Revision Date:
09/27/2019

Background:
The County of San Diego Health and Human Services Agency (HHSA) will retain and maintain all documents associated with eligibility determinations by means of CERMS. The system allows HHSA to image documents timely and securely, in order to have them available for viewing by authorized staff. All forms and documents that are used to support an eligibility determination are required to be scanned into CERMS. This policy is being revised to include recent updates.

Purpose:
The purpose of this document is to provide staff with policy and procedures regarding the timely scanning/uploading of documents into CERMS.

Policy:
Document(s) received:
Documents submitted to HHSA to support an eligibility determination are to be scanned/uploaded to CERMS within one business day of receipt by HHSA staff by way of Convenience Capture, the Document Processing Center (DPC), or eImport scanning methods.

CERMS Receipt:
The CERMS receipt is used by HHSA to provide customers proof of submitted documents to HHSA. It is also used to ensure that such documents being sent to the DPC are imaged to the correct case number via the barcode technology. The case number generated barcode allows the receipt to become a case separator during the batch imaging process.

A CERMS receipt will be provided when documents are submitted to HHSA. One receipt will be issued per case number. When documents are provided to HHSA and not required to be imaged immediately, two receipts will be printed, one will be given to the customer and the second receipt will be attached to any documents being sent to the DPC. It is critical that the case number be entered correctly, and the receipt be printed immediately after taking the documents from the customer.

The receipt must show: case number, the date on which the document was received, whether the document is processed or non-processed, and whether a document listed on the receipt is not included in the packet being sent to the DPC because the document has already been imaged through Convenience Capture (CC) via Image Trust scanning system.

The date on the receipt cannot be modified. If back-dating a receipt, staff will cross out date with a pen, write in the actual received date and write their initials next to the edit made.

Convenience Capture (CC):
All customer-facing workstations have Convenience Capture Scanners. The purpose of the scanner is to image documents (forms and verifications) being submitted by a customer during face to face contact in order to return the original documents to the customer. Documents that are scanned by CC are instantly available for viewing.

Convenience capture will be used when:
- The customer is on site, and
- Is submitting documents, and
- The documents need to be returned to the customer

Examples of documents to be scanned using CC:
- Driver's License or ID
- Social Security Card
- Birth Certificate
- Marriage or Death Certificate
- Income document
- Property document
- Expense document
- School document
- Pregnancy verification
- Immigration documents
- Court document
- Provide License
- WTW document

Forms and documents that are submitted by a customer, but are not required to be returned to the customer, are to be sent to the DPC for imaging following the current process.

MC 0005 requirement:
When CIT/ID documents are submitted by Medi-Cal applicants/beneficiaries (excluding those in the Breast and Cervical Cancer Treatment Program (BCCTP)), front line staff will use the template provided and place it on the scanner when scanning the documents provided. Family Resource Centers (FRCs) should laminate the notification and make available to staff. Refer to *MPG Article 4, Section 7.16* for details.

Document Processing Center (DPC):
The DPC is responsible for batch imaging. Multiple high-speed scanners scan documents received by HHSA via mail and by customer drop off. In addition, the DPC performs electronic documents import on behalf of the FRCs. Documents received at the eligibility sites will be transported in secured bins and imaged by the DPC within one business day of receipt.

Mail Delivery Service (MDS):
The Mail Delivery Service transports documents to the DPC for imaging. The documents will be transported in bins twice a day by County Mail Services and Federal Express. The documents are to be imaged within one business day of when the DPC received the documents. The bins are returned to the sites by County Mail Services each morning.

CERMS Viewer:
The CERMS Viewer enables staff to: view documents, electronically import documents into CERMS, delete saved documents, and allow users to assign person-specific documents.

Electronic Document Import (EDI):
CERMS has the capability to import electronic files directly into the repository. The documents will be available for viewing instantly. This feature will eliminate the printing of documents for the sole purpose of imaging them.

Forms Repository:
A key feature of CERMS is to make it easier and more efficient to scan documents by using barcodes. All barcoded forms can be found within the Eligibility Forms Repository (EFR).
In addition, CalWIN client correspondence that is mailed in batch will be generated and mailed to customers with a barcode by our print vendor. Staff will print CalWIN client correspondence/forms in batch as much as possible. This will ensure that our print vendor mails the barcoded version to the customer.
Note: Printing immediately at FRC sites from CalWIN, will produce an un-barcoded document.

Support:
EFR and form ordering issues will be elevated to the Client Correspondence Program Specialist at Eligibility Operations. Staff will use the CalWIN Eligibility Operations Help Desk to elevate issues.

Training:
Staff will complete hands-on training during one or more of the following: 1) initial training prior to reporting to their assigned FRC or designated location, or 2) training by a CERMS trainer at their designated location.

Equipment Orders and Maintenance:
CERMS involves the use of equipment to scan documents or transport them. It is the responsibility of the FRC Manager to ensure the safety and security of the CERMS equipment, and the availability of supplies.
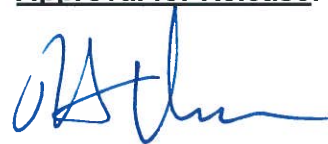
Program Impacts:
All Programs

References:
None

Sunset Date:
This policy will be reviewed for continuance by 09/27/2022

Approval for Release:

9-30-19

Rick Wanne, Director
Eligibility Operations