individual's expected release and no later than one business day before release unless release is unplanned.**
- **At minimum, the CCF shall provide the County SSD with the individual's full name (and any known aliases), DOB, CIN/SSN, and known/estimated release date.**

Describe how Correctional Agency #1 will implement Operational Criteria #6.1. If your Correctional Agency already supports this process, please describe at a high-level how the current process operates. *

Correctional Discharge Planner will provide County SSD with release dates for incarcerated persons as they become known. If a new MediCal application is required, the correctional discharge planner will meet with the incarcerated person to assist in completing the application. The application will then be submitted to County SSD via secure email, fax, or hand delivery. The correctional discharge planner will follow up with County SSD and will provide assistance to the incarcerated person if verifications are required for approval of their MediCal application.

84/1000

Correctional Agency and County SSD Operational Criteria #7 – Data Sharing

Step 7.1

Both County SSDs and CCFs shall enter into written agreements that impose, at a minimum, the same restrictions and conditions with respect to Medi-Cal personally identifiable information (Medi-Cal PII) that apply to the SSD through the Medi-Cal Privacy and Security Agreement between the County SSD and DHCS, released via ACWDL 19-16 or any applicable superseding ACWDL. These shall include:

- 1. Restrictions on disclosure of Medi-Cal PII;**
- 2. Conditions regarding the use of appropriate administrative, physical, and technical safeguards to protect Medi-Cal PII; and, where relevant,**
- 3. The requirement that any breach, security incident, intrusion, or unauthorized access, use, or disclosure of Medi-Cal PII be reported to the SSD.**

Describe how Correctional Agency #1 will implement Operational Criteria #7.1. If your Correctional Agency already supports this process, please describe at a high-level how the current process operates. *

Designated CA staff will view Medi-Cal PII restriction and conditions, as well as review the language of other agreements in place within the PATH collaborative. As the two departments are within one super agency, a Memorandum of Understanding will be drafted which meets the above requirements. Staff working within the program will be properly trained on all Medi-Cal privacy and security protocols within the agreement, including disclosure and breach notification. While the MOU is being created and processed, staff members are to be in alignment with currently adopted department privacy policies, which are compliant with HIPPA.

96/1000

COUNTY SSD OPERATIONAL CRITERIA

County SSD Operational Criteria #1 - Initial Enrollment Screening

Step 1.1

If needed, the County SSD shall collaborate with the CA to verify the individual's current Medi-Cal enrollment status in order to assist the CA with identifying individuals or youths that require a pre-release Medi-Cal application.

If an individual is enrolled in Medi-Cal and incarceration is not reported in MEDS, the County SSD can obtain incarceration details from CA, including incarceration date and expected release date (if known).

- A. *If applicable, the County SSD shall suspend benefits.***
- B. *If the County SSD determines that the individual is not enrolled in Medi-Cal, the County SSD shall notify the CA of current enrollment status so the CA can assist the individual with completing/ submitting a pre-release application.***

Describe how your County SSD will implement Operational Criteria #1.1. If your County SSD already supports this process, please describe at a high-level how the current process operates. *

The CA is working to obtain access to EVS, at which point enrollment status will be verified by the designated CA staff member. Until then, the discharge planner will send the required information to verify eligibility to the assigned SSD staff member via secure file sharing drive at minimum of once per week. Upon verification of enrollment status, SSD will communicate identified individuals to the discharge planner, who will assist individuals in completing applications for enrollment. SSD staff will take necessary actions to suspend benefits, when applicable.

87/1000

County SSD Operational Criteria #2 - Application Submission and Processing

Step 2.1

Receive and process pre-release applications for CAs. County SSDs must accept Medi-Cal applications via mail, online, phone, fax, or in person.

- A. *If County SSD receives an application for an individual expected to be released in a different county, County SSD should coordinate with the county of responsibility to transition the application.*
- B. *County SSD should initiate an inter-county transfer (ICT) if necessary.*
- C. *SSDs must work with the County Youth Correctional Facility to ensure that the application for an incarcerated youth is processed appropriately.*

Describe how your County SSD will implement Operational Criteria #2.1. If your County SSD already supports this process, please describe at a high-level how the current process operates. *

Upon completion of a paper application, the discharge planner will hand delivery or e-fax the application directly to the SSD assigned staff member. Applications are not to be completed online via standard application portal, as SSD staff are then unable to appropriately monitor and ensure completion of determination in the appropriate time frame. The SSD staff member will place a high priority on processing of justice involved applications, and will follow the appropriate steps to transfer applicable applications to other counties.

81/1000

County SSD Operational Criteria #3 Communication

Step 3.1

Step 3.1

Communicate with the CA, as needed, to troubleshoot application questions, requests for follow-up information, and other necessary information to process the application.

A. County SSD should initiate an inter-county transfer (ICT) if necessary.

Describe how your County SSD will implement Operational Criteria #3.1. If your County SSD already supports this process, please describe at a high-level how the current process operates. *

Assigned workers in each department have established communications and will continue to directly contact one another when questions or other issues related to applications arise. Primary methods of communications are phone and email.

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County SSD Operational Criteria #4 - Eligibility Determination

Step 4.1

Notify County Correctional Facility if Medi-Cal determination is not expected to be complete before release (if release date is known).

Describe how your County SSD will implement Operational Criteria #4.1. If your County SSD already supports this process, please describe at a high-level how the current process operates. *

Applications submitted from the discharge planner are set to have a processing time of 3 business days. If release is anticipated prior to the three business days, the discharge planner will ensure SSD staff are aware of the pending release date, and the SSD staff will then inform the discharge planner of the anticipated determination date.

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Step 4.2

Notify the applicants of the outcome of their eligibility determination, provide all necessary Medi-Cal documentation (i.e., Notices of Action), and issue a

Benefits Identification Card (BIC), if applicable.

- *In cases where there is an immediate need for services, SSD shall arrange with the CCF to issue a temporary BIC to the individual so they can access Medi-Cal benefits upon release.*

Describe how your County SSD will implement Operational Criteria #4.2. If your County SSD already supports this process, please describe at a high-level how the current process operates. *

Notification of determination for individuals currently housed in the correctional facility will be facilitated through the discharge planner. SSD will notify discharge planner of the determination, assemble the necessary Medi-Cal documentation and BIC, when applicable, hand deliver documentation to the discharge planner. This is easily facilitated as the departments are adjacent to one another. The discharge planner will then schedule a planning session with the individual, and review the appropriate documents. Documents will be housed in a secure location in the inmate medical office and given to the individual upon release.

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County SSD Operational Criteria #5 - Contact Information

Step 5.1

Ensure that the CA has appropriate contact information for the County SSD to ensure the individual can contact the County SSD, if needed.

Describe how your County SSD will implement Operational Criteria #5.1. If your County SSD already supports this process, please describe at a high-level how the current process operates. *

A joint file will be housed in a secure share drive which will contain the above required contact information, as well as the contact information required for the Correctional Agency designee to maintain. Having a joint contact list will ensure each department will be able to access/update contact information regularly and with ease.

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County SSD Operational Criteria #6 - Suspension/Un suspension (Activation) of Medi-Cal Benefits and Reporting in MEDS

Step 6.1

Once notified of an individual's release, the County SSD must activate (i.e unsuspend) Medi-Cal benefits within 1 business day of the release by reporting the release date in MEDS.

Describe how your County SSD will implement Operational Criteria #6.1. If your County SSD already supports this process, please describe at a high-level how the current process operates. *

Upon notification of release by the designated correctional facility staff member, county SSD staff immediately activate Medi-Cal benefits to ensure the individual has the needed benefits to support their care.

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Step 6.2

In cases where immediate need for services must be established, the County SSD shall follow the standard Immediate Need process to ensure the individual's benefits are active on the day of their release.

Describe how your County SSD will implement Operational Criteria #6.2. If your County SSD already supports this process, please describe at a high-level how the current process operates. *

County SSD confirms that the standard Immediate Need process will be followed for cases which qualify. As all applications are sent directly to a case worker rather than entering in the standard que, monitoring for immediate need and activation of benefits upon release will be processed in a timely manner.

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