Update 2011-18: Common Place
SSI Denials Business Process

Background
When the State reduced the SSI/SSP payment standards in July 2009, the State required the counties to process the Medi-Cal portion of the SSI application for individuals denied SSI due to income. Due to the high volume of applications received at that time, these applications were processed by eligibility workers at Valley Medical Center (VMC) Eligibility Bureau following temporary complex procedures. Since that time, the number of referrals from Social Security Administration has diminished.

Changes
The SSI Denial applications will now be processed by Central Client Services (CCS) and assigned to CCS intake eligibility support.

Please refer to Medi-Cal Handbook Chapter 9, page 9-13, for an explanation on the policy for processing SSI Denials.

Implementation
This change is effective immediately.

Procedures
Individuals denied SSI due to income are referred to Social Services Agency by Social Security via a MEDS alert 9043. Information Systems (IS) posts a list of these daily alerts in Business Objects. Below are the procedures for processing the applications on the SSI Denials list.
<table>
<thead>
<tr>
<th>Step</th>
<th>Who</th>
<th>Action</th>
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<tbody>
<tr>
<td>1.</td>
<td>IS</td>
<td>• Posts a list of 9043 alerts in Business Objects in a report titled &quot;SSI Denials&quot; under Public Folders/DEBS/AAC_A5 and VMC_Administration</td>
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</tbody>
</table>
| 2.   | Application Support        | • Prints SSI Denials report on a daily basis.  
• Completes file clearance process in CalWIN and MEDS.  
• Assigns to appropriate caseload, office, EW number if active or pending in another Program.  
• Completes application/registration in CalWIN.  
  • The application date is the date the client applied for SSI.  
• Completes the top portion of the SCD 2205 with due date in the appropriate language.  
• Makes a copy of the completed SCD 2205.  
• Scans the copy of the SCD 2205.  
• Assigns to appropriate CCS caseload number.  
• Mails the SSI Denials forms packet with the SCD 2205 to the client.  
• In Maintain Case Comments, documents the date the SSI Denial alert was received and the date the SSI Denial application packet was mailed to the applicant. |
| 3.   | Application Support        | • Receives in the mail the SSI Denial packet completed by the applicant.  
• Completes file clearance process.  
• Assigns companion ticket to the worker.  
• Creates Temporary Folder.  
• Scans the completed SSI Denial packet. |
4. Eligibility Support

- Receives TMT Request assignment under My Request.
- Updates TMT request status.
- Retrieves Temporary folder.
- Contacts the applicant if the packet has not yet been received by the due date.
- Denies the application if no packet is received by the due date.
- Reviews all the returned forms, MEDS, IDM.
- Contacts the client for any missing information/verifications.
- Completes CalWIN entries, runs EDBC, and authorizes as appropriate.

Clerical

Please refer to “Procedures” above. For a list of forms included in the SSI Denial Packet refer to Medi-Cal Update 2009-17 “Other Forms” section.

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