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Inter-County Medi-Cal Transfers

When a Medi-Cal beneficiary reports a change of address from one county in the State of California to another, the county may not ask or require the beneficiary to re-apply for Medi-Cal benefits in the new county of residence. Instead, the old county is required to initiate an Inter-County Transfer (ICT).

Briefly, it works like this:

The beneficiary may report their change of address to the county Social Services office in either the Sending or the Receiving County. The County has seven calendar days to initiate the ICT process. This includes confirming the change of address by telephone, sending an ICT Informing Notice to the beneficiary at his/her new address, and completing a change of address on MEDS so that it reflects the beneficiary's new address and new residence county code.

The Receiving County has until the first of the month after the 30 day ICT notice has been sent to complete the ICT process. This includes reviewing case documents received in the ICT packet from the Sending County, notifying the Sending County of the effective date of Medi-Cal benefits in the new county so the case worker in the Sending County can close out the case, and sending a Notice of Action to the beneficiary at his/her new address informing them of their new caseworker's name, phone number and office hours.

For more detailed information of the process refer to All County Letter 18-02 at <http://www.dhcs.ca.gov/services/medi-cal/eligibility/Documents/ACWDL/2018/18-02.pdf>.

Often, case workers will tell beneficiaries that they must close out their old Medi-Cal case and re-apply in their new county. THIS IS NOT TRUE. Medi-Cal is a state wide program and beneficiaries should not have to re-apply and lose continuity of coverage.

If the client is enrolled in a Managed Care plan, they can call Health Care Options at (800) 340-4263 and request an Expedited Disenrollment so they can access fee- for-service Medi-Cal during the ICT process. HCO can remove them from their former health plan as soon as the County has updated their current address in MEDS. Once the ICT process is complete, the client will be sent a new plan enrollment packet.

REMEMBER: Medi-Cal is a state wide program and fee-for-service Medi-Cal is good throughout the state, regardless of the beneficiary's county code.

Unfortunately the ICT process does not work very well and often requires the intervention of an advocate. If the beneficiary has requested an ICT and the process has not been initiated, call the ICT Coordinator in the sending county and request that the case be transferred. If the process has been started and the beneficiary has not heard whom their case has been assigned to, call the ICT Coordinator in the receiving county.

If you need assistance call the Health Consumer Center at 1-800-896-3202 or MCH Access at 213-749-4261