

**County of San Diego, Health and Human Services Agency (HHSA)
Medi-Cal Program Guide**

Good Cause

Number

4.21

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Revision Date:

April 1, 2020

Background:

Regulations require that workers evaluate for good cause prior to taking an adverse action during the application, reapplication, and redetermination process, or when changes are reported.

Good cause exists when the customer and/or authorized representative (AR) are unable to comply with eligibility requirements within the timeframe of the application, reapplication, and redetermination process, or when changes are reported for reasons that are beyond their control.

Purpose:

This section has been written in the current format; no rules or procedures were changed.

Policy:

Good cause may exist when:

- There is a physical or mental illness or incapacity of the customer and/or AR, which prevents them from contacting the Agency and/or obtaining/submitting the required documents/verifications to the Agency within the required timeframes
- The level of literacy which, in conjunction with other social and language barriers, prevents the customer and/or AR from meeting the due date
- There is a delay in receipt of information where the delay is beyond the control of the customer and/or AR
- Obtaining the documents/verifications would cause harm to the customer.

Good cause is not limited to the above situations. There may be other circumstances that prevent the customer and/or AR from complying with eligibility requirements on a timely basis.

Procedure:

At each application, reapplication, redetermination, or when changes are reported:

- Evaluate for good cause when the customer and/or AR are unable to comply with eligibility requirements within the required timeframe
- Inform the customer and/or AR of any acceptable alternative documents/verifications
- Rescind the denial or discontinuance if good cause is established
- Establish a new due date, if needed
- Inform the customer and/or AR of the new due date
- Narrate the actions taken to evaluate for good cause and the outcome, including any rescissions or extensions granted.

Program Impacts:

None.

References:

CCR Title 22, Section 50175

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Sunset Date:

This policy will be reviewed for continuance by March 31, 2023

Approval for Release:

AW, 4-1-20

Rick Wanne, Director
Eligibility Operations