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GOVERNOR

October 29, 2009

**ALL-COUNTY LETTER NO. 09-66**

TO: ALL COUNTY WELFARE DIRECTORS ALL  
IHSS PROGRAM MANAGERS

**SUBJECT: MODIFICATIONS TO THE CASE MANAGEMENT, INFORMATION AND  
PAYROLLING SYSTEM TO IMPLEMENT THE NEW PROVIDER  
ENROLLMENT REQUIREMENTS**

REFERENCE: ALL-COUNTY LETTER 09-52  
ALL-COUNTY INFORMATION NOTICE I-69-09

This All-County Letter (ACL) provides information regarding modifications and enhancements to the Case Management, Information and Payrolling System (CMIPS) and will also provide technical instruction on changes to system operations. This letter specifically addresses changed or new procedures affecting data entry into CMIPS. The directions contained in this ACL refer only to the existing CMIPS, commonly referred to as the "Legacy" system to differentiate it from the new CMIPS II system. Modifications and enhancements to the system will become effective November 1, 2009, with the exception of the enrollment requirements for existing providers. Existing providers have until June 30, 2010 to complete all of the new enrollment requirements. This ACL will not address policy issues or procedures. For detailed information regarding policy and procedures other than those directly affecting system operations, see All-County Letter 09-52 and All-County Information Notice I-69-09.

**Background**

Assembly Bill, Fourth Extraordinary Legislative Session (ABX4) 19, (Chapter 17, Statutes of 2009), added a section to the Welfare and Institutions Code (Section 12305.81) requiring the establishment of additional enrollment requirements for all existing as well as new In-Home Supportive Service (IHSS) providers. Counties are now required to conduct background investigations, fingerprinting and special orientation

Reason For This Transmittal

- State Law Change
- Federal Law or Regulation Change
- Court Order or Settlement Agreement
- Clarification Requested by one or More Counties
- Initiated by CDSS

classes. To meet the mandated requirements of this legislation, Legacy CMIPS has been modified to allow entry and tracking of the required new data.

### **New Provider Enrollment Screen (ENRL)**

Legacy CMIPS has been enhanced with a new screen to capture and track the required provider enrollment data. This new Provider Enrollment screen is titled IHSS Provider Enrollment. The screen access name is ENRL and is accessed using the providers Social Security Number (SSN) in either "I" (inquire) or "C" (change) mode. No other action codes are allowed and an "ACTION INVALID FOR SCREEN" edit will be displayed if any entry other than "I" or "C" is attempted. The following fields on this screen are to be entered by county staff:

- Enrollment Status – 1 digit field. Acceptable values are: P (pending) E (Eligible) or I (Ineligible). Whenever the Enrollment Status field is updated, the Enrollment Status Date must also be updated.
- Enrollment Status Date – 8 digit field. Acceptable entry format is: MMDDYYYY
- Termination Reason – 2 digit field. Acceptable values are:
  - SSN Unverified
  - On Suspended and Ineligible List
  - Fraud Conviction
  - Child Abuse Conviction
  - Elder/Dependent Adult Abuse Conviction
  - Other Felony Conviction\*
  - Serious Misdemeanor Conviction\*
  - Subsequent Arrest/Conviction
  - Death (provider's death)

\*Pending legal action, these Termination Reasons may be subject to change.

- 426 Enrollment Form – 1 digit field. Acceptable values: "Y" (yes) or "N" (no) A Yes indicates form is complete and on file in the county.
- Fingerprint/Background Investigation – 1 digit field. Acceptable values: "Y" (yes) or "N" (no) A Yes indicates completion and results on file in the county.
- Orientation – 1 digit field. Acceptable values: "Y" (yes) or "N" (no) A Yes indicates provider attended orientation.
- 846 Provider Agreement – 1 digit field. Acceptable values: "Y" (yes) or "N" (no) A Yes indicates the Provider Agreement was signed by the provider at the end of the orientation session.
- Appeals – 1 digit field. Acceptable values: Blank, "P" (appeal filed but pending), "O" (appeal overturned), "U" (appeal upheld)
- Function keys for this screen are: Ent – Enter field to process input, F03 – Exit, and F08 – Next screen

Counties should be aware that certain actions are either required or not allowed for certain fields on the PELG and ENRL screens and may affect access and data entry on the other screen. The following effects should be noted:

- The system will not allow changing the Enrollment Screen status to “E” and will display a hard edit “INVALID REQUEST” if any of the following occur:
  - The 426 Enrollment form contains an “N”
  - The Fingerprints/Background Investigation field contains an “N”
  - Orientation field contains and “N”
  - 846 Provider Agreement Form field contains an “N”
- If the Enrollment Status field is updated to an “I” (ineligible), a termination reason must also be entered in the Termination Reason field. If no reason is entered a system hard edit “TERMINATION REASON REQUIRED” will be displayed.
- Additionally, when a “P” or an “I” is in the Enrollment Status field on this screen, the system will not allow changing the Status on the PELG screen from a “P” to either an “E” or “L”.

The ENRL screen access will not be dependent upon the SSNV verification field. Access is allowed by the SSN. However, the PELG screen will not be eligible until the SSNV field contains a V. This also means the information on the ENRL screen will be available to all counties should the provider fail the background check.

Except for the initial mailing to all providers and recipients regarding changes to the provider enrollment process, counties will be responsible for generating and mailing all future provider enrollment eligibility notification letters. Counties will need to notify recipients that they need to find another provider. Providers may not have wages paid while an appeal decision is pending.

### **Changes to the PELG Screen**

The PELG screen has been enhanced to allow a new Status value, “P,” to indicate when a provider has started the enrollment process but has not completed all the necessary components. To place the provider case in “P” status the following fields must be completed:

- Name, last and first
- Address, street, City, State and Zip Code
- Phone Number
- Social Security Number
- Sex
- Date of Birth

- Status

If any of the above fields are not completed, CMIPS will display the edit “REQUIRED FIELD IS MISSING”.

The following changes have been made to the PELG screen:

- A “P” in the PELG Screen Status Field indicates that the provider is in a “pending” status and has started the enrollment process, but it is not complete.
- The system will not allow cases in “P” or “pending” status to be paid. Providers added after October 31, 2009 may only be paid if they are in “E” status.
- For providers currently providing services to existing recipients, the system will continue to allow payment until June 30, 2010 at which time existing providers will have had to complete the new enrollment process. Payment will not be allowed for existing providers who have not completed the enrollment process by June 30, 2010. An existing provider is defined as any provider currently in the Legacy system back to January 1, 2001.
- A system edit has been added that will not allow the changing of a status from “P” to “E” or “L” if the provider enrollment process has not been completed or the provider has been determined ineligible. This means that if there is a “P” or “I” on the ENRL screen the system will not allow the PELG status to be changed from “P” to “E”. The new edit reads: INVALID ENRL STATUS FOR CHANGE. This is a hard edit and cannot be overridden.
- Since the SSNV verification is based on information in the following fields, any change to one of these fields, when a provider already has a “V” in the SSNV field, will trigger a warning message to display, “CHANGE MAY DISENROLL PROV.” A change to one of the fields will initiate a new SSN verification process to occur. This means, until the SSN is again verified, a new provider cannot be placed in “E” or “L” status.

For existing providers, the SSN verification process will occur, but payment to the provider will not be affected. It is the county’s responsibility to review the SSNV verification and take appropriate action.

- Last Name
- First Name
- SSN
- SX
- DOB

The term date on the ENRL screen and the end date for the last segment on the PELG screen should be the same date.

Counties will receive a SOC 311 to be printed in the daily print job when they add a PELG in "P" status, same as if they add a PELG in "E" status.

Attached to this letter is a sample of the new Provider Enrollment Screen.

If you have any questions or encounter any systems issues regarding this ACL, please contact the Adult Programs Division, at (916) 653-5403.

Sincerely,

***Original Document Signed By:***

EVA L. LOPEZ  
Deputy Director  
Adult Programs Division Attachment

THIS ENRL I XXXXXXXXXX (ssn)

NEXT ENRL C XXXXXXXXXX (ssn)

IHSS PROVIDER ENROLLMENT

LAST NAME: XXXXXXXXXXXXXXXXXXXX

FIRST NAME: XXXXXXXXXXXXXXX MI: X

ENROLLMENT STATUS: X

STATUS EFFECTIVE DATE: MM/DD/YYYY

TERMINATION REASON: XX

426 ENROLLMENT FORM: X

FINDERPRINTS/BI: X

ORIENTATION: X

846 PROV AGREEMENT FORM: X

APPEALS: X

OPERATOR ID: JZ55ER

LAST UPDATING COUNTY: 01-ALAMEDA

ENT=ENTER F03=EXIT F08=NEXT