

Eligibility & Enrollment Topic	Policy Change	Programs Impacted	Legal Authority
Remote access and services	Provide as many eligibility and enrollment services/ as possible during the public health emergency via virtual means (telephone calls, video calls, texting, etc.) to ensure operations continue while protecting the health of government workers and those seeking assistance	Medi-Cal, CalFresh, CalWORKs, CAPI, IHHS, State Fair Hearings, Tribal TANF and Child Welfare	<u>March 18 CA Governor's Executive Order</u> <u>Medi-Cal Guidance for Exceptions due to Public Health Crisis (January 9, 2020)</u> <u>CalFresh/CalWORKs Guidance (March 13, 2020)</u> <u>State Fair Hearings (March 13, 2020)</u> <u>Tribal TANF Guidance (March 16, 2020)</u> <u>Child Welfare & Probation Guidance (March 21, 2020)</u> <u>In-Home Supportive Services (IHSS March 24 Guidance)</u>
Allow enrollment to be done online or by phone	Provide options to apply online, by phone, or mail (rather than in-person or fax)	Medi-Cal, CalFresh, CalWORKs	<u>Medi-Cal Guidance for Exceptions due to Public Health Crisis (January 9, 2020)</u> <u>CalFresh/CalWORKs Guidance (March 13, 2020)</u>
Redeterminations	Suspend redeterminations for 90 days	Medi-Cal, CalFresh, CalWORKs, CAPI, IHHS	<u>March 18 Executive Order</u> <u>Medi-Cal Guidance (March 16, 2020)</u>
Suspend disenrollments for procedural reasons	No termination of Medi-Cal benefits for failure to provide documents; benefits terminated for that reason must be reinstated	Medi-Cal	<u>Medi-Cal Guidance for Exceptions due to Public Health Crisis (January 9, 2020)</u>
Waive payment of premiums	Medi-Cal premiums waived during public health emergency	Medi-Cal	<u>Medi-Cal Guidance for Exceptions due to Public</u>

			Health Crisis (January 9, 2020)
Waive Share of Cost (SOC)	Waive SOC for testing or treatment of COVID-19	Medi-Cal	Families First Coronavirus Response Act, H.R. 6201 Medi-Cal Guidance (March 5, 2020) CA Department of Managed Health Care All Plan Letter (March 5, 2020)
Self-Attestation	Accept self-attestation for verification of eligibility criteria; use electronic data sources as much as possible	Medi-Cal, CalFresh, CalWORKs	Families First Coronavirus Response Act, H.R. 6201 Medi-Cal Guidance (March 5, 2020) CA Department of Managed Health Care All Plan Letter (March 5, 2020)
Documentation of Eligibility	Maximize use of existing databases for verification		
Good Faith efforts/extend time	Extend time allowed to submit documentation		
Reporting change in income	Allow flexibility in how changes to anticipated/future income are reported and verified		
Special enrollment period	Allow mid-year enrollment for tax subsidy due to change in income	Covered California	Covered CA Fact Sheet
Time limits	Benefits received during emergency period do not count towards 5-year time limit	CalWORKs	CalFresh/CalWORKs Guidance (March 13, 2020)