


**COUNTY OF LOS ANGELES - DEPARTMENT OF HEALTH SERVICES**  
**REVENUE MANAGEMENT**

February 14, 2017

PFS MEMO 06-17

**TO:** Directors, PFS Divisions

**FROM:** Sofia Hurtado, Manager  
Eligibility and Provider Services 

**SUBJECT:** POLICY REVISION OF PRUCOL FOR IMMIGRANTS WITH A  
TEMPORARY PROTECTIVE STATUS (TPS)

- For Medi-Cal Processing Implementation Effective Immediately
  - Attachment
- (I) - MCP 17-05, dated February 2, 2017  
POLICY REVISION OF PRUCOL FOR IMMIGRANTS WITH A  
TEMPORARY PROTECTIVE STATUS (TPS)

**COMMENT/CLARIFICATION/CHANGE**

- .. This Department of Public Social Services (DPSS) Call-Out cancels previous instructions released with Call-Out 16-29, *PRUCOL For Immigrants With A Temporary Protective Status*.
- .. The change is as follows:
  - **TPS Immigrants who complete a MC-13 and declare PRUCOL under category 16, are eligible to receive full-scope coverage.**

<b>If...</b>	<b>Level of Coverage Granted...</b>
The TPS individual does not declare PRUCOL	Restricted-scope
The TPS individual submits an MC-13 declaring PRUCOL category 16	Full-scope

- .. **Note** - PFSW staff should not provide advice to an applicant regarding the selection of a PRUCOL category when completing the MC-13.
  - .. **Also**, if an individual is identified as receiving restricted-scope benefits as a result of the previous DPSS Call-Out MCP 16-29 instructions, full-scope coverage should be reinstated effective the month that the benefits were identified as reduced.
  - .. This memo cancels PFS Memo 30-16, dated December 7th, 2016.
  - .. Questions may be directed to Program Review Staff at (213) 240-8277.
- c: Revenue Managers

Department of Public Social Services  
Bureau of Program & Policy


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**CALL-OUT**

From: Elizabeth Morris



Signature

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**NUMBER:** MCP 17-05  
**DATE:** February 2, 2017  
**TO:** All Division Chiefs  
**SUBJECT:** **POLICY REVISION OF PRUCOL FOR IMMIGRANTS WITH A TEMPORARY PROTECTIVE STATUS (TPS)**

This Call-Out cancels previous instructions released with Medi-Cal Call-Out 16-29, *PRUCOL For Immigrants With A Temporary Protective Status*. The Department of Health Care Services has notified us of a change to their previous instructions. The change is as follows: **TPS Immigrants who complete a MC 13 and declare PRUCOL under category 16 are eligible to receive full-scope coverage.**

If...	Level of Coverage Granted...
The TPS individual does not declare PRUCOL	Restricted-scope
The TPS individual submits an MC13 declaring PRUCOL, category 16	Full-scope <b>Note:</b> Follow instructions outlined in TIP No. 43 – PRUCOL for Category 16.

**Note:** Staff is reminded that they are not to advise an applicant/beneficiary on the selection of a PRUCOL category when completing the MC 13.

Staff are to resume following the instructions outlined in Administrative Directive 5293, dated April 11, 2016, for TPS. For individuals identified as receiving restricted-scope benefits as a result of Call-Out 16-29, full-scope coverage is to be reinstated effective the month that the benefits were reduced.

Questions regarding this Call-Out may be directed to the Medi-Cal Program Section at (562) 908-3550.

c: Sheryl L. Spiller  
Antonia Jiménez  
Assistant Directors  
Gabriela Herrera  
District Directors



## HOW TO MAKE A CASE COMPLAINT/CASE INQUIRY

The best way to resolve issues with the Department of Public Social Services (DPSS) is to **e-mail** the advocate liaison at the LA County district office where the case is held. It is not recommend under any circumstances to call the Eligibility worker or their supervisors. The advocate liaisons in most cases can solve any type of problem regarding your client's cases. To fix the problems with a client's case follow the steps outlined below

**Step 1:** Verify the district where the case is located and the case number. If in doubt the district number is listed on the top left hand corner of any correspondence which has been sent to the client from DPSS. The case number is on the top right corner. If the client doesn't have any correspondence from DPSS, you can call 1-877-597-4777 with the client on the line or contact Dist. 89 (see Advocate Liaison list) for the district and case numbers.

**Step 2:** Refer to your **Advocate Liaison List**. Find the advocates listed for the correct district where the case is and send one 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. The subject line should state case inquiry or case complaint.

Here is a generic sample email for a Case Complaint:

**Subject:** Case Inquiry

Good Morning,

My name is \_\_\_\_\_ with (*Your agency*) and I am advocating on behalf of the client listed below.

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

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

DOB: \_\_\_\_\_

(Write a brief description of the problem. For example:

*It appears that Mr./Ms.\_\_\_\_ has an incorrect share of cost on his/her Medi-Cal. According to the income that we have (\$\_\_\_\_\_ per month) Mr./Ms.\_\_\_\_\_ should be eligible for free Medi-Cal under the MAGI programs. Could you please review this case and help us get her back on to Full Scope MAGI Medi Cal? Please let us 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, send any attachments with the email that proves what you have just stated. In the above example you would scan and send the proof of income that clearly shows that the person is eligible.

**Step 4:** Wait for your response from the liaison. If you do not receive a response within 24 hours, send it again and title it **Second Request**. CC the division chief for that office (the division chief's name is in the dark blue line above each group of offices on the Advocate Liaison list).

**FOR PRUCOL CASES** – If you are **certain** that the case should be PRUCOL and you want to switch the client from restricted scope to full scope then you will do the case inquiry as outlined above. The email wording should state that the client appears to be eligible for full scope benefits under PRUCOL and you are requesting that the client be properly switched to Full Scope MC. You will attach the paperwork that supports the PRUCOL status.

In a PRUCOL case you should attach the following documents to your Case Inquiry email.

1. **The MC 13 form** – One form signed for each person in the family who you are advocating for. On the front of the MC 13 you need to:
  - ✓ Check the box that states the person is PRUCOL (Sec. B #4)
  - ✓ Check the appropriate box on that applies to the **type of status** the person has. (Sec. B #5)  
If the status of the person is not listed then check the last box.
  - ✓ Complete Section C using the immigration “A” number or other immigration issued ID number.
2. **IMMIGRATION DOCUMENTS** Attach the proper documents from immigration; such as a work permit with a letter from immigration (UCIS) or an attorney stating the “TYPE” of status they are applying for or have received. A work permit does not guarantee PRUCOL, It is the status behind the work permit that determines PRUCOL. If you are in doubt of their status, the MCHA team can help.
3. **AFTER** a case has been correctly adjusted it can happen that benefits get switched back to restricted scope again in a month or two. If time permits and if your agency has the ability to check eligibility, it is a good idea to verify the client’s case at the 60 or 90 day mark.

**NOTE:** Be aware that the Medi-CAL office (DPSS) will not offer PRUCOL or automatically assign Full Scope benefits to a qualified applicant. The client must ask for it with the proper documentation or you as the advocate/enroller can guide them through the process.

For **new** applicants that are PRUCOL eligible you need to send the MC 13 and the appropriate immigration documents ALONG WITH THE INITIAL MEDI-CAL application.

For **existing** beneficiaries who are PRUCOL eligible but are incorrectly assigned to Restricted Scope:

Do not send the client to the DPSS office with the instructions to “just drop off the MC13”. Be advised that if they go in just to drop in this form, it will most likely not get processed.

You will need to advocate for almost all PRUCOL cases.