

**OLIVE VIEW-UCLA MEDICAL CENTER  
INPATIENT FINANCIAL SERVICES  
POLICY & PROCEDURE**

**NUMBER: 2222  
VERSION: 2**

**SUBJECT/TITLE: CASE PROCESSING**

**POLICY:**

**PURPOSE:** To describe the steps taken in case processing for certified Medi-Cal applications.

**DEPARTMENTS: INPATIENT FINANCIAL SERVICES**

**DEFINITIONS:**

**PROCEDURE:**

**RESPONSIBILITY ACTION**

**BUDGET CLERK**

- (1) Receive certified Medi-Cal cases daily, and separate Inpatient and Outpatient cases, then by approvals, denials, rejections, and updated cases.
  - A. Review cases to ensure appropriate documents are on file.
  - B. Ensure Leader Replacement System (LRS) Journal comments printout is on file showing case is certified
  - C. Review Route Slip (Attachment I) for final disposition, and make any appropriate adjustment regarding case disposition, including retro months.
- (2) Access “*Modified Encounter*” in Hospital Information System Orchid (ORCHID) and in “*New Person Comment*” update note(s).
  - A. If approved, ~~state~~ document Medi-Cal approved effective date, whether there is a share of cost and if it is ongoing coverage.
  - B. If denied, ~~state~~ document Medi-Cal denied effective date and the denial code.

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C. If retro is approved, ~~state~~ document month and year of each month approved, the share of cost, and aid code.

D. If retro is denied, ~~state~~ document month and year of each month denied and denial code.

(3) Access Budget Control Log (Attachment II) Excel file located in the Olive View-UCLA Medical Center (OVMC) Inpatient Financial Services (IPFS) SharePoint Sites.

A. Begin logging case, prioritizing oldest application dates first.

B. Enter all applicable information, specific to each case.

C. Enter worker's file number in "Remarks."

D. If Inpatient, enter admit date in "Remarks."

E. If Outpatient, enter clinic in "Remarks."

F. Stamp Route Slip with date processed. Place in designated area for Case Tracking Clerk to transfer active case to the Department of Public Social Services (DPSS)

(4) Date Route Slip with date case was processed.

(5) Forward case to MEDS operator for input.

References:	
Approved by: Lisa Cruz (Assistant Hospital Administrator)	Date: 07/29/2019
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