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MAY 10 2010

**TRINITY COUNTY
SUPERIOR COURT**

FILED

MAY 20 2010



CLERK OF THE SUPERIOR COURT
COUNTY OF TRINITY
BY: STACI WARNER, DEPUTY CLERK

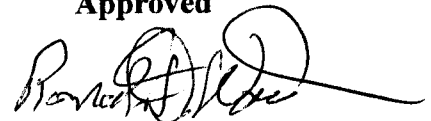
**Trinity County Grand Jury
2009-2010**

**Health and Human Services Committee
HHR2009/2010-004
Final Report**

Medi-Cal Application Process Investigation

This Report was Approved on
May 12, 2010

Approved



Ronald D. Ward

2009-2010 Trinity County Grand Jury

2009-2010 Trinity County Grand Jury
Health and Human Services Committee
Medi-Cal Application Process Investigation

Summary

The Trinity County Grand Jury, upon receiving a complaint from a concerned citizen, opted to investigate the process for handling walk-in Medi-Cal Applications through the Trinity County Health and Human Services Department (TCHHS). It was found that appropriate policies and procedures are in place to insure that Medi-Cal applicants receive the correct application.

Background

In February, 2010, the Trinity County Grand Jury received a verbal complaint that on two separate occasions the incorrect Medi-Cal application had been distributed by TCHHS. The complaint stated that after walking into TCHHS and asking specifically for a Medi-Cal application, a different application had been given to the applicant. The focus of the investigation was to determine if TCHHS has the proper policies and procedures in place to insure that office personnel are able to provide the correct information to walk-in applicants.

Method of Investigation

The Health and Human Services Committee's method of investigation was by interviewing TCHHS personnel and obtaining Medi-Cal processing procedures for review. The procedures were corroborated by interviews.

Discussion

In the last year, TCHHS has had problems with its handling and processing of Medi-Cal applications due to inadequate staffing levels, personnel issues and the absence of an Eligibility Supervisor. In December of 2009, TCHHS, in conjunction with a team of analysts from University of California at Davis (UCD), completed an eligibility business process review. TCHHS has implemented many of the recommendations from the UCD process review and is currently working to implement the rest. While there is still a backlog of outstanding Medi-Cal applications, and they have experienced staff reductions from 65 to 42 in the last 10 years, TCHHS is working diligently to improve their business process. Personnel issues have been resolved, staff vacancies have been filled and an Eligibility Supervisor has been hired.

Findings/Recommendations

Finding 1:

Policies and procedures are in place for the correct handling of walk-in Medi-Cal applicants and the office staff is trained on these policies and procedures.

Recommendation 1:

Policies and procedures for Medi-Cal processing should be reviewed on a quarterly basis with all office personnel.

Finding 2:

A personnel issue that created a serious backlog of Medi-Cal applications has been resolved.

Finding 3:

An experienced Eligibility Supervisor has been hired to improve and streamline the business processes.

Finding 4:

All staff vacancies in the Health and Human Services Department have been filled.

Responses Required

In accordance with California Penal Code 933.05 a response is required as indicated below.

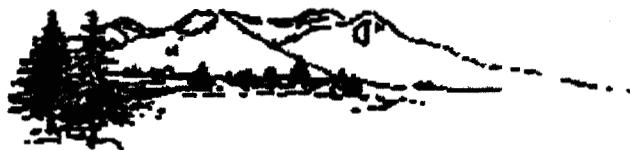
<u>Respondent</u>	<u>Finding/Recommendation</u>	<u>Due date</u>
Health and Human Services	1	90 days

The governing bodies indicated above should be aware that comment or response of the governing body must be conducted subject to the notice, agenda and open meeting requirements of the Brown Act.

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JUL 28 2010

TRINITY COUNTY
SUPERIOR COURT



*Reviewed
1/11
9/5/10*

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Trinity County Health and Human Services Department

TO: The Honorable James P. Woodward,
Presiding Judge of the Superior Court

CC: Wendy Tyler, Deputy CAO/ Clerk of the Board

FROM: *Linda Wright*
Linda Wright, Director

SUBJECT: Response to Recommendations of 2009-10
Grand Jury Committee Final Report
Re: Medi-Cal Application Process Investigation

DATE: July 27, 2010

The Grand Jury Health and Human Services Committee has requested a written response to their final report on the **Medi-Cal Application Process Investigation**. In my capacity as Director of Trinity County Health and Human Services, my response is as follows:

Finding #1: Policies and procedures are in place for the correct handling of walk-in Medi-Cal applicants and the office staff is trained on these policies and procedures.

Response: I agree.

Recommendation #1: Policies and procedures for Medi-Cal processing should be reviewed on a quarterly basis with all office personnel.

Response: It has been implemented as Health and Human Services Eligibility and Reception departments hold Unit meetings monthly to discuss all policies and procedures. It is also reviewed and discussed with new personnel in those departments.