Change of Address Card

Background
The Children’s Health Initiative (CHI) Retention Committee identified a high number of Medi-Cal cases that are discontinued due to “Whereabouts Unknown.”

The CHI Retention Committee developed a post card titled “I’m Moving Please Note My New Address.” The post card is to serve as a reminder to clients reporting their address change.

Implementation
These postcards were placed in District Office lobbies on 08/30/02. Placing these cards in District Office lobbies may facilitate clients reporting their change of address, and thus reduce the number of discontinuances due to “Whereabouts Unknown.”

Effective immediately, a supply of these postcards must be kept in District Office lobbies. Eligibility Workers (EWs) may also keep a supply of these at their desk, and provide them to clients that report a change of address.

Reminder:
This is not a change in policy. Client’s can still report address changes by phone for Medi-Cal.

Forms
A new postcard was developed titled “I’m Moving Please Note My New Address.” These were distributed to District Offices on 08/30/02. A copy of the postcard is attached for reference purposes.

Other Programs
These postcards are NOT limited to the Medi-Cal program. These postcards may be used for ALL programs.
Clerical

See “Forms” above. Office Management Coordinators must ensure there is an adequate supply of these postcards in supply, and that they are available to clients in their respective District Office lobby.

Kudos

Many thanks to Jane Luu at the North County District Office for developing this postcard.

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