



Department of Human Assistance

Second Contact Temporary Requirement for COVID-19 PHE

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Purpose

The purpose of this policy document is to provide eligibility staff with instruction to temporarily initiate one additional contact for all annual renewals due within the 12-months following the end of the federal COVID-19 Public Health Emergency (PHE), as described below. This additional contact is being required as part of ongoing State strategies to ensure individuals retain enrollment after the federal COVID-19 PHE ends.

Effective March 8, 2024 this additional contact will continue indefinitely past the Continuous Coverage Unwinding.

Other Reference

[Redeterminations](#) Program Document.

Information is Not Received at Annual Renewal

Per policy (see [Redeterminations](#) program document), if the beneficiary has not returned the annual renewal form, or has not otherwise provided all of the requested information during the 60 days after the annual renewal form is sent, counties shall attempt to contact the beneficiary to request the needed information, (in accordance with Welfare & Institutions Code [§14005.37](#)). As a best practice, counties are recommended to contact the beneficiary at least 30 days after sending the annual renewal form when no information has been received.

This document provides further instruction for the Second Contact Temporary Requirement:

If no information has been received after the annual renewal form has been sent and first attempted contact has been made, county staff shall attempt one additional contact for annual renewals due within the 12-months following the end of the federal COVID-19 PHE.

The policy recommends that this additional contact should occur ten calendar days from the date of the initial reminder contact and no later than ten calendar days prior to the annual renewal form due date.

Example:

The annual renewal form is sent on April 16 and the form due date is June 15. The county has not received any information by May 16, 30-days after the county sent the annual renewal form.

- The county staff makes the first required contact with the beneficiary to remind them that the annual renewal form is due June 15.
- The county does not receive any information between May 16 and June 5, which is 10 days prior to the annual renewal form due date.

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- The county staff makes an additional required contact with the beneficiary, as required by this document, no later than June 5 to remind the beneficiary that the annual renewal is due June 15.

Partial Information Received at Annual Renewal

County staff shall continue to follow existing contact requirements for annual renewals when beneficiaries submit partial information.

Per policy, counties shall send an MC 355 to the beneficiary to request missing information when beneficiaries submit partial information after the annual renewal form has been sent.

County staff shall provide a 30-day due date and shall make one additional contact during the 30-days if no response has been received. Please see [Redeterminations](#) program document for more information about annual renewal processing.

Contacts

Supervisors with questions should be directed to the Medi-Cal Program Specialist staff at DHA-MediCal@sacounty.gov.