STATE OF CALIFORNIA--HEALTH AND HUMAN SERVICES AGENCY

GRAY DAVIS, *Governor*

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July 9, 1999

TO: All County Welfare Directors
All County Administrative Officers
All County Medi-Cal Program Specialist/Liaisons
All County Public Health Directors
All County Mental Health Directors
All County MEDS Liaisons

Letter No.: 99-35

MEDI-CAL ELIGIBILITY DATA SYSTEM (MEDS) ADDRESS ENHANCEMENT PHASES 1 AND 2

The purpose of this letter is to inform counties of modifications the Department of Health Services (DHS) is making to the MEDS in order to improve and expand the beneficiary address information maintained on MEDS. These changes will facilitate improved Health Care Plan (HCP) enrollment and client identification, and reduce county workload in establishing Medi-Cal eligibility for foster care children placed in a California facility with an out-of-state mailing address.

MEDS is being enhanced to maintain separate residence, mailing, and authorized representative addresses on MEDS, for pending and current month; and to maintain pending and current residence county. This enhancement includes system modifications to edit and standardize transaction address(es); to update these address(es) on MEDS; to provide inquiry on each MEDS address; to provide the ability to enter any of the addresses on any existing MEDS online transaction which collects address; to enable DHS to retrieve the appropriate address(es) for mailings or file exports; and to update residence county.

This project is being developed in several phases. Phase 1 includes modifications to some MEDS inquiry screens and to the online EW15 transaction to allow residence county to be updated. These changes were installed in December 1998. Phase 1 also includes modifications in the MEDS/county reconciliation process to remove the address comparison logic until the MEDS/county reconciliation process is modified in future MEDS enhancement(s). This modification was installed for March 1999 month of eligibility. Phase 2 includes changes to edit, standardize, and update residence, mailing, and authorized representative addresses and update residence county from county <u>batch</u> transactions. Phase 2 is scheduled for July 1999 month of eligibility.

Background

Prior to this enhancement, MEDS maintained only one pending address and one current address. MEDS used this pending or current address as a mailing address. This address may also, but not necessarily, have been the residence address. This address had a freeform, 38-character street address line, and may also have had a 38-character freeform "in care of" first address line. City, state, and zip code (five digits) were also populated. This address was checked for completeness, but was not run through any address edit/standardization logic prior to posting to MEDS. An address flag, generated by MEDS, indicated whether this address had passed the completeness edits, a Beneficiary Identification Card (BIC) had been mailed to this address, or a BIC had been returned due to a non-mailable address. Residence address, authorized representative address, and residence county (current or pending) were not maintained on MEDS.

This enhancement will:

- Use the existing address fields as a mailing address;
- Provide new address fields for reporting residence address, separate mailing address, and authorized representative address;
- Edit and process all transaction addresses through address edit/standardization logic (FINALIST) prior to posting to MEDS. FINALIST is a commercial software package that contains post office certified addresses within the State of California;
- Store each MEDS address in a standardized format;
- Provide an address flag for each address, which indicates whether this address passed FINALIST edits, a BIC has been mailed to this address, or a BIC has been returned from this address;
- Allow the address flag for any MEDS address to be entered on county and State Data Exchange transactions;
- Use an address hierarchy to determine which address to use for BIC mailings and Notice of Action (NOA) letters;
- Maintain residence county, for pending, current, and history months; and
- Provide an out-of-state code for residence county when the recipient lives outside of California.

A particular benefit of this enhancement to counties is the maintenance and use of residence county in determining HCP eligibility when a client is not residing in the county that is responsible for their eligibility (for example pending intercounty transfers and foster care placements). If the recipient lives in a county other than the county responsible for their case, the residence county field can be used to override the county of responsibility for HCP purposes. Prior to this enhancement, clients whose responsible county was a County Organized Health Systems (COHS) county were automatically enrolled into the COHS plan (if their aid code was covered by the plan), even when they were not residing in the COHS county. If a recipient in a non-COHS county was enrolled in a HCP, then this HCP was for the recipient's responsible county. The recipient was not permitted to enroll in a HCP for their residence county. With this enhancement, the residence county can be used to prevent enrollment in the COHS or the non-COHS plan of the responsible county; and allow enrollment in a HCP where the recipient resides. The residence county can also be used for other recipients as well, including Supplemental Security Income/State Supplementary Payments (SSI/SSP) recipients.

The residence county can be updated on MEDS by including the residence county field on online or batch transactions; or by using the new residence address fields on online or batch transactions. Online updating of the residence county (except SSI/SSP recipients) via the EW15 transaction has been available since December 1998 month of eligibility.

For batch transactions, counties may continue to use the existing address fields; no system changes are required by counties as a result of this enhancement. The existing address fields will be stored in the existing primary address fields, but will be used as a mailing address. A new residence address indicator will be set to "N," to indicate that this address is a mailing address, which may or may not be the same as the recipient's residence address. In addition, the residence county will not be updated through batch transactions without the use of the new residence address fields or the residence county field.

Counties may choose to use the new residence address fields by modifying their automated system(s) to send the residence county field on batch transactions or by using the new residence address fields. When the new residence address fields are used, they will be stored in new fields in the primary address segment, and the new residence address indicator will be set to "Y," to indicate that this address is a residence address. When the residence county field is present on the transaction, the MEDS residence county will be updated (if there are no fatal

"Y," to indicate that this address is a residence address. When the residence county field is present on the transaction, the MEDS residence county will be updated (if there are no fatal errors on the transaction), whether or not the existing or new address fields are included on the transaction. When the residence county field is not present on the transaction, then the residence county will be populated when:

- The new residence address fields are used;
- The residence address passes FINALIST; and
- The residence zip code is within California and is not identified as crossing county lines.

Counties should contact Ms. Dyhana Hamblin, (916) 657-1070, in Information Technology Services Division (ITSD) at least 60 days prior to making changes to their automated system(s) to use the new residence address and other address fields. This lead time is required to enable ITSD to make necessary operational changes and to allow for interface testing with the county.

An overview and description of the MEDS address enhancement, MEDS Address Flag Quick Reference and MEDS Data Elements are enclosed. If you have any further questions, please contact Ms. Nancy King of ITSD at (916) 657-0782.

Sincerely,

ORIGINAL SIGNED BY

ANGELINE MRVA, Chief
Medi-Cal Eligibility Branch

Enclosures

Overview of the MEDS Address Enhancement

Phase 1 of the MEDS address enhancement included the following items, which were installed in December, 1998:
Modification to the EW15 transaction to update residence county;

- New and modified MEDS inquiry screens to display address and other information:

| | | |
|---|---|---|
| INQA | MEDS ADDRESS INFORMATION | displays pending and current mailing and residence address, phone number, and residence county; |
| INQD | CHANGE DATES AND AUTHORIZED REP INFORMATION | displays current authorized representative name and address; |
| INQE | OTHER CLIENT ELIGIBILITY | displays other client information such as refugee/alien and pickle information; |
| INQJ | HEALTH CARE PLANS 13 – 15 | displays residence county for MONTHS PRIOR each of 13-15th prior months; |
| INQM | PRIMARY MEDI-CAL/CMSP | displays current residence county; |
| INQO | OTHER MISCELLANEOUS INFORMATION | deleted; |
| INQR | RECIPIENT INQUIRY REQUEST INFORMATION | activated option A; added option D; added option E; deleted option O |

Phase 1 of the MEDS address enhancement also included the following item, which was installed for March, 1999 month of eligibility:
Modification to the MEDS/county reconciliation process to bypass the address compare logic;

Phase 2 of the MEDS address enhancement, scheduled for July, 1999 month of eligibility, will:

Allow counties to report a mailing address by using the EXISTING address fields in the EXISTING county batch transaction format. This mailing address may or may not be the same as the residence address;

Allow counties to report the pending or current residence address, pending or current mailing address, current authorized representative address, and/or pending, current, or history residence county by using the NEW address fields in the EXISTING county batch transaction format (refer to attached MEDS Data Elements);

Populate the pending or current residence address indicator based on user input. When the user inputs the EXISTING address fields, MEDS will set the pending or current residence address indicator to "N". When the user inputs the NEW residence address fields, MEDS will set the pending or current residence address indicator to "Y";

Standardize the address format on MEDS through the use of a commercial United States Post Office certified software (FINALIST);

Provide an address flag for each pending and current address that is present;

Provide additional values of the address flag to indicate whether this address passed FINALIST, whether a BIC was sent to this address, or whether a BIC was returned from this address (refer to attached MEDS Address Flag Quick Reference);

Allow counties to enter the following address flags to override the value of the address flag generated by MEDS:

C Address is confirmed by user as mailable; failed FINALIST certification;

Q Remove existing address;

4 Address is undeliverable per source; address not edited by FINALIST

8 Homeless client; address not be edited by FINALIST

Allow counties to enter the 9-digit zip code (zip code plus 4 digits) on batch transactions;

Store the address in a standardized format for addresses which pass FINALIST edits;

Store the data elements which can create the postal bar code, including 9-digit zip code, for addresses which pass FINALIST edits;

Store the address as user input for addresses which do not pass FINALIST or are not edited against FINALIST;

Allow the street address of any address to be up to 50 characters in length;

Store pending or current mailing address on MEDS ONLY if it is different from the respective residence address;

Use an address hierarchy to determine which address to use for BIC mailings and Notice of Action (NOA) letters. For the BIC mailings, if current mailing address is present and good, then use this address. Otherwise, if current residence address is present and good, then use this address. Otherwise, if current authorized representative address is present and good, then use this address. Otherwise, do not issue a BIC. For the NOA letters, the same hierarchy is used. However, if a good address can not be found, then the current residence address is to be used;

Indicate on MEDS, with the address flag, which address is used to mail the most recent BIC;

Generate a worker alert when a BIC is re-issued due to a returned BIC ONLY when the recipient has a new or changed mailable current address (see above) and current, ongoing, or pending eligibility in any MEDS eligibility segment;

Populate pending or current residence county from the input transaction, if present;

Populate pending or current residence county, if NOT present on the input transaction, from the county code returned from FINALIST, when the respective residence address passes FINALIST edits, the respective residence zip code is within California, the respective residence address indicator equals "Y" (yes), and the respective residence zip code is NOT identified as crossing county lines;

Use "99" as the pending or current residence county when the respective residence address passes FINALIST edits, the respective residence address indicator equals "Y", and the respective zip code is outside of California;

Maintain the pre-transaction pending or current residence county when the respective residence address is not edited by FINALIST or does not pass FINALIST edits, the respective residence address indicator does NOT equal "Y", and/or the respective residence zip code is identified as crossing county lines;

Provide new worker alert messages for address edits and updates:

| | | |
|---|---|---|
| 1011 | ZIP CODE CHANGED BY USPS ADDRESS STANDARDIZATION LOGIC | ACCEPT |
| 1095 | DISPLAYED DATA ELEMENTS CONTAIN CONFLICTING INFORMATION | ACTION |

Convert all existing MEDS addresses at implementation; those addresses which pass FINALIST edits are to be stored in the new standardized format; those addresses which do not pass FINALIST edits will be stored as entered;

Populate, at conversion, the appropriate value of the address flag, based on the results of the FINALIST edits and whether a BIC has been issued to this address;

Provide current mailing address and residence zip code to the Health Care Options contractor and the health care plans;

Remove the address comparison in the county reconciliation process until this process is modified in future MEDS enhancements;

Future phases include the following functions:
Update MEDS with addresses that are present on the State Data Exchange (SDX) transaction file;

Populate the residence county for SSI recipients from the residence zip code on the SDX transaction file or the EW55 transaction;

Provide the new address fields and lengths for existing online State and county transactions, with one address per transaction;

Modify various existing MEDS inquiry screens to display residence county and a flag to indicate that there are multiple addresses on MEDS for the recipient (subject to space availability on the screen).

# MEDS ADDRESS FLAG QUICK REFERENCE

| | USER INPUT | PRE-ADDRESS ENHANCEMENT | POST-ADDRESS ENHANCEMENT |
|---|---|---|---|
| **GOOD DELIVERABLE ADDRESS** | | | |
| Address valid per Finalist | | not used | A |
| Address confirmed as mailable by source; failed Finalist certification | * | not used | C |
| Address unreliable per Finalist; input presumed mailable | | not used | D |
| BIC mailed; previously A | | not used | W |
| BIC mailed; previously C | | not used | X |
| BIC mailed; previously D | | not used | Y |
| **PRESUMED DELIVERABLE ADDRESS** | | | |
| Address passed MEDS edits; presumed mailable | | blank | no longer used |
| Address presumed mailable (not confirmed); failed Finalist certification | | not used | blank |
| BIC mailed; previously blank | | 0 (zero) | 0 (zero) |
| **UNDELIVERABLE ADDRESS** | | | |
| BIC returned-previously zero | | not used | 1 |
| Failed validation edits | | 2 | 2 |
| Terminated foster care, address presumed undeliverable | | 3 | 3 |
| Undeliverable per SSA | | 4 | no longer use |

| | | | |
|---|---|---|---|
| Undeliverable per source | * | not used | 4 |
| BIC returned-undeliverable | | 5 | see new 5-7 |
| BIC returned-previously W | | not used | 5 |
| BIC returned-previously X | | not used | 6 |
| BIC returned-previously Y | | not used | 7 |
| Homeless client | * | not used | 8 |

**OTHER**

| | | | |
|---|---|---|---|
| Address to be removed by user | * | not used | Q |

* Indicates value which may be input by user

DED NO.
See below

MEDS NETWORK NAME: ADDRESS-FLAG

NARRATIVE NAME: Address Flag

AKA NAMES: Card Return Flag; Residence Address Flag; Mailing Address Flag; Authorized Representative Address Flag.

SOURCE: County, SDX, MEDS, Returned BIC File

LENGTH: 1

DEFINITION: This flag identifies whether this address was edited by Finalist (a commercial post-office certified address software package), passed Finalist edits, a BIC was mailed, a BIC was returned due to an undeliverable address, or the address is undeliverable per source.

Unique data element numbers are used on reports to designate current and pending residence, mailing and authorized representative address flag data.

If the address is flagged undeliverable, the county can verify the address and reset the flag to deliverable. When the address is flagged undeliverable, no replacement BIC is automatically requested.

| NAME | LENGTH | CURRENT DED NO | PENDING DED NO |
|---|---|---|---|
| Residence address flag | 01 | 0305 | 5305 |
| Mailing address flag | 01 | 2705 | 7705 |
| Authorized representative address flag | 01 | 1705 | none |

VALUES:

Good deliverable Address:

A - Address valid per Finalist
C - Address confirmed as mailable by source; failed Finalist Certification. (Value can be input by user.)
D - Address unreliable per Finalist; input presumed mailable.
W - BIC mailed; previously A.
X - BIC mailed; previously C

Y - BIC mailed; previously D

Presumed deliverable Address

Blank - Address presumed mailable (not confirmed); failed Finalist certification.
Zero - BIC mailed; previously blank

Undeliverable Address

1 - BIC returned; previously zero
2 - Failed basic validation edits.
3 - Terminated foster care, address presumed undeliverable.
4 - Undeliverable per source. (Value can be input by user)
5 - BIC returned; previously W.
6 - BIC returned; previously X.
7 - BIC returned; previously Y.
8 - Homeless client. (Value can be input by user.)

Other

Q - Used to remove a pending address.

SPECIAL CONSIDERATION: The value of C may be input by the user to override Finalist when the address fails Finalist certification. When a value of "4" or "8" is used, the address is not edited against Finalist. A value of "Q" is used when the county wishes to remove the pending residence address.

DED NO.
See below

MEDS NETWORK NAME: AUTH-REP-ADDR

NARRATIVE NAME: Authorized Representative Address

AKA NAMES:

SOURCE: County, SDX

LENGTH: See below.

DEFINITION: This is address of a recipient's authorized representative.

VALUES: Unique data element numbers are used on reports to designate the elements of current AUTH-REP-ADDRESS:

| NAME | LENGTH | CURRENT DED NO |
|---|---|---|
| Address flag | 01 | 1705 |
| Care of (c/o) | 38 | 1715 |
| Street Address | 50 | 1720 |
| City | 20 | 1731 |
| State | 02 | 1732 |
| Zip code | 05 | 1733 |
| Zip plus 4 | 04 | 1734 |

SPECIAL CONSIDERATIONS:

- If any authorized representative data is entered, then both authorized representative name and address must be entered.
- The care of address line is optional. If a care of address is needed, it must be entered in the c/o line.
- If there is only one line of address other than the city/state and zip code, it must be entered in the street address.
- If any one of the street address, city/state, and/or zip fields are entered, then all must be entered.

- Refer to ADDRESS FLAG data element for values of the authorized representative address flag.

DED NO.
See Below

MEDS NETWORK NAME: AUTH-REP-NAME

NARRATIVE NAME: Authorized Representative Name

AKA NAMES:

SOURCE: County, SDX

LENGTH: See below

DEFINITION: This is the name of a recipient's authorized representative.

| NAME | LENGTH | CURRENT DED NO |
|---|---|---|
| Last name | 20 | 1711 |
| First name | 15 | 1712 |
| Initial | 01 | 1713 |
| Appellation | 03 | 1714 |

VALUES: Valid characters include A-Z, 0-9, space, period, comma, dash and apostrophe.

SPECIAL CONSIDERATIONS: When NAME is a required transaction field or when any part of the name is entered on a transaction, the following rules apply:

LAST name may not be all spaces. If the authorized representative name uses only one name, it must be entered in this field.

FIRST name may not be all spaces. If the recipient uses only one name, a pound sign (#) must be entered in this field to indicate the absence of a first name.

INITIAL can be a space.

DED NO.
See Below

MEDS NETWORK NAME: MAILING ADDRESS

NARRATIVE NAME: Mailing Address

AKA NAMES:

SOURCE: County, SDX

LENGTH: See below

DEFINITION: This is the recipient's mailing address if it is different from the recipient's residence address.

In the absence of the residence zip code, the mailing zip code is used to determine Health Care Plan (HCP) eligibility when the HCP restricts enrollment by zip code or by county with excluded zip codes.

VALUES: Unique data element numbers are used on reports to designate the elements of current and pending MAILING ADDRESS:

| NAME | LENGTH | CURRENT DED NO | PENDING DED NO |
|---|---|---|---|
| Address flag | 01 | 2705 | 7705 |
| Care of (c/o) | 26 | 2715 | 7707 |
| Street address | 38 | 2720 | 7710 |
| City | 20 | 2731 | 7721 |
| State | 02 | 2732 | 7722 |
| Zip code | 05 | 2733 | 7723 |
| Zip plus 4 | 04 | 2734 | 7724 |

SPECIAL CONSIDERATIONS:

- The care of (c/o) address line is optional. If a care of address is needed, it must be entered in the c/o line.
- If there is only one line of address other than the city/state and zip code, it must be entered in the street address.
- If any one of the street address, city/state, and/or zip fields are entered, then all must be entered.

- Refer to ADDRESS FLAG data element for values of the mailing address flag.

DED NO.
See Below

MEDS NETWORK NAME: RES-COUNTY

NARRATIVE NAME: Residence County

AKA NAMES:

SOURCE: County, MEDS

LENGTH: 2

DEFINITION: Identifies the county in which the beneficiary was a resident in the month.

VALUES: Current is 0176, Pending is 5176.

| | | | | | |
|---|---|---|---|---|---|
| 01 | - | Alameda | 31 | - | Placer |
| 02 | - | Alpine | 32 | - | Plumas |
| 03 | - | Amador | 33 | - | Riverside |
| 04 | - | Butte | 34 | - | Sacramento |
| 05 | - | Calaveras | 35 | - | San Benito |
| 06 | - | Colusa | 36 | - | San Bernardino |
| 07 | - | Contra Costa | 37 | - | San Diego |
| 08 | - | Del Norte | 38 | - | San Francisco |
| 09 | - | El Dorado | 39 | - | San Joaquin |
| 10 | - | Fresno | 40 | - | San Luis Obispo |
| 11 | - | Glenn | 41 | - | San Mateo |
| 12 | - | Humboldt | 42 | - | Santa Barbara |
| 13 | - | Imperial | 43 | - | Santa Clara |
| 14 | - | Inyo | 44 | - | Santa Cruz |
| 15 | - | Kern | 45 | - | Shasta |
| 16 | - | Kings | 46 | - | Sierra |
| 17 | - | Lake | 47 | - | Siskiyou |
| 18 | - | Lassen | 48 | - | Solano |
| 19 | - | Los Angeles | 49 | - | Sonoma |
| 20 | - | Madera | 50 | - | Stanislaus |
| 21 | - | Marin | 51 | - | Sutter |
| 22 | - | Mariposa | 52 | - | Tehama |
| 23 | - | Mendocino | 53 | - | Trinity |
| 24 | - | Merced | 54 | - | Tulare |
| 25 | - | Modoc | 55 | - | Tuolumne |
| 26 | - | Mono | 56 | - | Ventura |
| 27 | - | Monterey | 57 | - | Yolo |

| | | | | | |
|---|---|---|---|---|---|
| 28 | - | Napa | 58 | - | Yuba |
| 29 | - | Nevada | 99 | - | Outside California |
| 30 | - | Orange | * | - | To remove residence county |

SPECIAL CIRCUMSTANCES:

DED NO.
See Below

MEDS NETWORK NAME: RESIDENCE ADDRESS

NARRATIVE NAME: Recipient Address

AKA NAMES:

SOURCE: County, SDX

LENGTH: See Below

DEFINITION: This is the recipient's mailing and/or residence address. When DED 0315 is used for the street address, this address is used as a mailing address, which may or may not be the same as the residence address. When DED 0360 is used for the street address, this address is used as a residence address.

The residence address indicator (refer to DED 0303-5303) indicates whether this address is being used as a mailing address or a residence address.

This zip code is used to determine Health Care Plan (HCP) eligibility when the HCP restricts enrollment by zip code or by county with excluded zip codes.

VALUES: Unique data element numbers (DED No.) are used on reports to designate the elements of current and pending RESIDENCE ADDRESS:

| NAME | LENGTH | CURRENT DED NO | PENDING DED NO |
|---|---|---|---|
| Address flag | 01 | 0305 | 5305 |
| Care of (c/o) | 38 | 0310 | 5310 |
| Street Address | 38 | 0315 | 5315 or |
| | 50 | 0360 | 5360 |
| City and State | 20 | 0320 | 5320 |
| Zip code | 05 | 0325 | 5325 |
| Zip plus 4 | 04 | 0326 | 5326 |

SPECIAL CONSIDERATIONS:

- The care of address line is optional. If a care of address is needed, it must be entered in the c/o line.
- If there is only one line of address other than the city/state and zip code, it must be entered in the street address.

- If any one of the street address, city/state, and/or zip fields are entered, then all must be entered.
- Refer to ADDRESS FLAG data element for values of the residence address flag.

DED NO.
See Below

MEDS NETWORK NAME: RESID-IND

NARRATIVE NAME: Residence Address Indicator

AKA NAMES:

SOURCE: MEDS

LENGTH: 1

DEFINITION: Indicates whether this address is the residence or mailing address for the beneficiary.

VALUES:

Current is 0303. Pending is 5303.

N - Mailing Address
Y - Residence Address

SPECIAL CONSIDERATIONS:

- The N value indicates that this address is a mailing address, which may or may not be the residence address. The N is generated by MEDS when the county sends a batch transaction using data element 0315 for the residence street address. For online transactions at this time, the N will be generated by MEDS when the county enters/updates the address.

- The Y value indicates that this address is a residence address. The Y will be generated by MEDS when the county sends a batch transaction using data elements 0360, 0361, 0363, 0364, 0365, 0366 and/or 0367 for the residence street address. At this time, a Y will not be generated by MEDS for online transactions.