

Executive Summary

CalHEERS Feature Release 18.9 (deployed on 9/23/2018) contains updates to following:

Key New Features that have been added or modified in this release:

- Reporting

Key System Updates that have been deployed in this release:

- Cross-Business Area
- eHIT
- Eligibility & Enrollment
- Notices
- Project
- Usability
- Technology
- Online Application
- Enrollment-Financial Management
- Eligibility

Key Fixes that have been updated or resolved in this release:

- Enrollment-Financial Management
- Notices
- Online Application
- Eligibility
- MEDS

Alternate Procedures that have been provided with this release:

No Longer in Effect with this release

New with this release

- Enrollment-Financial Management
- Online Application

Purpose and Scope

This document describes the content of the CalHEERS Feature Release 18.9. Any known issues are described together with key features of the release contents, alternate procedures, and actions required.

Key New Features

The following summarizes the new features included in this release.

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
Reporting				
Data Layer Implementation and Foundational Digital Analytics Reporting				
121723	Change Request	Digital analytical data on the CalHEERS logged-in user was	CalHEERS implements digital tracking of the logged-in user’s experience,	NA

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
		not tracked for strategic and policy analysis for Covered California and DHCS.	which provides Covered California and DHCS digital analytic data for strategic and policy analysis.	

Key System Updates

The following summarizes the modified features included in this release.

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
Cross-Business Area				
User Interface Updates for Renewals				
90113	Change Request	During the renewal period, consumers returning to renew coverage may have found the experience confusing and the application difficult to navigate.	<p>CalHEERS provides an improved user experience. Beginning with the Consumer’s home page, the application process is focused on why the consumer is returning.</p> <p>Consumers have the option to revisit their last submitted application to verify their information or make changes before submitting their renewal.</p> <ul style="list-style-type: none"> • If changes are not needed, they can proceed directly to the final review of their application, to a list of Summary pages. • If the consumer indicates they have changes to report, they are navigated through the page flow introduced with CR 70497 in release 17.9. 	All Renewal Pages.
2019 Renewals CR				
115338	Change Request	<ul style="list-style-type: none"> • CalHEERS did not have the functionality to suppress a DER-U when there was no change in case data, eligibility status or aid code for all members on the case. 	<ul style="list-style-type: none"> • When a DER-U is generated and case data did not trigger the eligibility determination request or there was not a change in eligibility status or aid code for all members on the case, the DER-U will be suppressed. 	<p>Sign and Submit Your Changed Application.</p> <p>Next, You Can Enroll Each</p>

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		<ul style="list-style-type: none"> • CalHEERS auto-determined eligibility for the next benefit year when Report a Change occurred between 11/1 and 12/31 for the current benefit year for MAGI Medi-Cal only cases with at least 1 household member being ineligible/discontinued for all programs for the current benefit year and the case was not part of the Exchange Renewal population. • CalHEERS captured the Open Enrollment benefit year income begin dates during the Open Enrollment Period. • Only the admins could submit Report a Change for the current benefit year in renewal mode. • The <i>Sign and Submit Your Changed Application</i> page did not display the Consent for Verification section during Report a Change. 	<ul style="list-style-type: none"> • CalHEERS auto-determines eligibility for the next benefit year when Report a Change occurs between open enrollment start date and 12/31 for the current benefit year for MAGI Medi-Cal only cases with at least 1 applicant household member being ineligible/discontinued for all programs for the current benefit year. • CalHEERS updated functionality to allow begin dates for current calendar year and the next benefit year for income and deductions during the Open Enrollment Period. • All users that have started a Renewal have the option to complete a Report a Change for the current benefit year before submitting the Renewal for the next benefit year. • The <i>Sign and Submit Your Changed Application</i> page now displays the Consent for Verification dropdown during Report a Change and displays for Renewals when the current Consent for Verification on file is 2 years or less. • CalHEERS now displays the <i>Terminate Participation</i> popup on the <i>Terminate Participation</i> page to consumers who 	<p>Group in a Plan.</p> <p>Individual Home page.</p> <p>Extension</p> <p>Terminate Participation.</p> <p>Household Eligibility Results Summary</p>

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		<ul style="list-style-type: none"> • CalHEERS allowed only the admin users to apply for the current benefit year starting from the open enrollment start date to 12/31 of the current benefit year. • The Change Health Plan button on the <i>Next, You Can Enroll Each Group in a Plan</i> page was enabled after Dental Plan selection only. • CalHEERS called EDD or FTB during passive renewals even when consent for verification was not on file. • Eligibility results page is not displaying corresponding dates during open enrollment period from the enrollment extension date page. • CalHEERS Operations Team had the functionality to just update the Extended Enrollment Dates on the <i>Extension</i> page. 	<p>discontinue/terminate enrollment in the current benefit year after renewal has been submitted to confirm the intent to discontinue/terminate enrollment for the next benefit year coverage.</p> <ul style="list-style-type: none"> • CalHEERS now allows non-admin users to apply for the current benefit year starting from the open enrollment start date to 12/31 of the current benefit year. • The Change Health Plan button on the <i>Next, You Can Enroll Each Group in a Plan</i> page is enabled after completing the consumer Health Plan selection regardless of Dental Plan selection status. • CalHEERS shall not call EDD or FTB during passive renewals when consent for verification is not on file. • CalHEERS shall display the corresponding dates on the eligibility results page during open enrollment period from the enrollment extension date page. • CalHEERS Operations Team now has the functionality to update the <i>Extension</i> page to include the following: <ul style="list-style-type: none"> ▪ Open Enrollment-Begin and End dates. ▪ Renewal Begin and End Dates. 	

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		<ul style="list-style-type: none"> CalHEERS displayed the Renewal due date of 12/13 of the current benefit year on the Individual Home page for cases identified in the last batch sweep. AI/AN consumers who were in a subsidize case and did not have consent for verification on file were not eligible to the AI/AN limited cost sharing. CalHEERS did not call SSA Title II income for monthly and annual income and disabled person indicator in Renewal Redetermination Verification batch. 	<ul style="list-style-type: none"> Preview Plan-Start Dates. RAC-End Date for Prior year. Over finish line-date. CalHEERS populates the renewal due date as [Renewal end date - 2 days] if the case is flagged for the last batch sweep at the time when the NOD12 is generated or, if NOD12 has not been generated and the system date is greater than the Renewal start date + 30 days. AI/AN consumers who are in a subsidize case who do not have consent for verification on file are eligible to the AI/AN limited cost sharing. CalHEERS requests and store the SSA Title II for monthly and annual income and disabled person indicator in the Renewal Redetermination Verification batch. 	
Convert Remaining Consumer Pages to React Framework				
115166	Change Request	<p>The following pages resided on the legacy architecture:</p> <ul style="list-style-type: none"> <i>User Log-In</i> <i>My Profile</i> <i>Consent for Verification</i> <i>Terminate Participation (Only CCHIP)</i> 	<p>The following pages are migrated to utilize the SSAPP Responsive Design architecture:</p> <ul style="list-style-type: none"> <i>User Log-In</i> <i>My Profile</i> <i>Consent for Verification</i> <i>Terminate Participation (Only CCHIP)</i> <i>My Profile Page</i> –The SSN, Preferred Method of Communication and Address fields were removed from the page. 	<p>User Log-In</p> <p>My Profile</p> <p>Consent for Verification</p> <p>Terminate Participation (Only CCHIP)</p>

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eHIT				
eHIT				
33692 (CR 97210)	System Enhancement	EDR's received with Special Enrollment reason as None of the above (Continue to review my application for Medi-Cal or MCAP) returned an exception error.	EDR's received with Special Enrollment reason as None of the above (Continue to review my application for Medi-Cal or MCAP) process successfully.	NA
37220 (CR 97210)	System Enhancement	The BV#136 (validation message) displayed the following message "CalHEERS cannot process the EDR. CalHEERS case is closed."	The BV#136 (validation message) displays the reason for case closure and active case number (only in case of duplicate case) along with the following message: "CalHEERS cannot process the EDR. CalHEERS case is closed" .	NA
R18.9 EHIT Technical Schema v10.0				
113161	Change Request	The EHIT technical Schema was on v 9.1.	The EHIT technical Schema is now upgraded to v 10.0.	NA
CWDA / SAWS 2018 Enhancement Requests				
124708	Change Request	CalHEERS sent the actual error ID (HBX_MONITOR_ID) in the response message to SAWS when eHIT transactions failed to process due to CalHEERS internal error.	CalHEERS now sends a common error code or unique identifier instead of an actual error ID (HBX_MONITOR_ID) in the response message to SAWS when eHIT transactions fail to process due to CalHEERS internal error.	NA
Eligibility & Enrollment				
CalHEERS Verification Caching Rules Update				
109700	Change Request	<ul style="list-style-type: none"> CalHEERS called the SSA Composite service when any of the following data elements changed: <ul style="list-style-type: none"> First Name Middle Name Last Name Date of Birth SSN CalHEERS called the IRS, FTB and EDD services when any 	<ul style="list-style-type: none"> CalHEERS now calls the SSA Composite service when only the SSN changes. 	Individual Information Menu.

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		<p>of the following data elements changed:</p> <ul style="list-style-type: none"> ▪ First Name ▪ Middle Name ▪ Last Name ▪ Date of Birth ▪ SSN ▪ Gender ▪ Relationship ▪ Taxation ▪ Income <ul style="list-style-type: none"> • CalHEERS called the VLP service when any of the following data elements changed: <ul style="list-style-type: none"> ▪ Alien/USCIS Number ▪ Card/Receipt Number ▪ Document Expiration Date ▪ I94 Number ▪ Passport Number ▪ Country of Issuance ▪ SEVIS ID ▪ Visa Number ▪ First Name ▪ Middle Name ▪ Last Name ▪ Date of Birth • CalHEERS called the ESI-MEC service when any of the following data elements changed: <ul style="list-style-type: none"> ▪ First Name ▪ Middle Name ▪ Last Name ▪ Date of Birth ▪ SSN ▪ Gender ▪ State of residence address 	<ul style="list-style-type: none"> • CalHEERS now calls the IRS, FTB and EDD services only when the income amount or SSN changes. • CalHEERS now calls the VLP service only when any of the following data elements changes: <ul style="list-style-type: none"> ▪ Alien/USCIS Number ▪ Card/Receipt Number ▪ Document Expiration Date ▪ I-94 Number ▪ Citizenship Number ▪ Naturalization Number ▪ Passport Number ▪ Country of Issuance ▪ SEVIS ID ▪ Visa Number • CalHEERS now calls the ESI-MEC service when only the SSN changes. 	

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		<ul style="list-style-type: none"> ▪ Question "Is this person currently enrolled in any of these Health Plans/Health Coverage?" • CalHEERS called the Non-ESI-MEC service when any of the following data elements changed: <ul style="list-style-type: none"> ▪ First Name ▪ Middle Name ▪ Last Name ▪ Date of Birth ▪ SSN ▪ Gender ▪ Residence Address State ▪ Question "Is this person currently enrolled in any of these Health Plans/Health Coverage?" ▪ Question "Is this person eligible for free Medicare Part A?" • CalHEERS called the SSA, VLP, ESI-MEC, Non-ESI-MEC services based on caching rules. 	<ul style="list-style-type: none"> • CalHEERS now calls the Non-ESI-MEC service when the following data elements change: <ul style="list-style-type: none"> ▪ SSN ▪ Question "Is this person currently enrolled in any of these Health Plans/Health Coverage?" ▪ Question "Is this person eligible for free Medicare Part A?" • CalHEERS now calls the SSA, VLP, ESI-MEC, and Non-ESI-MEC services based on the refresh cycle set by the services. • The <i>Individual Information Menu</i> page now includes the following questions for all U.S Citizens: <ul style="list-style-type: none"> ▪ Earlier, you said that [Household Member Name] is a U.S citizen. Are they a Naturalized or Derived citizen? ▪ Do you have any of the following information? Choose the one that applies. 	

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			<ol style="list-style-type: none"> 1. Certificate of Citizenship Number 2. Certificate of Naturalization Number 3. None of these <ul style="list-style-type: none"> • CalHEERS sends the naturalized or derived citizenship information to SAWS via eHIT and to MEDS through HX18, HX34, HX20 (ESAC1/ESAC6), HX20 (E2/E7), HX12 & HX05 transactions. • CalHEERS now logs the reason for making or not making FDSH service calls based on each service's caching rules. • The CalHEERS eHIT schema is updated with a Naturalized or Derived Indicator. 	
Account Home Messaging during Renewals (UCD)				
122440	Change Request	The Individual Home page for users did not display this text in the past.	<p>The Individual Home page for users displays the following text for those who have completed Reporting a Change:</p> <p>You have submitted your [current year] application changes.</p> <p>Renew your application now and find plans that best fit your needs for [next year]. You can also use our [Shop and Compare Tool](https://www.coveredca.com/shopandcompare/) to compare plans side-by-side. If you do not renew your application and choose a plan, we will keep your [current year] plan in [next year], if</p>	Individual Home page

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			available. However, coverage and prices may change.	
Display Income Start & End Dates Across All Modes of the Application (UCD)				
122438	Change Request	<p>The Income Start Date and Income End Date were not displayed on the Individual Income pages:</p> <ul style="list-style-type: none"> • <i>Employment & Self-Employment Income</i> • <i>Investment & Interest Income</i> • <i>Retirement Income</i> • <i>Other Taxable Income</i> • <i>Deduction</i> • <i>Final Review: Income Info</i> 	<p>CalHEERS implements the income and deduction Start and End date fields across all application modes on the Individual Income pages:</p> <ul style="list-style-type: none"> • <i>Employment & Self-Employment Income</i> • <i>Investment & Interest Income</i> • <i>Retirement Income</i> • <i>Other Taxable Income</i> • <i>Deduction</i> • <i>Final Review: Income Info</i> 	<p>Employment & Self-Employment Income Group Investment & Interest Income Group Retirement Income Other Taxable Income Deduction Final Review: Income Info</p>
Implementation of Updates to Editing Income & Deductions, Income History for Renewals (UCD)				
121556	Change Request	<p>The enhancements part of CR 118873 was not visible during renewals.</p>	<p>The following changes are now visible in Renewal mode: The <i>Review [Household Member Name] Income</i> page now displays the Income History section listing the income and the deduction records that have ended or are no longer active and are not included in the member's Current Monthly Income (CMI) or Projected Annual Income (PAI) for the benefit year.</p> <p>The <i>Review [Household Member Name] Income</i> page now displays the following text: This income has ended, but it may still be counted in [Household Member Name] current monthly or projected annual income under Income or Deduction sections when a user ends an existing income or deduction record.</p>	<p>Review [Household Member Name] Income</p>

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			<p>The New Income Amount field in the <i>Edit Income Amount</i> popup on the <i>Review [Household Member Name] Income</i> page has the following description: If Income from this job changes month-to-month, enter what you expect [Household Member Name] to make. You can enter average income per month or estimate income for a full year.</p> <p>Editing Income and Deductions is now more customized. The users can choose the specific information they want to edit.</p> <p>Clicking on the Edit button on the <i>Review [Household Member Name] Income</i> page for a submitted income displays the <i>Edit Income Reason</i> popup with the below options and clicking on any of the options displays the corresponding popup, thereby allowing consumers to edit the information of their choice:</p> <ul style="list-style-type: none"> • The Income Has Ended • Change Amount/Frequency • Change Income Name <p>Clicking on the Edit button on the <i>Review [Household Member Name] Income</i> page for an updated income not yet submitted displays the <i>Edit Income Reason</i> popup with the below options and clicking on any of the options will display the corresponding popup, thereby allowing the SCR/CEW to edit the information of their choice:</p> <ul style="list-style-type: none"> • The Income Has Ended • Change Amount/Frequency 	

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
			<ul style="list-style-type: none"> Edit an Error in This Income Record Delete This Income Record 	
DIVS Verification and Mixed Households				
124918	Change Request	<p>CalHEERS limited the DIVS systematic verification process to conditionally eligible individuals on APTC/CSR/CCP Only cases.</p> <p>The DIVS “Pass” verification was not applied to Mixed Household cases.</p>	<p>CalHEERS now uses the DIVS verification process for APTC/CSR/CCP program eligibility determinations.</p> <p>The DIVS “Pass” verification is now applied to individual on APTC/CSR/CCP Program in a Mixed Household cases.</p>	NA
Updates to Former Foster Youth Language (UCD)				
122459	Change Request	<p>The primary question and verbiage for Former Foster Youth under the Application Menu section was “Select Any Household Members Who Were in Foster Care in Any State on His or Her 18th Birthday or Later” followed by the disclaimer text “These individuals may qualify for free Medi-Cal up to age 26 and income does not matter” respectively.</p>	<p>The primary question and verbiage for Former Foster Youth under the Application Menu section has been updated with the following verbiage: “Were any of these individuals in Foster Care in any state on his or her 18th birthday or Later?” followed by the disclaimer text “If so, they are eligible for Medi-Cal until age 26 and income does not matter” respectively. The updated texts are displayed for intake, report a change, and renewals.</p>	<p>Were any of these individuals in Foster Care in any state on his or her 18th birthday or Later?</p>
Notices				
Enhancement to Fax Cover Page on NOD01 and NOD03				
117094	Change Request	<ul style="list-style-type: none"> The CalNOD01 snippet table had separate static snippets within the table. 	<ul style="list-style-type: none"> The first page of the CalNOD01 and CalNOD03 notice is now the cover page. Consumers are requested to include the cover page when providing verification documents. The CalNOD01 and CalNOD03 Cover Page, Snippet ID 879, is part of the Various Pages tab in the Snippet Table spreadsheet. 	NA

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			The English Cover Page Snippet is an embedded word document on the Various Pages tab.	
2018 18.9 Notice Change Request				
116755	Change Request	New enhancements that have been added.	<p>CalNOD01:</p> <ul style="list-style-type: none"> Snippet 877 is part of CalNOD01 when Report a Change results in CCHIP discontinuance and eligibility for Medi-Cal. Snippet 821 in CalNOD01 has updated verbiage. <p>CalNOD12:</p> <ul style="list-style-type: none"> The agent's business address is now populated in the CalNOD12. The Renewal End Date displays based on the cases that are in the last batch sweep. The CalNOD12 notices generate based on prioritization. <p>CalNOD66:</p> <ul style="list-style-type: none"> The Agency Legal Business Name displays in a separate line to avoid truncation. The notice text includes the Legal Business Name. <p>CalNOD67:</p> <ul style="list-style-type: none"> The PDF generated includes fillable space for those fields, which are not populated by CalHEERS. The filled fields will be present when printed but will remain blank in the admin's secure mailbox. <p>CalNOD68:</p> <ul style="list-style-type: none"> This is a new notice for Admin Staff. 	NA

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			<ul style="list-style-type: none"> A notice is sent to all Agency Managers within the agency when a new Admin Staff role is created and approved. 	
Project				
R18.9 Carriers Integration Testing				
122434	Change Request	Carriers' integration test with CalHEERS for 2018 Renewal and Open Enrollment has been completed.	<p>This CR supports the Carriers integration tests with CalHEERS for 2019 Renewal and Open enrollment preparation.</p> <p>Carriers are informed of renewal enhancements. The processing of 834 transactions are tested.</p> <p>The testing is completed in 2 phases as follows:</p> <ul style="list-style-type: none"> Phase 1: 2019 Renewal (validation of active and passive renewals for one plan for all and Custom Grouping). Phase 2: 2019 Open Enrollment (validation of enrollment in 2019 plans, changing plans). <p>The integration test includes the following schedule:</p> <ul style="list-style-type: none"> CalHEERS retests the connectivity with all existing Carriers (Health and Dental) and corrects any connectivity issues identified. CalHEERS performs Integration tests to ensure that the Carriers are able to accept, process, and provide responses to transactions including 834, TA1 and 999. 	NA
Section 508 Refresh ADA Changes				

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112835	Change Request	The standalone icons were at a 15x15 size.	<ul style="list-style-type: none"> The fields requiring user input now have the autofill feature with the previously entered data being provided as a suggestion. This feature is exempted for sensitive data collection input boxes e.g. User Name, Password etc. The borders of the input boxes are now highlighted in a 3 to 1 contrast ration with the background. The standalone icons are now 44x44. JAWS is now reading the word "Alert" before reading any of the validation or error messages. 	All Pages
Usability				
GI Module Integration: General Product Enhancements				
119711	Change Request	The Provider Search screen was the last (third) screen on the <i>Tell us about your health care needs</i> page.	<p>The mentioned changes will result in a better consumer experience as per Google Analytics findings.</p> <ul style="list-style-type: none"> The Provider Search screen is the first screen on the <i>Tell us about your health care needs</i> page. The tooltip text for the Quality Rating field on the <i>Compare Health Plans</i> page and <i>Browse Health Plans</i> page are updated. The disclaimer text for Quality Rating Disclaimer on <i>Browse Health Plans</i> page is updated. 	<p>Tell us about your health care needs</p> <p>Compare Health Plans</p> <p>Browse Health Plans</p>
Technology				
Move Notices to the Cloud				
115246	Change Request	The notices and other documents were being stored on Oracle Web Content Center, an op-premise storage.	The notices and documents are stored on the cloud.	NA
Online Application				

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36529 (CR 96129)	Defect Fix	Clicking on the Enrollment History link on the <i>Application History</i> page displayed a We Apologize error message.	Clicking on the Enrollment History link on the <i>Application History</i> page displays the <i>Enrollment History</i> page.	Application History
17047	System Enhancement	The 834 EDI file validation failed due to invalid EDI content when address1 and address2 were the same.	The 834 EDI file validation completes successfully.	NA
38947 (CR 111527)	System Enhancement	The option Single was displayed as a default value on the <i>What is [Household Member Name]'s marital status?</i> page.	The options on the <i>What is [Household Member Name]'s marital status?</i> page is not defaulted to any value.	What is [Household Member Name]'s marital status?
38315 (CR 111527)	System Enhancement	The <i>Who is the Primary Contact for your household?</i> and <i>Does [Household Member Name] have a Social Security number (SSN)?</i> pages did not display the validation message when an invalid SSN was entered.	The <i>Who is the Primary Contact for your household?</i> and <i>Does [Household Member Name] have a Social Security number (SSN)?</i> pages displays the validation message when an invalid SSN is entered.	Who is the Primary Contact for your household? Does [Household Member Name] have a Social Security number (SSN)?
39413 (CR 111527)	System Enhancement	The <i>Household Member Name</i> page displayed a clickable Delete button for a Household with only one household member.	The <i>Household Member Name</i> page displays the greyed out Delete button for a Household with only one household member.	Household Member Name
44431 (CR 122636)	System Enhancement	Selecting No for the question Does this employer have a foreign mailing address? and entering an address outside of California on the <i>More Employer Information is Required</i> page displayed the following validation message You must enter a valid California ZIP code. Please try again.	Selecting No for the question Does this employer have a foreign mailing address? and entering an address outside of California on the <i>More Employer Information is Required</i> page enables the Done button on the page.	More Employer Information is Required
45491 (CR)	System Enhancement	The Current Bank Statement and Bank Statement were accepted as Proof of Income on	The Current Bank Statement and Bank Statement are no longer accepted as Proof of Income on the	Upload Documents

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122636)		the <i>Upload Documents</i> and <i>Upload Eligibility Documents</i> pages.	<i>Upload Documents</i> and <i>Upload Eligibility Documents</i> pages. Existing Bank Statements uploaded prior to this change will continue to displayed.	Upload Eligibility Documents
Enrollment-Financial Management				
23983 (CR 56038)	System Enhancement	Agent Extraction batch job (GIA-1000-DD-01) reported the Number of Enrolled Members column as blank in the Agent Extract excel sheet.	Agent Extraction batch job (GIA-1000-DD-01) updates the Number of Enrolled Members column with values in the Agent Extract excel sheet.	NA
41198 (CR 96129)	Defect Fix	The Start Date (FIN_AMT_EFF_START_DT) was greater than the End Date (FIN_AMT_EFF_END_DT) in the AHBX FIN table.	The Start Date (FIN_AMT_EFF_START_DT) is always lesser than the End Date (FIN_AMT_EFF_END_DT) in the AHBX FIN table.	NA
Eligibility				
41093 (CR 96129)	Defect Fix	When a user attempted to select a plan for the Year 2017 during 2018 Open Enrollment, CalHEERS did not allow plan selection for Year 2017 until the plan selection for Year 2018 was complete.	When a user attempts to select a plan for the Year 2017 during 2018 Open Enrollment, CalHEERS allows plan selection for Year 2017 without the need to complete the plan selection for Year 2018.	NA
41510 (CR 96129)	Defect Fix	The CSR code was null for a few CSR eligible cases.	The CSR code is updated for all CSR eligible cases.	NA

Key Fixes

The following summarizes the key defect fixes implemented in this release.

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Enrollment-Financial Management				
43729	Defect Fix	Clicking on the Current Enrollment link in the left-hand navigation pane on the <i>Application History</i> page displayed a We Apologize error message.	Clicking on the Current Enrollment link in the left-hand navigation pane on the <i>Application History</i> page displays the <i>Current Enrollment</i> page.	Application History
44603	Defect Fix	The Compare Now button in the <i>Hide Compare</i> popup did not display	The Compare Now button in the <i>Hide Compare</i> popup now displays completely on the <i>Browse Health</i>	Browse Health Plans

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		completely on the <i>Browse Health Plans</i> and <i>Browse Dental Plans</i> page.	<i>Plans</i> and <i>Browse Dental Plans</i> page.	Browse Dental Plans
43595	Defect Fix	The <i>Browse Health Plans</i> and <i>Browse Dental Plans</i> page incorrectly displayed 2018 plans when a user selected the year 2017 on the <i>Shop and Compare</i> page.	The <i>Browse Health Plans</i> and <i>Browse Dental Plans</i> page displays the plans according to the Year selected on the <i>Shop and Compare</i> page.	Browse Health Plans Browse Dental Plans
43755	Defect Fix	Clicking on the Update button after reinstating coverage on the <i>Change Plan Effective Dates or Reinstate Coverage</i> page displayed the <i>Confirm Your Plan Selection</i> page.	Clicking on the Update button after reinstating coverage on the <i>Change Plan Effective Dates or Reinstate Coverage</i> page now displays the “ <i>Changes Saved</i> ” popup.	Change Plan Effective Dates and Reinstate Coverage
43912	Defect Fix	Clicking on the Update Enrollment button on the <i>Complete Enrollments Override Updates</i> page displayed a We Apologize error message.	Clicking on the Update Enrollment button on the <i>Complete Enrollments Override Updates</i> page displays the <i>Update Successful</i> popup.	Complete Enrollments Override Updates
37228	Defect Fix	The <i>Current Enrollment</i> page did not display the latest Enrollment details.	The <i>Current Enrollment</i> page now displays the latest Enrollment details.	Current Enrollment
43736	Defect Fix	When a deceased household member was removed from the household, the <i>Current Enrollment</i> page displayed the incorrect Enrollment Status and an incorrect maintenance reason code was sent to the carrier.	When a deceased household member is removed from the household, the <i>Current Enrollment</i> page displays the correct Enrollment Status and the correct maintenance reason code is sent to the carrier.	Current Enrollment
45455	Defect Fix	The <i>Current Enrollment</i> page displayed a reduced Premium Assistance amount when a user reported a change to the email address.	The Premium Assistance amount remains unchanged on the <i>Current Enrollment</i> page when a user reports a change to the email address.	Current Enrollment
43696	Defect Fix	The <i>Enrollment History</i> page incorrectly displayed active coverage dates for cancelled enrollees.	The <i>Enrollment History</i> page does not display active coverage dates for cancelled enrollees.	Enrollment History
45254	Defect Fix	The Individual Home page incorrectly displayed the Cancel Coverage link under the More Actions section for a case with no active enrollments and upon clicking the Cancel Coverage link the <i>We Apologize</i> popup was displayed.	The Individual Home page now displays the Cancel Coverage link under the More Actions section for cases with active enrollments only.	Individual Home page

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
41340	Defect Fix	The IND56 transaction successfully cancels an enrollment in the GHIX database but failed to update the AHBX database.	The IND56 transaction now successfully cancels enrollment in both GHIX & AHBX databases.	NA
42615	Defect Fix	When an EDR was received for discontinuing an enrollment for a household member, CalHEERS incorrectly discontinued the enrollment on the 31 st day from the date of EDR.	When an EDR is received for discontinuing an enrollment for a household member, CalHEERS now correctly discontinues the enrollment on the last day of the month.	NA
43482	Defect Fix	The <i>Start Enrollment Financial Date</i> (HBX_ENRL_FIN table) did not match with the <i>Enrollment Coverage Date</i> (HBX_INDV_PLAN_ENRL table) data.	The <i>Enrollment Financial Start Date</i> (HBX_ENRL_FIN table) now matches the <i>Enrollment Coverage Date</i> (HBX_INDV_PLAN_ENRL table) data.	NA
43875	Defect Fix	The Generate Active Agent List batch job (GIA-1000-DD-01) returned an exception error.	The Generate Active Agent List batch job (GIA-1000-DD-01) now completes successfully.	NA
41199	Defect Fix	The APTC amount calculated was more than the Gross Premium amount.	The APTC amount calculated is now less than the Gross Premium amount.	NA
43810	Defect Fix	The GHIX backfill batch job PR1_GI2.0_MOTHLY_ENR_PREMIUM_ADHOC returned an exception error.	The GHIX backfill batch job PR1_GI2.0_MOTHLY_ENR_PREMIUM_ADHOC now completes successfully.	NA
41426	Defect Fix	About 634 cases had Enrollment Status mismatches in GHIX and AHBX databases for the Year 2018.	The Enrollment Status of all records now match in both GHIX and AHBX databases for the year 2018.	NA
43472	Defect Fix	The Data Integrity batch job incorrectly reported 0% discrepancy between AHBX and GHIX database even when a discrepancy existed.	The Data Integrity batch job correctly reports the discrepancy percentage.	NA
45457	Defect Fix	The Agent Delegation Status mismatched in GHIX and AHBX databases.	The Agent Delegation Status in both GHIX and AHBX databases now match.	NA
43122	Defect Fix	The Enrollment Status mismatched in GHIX and AHBX databases.	The Enrollment Status in both GHIX and AHBX databases match.	NA
43607 45841	Defect Fix	The Policy Based Premium batch job included errored cases from CMS for processing.	The Policy Based Premium batch job does not include the errored cases from CMS for processing.	NA

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
44268 41415	Defect Fix	Clicking on the Continue Health Plan Update button on the <i>Next, You Can Enroll Each Group in a Plan</i> displayed the <i>We Apologize</i> popup.	Clicking on the Continue Health Plan Update button on the <i>Next, You Can Enroll Each Group in a Plan</i> now displays the <i>Confirm Your Plan Selection</i> page.	Next, You Can Enroll Each Group in a Plan
43669	Defect Fix	The “ <i>Next, You Can Enroll Each Group in a Plan</i> ” page did not display the dropdown for the View Enrollment for field to choose the Enrollment year.	The <i>Next, You Can Enroll Each Group in a Plan</i> page displays the dropdown for the View Enrollment for field to choose the Enrollment year.	Next, You Can Enroll Each Group in a Plan
44450	Defect Fix	The <i>Next, You Can Enroll Each Group in a Plan</i> page incorrectly displayed the 2018 Health Plan details when a user selected Year 2017 in the Viewing Enrollment for: field on the page.	The <i>Next, You Can Enroll Each Group in a Plan</i> page correctly displays the Health Plan details according to the Year selected for the field Viewing Enrollment for: field on the page.	Next, You Can Enroll Each Group in a Plan
44919	Defect Fix	Clicking on the Ok button in the <i>Plan Selection Date</i> popup on the <i>Next, You Can Enroll Each Group in a Plan</i> displayed the <i>Plan Selection Not Available</i> popup.	Clicking on the Ok button in the <i>Plan Selection Date</i> popup on the <i>Next, You Can Enroll Each Group in a Plan</i> displays the <i>Confirm Your Plan Selection</i> page.	Next, You Can Enroll Each Group in a Plan
45749	Defect Fix	Clicking on the Continue Health and Dental Plan button on the <i>Next, You Can Enroll Each Group in a Plan</i> page incorrectly displayed the <i>Browse Health Plans</i> page for a user who had plans saved on the Shop and Compare flow.	Clicking on the Continue Health and Dental Plan button on the <i>Next, You Can Enroll Each Group in a Plan</i> page displays the <i>Confirm Your Plan Selection</i> page with the saved plan details for a user who has plans saved on the Shop and Compare flow.	Next, You Can Enroll Each Group in a Plan
44741	Defect Fix	Clicking on the Enroll button in the <i>Provide eSignature</i> page displayed a <i>We Apologize</i> error message.	Clicking on the Enroll button in the <i>Provide eSignature</i> page now displays the <i>Confirmation</i> page.	Provide eSignature
42602 45726	Defect Fix	The <i>Secure Mailbox</i> page displayed English for a Spanish user.	The <i>Secure Mailbox</i> page now displays Spanish for a Spanish user.	Secure Mailbox
43883	Defect Fix	<ul style="list-style-type: none"> JAWS incorrectly read the entire xpath of the hover box after reading the star rating in the <i>Quality Rating</i> popup after pressing the down arrow key. JAWS read only the first checkbox from the Plan Type and Metal Tier 	<ul style="list-style-type: none"> JAWS reads the hover text content only after reading the star rating in the <i>Quality Rating</i> popup upon pressing the down arrow key. 	Shop for a Health Plan

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		<p>field and the remaining checkboxes as “checkbox not checked”.</p> <ul style="list-style-type: none"> JAWS incorrectly read the following buttons Health Plans, Dental Plans & Cart as links. Upon disabling CSS the following buttons Health Plans, Dental Plans & Cart were incorrectly displayed as links. 	<ul style="list-style-type: none"> JAWS reads all the checkboxes from the Plan Type and Metal Tier field. JAWS correctly reads the following buttons Health Plans, Dental Plans & Cart as buttons. Upon disabling CSS the following buttons Health Plans, Dental Plans & Cart are correctly displayed as buttons. 	
45445	Defect Fix	Clicking on the Add To Cart button on the <i>View Health Plan Details</i> page did not navigate any further.	Clicking on the Add To Cart button on the <i>View Health Plan Details</i> page displays the <i>Fantastic!</i> popup.	View Health Plan Details
Notices				
38770	Defect Fix	The Notices Verification batch job (ARC-1002-NG-01) returned an exception error message.	The Notices Verification batch job (ARC-1002-NG-01) now completes successfully.	NA
44529	Defect Fix	The formatting for the CalNOD01a, CalNOD01b and CalNOD01c notices in Korean language was incorrect.	The formatting for the CalNOD01a, CalNOD01b and CalNOD01c notices in Korean language is now correct.	NA
45443	Defect Fix	The NOD11A notices batch job inserted duplicate records in the generate doc table resulting in duplicate notices to be generated.	The NOD11A notices batch job does not insert duplicate records in the generate doc table.	NA
44615	Defect Fix	The formatting of the CalNOD01 notice did not match the design document.	The formatting of the CalNOD01 notice matches the design document.	NA
44652	Defect Fix	<p>The Questions? Section in the CalNOD03 notice had the mentioned additional text:</p> <p>By mail to: P.O. Box 989725 West Sacramento, CA 95798-9725</p>	The additional text under Questions? Section in the CalNOD03 notice is removed.	NA
44659	Defect Fix	The verbiage related to the service centers for Want to change your communication preferences? and Need	The verbiage related to the service centers for Want to change your communication preferences? and	NA

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		help? section in the CalNOD61A notice was incorrect.	Need help? section in the CalNOD61A notice is correct.	
44660	Defect Fix	The formatting and verbiage in the CalNOD61A notice did not match the design document.	The formatting and verbiage in the CalNOD61A notice now matches the design document.	NA
44661	Defect Fix	The formatting and verbiage in the CalNOD61B notice did not match the design document.	The formatting and verbiage in the CalNOD61B notice now matches the design document.	NA
44682	Defect Fix	The verbiage in the CalNOD64A notice did not match the design document.	The verbiage in the CalNOD64A notice now matches the design document.	NA
44687	Defect Fix	The formatting in the CalNOD62B notice did not match the design document.	The formatting in the CalNOD62B notice now matches the design document.	NA
45140	Defect Fix	The CoveredCA.com link under the How to get help section in the CalNOD12D Hmong language notice displayed as text.	The CoveredCA.com link under the How to get help section in the CalNOD12D Hmong language notice now displays as a link.	NA
45207	Defect Fix	The verbiage and formatting for the Important information regarding Medi-Cal Notices section in the CalNOD61c English notice did not match the design document.	The verbiage and formatting for the Important information regarding Medi-Cal Notices section in the CalNOD61c English notice now matches the design document.	NA
43754	Defect Fix	The CalNOD03 notice generated did not match the design document.	The CalNOD03 notice generated now matches the design document.	NA
44374	Defect Fix	The formatting and verbiage for the CalNOD62A notice in Korean language was incorrect.	The formatting and verbiage for the CalNOD62A notice in Korean language is now correct.	NA
45209	Defect Fix	The formatting for the CalNOD12A notice in Armenian language was incorrect.	The formatting for the CalNOD12A notice in Armenian language is now correct.	NA
45502	Defect Fix	The Eligibility Re-determination notice displayed incomplete mailing address.	The Eligibility Re-determination notice displays the complete mailing address.	NA
45851	Defect Fix	The CalNOD01c notice in Arabic and Farsi languages displayed the Service Centre phone number from Right to Left.	The CalNOD01c notice in Arabic and Farsi languages displays the Service Centre phone number from Left to Right.	NA

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44393	Defect Fix	The Bounce Back batch job (ARC-1070-NG-01) returned an exception error.	The Bounce Back batch job (ARC-1070-NG-01) completes successfully.	NA
Online Application				
44757	Defect Fix	When an agent clicked on the Log In button on the <i>Log In or Create an Account to Get Covered</i> page after entering the credentials displayed the following error message SESSION INVALID: MULTIPLE OR EMPTY ROLES NOT SUPPORTED exception.	When an agent clicks on the Log In button on the <i>Log In or Create an Account to Get Covered</i> page the <i>[Name of the Agent] Agent</i> page displays.	[Name of the Agent] Agent
41491	Defect Fix	Clicking on the Next button on the <i>Add Household Members</i> page displayed the <i>We Apologize</i> popup.	Clicking on the Next button on the <i>Add Household Members</i> page now displays the <i>What is [Household Member Name]'s sex?</i> page.	Add Household Members
44218	Defect Fix	Clicking on the Apply Now button on the <i>Additional Benefits Options</i> page displayed the following error message There was an error and we could not save recent changes to your application. We are working to fix this issue as soon as possible.	Clicking on the Apply Now button on the <i>Additional Benefits Options</i> page now displays the respective page outside CalHEERS in a separate tab.	Additional Benefits Options
44467	Defect Fix	Clicking on either the Woman and Infant Children (WIC) or the Personal Care Services Program (PCSP) link on the <i>Additional Program Information</i> page displayed a <i>We Apologize</i> error message.	Clicking on either the Woman and Infant Children (WIC) or the Personal Care Services Program (PCSP) link on the <i>Additional Program Information</i> page navigates the user to the respective page.	Additional Program Information
43586	Defect Fix	Clicking on the Select Agent button on the <i>Agent Selection</i> page displayed the mentioned message in a popup even when an agent was not delegated. You are already designated to AgentFNamebekf AgentLNamegkso. There can be only one designated Agent or Certified Enrollment Counselor. To replace the designated Agent or Certified Enrollment Counselor please	Clicking on the Select Agent button on the <i>Agent Selection</i> page displays the <i>Delegate a Certified Insurance Agent</i> page when an agent is not delegated previously.	Agent Selection

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		remove the current designation and try again.		
45872	Defect Fix	<ul style="list-style-type: none"> Clicking on the Account Home link on the <i>Household Eligibility Results Summary</i> did not navigate any further when accessed on a mobile device. The tooltip text displayed in an inconsistent format on all the SSAPP pages when accessed on a mobile device. 	<ul style="list-style-type: none"> Clicking on the Account Home link on the <i>Household Eligibility Results Summary</i> displays the Individual Home page when accessed on a mobile device. The tooltip text displays in the correct format on all the SSAPP pages when accessed on a mobile device. 	All SSAPP pages
45903	Defect Fix	The <i>Answer Questions</i> page displayed English for a Spanish user.	The <i>Answer Questions</i> page now displays Spanish for a Spanish user.	Answer Questions
45292	Defect Fix	Clicking on the Update button for the Review & Submit section on the <i>Application Menu</i> page displayed the <i>We Apologize</i> popup.	Clicking on the Update button for the Review & Submit section on the <i>Application Menu</i> page now displays the <i>Review Household Information</i> page.	Application Menu
44462	Defect Fix	Clicking on the Save button under Communication and Language Preferences section on the <i>Apply for Health Insurance</i> page displayed a <i>We Apologize</i> error message.	Clicking on the Save button under Communication and Language Preferences section on the <i>Apply for Health Insurance</i> page saves the details entered.	Apply for Health Insurance
44465	Defect Fix	Clicking on the Consumer Home button on the <i>Apply for Health Insurance</i> page displayed the <i>Administration Home</i> page.	Clicking on the Consumer Home button on the <i>Apply for Health Insurance</i> page displays the Individual Home page.	Apply for Health Insurance
42297	Defect Fix	Clicking on the Begin Application button followed by selecting the Flexible Admin View button in the <i>View Confirmation</i> popup on the Individual Home page for a terminated case displayed a blank <i>Apply for Health Insurance</i> page.	Clicking on the Begin Application button followed by selecting the Flexible Admin View button in the <i>View Confirmation</i> popup on the Individual Home page for a terminated case now populates the user details previously entered on the <i>Apply for Health Insurance</i> page.	Apply for Health Insurance
44469	Defect Fix	The Identity Proofing and Permission to let Covered California verify your information section on the <i>Apply for</i>	The Identity Proofing and Permission to let Covered California verify your information section on the <i>Apply for Health</i>	Apply for Health Insurance

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		<i>Health Insurance</i> page displayed English for a Spanish user.	<i>Insurance</i> page now displays Spanish for a Spanish user.	
44485	Defect Fix	The Consumer Home button was missing on the <i>Authorized Representative Information</i> page.	The Consumer Home button is now present on the <i>Authorized Representative Information</i> page.	Authorized Representative Information
44334	Defect Fix	<ul style="list-style-type: none"> The formatting on the <i>Authorized Representative Information</i> page was incorrect. The <i>Agent Portal</i> page displayed the English link in English for a Spanish user. The Provider Search screen on the <i>Tell us about your health care needs</i> page displayed the Hospital option in English for a Spanish user. 	<ul style="list-style-type: none"> The formatting on the <i>Authorized Representative Information</i> page is correct. The <i>Agent Portal</i> page display's the English link in Spanish for a Spanish user. The Provider Search screen on the <i>Tell us about your health care needs</i> page displays the Hospital option in Spanish for a Spanish user. 	Authorized Representative Information Agent Portal Tell us about your health care needs
45264	Defect Fix	The Unblock operation failed during activating users in bulk on the <i>Bulk User Operation</i> page.	The Unblock operation is now successful during activating users in bulk on the <i>Bulk User Operation</i> page.	Bulk User Operation
44849	Defect Fix	When a user entered non-numerical values for the Federal EIN and the State EIN fields on the <i>Business Information</i> page and clicked on the Continue button, the <i>User Information</i> page was displayed.	When a user enters non-numerical values for the Federal EIN and the State EIN fields on the <i>Business Information</i> page the following validation messages are displayed respectively Enter a valid Federal EIN. Must be 9 digits numeric only and Enter a valid State EIN. Must be 9 digits numeric only .	Business Information
44420	Defect Fix	<ul style="list-style-type: none"> The Scroll bar was not displayed in the <i>Your Tax Credit</i> popup on the <i>Confirm Your Plan Selection</i> page. Clicking on the Update employer contact information link under the More Actions section on the Individual Home page displayed the <i>We Apologize</i> popup. The Individual Home page didn't display the Choose Health and Dental Plan link or the Choose Plan button after submitting the RAC. 	<ul style="list-style-type: none"> The Scroll bar is displayed in the <i>Your Tax Credit</i> popup on the <i>Confirm Your Plan Selection</i> page. Clicking on the Update employer contact information link under the More Actions section on the Individual Home page now displays the <i>More Employer Information is Required</i> page. 	Confirm Your Plan Selection More Employer Information is Required Individual Home page

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
			<ul style="list-style-type: none"> The Individual Home page displays both the Choose Health and Dental Plan link and the Choose Plan button after submitting the RAC. 	
45070	Defect Fix	<ul style="list-style-type: none"> The Find Help Near You and Frequently Asked Questions (FAQs) links was being displayed in an inconsistent format in the <i>Comments and Questions</i> popup on the <i>Contact Us</i> page. Clicking on the Link to transcript link on the <i>Tutorials</i> page displayed Sorry, An Error Has Occurred in System error message. The tooltip text for the avatars on the mentioned pages incorrectly displayed the following text {object Object}: <ul style="list-style-type: none"> <i>Select all household members who are applying for health care</i> <i>Select all household members who are currently enrolled in Medicare</i> <i>Select all household members who are U.S citizens or U.S nationals</i> <i>Select any household members who are pregnant</i> <i>Select any household members who are American Indian or Alaskan Native</i> <i>Who is the Primary Tax Filer for your household?</i> 	<ul style="list-style-type: none"> The Find Help Near You and Frequently Asked Questions (FAQs) links now displays in a consistent format in the <i>Comments and Questions</i> popup on the <i>Contact Us</i> page. Clicking on the Link to transcript link on the <i>Tutorials</i> page displays the transcript. The tooltip text for the avatars on the mentioned pages displays the name of the avatar: <ul style="list-style-type: none"> <i>Select all household members who applying for health care</i> <i>Select all household members who are currently enrolled in Medicare</i> <i>Select all household members who are U.S citizens or U.S nationals</i> <i>Select any household members who are pregnant</i> <i>Select any household members who are an American Indian or Alaska Native</i> <i>Who is the Primary Tax Filer for your household?</i> 	<p>Contact Us</p> <p>Tutorials</p> <p>Select all household members who are applying for health care</p> <p>Select all household members who are currently enrolled in Medicare</p> <p>Select all household members who are U.S citizens or U.S nationals</p> <p>Select any household members who are pregnant</p> <p>Select any household members who are an American Indian or Alaskan Native</p>

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
				Who is the Primary Tax Filer for your household?
43783	Defect Fix	<ul style="list-style-type: none"> JAWS did not read the following question If we need to get in touch with you, how do you want us to contact you? Upon disabling CSS, No for label was displayed for the following checkbox text I understand and agree to the terms and Conditions. 	<ul style="list-style-type: none"> JAWS reads the following question If we need to get in touch with you, how do you want us to contact you? Upon disabling CSS, No for label is not displayed for the following checkbox text I understand and agree to the terms and Conditions. 	Create an Account to Apply
45468 45675	Defect Fix	Selecting the View option for the application PDF on the <i>Documents and Correspondence</i> page displayed a We Apologize error message.	Selecting the View option for the application PDF on the <i>Documents and Correspondence</i> page displayed the application PDF in a new tab.	Documents and Correspondence
44440	Defect Fix	Clicking on the Update button after entering an extension starting with zero (0) for the question Enter [Household Member Name]’s extension on the <i>Edit Household Member</i> page displayed the <i>We Apologize</i> popup.	Clicking on the Update button after entering an extension starting with zero (0) for the question Enter [Household Member Name]’s extension on the <i>Edit Household Member</i> page displays the <i>Household Member Name</i> page.	Edit Household Member
45308	Defect Fix	Clicking on the I’m sure button in the <i>Are you sure?</i> popup on the <i>Estimate [Year] Household Income</i> page displayed the <i>Household Menu</i> page with a spinner.	Clicking on the I’m sure button in the <i>Are you sure?</i> popup on the <i>Estimate [Year] Household Income</i> page displays the <i>Household Menu</i> page.	Estimate [Year] Household Income
44271	Defect Fix	The <i>Facility Name</i> page incorrectly displayed the following question Is this also “Applicant’s Name” mailing address?	The <i>Facility Name</i> page does not display the following question Is this also “Applicant’s Name” mailing address?	Facility Name
45562	Defect Fix	Clicking on the Save and Exit button on the <i>Facility Name</i> page did not save the application.	Clicking on the Save and Exit button on the <i>Facility Name</i> page did saves the application.	Facility Name
44587	Defect Fix	<ul style="list-style-type: none"> Clicking on the Next button on the <i>Facility Name</i> page displayed the <i>We Apologize</i> popup. 	<ul style="list-style-type: none"> Clicking on the Next button on the <i>Facility Name</i> page 	Facility Name

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		<ul style="list-style-type: none"> Clicking on the Next button on the <i>What is the county of responsibility?</i> page displayed the <i>We Apologize</i> popup. 	<p>displays the <i>What is the county of responsibility?</i> page.</p> <ul style="list-style-type: none"> Clicking on the Next button on the <i>What is the county of responsibility?</i> page displays the <i>Select all household members who are U.S. citizens or U.S. nationals</i> page. 	What is the county of responsibility?
45062	Defect Fix	The <i>Local Assistance</i> popup on the <i>Find Local Help</i> page did not display the scroll bar, popup name and also the maximize button was greyed out.	The <i>Local Assistance</i> popup on the <i>Find Local Help</i> page displays the scroll bar, popup name and the maximize button is not greyed out.	Find Local Help
44206	Defect Fix	Selecting Yes for the question I have consumer’s consent to access their identity information through the Federal Data Services Hub Remote ID Proofing Service on the <i>Great! Now we need to verify [Household Member Name] identity</i> page did not display the subsequent questions.	Selecting Yes for the question I have consumer’s consent to access their identity information through the Federal Data Services Hub Remote ID Proofing Service on the <i>Great! Now we need to verify [Household Member Name] identity</i> page displays the subsequent questions.	Great! Now we need to verify [Household Member Name] identity
45268	Defect Fix	Clicking on either the View button or Review link on the <i>Household Eligibility Results Summary</i> page displayed the <i>We Apologize</i> popup.	Clicking on either the View button or Review link on the <i>Household Eligibility Results Summary</i> page now displays the <i>Program Eligibility</i> page.	Household Eligibility Results Summary
43941	Defect Fix	Clicking on the View Budget Worksheet link on the <i>Household Eligibility Results Summary</i> page displayed the Budget Worksheet with the incorrect responses for the mentioned questions Person Included in Primary Tax Filer’s Tax household and Person Plans to File Taxes .	Clicking on the View Budget Worksheet link on the <i>Household Eligibility Results Summary</i> page now displays the Budget Worksheet with the correct responses for the mentioned questions Person Included in Primary Tax Filer’s Tax household and Person Plans to File Taxes .	Household Eligibility Results Summary
44248	Defect Fix	The <i>Household Eligibility Results Summary</i> page did not display the details of all the household members.	The <i>Household Eligibility Results Summary</i> page now displays the details of all the household members.	Household Eligibility Results Summary
44755	Defect Fix	The <i>Household Eligibility Results Summary</i> page incorrectly displayed a Not Eligible User Eligible with a Choose	The <i>Household Eligibility Results Summary</i> page correctly displays the Program Eligibility details.	Household Eligibility

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		Plan button, clicking on the Choose Plan button displayed the <i>We Apologize</i> popup.		Results Summary
44488	Defect Fix	The <i>Household Eligibility Results Summary</i> page did not display the Application History link when a user navigated to the <i>Household Eligibility Results Summary</i> page from the Budget Worksheet.	The <i>Household Eligibility Results Summary</i> page displays the Application History link when a user navigates to the <i>Household Eligibility Results Summary</i> page from the Budget Worksheet.	Household Eligibility Results Summary
44463	Defect Fix	The <i>Household Member Name</i> page displayed the following question Offered employer health insurance? under the Health Care Information section for a non-applying household member.	The <i>Household Member Name</i> page does not display the following question Offered employer health insurance? under the Health Care Information section for a non-applying household member.	Household Member Name
36190 44050	Defect Fix	Clicking on the Redetermine Eligibility button on the <i>Household Verifications</i> page displayed a <i>We Apologize</i> error message.	Clicking on the Redetermine Eligibility button on the <i>Household Verifications</i> page now displays the <i>Redetermine Eligibility</i> popup.	Household Verifications
44306	Defect Fix	Clicking on the Yes button in the <i>Redetermine Eligibility</i> popup on the <i>Household Verifications</i> page displayed the <i>Household Eligibility Results Summary</i> page with eligibility details for next year (e.g. Eligibility Results for Year 2019).	Clicking on the Yes button in the <i>Redetermine Eligibility</i> popup on the <i>Household Verifications</i> page displays the <i>Household Eligibility Results Summary</i> page with eligibility details for the latest year. (e.g. Eligibility Results for Year 2018).	Household Verifications
36688	Defect Fix	The <i>Household Verifications</i> page did not display the CCHIP link during renewal.	The <i>Household Verifications</i> page now displays the CCHIP link during renewal.	Household Verifications
36527	Defect Fix	Clicking on the Choose Plan button on the Individual Home page displayed the <i>We Apologize</i> popup.	Clicking on the Choose Plan button on the Individual Home page displays the <i>Plan Selection Date</i> popup.	Individual Home page
44751 45305	Defect Fix	Clicking on the Update employer contact information link under the More Actions section on the Individual Home page displayed the <i>We Apologize</i> popup.	Clicking on the Update employer contact information link under the More Actions section on the Individual Home page now displays the <i>More Employer Information is Required</i> page.	Individual Home page

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
44486	Defect Fix	The Individual Home page displayed incorrect Spanish translation for the Return to Dashboard text.	The Individual Home page now displays the correct Spanish translation for the Return to Dashboard text.	Individual Home page
43453	Defect Fix	Clicking on the Report a change link under the Manage My Application section on the Individual Home page displayed the <i>We Apologize</i> popup.	Clicking on the Report a change link under the Manage My Application section on the Individual Home page now displays the <i>Special Enrollment</i> page.	Individual Home page
44300	Defect Fix	Clicking on the View enrollment summary link under the Manage My Applications section on the Individual Home page incorrectly displayed the <i>More Employer Information is Required</i> page.	Clicking on the View enrollment summary link under the Manage My Applications section on the Individual Home page now displays the <i>Next, You Can Enroll Each Group in a Plan</i> page.	Individual Home page
45291	Defect Fix	<ul style="list-style-type: none"> Clicking on the Review Application link under the Manage My Application section on the Individual Home page displayed the <i>We Apologize</i> popup. Clicking on the Income tab on the <i>Review Household Information</i> page displayed the <i>We Apologize</i> popup 	<ul style="list-style-type: none"> Clicking on the Review Application link under the Manage My Application section on the Individual Home page displays the <i>Review Household Information</i> page. Clicking on the Income tab on the <i>Review Household Information</i> page displays the <i>Review Household Income</i> page. 	Individual Home page Review Household Information
41327	Defect Fix	Clicking on the Report a Change button on the Individual Home page after Save and Exit of previous years from the Report a Change page displayed the <i>We Apologize</i> popup.	Clicking on the Report a Change button on the Individual Home page after Save and Exit of previous years from the Report a Change page now displays the <i>"Which coverage period do you need to report a change for?"</i> popup.	Individual Home page
43986	Defect Fix	The mentioned links under the Manage My Application section on the Individual Home page were incorrectly displayed as buttons upon disabling CSS: <ul style="list-style-type: none"> View Eligibility Results Report a Change Review Application 	The mentioned links under the Manage My Application section on the Individual Home page are now correctly displayed as links upon disabling CSS: <ul style="list-style-type: none"> View Eligibility Results Report a Change 	Individual Home page

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
			<ul style="list-style-type: none"> Review Application 	
44205	Defect Fix	Clicking on the View Case Summary button in the <i>This Case Has Been Closed</i> popup on the Individual Home page displayed the <i>We Apologize</i> popup.	Clicking on the View Case Summary button in the <i>This Case Has Been Closed</i> popup on the Individual Home page now displays the <i>Application History</i> page.	Individual Home page
45322	Defect Fix	<ul style="list-style-type: none"> Clicking on the View Past Application link under the More Actions section on the Individual Home page displayed a We Apologize error message. Clicking on the Application History link on the <i>Household Eligibility Results Summary</i> page displayed a We Apologize error message. 	<ul style="list-style-type: none"> Clicking on the View Past Application link under the More Actions section on the Individual Home page displays the <i>Application History</i> page. Clicking on the Application History link on the <i>Household Eligibility Results Summary</i> page displays the <i>Application History</i> page. 	Individual Home page Household Eligibility Results Summary
44459	Defect Fix	Clicking on the Review Application link on the Individual Home page displayed the following question Involved in a lawsuit because of an injury or accident? under the Health Care Information section on the <i>Individual Information</i> page.	Clicking on the Review Application link on the Individual Home page does not display the following question Involved in a lawsuit because of an injury or accident? under the Health Care Information section on the <i>Individual Information</i> page.	Individual Information
44494	Defect Fix	Clicking on the Confirm button in the <i>Updates are required for [Household Member Name]</i> popup on the <i>Individual Information Menu</i> page displayed the <i>We Apologize</i> popup.	Clicking on the Confirm button in the <i>Updates are required for [Household Member Name]</i> popup on the <i>Individual Information Menu</i> page displays the <i>Application Menu</i> page.	Individual Information Menu
33765 37720 45270	Defect Fix	Clicking on the Log In button on the <i>Log In or Create an Account to Get Covered</i> page displayed the <i>We Apologize</i> popup.	Clicking on the Log In button on the <i>Log In or Create an Account to Get Covered</i> page now displays the Individual Home page.	Log In or Create an Account to Get Covered
44457	Defect Fix	Clicking on the Done button on the <i>More Employer Information is Required</i> page does not navigate any further.	Clicking on the Done button on the <i>More Employer Information is Required</i> page now displays the <i>Next, You Can Enroll Each Group in a Plan</i> page.	More Employer Information is Required
44044	Defect Fix	Clicking on either the Done or the Next Job button on the <i>More Employer</i>	Clicking on either the Done or the Next Job button on the <i>More</i>	More Employer

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		<i>Information is Required</i> page displayed the <i>We Apologize</i> error.	<i>Employer Information is Required</i> page now displays the <i>Choose Enrollment Groups</i> or <i>More Employer Information is Required</i> page respectively.	Information is Required
43486	Defect Fix	Clicking on the Done button on the <i>More Employer Information is Required</i> page displayed the <i>We Apologize</i> error.	Clicking on the Done button on the <i>More Employer Information is Required</i> page now displays the <i>Next, You Can Enroll Each Group in a Plan</i> page.	More Employer Information is Required.
45338	Defect Fix	Clicking on the Update employer contact information link under the More Actions section on the Individual Home page displayed a Not Found error page.	Clicking on the Update employer contact information link under the More Actions section on the Individual Home page displays the <i>More Employer Information is Required</i> page.	More Employer Information is Required.
34720	Defect Fix	The <i>My Profile</i> page incorrectly displayed in English for a Spanish user.	The <i>My Profile</i> page correctly displays in Spanish for a Spanish user.	My Profile
36846	Defect Fix	Transaction IND47 returned an exception error.	Transaction IND47 now sends the confirmation of a user delegating an Agent/CEC from GHIX database to AHBX database.	NA
36979	Defect Fix	Transaction IND35 returned with the following error message "Record ID does not exist in the Data Base".	Transaction IND35 now successfully updates the HBX_Other_Accounts table for Agent, CEC and CEE in the AHBX database.	NA
36980	Defect Fix	Transaction IND35 returned with the following error message "Entity type is mandatory for CEE".	Transaction IND35 successfully updates the HBX_Other_Accounts table for Agent, CEC and CEE in the AHBX database.	NA
42642	Defect Fix	The Eligibility Batch job (ELG-1001-DD-02) returned an exception error message.	The Eligibility Batch job (ELG-1001-DD-02) now completes successfully.	NA
32338	Defect Fix	There were more than one active (high-dated) eligibility records per case/individual in DWH.	There is now only one active (high-dated) eligibility record per case/individual in DWH.	NA
44497	Defect Fix	The ROP batch failed to discontinue the Conditionally Eligible cases pending for Citizenship/Immigration verification after the expiry of ROP.	The ROP batch discontinues the Conditionally Eligible cases pending for Citizenship/Immigration	NA

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
			verification after the expiry of ROP.	
41945	Defect Fix	CalHEERS incorrectly considered the preceding year's application date for next year's intake application, resulting in the user ineligible for next year's plans.	CalHEERS now correctly considers the system date for the intake application date.	NA
43675	Defect Fix	The application pdf incorrectly displayed the following text (reason) Person.not.qualify.for.ana.SSN for the question Why does [Household Member Name] not have a Social Security number (SSN)? under Citizenship section.	The application pdf now correctly displays the following text (reason) This person does not qualify for an SSN for the question Why does [Household Member Name] not have a Social Security number (SSN)? under Citizenship section.	NA
43711	Defect Fix	When a CEW applied on behalf of a user through the consumer view for an existing case id, the application was submitted under a new case id.	When a CEW applies on behalf of a user through the consumer view for an existing case id, the application is submitted under the same case id.	NA
44482	Defect Fix	When an address was changed, the HBX_Address table incorrectly displayed null for Zip Code and County.	When an address is changed, the HBX_Address table displays the correct value for Zip Code and County.	NA
41227	Defect Fix	Clicking on the Choose Health Plan button on the <i>Next, You Can Enroll Each Group in a Plan</i> page displayed the <i>We Apologize</i> popup.	Clicking on the Choose Health Plan button on the <i>Next, You Can Enroll Each Group in a Plan</i> page displays the <i>Plan Selection Date</i> popup.	Next, You Can Enroll Each Group
44198	Defect Fix	The <i>Next, You Can Enroll Each Group in a Plan</i> page did not display the following text This insurance company does not receive online payments from Covered California. Please call your carrier or wait for a bill from them for carriers (Valley Health and Oscar) who did not accept payment through CalHEERS Pay Now functionality.	The <i>Next, You Can Enroll Each Group in a Plan</i> page displays the following text This insurance company does not receive online payments from Covered California. Please call your carrier or wait for a bill from them for carriers (Valley Health and Oscar) who do not accept payment through CalHEERS Pay Now functionality.	Next, You Can Enroll Each Group in a Plan
44116	Defect Fix	The <i>Personal Verification</i> page incorrectly displayed the following fields	The <i>Personal Verification</i> page does not display the following	Personal Verification

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		SSA Quarters of Coverage Information Indicator, SSA Title II Annual Income Information Indicator and SSA Title II Monthly Income Information Indicator.	fields SSA Quarters of Coverage Information Indicator, SSA Title II Annual Income Information Indicator and SSA Title II Monthly Income Information Indicator.	
42232	Defect Fix	The <i>Personal Verification</i> page incorrectly displayed \$.00 Value for the Household Income - Subsidy field under the Attribute Description header.	The <i>Personal Verification</i> page displays the exact Value for the Household Income - Subsidy field under the Attribute Description header.	Personal Verification
43932	Defect Fix	When a user attempted to create an account and clicking on the link that the access code provided, the <i>Please Review Your Information</i> page displayed <i>Invalid Access Code</i> popup upon clicking on the Create Account button.	When a user attempts to create an account and when clicking the link that the access code provided, the linkage is now successful. Clicking on the Create Account button on the <i>Please Review Your Information</i> page creates an account successfully.	Please Review Your Information
37168	Defect Fix	There were formatting issues on the <i>Program Eligibility</i> page.	There are no longer any formatting issues on the <i>Program Eligibility</i> page.	Program Eligibility
37302	Defect Fix	The <i>Program Eligibility</i> page incorrectly displayed “null” for dates.	The <i>Program Eligibility</i> page now correctly displays the dates.	Program Eligibility
41434	Defect Fix	The <i>Program Eligibility</i> page did not display the Upload Eligibility Documents link for a Spanish user.	The <i>Program Eligibility</i> page now displays the Upload Eligibility Documents link for a Spanish user.	Program Eligibility
43741	Defect Fix	Pressing the F5 key on the <i>Program Eligibility</i> page displayed a blank page.	Pressing the F5 key on the <i>Program Eligibility</i> page now refreshes the <i>Program Eligibility</i> page without any error.	Program Eligibility
43784	Defect Fix	The <i>Program Eligibility</i> page incorrectly displayed the following text You are not able to enroll at this time. This is a special Enrollment period for a CCP eligible user.	The <i>Program Eligibility</i> page no longer displays the following text You are not able to enroll at this time. This is a special Enrollment period for a CCP eligible user.	Program Eligibility
44057	Defect Fix	The <i>Program Eligibility</i> page incorrectly displayed the following text You will receive up to \$0.00 for {benefitYear1}. This is because our records show you do not plan to file a tax return for {benefitYear2}. To qualify for financial assistance, you must agree to file a	The <i>Program Eligibility</i> page correctly displays the following text You will receive up to \$0.00 for 2018. This is because our records show you do not plan to file a tax return for 2018. To qualify for financial assistance,	Program Eligibility

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		federal tax return for the year you are applying for coverage under Eligibility determination factors section.	you must agree to file a federal tax return for the year you are applying for coverage under Eligibility determination factors section.	
44472	Defect Fix	The <i>Program Eligibility</i> page incorrectly displayed the following text (Start Date) for the Your coverage begins statement instead of the coverage start date.	The <i>Program Eligibility</i> page correctly displays the coverage start date for the Your coverage begins statement.	Program Eligibility
44585	Defect Fix	The <i>Program Eligibility</i> page incorrectly displayed the following text { benefitYear 1 } and { benefitYear 2 } instead of the year under Eligibility determination factors: section.	The <i>Program Eligibility</i> page correctly displays the year under the Eligibility determination factors: section.	Program Eligibility
45279	Defect Fix	Clicking on the Upload Eligibility Documents link on the <i>Program Eligibility</i> page displayed the <i>We Apologize</i> popup.	Clicking on the Upload Eligibility Documents link on the <i>Program Eligibility</i> page displays the <i>Upload Eligibility Document</i> page.	Program Eligibility
45007	Defect Fix	The <i>Program Eligibility</i> page displayed an incorrect Premium Assistance amount.	The <i>Program Eligibility</i> page displays the correct Premium Assistance amount.	Program Eligibility
45199	Defect Fix	<ul style="list-style-type: none"> The header of the Agent page had incorrect Spanish translation for the following text Customer Service. The <i>Quick Links</i> page had a few invalid characters in Spanish. The <i>Agent Information</i> page incorrectly had the first letter in lower case for the First Name and Last Name fields in Spanish. 	<ul style="list-style-type: none"> The header of the Agent page has the correct Spanish translation for the following text Customer Service. The <i>Quick Links</i> page does not have any invalid characters in Spanish. The <i>Agent Information</i> page correctly has the first letter in upper case for the First Name and Last Name fields in Spanish. 	Quick Links Agent Information
45692	Defect Fix	The <i>Reset Your Password and Legal Notice</i> page incorrectly displayed the Account Home and Log Out buttons.	The <i>Reset Your Password and Legal Notice</i> page does not display the Account Home and Log Out buttons.	Reset Your Password Legal Notice
45183	Defect Fix	The Income History section on the <i>Review [Household Member Name]'s Income</i> page incorrectly displayed the current income details.	The Income History section on the <i>Review [Household Member Name]'s Income</i> page does not display the current income details.	Review [Household Member Name]'s Income

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
45226	Defect Fix	Clicking on the Save button after making a deduction active on the <i>Edit a Deduction Error</i> page did not display the deduction details under the Deductions section on the <i>Review [Household Member Name]'s Income</i> page.	Clicking on the Save button after making a deduction active on the <i>Edit a Deduction Error</i> page now displays the deduction details under the Deductions section on the <i>Review [Household Member Name]'s Income</i> page.	Review [Household Member Name]'s Income
42810	Defect Fix	Clicking on the Search button after choosing the Search By Combo option on the <i>Search Individual</i> page displayed a We Apologize error message.	Clicking on the Search button after choosing the Search By Combo option on the <i>Search Individual</i> page displays the search results on the same page.	Search Individual
44202	Defect Fix	Clicking on the View Home button on the <i>Search Individual</i> page displayed a We Apologize error message.	Clicking on the View Home button on the <i>Search Individual</i> page displays the Individual Home page.	Search Individual
42296	Defect Fix	Clicking on either the View Home or View Case button on the <i>Search Individual</i> page displayed a We Apologize error message.	Clicking on either the View Home or View Case button on the <i>Search Individual</i> page now displays the Individual Home page or the <i>Application History</i> page respectively.	Search Individual
42354	Defect Fix	Clicking on the View Case button on the <i>Search Individual</i> page displayed a We Apologize error message.	Clicking on the View Case button on the <i>Search Individual</i> page now displays the <i>Application History</i> page.	Search Individual
45549	Defect Fix	<ul style="list-style-type: none"> The Manual Eligibility button on the <i>Search Individual</i> page was accessible for a MCIEP admin user. The <i>Program Override</i> page was accessible for a MCIEP admin user. 	<ul style="list-style-type: none"> The Manual Eligibility button on the <i>Search Individual</i> page is greyed out for a MCIEP admin user. The <i>Program Override</i> page is no longer accessible for a MCIEP admin user. 	Search Individual Program Override
40088	Defect Fix	The <i>Search Individual</i> page displayed incorrect Date of Birth when searched by using the SSN.	The <i>Search Individual</i> page now displays the correct Date of Birth when searched by using the SSN.	Search Individual
44400 44401	Defect Fix	The View Access Code button on the <i>Search Individual</i> page was displayed for a State Inmate case and an access code was displayed upon clicking on the View Access Code button.	The View Access Code button on the <i>Search Individual</i> page is no longer displayed for a State Inmate case.	Search Individual
44357	Defect Fix	The <i>Reset Password</i> popup on the <i>Search Users</i> page did not display the following	The <i>Reset Password</i> popup on the <i>Search Users</i> page displays the	Search Users

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		disclaimer Password: May not contain dictionary words, names and common keyboard patterns (example: Qwerty1!).	following disclaimer Password: May not contain dictionary words, names and common keyboard patterns (example: Qwerty1!).	
44294	Defect Fix	Clicking on the Submit Application button after entering an incorrect ping on the <i>Sign and Submit Your Application</i> page incorrectly displayed the Individual Home page	Clicking on the Submit Application button after entering an incorrect ping on the <i>Sign and Submit Your Application</i> page displays the following validation message That is not the correct PIN. Please try again. If you cannot remember your PIN, click Forgot PIN to reset it.	Sign and Submit Your Application
36189 43629	Defect Fix	Clicking on the Submit Application button on the <i>Sign and Submit Your Changed Application</i> page displayed the <i>We Apologize</i> popup.	Clicking on the Submit Application button on the <i>Sign and Submit Your Changed Application</i> page displays the <i>Household Eligibility Results Summary</i> page.	Sign and Submit Your Changed Application
44377	Defect Fix	Clicking on the Submit Application button on the <i>Sign and Submit Your Changed Application</i> page displayed the <i>We Apologize</i> popup.	Clicking on the Submit Application button on the <i>Sign and Submit Your Changed Application</i> page displayed the <i>Household Eligibility Results Summary</i> page.	Sign and Submit Your Changed Application
44461	Defect Fix	The <i>Terminate Participation</i> page did not display the Report a Change link.	The <i>Terminate Participation</i> page now displays the Report a Change link.	Terminate Participation
44155	Defect Fix	Clicking on the Transaction ID link on the <i>Transaction History</i> page displayed a <i>We Apologize</i> error message.	Clicking on the Transaction ID link on the <i>Transaction History</i> page displays the <i>Enrollment Transaction Details</i> page.	Transaction History
44515	Defect Fix	<ul style="list-style-type: none"> The <i>Upload Eligibility Documents</i> page incorrectly displayed the following text The person does not have any document requests at this time for all the household members. The <i>Program Eligibility</i> page displayed the initial eligibility result and clicking on the Upload Eligibility Documents link displayed the <i>Upload Eligibility Documents</i> page with the following text 	<ul style="list-style-type: none"> The <i>Upload Eligibility Documents</i> page correctly displays the details of the documents required. The <i>Program Eligibility</i> page displays the latest eligibility result and clicking on the Upload Eligibility Documents link displays the <i>Upload Eligibility Documents</i> page with 	Upload Eligibility Documents Program Eligibility

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		Thank You! Your requested documents have been successfully submitted.	the details of the documents required.	
45370	Defect Fix	Clicking on the Submit button on the <i>User Reports</i> page for Report Type All Users or Active Users displayed under the In-Progress Reports table was timing out.	Clicking on the Submit button on the <i>User Reports</i> page for Report Type All Users or Active Users now displays under the Completed Reports table after the report extraction is complete.	User Reports
44622	Defect Fix	Entering "1" as the 3 rd digit of SSN on the <i>Who is the Primary Contact for your household?</i> page displayed the <i>Updates are required for [Household Member Name]</i> popup more times than the number of household members.	Entering 1 as the 3 rd digit of SSN on the <i>Who is the Primary Contact for your household?</i> Page now displays the <i>Updates are required for [Household Member Name]</i> popup once for every household member.	Who is the Primary Contact for your household?
44045	Defect Fix	Clicking on the Next button on the <i>Who is the Primary Contact for your household?</i> page displayed the <i>We Apologize</i> popup.	Clicking on the Next button on the <i>Who is the Primary Contact for your household?</i> page displays the <i>Great! Now we need to verify [Household Member Name] identity</i> page.	Who is the Primary Contact for your household?
Eligibility				
43864	Defect Fix	Clicking on the Redetermine Eligibility button on the <i>Household Verifications</i> page displayed a <i>We Apologize</i> error message.	Clicking on the Redetermine Eligibility button on the <i>Household Verifications</i> page now displays the <i>Redetermine Eligibility</i> popup.	Household Verifications
MEDS				
44391	Defect Fix	MEDS received duplicate HX40 transactions for the same individual resulting in CalHEERS receiving a high volume of MEDS Alerts #2141.	MEDS no longer receives duplicate HX40 transactions for the same individual resulting in CalHEERS receiving the correct volume of MEDS Alerts #2141.	NA

Alternate Procedures

Summary of Alternate Procedures

This section summarizes Alternate Procedures **No Longer in Effect** as of this release. Except for the following and those noted in previous release notes. All other Alternate Procedures from previous releases remain in effect.

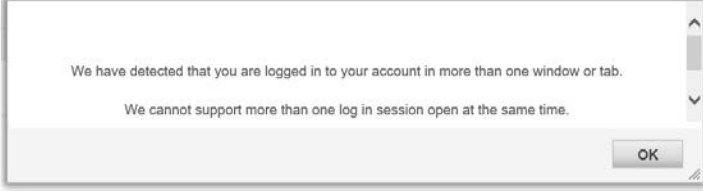
#	Alternate Procedures No Longer in Effect	Ref ID	Release Delivered
Enrollment-Financial Management			
274	Using the Change Plan link during the Open Enrollment (OE) Extension provides 3-1-18 Enrollment Start Date	42166	18.9
282	On the <i>Next, You can Enroll Each Group in a Plan</i> page, clicking the Continue Health Plan Update button, displays a <i>We Apologize</i> popup.	41415	18.9
286	Clicking on the Current Enrollment link in the left-hand navigation pane on the <i>Application History</i> page displays a We apologize error message	43729	18.9

This section summarizes the **NEW** Alternate Procedures for known issues agreed to be resolved in a future release.

#	New Alternate Procedures	Ref ID	Planned Release
Online Application			
288	Service Center Representatives, Certified Enrollment Counselors, Certified Insurance Agents and Agency Managers, Approved Admin Staff and Authorized Representatives may encounter a popup alerting that a session is already opened while logging in or attempting to create an account.	46010	R18.10

Alternate Procedure #288: Service Center Representatives, Certified Enrollment Counselors, Certified Insurance Agents and Agency Managers, Approved Admin Staff and Authorized Representatives may encounter a popup alerting that a session is already opened while logging in or attempting to create an account.

Users Impacted	Service Center Representatives, Certified Enrollment Counselors, Certified Insurance Agents and Agency Managers, Approved Admin Staff and Authorized Representatives
Area Impacted	Online Application
What's Happening Now	Users may encounter a popup alerting them that they are already logged in and cannot log in to another session (see image below) when performing one of the following actions: 1) Logging in to CalHEERS after clicking the OK button on the Legal Notice page OR

	<p>2) Attempting to create an account and clicking on the Start Here to Create an Account link on the <i>Log In or Create an Account to Get Covered</i> page.</p> 
Actions to Take	Click on the OK button in the <i>We have detected that you are logged in to your account</i> popup; users may continue or proceed to account creation.
Defect	46010
Planned Release	18.10

Glossary			
Acronym	Full Form	Acronym	Full Form
ABE	Accenture Billing Engine	ISO	Information Security Officer
ADA	Americans with Disabilities Act	IVR	Interactive Voice Response
AHBX	Accenture Health Benefit Exchange	JAWS	Job Access with Speech (JAWS is a computer screen reader program for Microsoft Windows that allows blind and visually impaired users to read the screen either with a text-to-speech output or by a Refreshable Braille display)
AI	American Indian	LFP	Lawful Presence
ALM	Application Lifecycle Management	LV	Life event needs verification
AN	Alaskan Native	MCAP	Medi-Cal Access Program
APTC	Advance Premium Tax Credits	MCIEP	Medi-Cal Inmate Eligibility Program
BOB	Book of Business	MEC	Minimal Essential Coverage
BPM	Business Process Management	MEDS	Medi-Cal Eligibility Determination System
BRE	Business Rules Engine	MNE	Manual Eligibility
CCHCS	California Correctional Health Care Services	NHeLP	National Health Law Program
CCHIP	County Children’s Health Initiative Program	NIST	National Institute of Standards and Technology
CCP	Covered California Programs	NMEC	Non-MAGI MEC AID Code
CDCR	California Department of Corrections and Rehabilitation	NQI	New Qualified Immigrants

Glossary

Acronym	Full Form	Acronym	Full Form
CEC	Certified Enrollment Counselor	OAM	Oracle Access Manager
CEE	Certified Enrollment Entities	OBIEE	Oracle Business Intelligence Enterprise Edition
CEW	County Eligibility Worker	OIM	Oracle Identity Manager
CFS	Carry Forward Status	OPA	Oracle Policy automation
CIN	Client Index Number	PAI	Projected Annual Income
CMI	Current Monthly Income	PBE	Plan Based Enroller
CMS	Centers for Medicare & Medicaid Services	PBPS	Pitney Bowes Presort Services
COR	County of Responsibility	PDF	Portable Document Format
CR	Change Requests	PLR	Policy Level Reporting
CSR	Cost Share Reduction	QDP	Qualified Dental Plan
CSS	Cascading Style Sheets (CSS is a style sheet language used for describing the look and formatting of a document written in a markup language)	QHP	Qualified Health Plan
CSV	Comma Separated Value	RDP	Registered Domestic Partner
DER	Determination of Eligibility Response	ROP	Reasonable Opportunity Period
DHCS	Department of Health Care Services	RTC	Rational Team Concert
DIVS	Document Imaging and Verification Solution	SA	Subject Area
DWH	Data Warehouse	SAWS	Statewide Automated Welfare Systems
ECM	Electronic Content Management System	SCIN	Statewide Client Index Number
EDD	Employment Development Department	SCR	Service Centre Representative
EDI	Electronic Data Interchange	SFTP	Secured File Transfer Protocol
EDR	Eligibility Determination Request	SIR	Service Investigation report
EERC	Eligibility Evaluation Reason Code	SLCSP	Second Lowest cost silver plan
EPO	Exclusive Provider Organization	SNOW	Service Now
ESI	Employer Sponsored Insurance	SQL	Structure Query Language
ETL	Extract, Transform and Load	SSA	Social Security Administration
FDSH	Federal Data Services Hub	SSN	Social Security Number
FIPS	Federal Information Processing Standard	STNA	Short Term Negative Action
FPL	Federal Poverty Level	UAT	User Acceptance Test
FTB	Franchise Tax Board	UPW	Unplanned Pregnant Woman
FTI	Federal Tax Information	URL	Uniform Resource Locator
FTR	Failure to Reconcile	USPS	United States Postal Service
GI	Get Insured	VLP	Verify Lawful Presence
IAP	Insurance Affordability Programs	WAT	Web Accessibility Toolbar

Glossary			
Acronym	Full Form	Acronym	Full Form
ICT	Inter County Transfer	WCC	Web Center Content
IDD	Interface Definition Document	WP	Work Products
IMM	Immigrant	WSDL	Web Services Descriptor Language
IRS	Internal Revenue System	High Dated	The record/data end date is set far off into the future with a pseudo date, such as the year 2500.