



A Tradition of Stewardship
A Commitment to Service

NAPA COUNTY HEALTH AND HUMAN SERVICES AGENCY

Self Sufficiency Services Division

POLICY AND PROCEDURE:

Telephone Interviews

REVIEW FREQUENCY:

Every two years

POLICY # 2000601-1024-20

DISTRIBUTION:

- Employment Services
- Eligibility
- Quality Mgmt

EFFECTIVE DATE: 12/21/2009

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APPROVAL:

Juana Bautista 2/25/20

Title and Signature Date

APPROVAL:

Lynn Perez 2/25/20

Division Manager Date

APPROVAL:

Quinn Yumb 3-2-2020

HHSA Director Date

POLICY STATEMENT:

It is the policy of Napa County Health and Human Services, Self Sufficiency Services Division to conduct telephone interviews for Health Coverage applications, CalWORKs renewals and CalFresh intakes and recertifications as permitted by state law. Telephone interviews offer applicants and recipients the opportunity to apply for benefits or renew their benefits without having to come into our office. This is especially helpful for working individuals and individuals with transportation or child care challenges.

ADMINISTRATION:

Eligibility Specialist (EW)
Screener

DEFINITIONS:

Telephonic Signature - a type of electronic signature that uses an individual's recorded spoken signature or verbal assent in place of an actual written signature, and is considered legally enforceable under certain conditions. The use of a telephonic signature, as part of the application or redetermination/recertification process, will eliminate the process of mailing documents in order to gather a customer's ink signature. Napa

County does not currently have the capacity to implement telephonic signatures for the CalWORKs and CalFresh programs. Telephonic signatures may only be used for health only applications taken by phone.

Electronic Signature – a method of capturing a customer’s signature or intent through electronic options rather than signing a physical piece of paper. An electronic signature is associated to a single document and can be captured by email, text or IVR.

END OF POLICY

PROCEDURE

1. Overview

- a. CalFresh
 - i. Phone interviews must be offered at intake and Recertification (RE).
- b. CalWORKS
 - i. Intake interviews are done in person.
 - ii. RE interviews are done over the phone but can be done in person.
 - iii. If an applicant applies for both CalWORKS and CalFresh, a single interview is conducted.
- c. Medi-Cal/Health Coverage application (Medi-Cal, CMSP, APTC, CSR, etc)
 - i. Phone interviews must be offered at intake. Information to complete a Renewal may be taken over the phone.
- d. A face-to-face interview must still be conducted in the following circumstances:
 - i. When requested by the household or the household’s authorized representative.
 - ii. When the county determines it is necessary to verify conditions of eligibility (that is, if the information is questionable).
 - iii. When adding adults over the age of 16 to a CalWORKs case.

2. CalWORKs & CalFresh Process

a. Setting up Phone Interview Appointment

- i. Complete appointment letter in the “Customer Schedule” area of C-IV informing the participant that there will be a phone interview conducted.
 - 1) Letter should include:
 - (a) Date and time of phone interview
 - (b) Participant’s phone number to be called (This should be added in the Appointment Letter Comments field).
 - (c) Whether the appointment is for an intake or renewal/recertification
 - (i) For intake, choose Telephone Interview
 - (ii) For recertifications, choose Telephone CW/CF RE Interview
 - (d) Check the Outbound IVR Call box to allow C-IV to make the reminder call.
 - (e) C-IV will prepopulate the letter to read: “We will call you at the number above. If the number is not correct, you must call us and provide a number where you can be reached for your interview. It is very important that we are able to reach you. You may also want to provide an alternative phone number where you can be reached. County phone numbers may be blocked. If your phone does not accept blocked numbers, you may miss the phone

call for your telephone interview, and your benefits may be delayed. You will have to reschedule your interview. If you miss the phone interview, call your worker at the number above or go to the above office to reschedule your interview.”

- 2) Appointment letters should be mailed no later than:
 - (a) Intake appointment – minimum of one week before appointment
 - (i) This timeframe does not apply to Expedited Services (ES) cases. See Section 4 for ES process.
 - (b) RE appointment – minimum of two weeks before appointment
 - (i) RE appointment letters should be generated no later than the 15th of the month prior to the month the RE is due. There is no need to print/mail the letter if the appointment is scheduled and saved prior to the generation of the Recertification Packet. C-IV will prepopulate the appointment letter inside the Recertification Packet with the appointment date and time.
- ii. Mail appointment letter and Intake/RE packet to participant (if applicable).
- iii. Enter the appointment into Outlook or other appointment calendar.
 - 1) Using the Customer Schedule in C-IV and entering the worker ID in the appropriate field generates an Outlook appointment automatically.
 - 2) If manually entering the appointment in Outlook, the entry should include:
 - (a) Title “Phone RE or Intake Interview”
 - (b) Case Number
 - (c) Case Name
 - (d) Phone # included in appointment letter
 - (i) If participant calls w/different contact # - update Outlook with phone # and case comment change in #.
- iv. Enter journal comments identifying phone interview scheduled and listing appointment date and time.

b. Conducting Phone Interview

- i. The EW will call the customer at the appointment time. If a customer does not answer the phone for their scheduled appointment time:
 - 1) Attempt second call in 15 minutes. Document in the journal the exact time and outcome of each attempted call.
 - 2) If still unable to contact participant:
 - (a) For CF Intake
 - (i) Update appointment status to No Show
 - (ii) Take negative action with reason of CF Missed Interview
 - (iii) Run EDBC and accept results
 - (iv) Notice of Missed Interview (NOMI/DFA 386) will generate
 - (v) Program will collapse and C-IV will send NOA on the 30th day.
 - (b) For CW and CF combination REs
 - (i) Update appointment status to No Show
 - (ii) Send the Notice of Missed Interview (DFA 386)
 - (iii) CW requires an additional attempt to contact the customer if the RE is not completed by the 15th day of the month the RE is due.
 - (iv) Send out MC RE packet.
 - (v) Mark Customer Reporting with appropriate status: Incomplete or Sent.
 - (c) For CF only or CF/MC REs

- (i) Update appointment status to No Show
 - (ii) Follow the steps in the [CalFresh Recertification Quick Facts](#) flowchart.
 - (iii) For CF/MC cases, send out MC RE packet in case the customer does not complete the CF RE process.
 - (iv) When customer calls to reschedule, a phone interview appointment may be given, but all paperwork must be completed before benefits can be issued.
- ii. If a participant is available during their scheduled appointment time, the EW will:
 - 1) Ensure they are speaking with the correct customer. The person who answers the phone must verify his or her identity by providing his or her name, SSN, children's dates of birth, etc.
 - 2) Ask customer to have a paper and pen available during phone appointment.
 - 3) Ask all root questions prompted in C-IV.
 - (a) If a CF customer has returned a completed CF 285, it is not necessary to ask the questions again.
 - 4) Explain all rights and responsibilities as required by each program.
 - 5) Ask participant if there are any further questions.
 - 6) Inform participant verbally of the required verification needed to complete the intake or RE process.
 - iii. Once the interview is completed, the EW will:
 - 1) Print out Statement of Facts (SOF) if required.
 - 2) Identify required forms the participant must complete.
 - 3) Offer electronic signature for the SAWS 2 Plus, CF 37 or any other applicable forms.
 - 4) Prepare a pending list (CW 2200) if needed –giving the customer 10 calendar days to return requested verification.
 - 5) Mail forms and pending list to the customer. Include return envelope(s)
 - 6) Enter comments in journal and record whether the household has been certified or recertified via a face-to-face interview or a telephone interview.
 - 7) Update appointment status to Showed.
 - iv. If the participant returns the forms and verifications within 10 calendar days – complete the RE.
 - v. If the participant does not return the required documentation within 10 calendar days, take appropriate discontinuance or denial action as required.
- c. Expedited Services CalFresh (ES) Process**
- i. A telephone or face-to-face interview (whichever is beneficial to the customer) may be conducted for ES. Telephone interviews may be more efficient, especially in cases where the customer already has an EBT card and/or is willing to sign forms electronically.
 - ii. Screener schedules interview, completes appointment letter as in Section 2.a. above and gives the letter to the customer.
 - iii. If the customer is not in the office (submitted e-application or dropped off application), the Screener is still able to schedule an ES interview within ES timeframes. Use the following script when leaving a message for the applicant:
 - 1) *“Hello, my name is _____. This call is for _____. I am calling in regards to your recent application submitted on _____. You have been scheduled for an interview on _____ at _____ at the following address/location. Please make sure that you bring proof of your identity. If you cannot make the scheduled appointment time, please call back at your earliest convenience at _____ to reschedule your interview appointment. Thank you.”*
 - iv. EW Conducts the telephone interview at the appointed time as in Section 3 above.
 - 1) EW generates and prints SAWS 2.

- (a) An electronic signature may be completed for the SAWS 2.
- v. EW processes application, adhering to ES timeframes.

d. Medi-Cal/Health Coverage Process

- i. Intake: A Medi-Cal applicant may choose to complete the application process via phone.
 - 1) The EW will
 - (a) Call the customer to gather additional information.
 - (b) Use the SSSD 2044 to collect/record information.
 - (c) Take a telephonic signature for the application (see iii below).
 - (d) Journal.
 - ii. Renewal: Customers are allowed to provide information verbally (over the phone) to complete their annual renewal. When information is obtained over the phone, the EW will take a telephonic signature.
 - iii. Telephonic Signature Process for Medi-Cal only
 - 1) A telephonic signature is acceptable for any Medi-Cal form that must be signed including applications, application supplemental forms, renewals, renewal supplemental forms and appointments of Authorized Representatives.
 - 2) A telephonic signature may not be taken in place of a written affidavit (sworn statement).
 - 3) The EW will
 - (a) Review the forms and information gathered on the forms with the customer.
 - (b) Record any information obtained in C-IV.
 - (c) From the form that is being telephonically signed, recite the rights and responsibilities, declaration and/or penalty of perjury statement to the customer.
 - (d) Mail a copy of the telephonically signed form to the customer (i.e. Statement of Facts for an application, MC 216 for redetermination).
 - (e) Journal what information the customer provided, method of signature, date of signature, and that the form was mailed to the customer.
 - (i) Example of acceptable journal entry: *"[Applicant/Beneficiary/Authorized Representative] provided information necessary to complete an [application, annual renewal, appointment of authorized representative (applicant/beneficiary signature only), "specific form"] via telephone on [date/time]. [Applicant/Beneficiary/Authorized Representative] provided a telephonic signature agreeing that the [identify information] provided was true and correct to the best of their knowledge under penalty of perjury."*

REFERENCES:

ACL [09-62](#), [12-26](#), [16-14](#), [16-119](#)

MPP 40-181.33

W&I 11265

ACIN [I-60-13](#)

ACWDL [19-17](#)

[E-Signature Handbook](#)

[CalFresh Recertification \(RE\) Quick Facts](#)

CW Policy Interpretation #16-14

FORMS

CF 37 – Recertification for CalFresh Benefits

CF 285 – Application for CalFresh Benefits

CW 2200 – Request for Verification

DFA 386 – CalFresh Notice of Missed Interview (NOMI)

MC 216 – Medi-Cal Redetermination Form

SAWS 1 – Initial Application for CalFresh, Cash Aid, and/or Medi-Cal/Health Care Programs

SAWS 2 – Application for CalFresh, Cash Aid, and/or Medi-Cal/Health Care Programs

SAWS 2 A – Rights, Responsibilities and Other Important Information

[SSSD 2044](#) – Medi-Cal Telephone Information Sheet

CONTACT PERSON(S):

Shelly Todd, Staff Services Analyst

END OF PROCEDURE

REVISION HISTORY:

Revision	Date	Description of Change	Requested By
0.0	12/31/2009	Procedure Created in response to ACL 09-62	Allison Muller, SSA II
1.0	12/31/2010	Revised to include C-IV instructions and CalFresh (new program name).	Jessica Chapin, SSA II
2.0	12/31/2011	Eliminated CF SFIS information per ACL 11-83. Updated appointment letter language with correct phone number for client calls. Added CSOA letter language template.	Jessica Chapin, SSA II
2.1	06/30/2012	Revised appointment letter language.	Jessica Chapin, SSA II
2.2	5/30/2013	Removed requirement for CW Face to Face when paperwork not returned. Added requirement to verify identity when calling the applicant or recipient.	Jessica Chapin, SSA II
3.0	2/7/2014	Updated to include phone application/interview and telephonic signature for Affordable Care Act (ACA) programs.	Jessica Chapin, SSA II
4.0	2/24/2020	Added e-signature, telephonic signature for MC, updated ES section with phone script	Shelly Todd, SSA II