**RequestProvider Relations Inter-County Transfer (ICT) Assistance**

**Health Insurance Technician Assistance**

Provider Relations Health Insurance Technicians (HITs) can assist SUD providers with initiating an ICT for clients with active out of county Medi-Cal if:

* The client **currently resides** in Alameda County

**-AND-**

* The provider obtains a signed MC 382 form and completes the ICT request form (PR-ICT)

**NOTE: Clients receiving SSI Medi-Cal (aid codes 10, 20 or 60) must contact the Social Security Office directly (1-800-772-1213) to report a change of address.**

**How to Get HIT Assistance**

If an ICT is needed, please complete the following **within 24 hours** of the intake process:

1. Have client sign MC 382 form
2. Complete ICT request form (PR-ICT)
3. Complete the Request for Intercounty Transfer Assistance
4. Fax completed MC 382 and PR-ICT to **(510) 777-2226**

Please note that the county of residence will not be updated for Medi-Cal until the month FOLLOWING the ICT approval. For example: ICT initiated in June, and approved in July, won’t become active in Alameda County until August 1st.

An encrypted confirmation e-mail will be sent to the provider and cc’d to the SUD Program Specialists:

* when the ICT request is initiated
* once Medi-Cal is active in Alameda County
* if any corrections or additional information is needed on the PR-ICT form

For any questions or concerns, you can contact one of the following HIT supervisors:

**Sarah Maslin:** (510) 777-2195 or [Sarah.Maslin@acgov.org](mailto:Sarah.Maslin@acgov.org)

**Sakara Sampson:** (510) 383-2833 or [Sakara.Sampson2@acgov.org](mailto:Sakara.Sampson2@acgov.org)

**Renee Renteria:** (510) 383-1566 or [Renee.Renteria@acgov.org](mailto:Renee.Renteria@acgov.org)