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## Communicating with the Department of Public Social Services (DPSS)

The best way to resolve issues with DPSS is to **e-mail** the Advocate Liaison at the LA County district office where the case is held. Please follow the steps outlined below:

**Step 1: Verify the case number and the district** where the case is located. If in doubt, the district number is listed on the top left-hand corner of any DPSS correspondence which has been sent to the client, and the case number is on the top right-hand corner. If the client doesn't have any correspondence from DPSS, you can call 1-866-613-3777 (DPSS Customer Service) or 1-800-578-6762 (DPSS Health Reform Call Center) with the client on the line to obtain the district and case numbers.

**Step 2:** Refer to your [Advocate Liaison List](#). Find the liaisons listed for the district where the case is held and send an e-mail addressed to **all** of the liaisons listed for that district. One of the liaisons should get back to you within 24 hours. Do not use client identifying information in the subject line.

Below is an example of a generic email for a case inquiry:

**Subject:** Case Inquiry

Good Morning,

My name is \_\_\_\_\_ with (Your Agency's Name) and I am advocating on behalf of the client listed below:

Case Name: \_\_\_\_\_

Case Number: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

*(Write a brief description of the problem, see example below.)*

It appears that Mr./Ms. \_\_\_ has been incorrectly denied eligibility for Medi-Cal based on the updated FPL income guidelines that have not yet been programmed into CalHEERS. According to the income that we have (\$\_\_\_\_\_ per month) Mr./Ms. \_\_\_\_\_ should be eligible for Medi-Cal under the MAGI programs. Could you please review this case and help us get him/her Full-Scope MAGI Medi-Cal? Please let me know if you need any further documents from the client.

Thank you for your assistance.

**Step 3:** To speed up the process and to aid the liaison, attach any documents to the email that prove what you have just stated. In the above example, you would scan and send the proof of income.

**Step 4:** Wait for your response from the liaison. If there is no response within 24 hours, send the email again, title it **Second Request**, and CC the Division Chief (the Division Chief's name is in the dark blue line above each group of offices on the Advocate Liaison List).