

**County of San Diego, Health and Human Services Agency (HHSA)  
County Medical Services (CMS) Program Guide**

**Administrative Responsibilities**

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**Background**

The administrative sections which support CMS are Health Coverage Access (HCA), CMS Program staff and the Administrative Services Organization.

**Policy:**

**A: Health Coverage Access (HCA)**

This section oversees eligibility staff located at hospitals, public health centers and community clinics. Responsibilities include:

- Evaluating eligibility for Medi-Cal and CMS
- Ensuring that CMS is the program of last resort
- Helping applicants through the eligibility process
- Teaching beneficiaries how to receive covered services and how to resolve access to health care problems
- Referring applicants and beneficiaries to other resources (e.g. Medi-Cal, State Disability, General Relief, community-based organizations, etc.)
- Providing CMS applicants and beneficiaries with other program information that is appropriate to their circumstances at the time eligibility to CMS is established or denied.

**B: CMS Program Staff**

The CMS Program staff maintains CMS policies and procedures in the CMS Program Guide (CMSPG), initiate Disability Determinations Services Division (DDSD) applications and process various types of recovery for CMS.

**C: Administrative Services Organization (ASO)**

San Diego County contracts with an ASO to:

- Schedule eligibility appointments
- Manage patient care
- Authorize treatment based upon established guidelines
- Process provider claims
- Bill Medi-Cal for reimbursement
- Manage scope of service complaint and grievance process
- Monitor claim payments or other duties related to County lien assertions

The ASO maintains an inventory of CMS Patient Handbooks and coordinates the distribution to FRCs. The FRCs may order the CMS Patient Handbooks by calling the ASO at 1-858-492-4422 and providing the following information.

- Contact person
- Phone number
- Requesting FRC
- County Mail Stop
- Number of handbooks needed for each language (English/Spanish)

**Other Program Impact:**

None

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**Reference(s):**

None

**Sunset Date:**

This policy will be reviewed for continuance by 10/31/2018

**Release Date:**

10/1/2015