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OFFICE OF AIDS

CARE/HIPP Unit

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TO: AIDS SERVICES ORGANIZATIONS PROVIDING COMPREHENSIVE
AIDS RESOURCES EMERGENCY/HEALTH INSURANCE PREMIUM
PAYMENT (CARE/HIPP) SERVICES

SUBJECT: TIMELY CARE/HIPP APPLICATIONS AND RECERTIFICATIONS

The purpose of this Numbered Letter (NL) is to remind benefits counselors (BCs) of the critical nature of timely application and quarterly recertification processing. CARE/HIPP services works in partnership with BCs to enroll and recertify clients. BCs are critical in this process because we rely upon you to provide complete and accurate documentation with sufficient lead time for processing.

All recertifications must be submitted to CARE/HIPP six weeks prior to the premium due date. The six weeks recertification requirement allows time for the California Department of Public Health's (CDPH) Accounting Section and the State Controller's Office (SCO) to process and mail the payment, ensuring that the quarterly premium payment reaches the insurance administrator by the premium due date.

Late recertifications require CARE/HIPP to request a check from the CDPH's revolving fund so that a timely premium payment can be made. In order to cut a check within the required time frame, for timely payment, CDPH must complete a "special handling" process that costs CDPH more than the SCO process.

CARE/HIPP staff make courtesy reminder calls and faxes to BCs when a recertification is more than two weeks late. CARE/HIPP approval letters are faxed to BCs within three working days from the date of an initial application or recertification is received in CARE/HIPP. In addition to the name of the insurance administrator (payee),

an approval letter includes: 1) the amount of the quarterly payment; 2) payment coverage period; and 3) the date the next recertification is due. Although CARE/HIPP staff have made reminder calls in the past, BCs are responsible for timely recertifications. **Please flag your client's file for recertification due dates to ensure timely premium payments. Late recertifications jeopardize your clients' health insurance coverage.**

If you have any questions, please contact Ms. Bunny Furlo, of my staff, at (916) 449-5953.



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