

COUNTY OF LOS ANGELES  
PROBATION DEPARTMENT  
**DIRECTIVE**

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| No.:        | 1466      |
| Issued:     | 9/2/2021  |
| Post Until: | 10/2/2021 |

**SUBJECT: MEDI-CAL ADMINISTRATIVE ACTIVITIES - ADULT**  
**This policy replaces Directive 1393 issued 7/26/16**

**BACKGROUND**

Medi-Cal Administrative Activities (MAA) is a federal program that reimburses participating agencies for their advocacy to help Medi-Cal reach eligible and potentially eligible individuals and families. The Probation Department's (Probation or Department) role within the MAA program is to provide our clients and their families with Medi-Cal eligibility and referral information.

The Department's MAA outreach activities provide system navigation information and linkages to services such as medical, dental, mental health, and chemical dependency counseling and treatment. One of the critical elements that we provide is to present information that describes the Medi-Cal program and services, and make available the locations, websites, and contact information where eligibility can be determined. Our MAA advocacy services need to be documented in Probation case management activities.

Probation staff who perform MAA outreach must properly document the time devoted to MAA claimable activities. The documentation of MAA outreach includes three parts: (1) e-timecard coding, (2) casenotes (Adult) or logs (Juvenile), and (3) "perpetual" (ongoing) completion of a MAA Time Survey. The accuracy of the tracking of time devoted to MAA outreach activities is critical including:

1. Accurate coding of the portion of each workday devoted to your MAA activities via your e-timecard accessed through the Employee Self-Service (ESS) portal,
2. Casenotes (Adult) or logs (Juvenile) that provide an evidentiary trail of the time coded on your timecard, and
3. The MAA Time Survey that documents daily MAA advocacy time and matches/reconciles to MAA the recorded on each employee's respective timecards. The accuracy and consistency of the required documentation results in revenue for the Department that funds staff positions that perform MAA advocacy for our clients and communities.

**ROLES AND RESPONSIBILITIES**

**MAA Coordination Unit**

Probation has a MAA Coordination Unit to oversee the Department's MAA program and ensure accurate timekeeping. The MAA Coordination Unit is responsible for tracking individual and operational performance related to the administrative activities and/or services the Department performs.

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MAA Unit Coordinators provide various consultation, training, and quality control. They serve as resources for Adult Field and Pretrial staff who deliver and/or support MAA services.

<sup>1</sup> ESS, commonly called "timekeeping"

### **Staff Conducting MAA Outreach**

Staff who have contact with clients or victims and/or their families are in a position to provide MAA outreach information. Staff conducting MAA outreach shall complete a **mandatory** MAA Time Survey training upon new assignment or reassignment to a position in which MAA advocacy services are part of the staff's duties. Online, classroom, or one-on-one training will be provided by a designated MAA Trainer/MAA Coordinator and/or knowledgeable Supervisor.

MAA outreach can be in-person, by mail, by telephone, kiosk machine, or court report. Staff shall perform MAA outreach during each contact with clients, their families, victims and others by informing them of the benefits of the Medi-Cal program. During in-person outreach, staff shall offer a booklet entitled "My Medi-Cal," which is available in English or Spanish. Additional language translations available online at <https://www.dhcs.ca.gov/Pages/myMedi-Cal.aspx>, and/or a condensed version handout which is in English, Spanish, and Mandarin available at Probnet>Forms>AdultForms>Templates>[Download Probation Templates \(lac.com\)](#). For telephone or kiosk outreach, the staff will provide the "211" 24-hour information and referral service number. Once the information is provided, staff shall chrono a notation in Adult Probation System (APS)-Defendant Chrono Information Data (DCID) database to reflect MAA outreach was conducted.

- If the contact with a victim is telephonic, the staff shall send the MAA booklet/handout with the victim packet to a valid address utilizing Count Victim Data Screen (APS-CNVD).
- If a client, victim and/or interested party has questions regarding Medi-Cal and/or various programs, the staff member shall assist with as much information as possible. If the scope of the question is beyond the knowledge of the staff member, staff shall encourage the person to contact the program directly using the telephone numbers listed either in the booklet or handout, or staff may consult with a MAA Coordinator for technical assistance.

Additional requirements for MAA staff who conduct outreach:

- Record all time spent conducting MAA outreach on ESS timesheet in 15 minute increments. Time performing MAA duties that takes 8 minutes or more shall be rounded to 15 minutes. Less than 8 minutes is not claimable, but time conducting outreach may be combined for two or more clients. Remember, MAA outreach time recorded on timesheets needs to be consistent with notes within applicable clients' case records.
- Sign all MAA documents in [blue](#) ink and submit originals to the MAA Unit via County mail or in-person. If a correction is needed, timely printed-original "ESS Correction" must be submitted to the MAA Unit, via County mail or in person. Again, it is essential that MAA time recorded on timesheets and Time Surveys match, and that casenotes or some other verifiable record supports the MAA service delivery.

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**Supervisors/Management**

- Supervisory staff shall conduct operational meetings at least monthly that include discussion of MAA service delivery, documentation, and Time Surveys.
- Supervisory staff will review each Timesheet/Time Survey for accuracy prior to approval, and ensure staff correct errors. Upon recognition after supervisory approval that an error was made, the Supervisor will instruct the staff to complete a MAA ESS Correction Form and immediately submit it to the MAA Unit.
- Supervisors who have not been trained by the MAA Unit may forward (via e-mail) their respective unit's name and their employee number to the MAA Unit to request a timesheet review. The MAA Unit will review staffs' timesheets for errors. A return e-mail with results will be sent to the Supervisor. The Supervisor will ensure that all corrections (if applicable) are made and shall approve the timesheets before the payroll deadline. These Supervisors need to promptly arrange for MAA training.
- Supervisors must timely report to the MAA Unit (with a copy to the staff's Director) all staff movement (e.g., medical leave, suspensions, transfers, retirements, promotions, etc.) related to staff who conduct MAA outreach. This information is important in-part because we experience Time Surveys that claim MAA outreach hours for time periods when the employee's timecard says they were not at work, or for duties performed in a unit they no longer work in. These errors compromise the integrity of the time study process and result in costly audit findings.

**Director**

It is the responsibility of the operational Director to provide oversight, establish effective quality assurance measures, and ensure all Supervisory staff are reviewing timesheets for accuracy prior to approval. Directors also need to ensure that all correction forms are submitted timely to the MAA Unit upon identification that an error has been made. If the Supervisor is unavailable, the Director will act as a liaison with the MAA Coordination Unit.

**MAA INFORMATION AND DOCUMENTS**

MAA information is available on the Probnets home page as follows:

- Probnets>Forms>Adults Forms> Download Templates> Other>MAA ([Click link](#))
- Probnets>Forms>Pretrial Services Forms>MAA ([Click link](#))

Questions or concerns regarding this Directive shall be directed to the Adult Consultant, at (562)940-2525.



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