

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
601 E. 12th St., Room 355
Kansas City, Missouri 64106



Medicaid and CHIP Operations Group

June 8, 2023

Jacey Cooper, Medicaid Director
California Department of Healthcare Services
1501 Capitol Avenue, Suite 6000
P.O. Box 997413 MS 4000
Sacramento, CA 95899-7413

Dear Ms. Cooper:

The Centers for Medicare & Medicaid Services (CMS) is pleased to enclose the summary report of the Home and Community-Based Services (HCBS) Special Review Team visit to California in November 2019. The focus of the visit was to learn more about your health and welfare operations and systems. We appreciated the hard work of your team to arrange meetings with state staff, individuals served by HCBS waivers, advocates, case managers, service providers, and other stakeholders. Additionally, your team provided extensive information regarding incident management and other health and welfare documentation before and during our visit.

Issuance of this summary report was significantly delayed due to unforeseen circumstances including focusing CMS resources on the COVID-19 Public Health Emergency. Nevertheless, we believe information in the summary report will be helpful as you work to improve HCBS waiver operations and ensure the health and safety of California's HCBS beneficiaries.

Please feel free to contact me by telephone at (410) 786-7561 if you have any questions or wish to update CMS on any progress since the activities addressed in the enclosed report. You may also contact Lisa Amaro-Rife at Lisa.Amaro-Rife@cms.hhs.gov or (214) 767-2516 for the aged and disabled waivers. You may contact Alice Hogan at Alice.Hogan@cms.hhs.gov or (404) 562-7432 for the developmental disabled waiver.

Sincerely,



George P. Failla, Jr., Director
Division of HCBS Operations & Oversight

cc: Deanna Clark, CMS DLTSS