# CalHEERS 24-Month Roadmap
## 2020 Initiatives with Stakeholder Feedback – DRAFT – By Suggested Release -
### (For AB 1296 - as of 1/4/2019)

| # | Initiative Names and Brief Description | Suggested Target Release Timeline | Category | Stakeholder Feedback | DHCS/Covered CA/CalHEERS Response |
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| 1 | CalACES/CalSAWS Migration Testing Support – *The objective of this initiative is to facilitate the testing needs as C-IV and LRS migrates to CalACES and eventually the migration to CalSAWS.* | 2019 | Partner Interface Updates | NHeLP (Kauk) / Western Center (Racela): *We would like to see robust stakeholder engagement in this process and look forward to being included in CalACES/CalSAWS planning & testing.*<br><br>CWDA: *Suggest removing references to CalACES as a system in order to align with current CalSAWS planning.* | DHCS will share this feedback with CDSS & OSI. As the CalSAWS Project migrates CIV & LRS, in 2019, to CalSAWS, CalHEERS will provide the necessary interface support (ie., testing) to ensure seamless eHIT transactions exchanges between CalSAWS and CalHEERS, as it is currently today.<br><br>The title and description will only reference CalSAWS (for project and system) from this point forward. |
| 2 | Enhance Medi-Cal Deemed Infant and Medi-Cal Access Infant Program Functionality - *The objective of this initiative is to enhance functionality for Eligibility of Medi-Cal Deemed Infants, provide ability to register Medi-Cal Access Program infants in CalHEERS, and add MCAIP E6/E7 infant's eligibility and renewal functionality to CalHEERS.* | 2019 Q3 | Program Updates | NHeLP (Kauk): *We support prioritizing Medi-Cal Deemed Infant and Medi-Cal Access Infant Program Functionality in 2019 Q3 or sooner. This change is necessary to streamline enrollment and expedite care for newborns without requiring a new application.*<br><br>CWDA: *MCAIP E6 children will be managed by Counties. Functionality should exist In eHIT to support transitions between E6/E7 and* | |

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| | | | | other programs.  Suggest adding wording regarding support for transitions between these programs and to and from other Medi-Cal eligibility. | |
| 3 | Renewals 2020 - *The objective of this initiative is to enhance the Renewals/Open Enrollment process for 2020.* | 2019 Q3 | Annual Renewals | | |
| 4 | Override eligibility determination functionality (BREfS - *Phase C Part 2*) – *The objective of this initiative is to enable CEWs to manually override CalHEERS eligibility determinations, which will be subject to existing county case management processes for effectuating correct MAGI Medi-Cal eligibility.  This initiative would also provide the override capability via the CalHEERS portal for use by Covered CA SCRs and designated state staff for state managed programs in CalHEERS, such as MCIEP.* | 2019 Q3 | Business Rule Exposure for SAWS (BREfS) | CWDA: *Suggest rewording description of initiative to: The objective of this initiative is to enable CEWs to override CalHEERS eligibility determinations via eHIT, which will be subject to existing county case management processes for effectuating correct Medi-Cal eligibility in SAWS.  This initiative would also provide the override capability via the CalHEERS portal for use by Covered CA SCRs* | |

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| | | | | *and designated state staff for state managed programs in CalHEERS, such as MCIEP.* | |
| 5 | Streamline the Covered CA Annual Renewal Notice *(NOD12) – The objective of this initiative is to update the notice language and enhance the process to reduce the number of variations of NOD12s.* | 2019 Q3 | CalHEERS - Efficiency Improvements | NHeLP (Kauk): *We support prioritizing improvements to the NOD12 & NOD01 in 2019 Q3, or ASAP. Consolidation and improvements to readability reduce consumer confusion and streamline enrollment.* | |
| 6 | Eligibility Notice (NOD01) Enhancements – *The objective of this initiative is to improve the eligibility notice language, structure, and generation. This initiative will be implemented on a continuous basis through the release-based change requests.* | 2019 Q3 | Notice Updates | NHeLP (Kauk): *We support prioritizing improvements to the NOD12 & NOD01 in 2019 Q3, or ASAP. Consolidation and improvements to readability reduce consumer confusion and streamline enrollment.* | |
| 7 | Implementation of Code of Federal Regulations (CFR) 435.603(i) in CalHEERS – *The objective of this initiative is to modify the current Bounce Back Rule functionality. This modification will ensure consumers meet the qualifications for Advanced Premium Tax Credits before granting eligibility based on the bounce back rule as defined in 42 CFR 435.603(I).* | 2019 Q3 | Program Updates | | |

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| 8 | Federal Tax Changes – *The objective of this initiative is to add the court order date for alimony to align CalHEERS with the Tax Cuts and Jobs Act, which no longer allows alimony as an income type or deduction if the order is made after 12/31/2018.* | 2019 Q3 | Program Updates | NHeLP (Kauk): *Thank you for prioritizing the implementation of the alimony court order date to align with the Tax Cuts and Jobs Act. Given that this change is effective 1/1/19, we recommend expediting this CR prior to 2019 Q3.*<br><br>Western Center (Racela): *What are the plans to create a look-up table/function so an applicant or beneficiary can look up their income type and know whether it is countable? During UAT and the Income Work Group DHCS discussed that this could be a possibility. Also, when the existing Income and Deductions Chart is updated to reflect these or any other changes, can it please be released as a MEDIL instead of a MEDIL with a link to the County Ops page?*<br><br>CWDA: *We support this initiative with the intent of getting CalHEERS ahead of the curve in addressing the impact of changes in the Tax Code to MAGI eligibility in time to properly implement integration with SAWS.* | |

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| | | | | *This describes only the plan implementing changes to the 2017 tax year in time for the 2020 tax year. This needs to be done, but we should be getting ahead of the ball to the extent CMS has issued instructions.* | |
| 9 | CalHEERS Webservice Update to Support IVR Flow for Multiple Enrollments – *Currently, the Covered California IVR system experiences an error when it attempts to authenticate a caller who has multiple enrollments in CalHEERS. This results in the consumer having to speak to an SCR to be authenticated. The intended outcome is for CalHEERS and the IVR to authenticate a caller who has multiple enrollments in CalHEERS.* | 2019 Q3 | User Experience Updates | | |
| 10 | IAP Transition Enhancements – *The objective of this initiative is to improve the transition process for consumers moving between Covered CA and Medi-Cal programs.* | 2019 Q3 | User Experience Updates | NHeLP (Kauk): *IAP transitions continue to be a consistent source of stress for consumers: duplicative enrollment, delayed enrollment, gaps in coverage and care, etc. We support expediting these enhancements in 2019 Q3. Covered CA to MCAP transitions should be included in these enhancements.* Western Center (Racela): | |

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| | | | | *We urge DHCS, Covered CA, and CalHEERS to release more and better data about the number of Medi-Cal beneficiaries who transition from Medi-Cal to Covered CA each month so that we may better understand IAP transitions.  Currently the Open Data Portal (and the past ABx1_1 reports only indicated Covered CA to Medi-Cal transitions).  It is difficult to understand solutions if we do not have a full picture of the problem.*<br><br>CWDA:<br>*While this is a Covered CA initiative, we believe this will help the CEW in managing mixed cases and those consumers transitioning between Medi-Cal and Covered CA, and improves the implementation of Consumer Protection Programs.  Our primary point of concern here is how the requirement to collect tax household information is implemented.* | |
| 11 | Changes to the Account Home Page –<br>*The objective of this initiative is to redesign the Account Home Page to provide consumers with the information that is most important or relevant to their situation and provide guidance* | 2019 Q3 | User Experience Updates | Western Center (Racela):<br>*Thank you for this important fix.  Of particular importance, can the agencies* | |

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| | *for next steps. The redesign will enhance the consumer experience and reduce consumer confusion.* | | | *please make the "Report a Change" button/link more prominent?* | |
| 12 | Consumer Friendly Document Names for CalHEERS Notices – *The objective of this initiative is to update the display name for notices in consumers' Secure Mailbox to increase understanding.* | 2019 Q3 | User Experience Updates | NHeLP (Kauk): *Thank you for improving the names of the CalHEERS notices. Please share the list of consumer friendly document names for CalHEERS notices.* | |
| 13 | Enhancements to Documents & Correspondence Page and the Consumer's Secure Mailbox – *The objective of this initiative is to update the Document & Correspondence pages to improve the user experience.* | 2019 Q3 | User Experience Updates | | |
| 14 | Updates to Immigration Document Error Message – *The objective for this initiative is to simplify system error messages to end users in a more succinct and readable format.* | 2019 Q3 | User Experience Updates | MCHA (D. Nollar): *This isn't exactly in this category, but I'm not sure where to put it. CalHEERS has never adequately addressed the issue of non-immigrant visa holders who do not have the intention to remain in the state with income below 138% FPL who are applying for APTCs. This was supposed to be fixed last year. The system was supposed to give them the option of restricted MC (if they intend to remain) or APTC (if they don't) but currently only gives the option for restricted MC.* | |

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| 15 | SB 1341 AB 617 - BREfS Phase B – *The objective of this initiative is to align CalHEERS with Senate Bill 1341 and Assembly Bill 617 and examine methods to consolidate and send notices for Mixed Households.* | 2020 | Business Rule Exposure for SAWS (BREfS) | NHeLP (Kauk): *We look forward to engaging in the advocate stakeholder process to improve notices for Mixed Households. We strongly recommend moving up this CR to 2019.*<br><br>Western Center (Racela): *Can the departments undertake developing functionality to consolidate notices while snippet improvements of notices (e.g. Row #s 5, 6, 17) is underway? We believe that implementation of SB 1341 and AB 617 should not be delayed any longer and are worried that if these initiatives are sequential instead of concurrent, actual consolidated notices will be a long way off.*<br><br>CWDA: *Suggest rewording the description of initiative to: The objective of this initiative is to align CalHEERS with Senate Bill 1341 and Assembly Bill 617 to consolidate and send notices for Mixed Households from SAWS.* | |

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| | | | | *Furthermore, we're questioning how "SB 1341 AB 617 - BREfS Phase B" coexists with parallel efforts currently underway and also on the roadmap to improve CalHEERS noticing for mixed household notices. We hope to support DHCS [and] Covered CA to avoid unnecessary duplication of efforts, and achieve the intent of the legislation.* | |
| 16 | Next day eligibility determination/remediation (BREfS - Phase C Part 3) – *The objective of this initiative is to allow remediation to occur after eligibility was finalized the day prior.* | 2020 | Business Rule Exposure for SAWS (BREfS) | Western Center (Racela): *We support the concept of next day eligibility determination/remediation. We urge CalHEERS to make this functionality available to consumers and look forward to engaging more with the Departments on this. This is particularly important because the current solution to Report a Change to correct an error is not intuitive and the Report a Change function/link is buried on the account page. We would also like to know how updates to MEDS and SAWS will be coordinated with these changes.*  CWDA: *Suggest rewording the description of initiative to:* | |

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| | | | | *The objective of this initiative is to allow remediation of CalHEERS results to occur after eligibility was finalized the day prior. This remediation will be performed by counties in SAWS via the eHIT interface and in the CalHEERS portal by Covered CA SCRs and designated State staff for State managed programs in CalHEERS, such as MCIEP.* | |
| 17 | Automation of the Application Missing Information Notice (NOD16) – *The objective of this initiative is to allow admin roles to skip required fields and automatically send the consumer notification of missing information.* | 2020 | CalHEERS - Efficiency Improvements | | |
| 18 | Automate and Streamline the Annual FPL Updates – *The objective of this initiative is to automate functionality for the Annual FPL Updates, without requiring a production release to make this annual process more efficient. This initiative will not make any changes to the consumer facing application.* | 2020 | CalHEERS - Efficiency Improvements | <u>Western Center (Racela):</u> *Can the automation of FPL updates be moved to Q3/Q4 2019 so that it can go live in time for the 2020 FPL updates?* | |

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| 19 | 100% Mobile Capability – *The objective of this initiative is to update the online application to be fully mobile compatible.* | 2020 | Infrastructure Enhancements | NHeLP (Kauk): *100% Mobile Capability - We are happy to see these changes and look forward to providing feedback on CalHEERS functionality on mobile devices. Please prioritize to 2020 Q1 due to the fact that many Medi-Cal beneficiaries access internet primarily through their cell phones.* | |
| 20 | County of Responsibility/Case Linkage Updates – *The objective of this initiative is to address the remaining scenarios that require a Help Desk ticket to update the County of Responsibility linkage with SAWS.* | 2020 | Partner Reconciliation Improvements | CWDA: *Counties need this initiative.* | |
| 21 | Individual Level Eligibility – *The objective of this initiative is to enhance functionality when a household member fails to verify their income which impacts other household members who are dependent on that income and are not e-verified.* | 2020 | Program Updates | CWDA: *We need to remain engaged with DHCS to work through outstanding concerns about the more general implementation of ACWDL 16-16 as it represents a significant changes to SAWS.* | |
| 22 | Advance Availability of RAC (Loss of MEC) – *The objective of this initiative is to ensure all users have the functionality to report a qualifying life event in advance.* | 2020 | Report a Change (RAC)/Special Enrollment Period (SEP) | CWDA: *We believe that this initiative has the potential of addressing underlying issues leading to County Helpdesk Tickets.* | |

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| 23 | SEP Dropdowns and Workflow – *The objective of this initiative is to update the SEP reasons in the online application and also update eHIT/SAWS accordingly.* | 2020 | Report a Change (RAC)/Special Enrollment Period (SEP) | | |
| 24 | Eligibility Preview/Standby (BREfS - Phase C Part 4) – *The objective of this initiative is to modify the eHIT architecture to add an Eligibility Preview and also provide the preview capability via the CalHEERS portal for use by Covered CA SCRs and designated state staff for state managed programs in CalHEERS, such as MCIEP.* | 2020 | Business Rule Exposure for SAWS (BREfS) | | |
| 25 | County Inmate Program – *The objective of this initiative is to allow CalHEERS to accept applications for the County Medi-Cal Inmate Program (MCIEP) from the SAWS access channel. County staff will be able to process eligibility for County Inmate Program and County Compassionate Release/Medical Probation Program.* | 2020 | New Programs | NHeLP (Kauk): *Please expedite allowing CalHEERS to accept MCIEP applications from SAWS to 2020 Q1.* <br><br> CWDA: *We've generally asserted that all County Managed Non-MAGI Medi-Cal programs should be programmed into SAWS.* | |

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| 26 | EDD Interface - Employer Address Information – *The objective of this initiative is to enhance the EDD interface to collect employer addresses. This will reduce the need for consumers to enter employer contact information. This will ensure CCA has accurate information to send the required employer notifications.* | 2020 | Partner Interface Updates | | |
| 27 | Implementation of GI PCP Selection Module and Provider Map – *The objective of this initiative is to add functionality to the existing Provider Directory for physicians designated as Primary Care Providers (PCPs). The new functionalities are part of the GI PCP Module:* 1) PCP Assignment for QHP 2) Network Density Tools: This feature will allows consumers to search an area where they desire coverage and determine in real-time how many providers are active in an area for a health plan issuer.* | 2020 | Partner Reconciliation Improvements | NHeLP (Kauk): *We support enhancements to the existing PCP Provider Directory: PCP Assignment for QHP & Network Density Tools because verifying provider participation and enrollment remains a challenge for consumers. We recommend including a designation for OBGYNs/reproductive specialists who serve as PCPs, as well as noting if the reproductive provider is religiously affiliated. Also, for the Network Density Tool, we recommend identifying providers by health plan. Integrating accurate information will be critical.* | |

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| 28 | Plan Dependent Definition – *The objective of this initiative is to update the CalHEERS System to allow multiple primary tax filers on the same case/application and to update the rules associated with Covered CA enrollment grouping for plan dependents.* | 2020 | Program Updates | Western Center (Racela): *Can we get more explanation of the breadth of this initiative because at the 12/12 meeting the issues of "plan dependents" and "tax household" may have been conflated? We hope that both issues are addressed and improved and we urge DHCS and Covered CA to make this a high priority as tax household configuration is fundamental to correct eligibility determinations.* | |
| 29 | Consumer Protection (CEC, TMC, CE for Pregnant Women, FMC) – *The objective of this initiative is to determine eligibility for the Consumer Protection Programs (CPPs) in the event a consumer lose eligibility in their coverage group.* | 2020 | Program Updates | NHeLP (Kauk): *Please prioritize eligibility for Consumer Protection Programs in 2020 Q1 or sooner since protecting eligibility for these beneficiaries is absolutely crucial.* MCHA: *Under the federal requirements for Continuous Eligibility for Pregnant Women (CE4PW), women with Full Scope MAGI Medi-Cal are entitled to remain in No Share of Cost Medi-Cal until the end of the postpartum period if they report a pregnancy and income increases over 138% FPL. In response to MCHA case examples, DHCS has recently* | |

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| | | | | *indicated that this is not state policy and that instead the Department's policy is to limit CE4PW to women in Pregnancy-Related Medi-Cal. A high priority for consumer advocates is for the Department to both: A) update its policy and policy documents to provide CE4PW to women in Full-Scope Medi-Cal who report a pregnancy and whose income increases over 138% FPL, using the interim Soft Pause process; and B) include these women in the CalHEERS changes identified in Row 29 for CE.* <br><br> *CWDA:* <br> *The business rules should be appropriately partitioned between SAWS and CalHEERS, and we are concerned with any plans that would put business rules for CPPs in CalHEERS to the exclusion of SAWS.* <br><br> *SAWS systems already support CCP rules for non-MAGI Medi-Cal and what Counties need is eHIT enhancements to support CPP for MAGI Medi-Cal.* | |

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| 30 | Verifications Only Service and Separation of Verifications by Source (BRfS - Phase D) – *The objective of this initiative is to modify both the CalHEERS portal and the eHIT architecture to add a separate Verifications Only service, as well as to integrate the document imaging verification solution with the SAWS via eHIT.* | 2020 | Business Rule Exposure for SAWS (BRfS) | CWDA: *Counties need this initiative.* | |
| 31 | CalHEERS - SAWS Recon – *This objective of this initiative is to develop a monthly reconciliation process of Case Eligibility data between CalHEERS and SAWS.* | 2020 | Partner Reconciliation Improvements | CWDA: *Will there be case management on the Covered CA side to resolve discrepancies? Both sides of the reconciliation must have processes to support effective reconciliation.* | |
| 32 | Medi-Cal Plan Selection – *The objective of this initiative is to provide the ability for MAGI Medi-Cal consumers to select a plan within CalHEERS.* | 2020 | Program Updates | NHeLP (Kauk): *Medi-Cal Plan Selection: Please prioritize this in 2020 Q1 or sooner. This will improve continuity of care and streamline enrollment.* CWDA: *We believe that plan selection for County managed Medi-Cal programs should be supported in SAWS via eHIT without any need to utilize the CalHEERS portal. While some MAGI Medi-Cal consumers may have CalHEERS accounts, many don't. However,* | |

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| | | | | *cash-linked and other non-MAGI Medi-Cal consumers don't have CalHEERS accounts.* | |
| | | | | *Providing support for plan selection via eHIT will allow CEWs to facilitate plan selection in SAWS, opens the door for consumer self-service via the SAWS portal, and potentially lays the groundwork for enhancing County ability to provide Covered CA plans selection in Mixed Cases.* | |
| 33 | Mega mandatory aid determination/remediation (BREfS - Phase C Part 5) – *The objective of this initiative is to align CalHEERS with the mega mandatory program and determine the remediation process.* | 2021 | New Programs | CWDA: *This functionality support CEWs doing this work in SAWS via the eHIT interface.* | |

**The following are additional comments/questions received (1/2/2019) from key AB 1296 Stakeholder/Advocate groups:**

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|---|---|---|---|
| 1 | MCHA, Western Center (Racela) | *Non-immigrant visa-holders who are not eligible for Medi-Cal or MCAP under the state residency requirement (see 22 CCR §§ 50320, 50302(b)(2)) may instead be eligible for APTCs under Covered California (see 10 CCR 6474(c)). The CalHEERS rules engine needs to be updated to enroll such individuals in Covered California when otherwise eligible for APTCs.* | |
| 2 | Children Now, Western Center (Racela) | *We do not see the initiative to reconfigure the eligibility results page and we could not find it in the 24-Month Road Map provided at the August 2018 AB1296 meeting. Could you please give us an update on that initiative and the stage(s)/status(es) of any ongoing or future updates?* | |
| 3 | MCHA | • *According to the Department, MCAP has not been included in CalHEERS as a Primary Aid Code. This is contrary to the Hierarchy of Insurance Affordability Programs, including the Mandatory Mega-MAGI groups. It results in pregnant women who are determined eligible to MCAP being incorrectly dually enrolled into Medi-Cal with a Share of Cost as their Primary Aid Code, blocking access to medical care. MCHA and the Department have discussed an interim workaround. A high priority for consumer advocates is to fix this in CalHEERS so that pregnant women who are eligible for MCAP are enrolled only in MCAP, are not dually enrolled into Medi-Cal with a Share of Cost, and can access medical care.*<br>• *When applying online, pregnant women who are screened and/or determined eligible to MCAP and who check the box yes for horizontal integration with other programs for which they may qualify should not have their applications automatically sent to the county for a review for enrollment in Medi-Cal with a Share of Cost (SOC). Dually enrollment MCAP women into SOC Medi-Cal is contrary to the Hierarchy of Insurance Affordability Programs, including the Mandatory Mega-MAGI groups. It results in access barriers under MCAP when the SOC has not been met. A high priority for consumer advocates is to fix this in CalHEERS so that pregnant women who are eligible for MCAP are enrolled only in MCAP, are not referred to the county for a Medi-Cal SOC eligibility determination, and are not dually enrolled into Medi-Cal with a SOC, and can access medical care.* | |

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| | | • *Counties must be instructed not to enroll women who apply at the county and are screened/determined eligible to MCAP into Medi-Cal with a SOC. CalHEERS should be upgraded to block dual enrollment by the county of MCAP women into SOC Medi-Cal. A high priority for consumer advocates is to fix this in CalHEERS so that pregnant women who apply at the county and who are eligible for MCAP are enrolled only in MCAP, are not dually enrolled into Medi-Cal with a SOC, and can access medical care.*<br>• *Some women are properly enrolled into Share of Cost Medi-Cal. Later, they become pregnant, report the pregnancy, and qualify for MCAP. The woman will continue to have the SOC until she somehow learns that she must contact the county to terminate the SOC; this is because SOC Medi-Cal is in SAWS, and is not governed by the MAGI rules engine. Dual enrollment into SOC Medi-Cal blocks the woman's access to services under MCAP. MCHA and the Department have discussed an interim workaround. A priority for consumer advocates is to have this addressed in SAWS and aligned with CalHEERS, so that SOC Medi-Cal is automatically terminated when CalHEERS reports that the woman has been enrolled into MCAP.*<br>• *Some women enrolled in fee-for-service Pregnancy-Related Medi-Cal are dually enrolled into MCAP, which requires health plan enrollment. This is contrary to the Hierarchy of Insurance Affordability Programs among the Mandatory Mega-MAGI groups. It also interferes with access to no-cost care in fee-for-service under Pregnancy-Related Medi-Cal. A high priority for consumer advocates is to enroll eligible women only into Pregnancy-Related Medi-Cal and not dually enroll them into MCAP.*<br>• *With some regularity, the AEVS reports for pregnant women have blanks where a "Primary" or "Special" (First, Second, and/or Third) Aid Code should be, impeding access to care over a period of months. MCHA has provided the Department with several examples. A high priority for consumer advocates is to fix this in CalHEERS so that pregnant women who are eligible for Medi-Cal or MCAP have an eligibility aid code and can access medical care.* | |
| 4 | The Children's Partnership | *Horizontal integration improvement is not on the list of 2020 (or 2019) initiatives. For example, we recommend adding WIC to the list of social services programs applicants are notified about. In addition, data sharing, with consent, of applicants' contact information and, optimally eligibility information could help facilitate applicants' connection to those other services.* | |

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| 5 | The Children's Partnership, NHeLP | *Should WIC Express Lane Eligibility (ELE) receive budget funding in 2019 for 2020 implementation, CALHEERS will need to be modified in order to receive the WIC eligibility information to be used to initiate accelerated Medi-Cal enrollment through ELE authority for children and presumptive eligibility for pregnant women.* | |
| 6 | NHeLP (Kauk) | *Currently, there is no initiative to inform consumers of the new $12,000 tax filing threshold for individuals under age 65, which applies to the 2018 tax year. See § 11041(e), Public Law No. 115-97, 131 Stat 2054. This change impacts MAGI Medicaid eligibility. In line with other State-based Exchanges, we strongly recommend an initiative to implement a pop-up message on the Home Screen and/or on the income page that educates consumers about the new filing threshold. Absent this information, consumers will likely include dependent income above $6,350 but below $12,000 that should be excluded. This change needs to be expedited in 2019 since it applies to the 2018 tax year and thus, 2018 MAGI-based eligibility determinations.* | |
| 7 | NHeLP (Kauk) | *Currently, there is no initiative to address conflicting County & Covered CA notices when a consumer turns 65 but remains eligible for Medi-Cal. Right now, consumers received a Covered CA notice that says "Welcome to CovCA" when ineligible for MAGI but still eligible for full-scope Medi-Cal. This is confusing and inhibits enrollment. NHeLP previously raised this in the DHCS CFSW meeting and our HCA/Covered CA meetings. We removed it from those agendas because it was being addressed via AB 1296. Please add this to the 2020 Q1 priorities.* | |