

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

**Face-to- Face Interviews**

**Number**

**02.03**

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**Background**

At the initial application, a face-to-face interview is required for a CMS eligibility determination.

**Policy:**

**A: Interview/Exceptions**

A face-to-face interview is required unless an exception is noted.

**B: Hospital Outstation Services (HOS)**

Exceptions to this requirement for HOS are listed in the HOS Policy and Procedures Manual.

When a face-to-face interview has been waived, the application is processed by mail. The reason for waiving the interview must be documented in case comments.

Workers may waive the face-to-face interview when the applicant has been discharged before the intake interview can be scheduled or as otherwise stated in the HOS Policy and Procedures Manual.

**C: Non-HOS**

Workers must waive the face-to-face interview when the applicant/beneficiary is:

- Living in a skilled nursing facility, intermediate care facility, or board and care.
- Housebound because of illness or injury. However, these applicants/beneficiaries may request a face-to-face interview.
- Hostile or uncooperative.

**Note:** Workers may request to waive the face-to-face interview for other reasons based on the individual needs of the applicant/beneficiary. This will be done on a case-by-case basis and with Supervisor approval.

**Other Program Impact:**

None

**Reference(s):**

None

**Sunset Date:**

This policy will be reviewed for continuance by 04/30/2019.

**Release Date:**

April 04, 2016