



# ASSISTOR TIPS

## Single Point of Entry (SPE) “Assistor Tips”

- Ensure families make a copy of all supporting documents mailed to SPE including the application and premium payment for their records and to refer to in case of needed troubleshooting
- Single Point of Entry (SPE) process the joint Medi-Cal and Health Families application, do not mail MC210 and/or other Medi-Cal or health coverage program applications to SPE
- Families who are screened for Medi-Cal at SPE may be issued Accelerated Enrollment (temporary full-scope coverage) so they can begin accessing healthcare services as of the first day of the month in which their application was received at SPE
- For more information contact:

**NHF-CHAMP Training Team**

**[AskTheTrainers@champ-net.org](mailto:AskTheTrainers@champ-net.org)**

**Or**

**EE & CAA Help Desk Line**

**Call: 1-800-279-5012**

**Email: [ee-caaliation@MAXIMUS.com](mailto:ee-caaliation@MAXIMUS.com)**