

# Article 10 Section 1 Quality Control (QC)

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## 10.01.01 Policy

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### 10.01.01A Policy

QC reviews are only conducted as desk reviews. The primary purpose of the review is to evaluate worker accuracy, detect error trends and training needs.

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### 10.01.01B Review Sample Timeframe

Cases are selected for review by QC workers from a random sample of the total case population on a monthly basis.

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### 10.01.01C Specific Review Areas

Specific areas of review include, but not limited to:

- Application processing timeframes;
  - Income treatment and budget computation;
  - Correct determination of Medi-Cal linkage factors;
  - Correct determination of financial and non-financial eligibility factors such as property, residency and alien status, etc.; and
  - Acceptable and adequate verification and documentation.
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