

THE DHCS ENTERPRISE

Last Updated: 08/20/2018

Business Relationship Management		Contractor Management	Financial Management	Care Management	Operations Management	Plan Management	Performance Management	Provider Management		Member Management	
Standards Management	Contract Solicitation	Accounts Receivable Management	Case Management	Claims Adjudication	Medi-Cal Plan Administration	Compliance Mgmt	Provider Eligibility & Enrollment	Provider Info Mgmt	Member Eligibility & Enrollment	Member Info Mgmt	
<div>- Establish Business Relationship</div> <div>- Manage Business Relationship Information</div> <div>- Manage Business Relationship Communication</div> <div>- Terminate Business Relationship</div> <div>Raul Ramirez</div>	<div>- Produce Medi-Cal Solicitation</div> <div>- Perform Potential Medi-Cal Contractor Outreach</div> <div>- Award Medi-Cal Contract</div> <div>Kevin Morrill</div> <div>Contract Information & Support Management</div> <div>- Manage Medi-Cal Contractor Information</div> <div>- Inquire Medi-Cal Contractor Information</div> <div>- Manage Medi-Cal Contractor Communication</div> <div>- Manage Medi-Cal Contractor Grievance and Appeal</div> <div>- Close Out Medi-Cal Contract</div> <div>- Manage Medi-Cal Contract</div> <div>- Manage CA-MMIS FI Contract</div> <div>Don Sherman</div> <div>Advance Planning Documents</div> <div>- Manage Advanced Planning Document (APD)</div> <div>Debra Dixon</div>	<div>- Manage Overpayment Recoupment</div> <div>- Manage TPL Recovery</div> <div>- Manage Estate Recovery</div> <div>- Manage Drug Rebate</div> <div>- Manage Cost Reports Settlement</div> <div>- Manage Medi-Cal Accounts Receivable Information</div> <div>- Manage Medi-Cal Accounts Receivable Funds</div> <div>- Manage Dental Accounts Receivable Information</div> <div>- Manage Dental Accounts Receivable Funds</div> <div>- Prepare Member Premium Invoice</div> <div>Margaret Hoffeditz</div> <div>Accounts Payable Management</div> <div>- Manage Contractor Payment</div> <div>- Manage Medicare Premium Payment</div> <div>- Manage Health Insurance Premium Payments</div> <div>- Manage Capitation Payment</div> <div>- Manage Dental Pure Premium Payment</div> <div>- Manage Incentive Payment</div> <div>- Manage Medi-Cal Accounts Payable Information</div> <div>- Manage Dental Payable Disbursement</div> <div>- Manage Medi-Cal Payable Disbursement</div> <div>- Manage 1099</div> <div>- Manage Member Health Care Reimbursement</div> <div>Carlos Quant</div> <div>Fiscal Management</div> <div>- Formulate Medi-Cal Budget</div> <div>- Manage State Funds</div> <div>- Generate Medi-Cal Budget Estimates Financial Report</div> <div>Marc Lowry</div>	<div>- Establish CCS/GHPP Case</div> <div>- Manage CCS/GHPP Case Information</div> <div>- Establish Case</div> <div>- Manage Case Information</div> <div>- Manage Medi-Cal Population Health</div> <div>- Manage Medi-Cal Registries</div> <div>- Perform PASRR Screening and Assessment</div> <div>- Perform Screening and Assessment</div> <div>- Manage Treatment Plan and Outcomes</div> <div>Karen Mark, M.D.</div> <div>Authorization Determination</div> <div>- Authorize Dental Service</div> <div>- Authorize CCS/GHPP Services</div> <div>- Medi-Cal Treatment Authorization Requests</div> <div>- Authorize Treatment Plan</div> <div>- Reserve Service</div> <div>Doug Robins</div>	<div>- Process Medi-Cal Claim</div> <div>- Process Dental Claim</div> <div>- Process Short-Doyle Medi-Cal Claim</div> <div>- Process IHSS Claim</div> <div>- Process Supplemental Program Claim</div> <div>- Submit Medi-Cal Claim Attachment</div> <div>- Submit Dental Claim Attachment</div> <div>- Apply Medi-Cal Mass Adjustment</div> <div>- Dental Erroneous Payment Correction (EPC)</div> <div>- Calculate Medi-Cal Share of Cost</div> <div>- Calculate LTC Share of Cost</div> <div>Melody Hayes</div> <div>Process Encounter</div> <div>- Process Managed Care Encounter</div> <div>- Apply Capitation Premium Mass Adjustment</div> <div>- Generate Premium Payment Remittance Advice</div> <div>Sarah Brooks</div> <div>Payment & Reporting</div> <div>- Generate Medi-Cal Remittance Advice</div> <div>- Generate Short-Doyle Medi-Cal Remittance Advice</div> <div>- Prepare Dental Explanation of Benefits</div> <div>- Inquire Medi-Cal Payment Status</div> <div>- Inquire Dental Payment Status</div> <div>- Inquire Short-Doyle Medi-Cal Payment Status</div> <div>- Inquire Supplemental Program Payment Status</div> <div>- Inquire IHSS Payment Status</div> <div>Melody Hayes</div> <div>Manage Data</div> <div>- Manage Data</div> <div>Linette Scott, M.D.</div>	<div>- Develop Agency Goals and Objectives</div> <div>- Maintain Program Policy</div> <div>- Maintain State Plan</div> <div>Mari Cantwell</div> <div>Performance Measurement</div> <div>- Develop and Manage Performance Measures</div> <div>Linette Scott, M.D.</div> <div>Health Benefits Administration</div> <div>- Manage Medi-Cal Program Information</div> <div>- Manage Benefit Information</div> <div>- Maintain Benefits-Reference Information</div> <div>- Manage Drug Formulary</div> <div>René Mollow</div> <div>Rate Setting</div> <div>- Manage Rate Setting</div> <div>- Manage Capitation Rate Setting</div> <div>Lindy Harrington</div>	<div>- Identify Utilization Anomalies</div> <div>- Establish Compliance Incident</div> <div>- Manage Compliance Incident Information</div> <div>- Determine Adverse Action Incident</div> <div>- Prepare Beneficiary Confirmation Letters</div> <div>Bruce Lim</div>	<div>- Determine Medi-Cal Provider Eligibility</div> <div>- Determine CHDP Provider Eligibility</div> <div>- Determine Dental Provider Eligibility</div> <div>- Determine Incentive Program Provider Eligibility</div> <div>- Determine Drug Medi-Cal Provider Eligibility</div> <div>- Determine FPACT Provider Eligibility</div> <div>- Enroll Medi-Cal Provider</div> <div>- Enroll Supplemental Program Provider</div> <div>- Enroll Drug Medi-Cal Provider</div> <div>- Enroll Mental Health Provider</div> <div>- Enroll Dental Provider</div> <div>- Enroll CCS Provider</div> <div>- Enroll CHDP Provider</div> <div>- Enroll IHSS Provider</div> <div>- Enroll FPACT Provider</div> <div>- Disenroll Medi-Cal Provider</div> <div>- Disenroll Dental Provider</div> <div>- Inquire Medi-Cal Provider Information</div> <div>- Inquire Dental Provider Information</div> <div>- Inquire Supplemental Program Provider Information</div> <div>- Inquire IHSS Provider Information</div> <div>Tanya Homman</div> <div>Provider Support</div> <div>- Manage Medi-Cal Provider Communication</div> <div>- Manage Dental Provider Communication</div> <div>- Manage Supplemental Program Provider Communication</div> <div>- Manage IHSS Provider Communication</div> <div>- Perform Medi-Cal Provider Outreach</div> <div>- Perform Dental Provider Outreach</div> <div>- Perform Drug Medi-Cal Provider Outreach</div> <div>- Perform FPACT Provider Outreach</div> <div>- Manage Medi-Cal Provider Grievance & Appeal</div> <div>René Mollow</div>	<div>- Determine BCCTP Eligibility</div> <div>- Determine Standard Medi-Cal Eligibility</div> <div>- Determine FPACT Eligibility</div> <div>- Determine Presumptive Eligibility</div> <div>- Enroll Waiver Member</div> <div>- Enroll Managed Care Member</div> <div>- Enroll CCS/GHPP Member</div> <div>- Disenroll Medi-Cal Member</div> <div>- Inquire Medi-Cal Eligibility</div> <div>René Mollow</div> <div>Member Support</div> <div>- Manage FPACT Member Information</div> <div>- Manage Medi-Cal Beneficiary Information</div> <div>- Manage Medi-Cal Applicant and Member Communication</div> <div>- Perform Medi-Cal Population and Member Outreach</div> <div>- Manage Medi-Cal Member Grievance and Appeal</div>			

Medi-Cal “To-Be” Business Process Targets are in **BOLD** Font.