Executive Summary

CalHEERS Feature Release 17.6 (to be deployed on 6/26/2017) contains updates to the following:

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

- Implementation
- eHIT

Key System Updates that have been deployed in this release:

- Eligibility & Enrollment
- eHIT
- Online Application
- Enrollment-Financial Management
- MEDS
- Eligibility

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

- eHIT
- Enrollment-Financial Management
- MEDS
- Online Application

Alternate Procedures that have been provided with this release:

No Longer in Effect with this release

- Online Application

New with this release

- Online Application
- Enrollment-Financial Management

Purpose and Scope

This document describes the content of the CalHEERS Feature Release 17.6. 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
Implementation				
Short-Term Negative Action (STNA) Case Clean-Up				
70782	Change Request	This functionality did not exist previously.	CalHEERS now automates the STNA data fix solution to process a "cancelled" DER. The weekly STNA process is no longer required and will end on 7/1/2017. CalHEERS also provides time for analysis of STNA clean-up caseload and to apply data fixes for cases that have	NA

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
			exceptioned out from STNA's regular weekly process. Each of the data fixes will be specific to a solution and criterion of a case type (MAGI, mixed, etc...) These changes are outlined in the BSD-CalHEERS_SAWS_MEDS_Interface document (Appendix E).	
eHIT				
County of Responsibility (COR) Electronic EICT- SAWS access Channel Address change - Break in Aid (52600 Part B)				
87324	Change Request	This functionality did not exist previously.	This change request provides the functionality to support the COR release for Break in Aid situations in the following scenarios: • CalHEERS allows reassignment of COR enabling a future address change after the case has a Closed / Terminated status in the CalHEERS due to a Negative Action from SAWS. • CalHEERS allows reassignment of COR when an address change is sent via EDR from a county that previously had linkage with the CalHEERS case. • CalHEERS will delink the prior COR case and link to new SAWS COR case. • CalHEERS prevents a change of address via SAWS, when the case is not previously known to the county and CalHEERS. • CalHEERS does not maintain SAWS case and corresponding person linkage after the release of COR.	NA

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
Eligibility & Enrollment				
Modify the online Single Streamline Application (SSApp) to meet regulatory and statutory requirements				
70497	Change Request	The online **Single Streamline Application (SSApp)** was not in line with CMS update SPA 13-0022-MM2.	The online **Single Streamline Application (SSApp)** is updated to the CMS SPA 13-0022-MM2. Below are the updates: • CalHEERS Flexible Application now collects additional AI/AN information when other demographic information is collected.	All pages

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
			• CalHEERS Flexible Application now collects if a consumer has a service from an Indian Health Service, a tribal health program, or an urban Indian health program or through a referral from one of these programs. • CalHEERS Flexible Application now collects if a consumer is eligible to get services from an Indian Health Service, a tribal health program, or an urban Indian health program or through a referral from one of these programs. • The CalHEERS-SAWS interface sends and receives the AI/AN information. • CalHEERS Flexible Application and Consumer View (Single Streamlined Application) now includes "Tribe not listed" to the Federal Recognized dropdown for AI/AN. • New options *Transgender: Male to Female* & *Transgender: Female to Male* has been added to the CalHEERS Flexible Application and Consumer View (Single Streamlined Application) when asked about the individual's sex. • CalHEERS-SAWS interface sends and receives the transgender information collected by CalHEERS and SAWS. • CalHEERS now transmits gender information to MEDS for individuals who state that they are Transgender. • The CalHEERS Flexible Application and Consumer View (Single Streamlined Application) now display the pregnancy question to individuals regardless of gender. • CalHEERS now determines eligibility using attested pregnancy information for individuals regardless of gender. • CalHEERS Consumer View (Single Streamlined Application) now collects optional information on sexual orientation and gender identity after application submission via a link on the *Eligibility Results* page. • CalHEERS-SAWS interface sends and receives gender identity and sexual	

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
			orientation information collected by CalHEERS and SAWS.	
			• CalHEERS sends collected information on gender identity and sexual orientation to MEDS.	
			• CalHEERS Flexible Application collects military service information where Demographic Information is collected.	
			• CalHEERS-SAWS interface sends and receives the military service information collected.	
			• CalHEERS Flexible Application added the following values to the dropdown for racial identity: Hmong, Laotian & Cambodian.	
			• CalHEERS Flexible Application added the following values to the dropdown to identify Origin: Salvadorian & Guatemalan.	
			• CalHEERS-SAWS interface sends and receives the information collected.	
			• CalHEERS sends multiple race and ethnicity codes to MEDS.	
			• CalHEERS Flexible Application added the question to collect Third Party Liability information: *Is this person involved in a lawsuit because of injury or accident?*	
			• CalHEERS-SAWS interface sends and receives the third party liability information collected by CalHEERS and SAWS.	
			• CalHEERS Flexible Application and Consumer View (Single Streamlined Application) inform the consumer when a SSN is required.	
			• CalHEERS Flexible Application and Consumer View (Single Streamlined Application) collect the SSN information when required by policy.	
			• The Flexible Application and Consumer View (Single Streamlined Application) updated the Relationships dropdown: *Adopted child* was changed to *Son/Daughter* and *Collateral Dependent* was changed to *Other Relative*.	
			• CalHEERS Flexible Application and Consumer View (Single Streamlined Application) no longer ask the question: *Does this child have a parent living outside the home, a deceased*	

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
			parent, or is this child adopted by a single parent? • CalHEERS-SAWS interface no longer sends and receives deprivation information. • CalHEERS-SAWS interface sends and receives the affordability and minimum value standard of Employer Sponsored Insurance information when available. • CalHEERS streamlined the Account Creation pages. This includes a new user friendly design, global elements, tooltips, and reduced messaging. • SOGI information will be recorded as a Change Type on the Transaction History page.	
eHIT				
R17.6 eHIT and MEDS Schema Technical Update				
78444	Change Request	CalHEERS SAWS eHIT schema interface was on version 7.0. MEDS schema was on the mentioned versions: • Member Service – v1.3 • Eligibility Service – v1.2 • Application Service – v2.0	CalHEERS SAWS eHIT schema interface is updated to version 8.0. This CR is a technical change to update the eHIT and MEDS schema to meet the requirements for the following CRs: 70782 and 70497. MEDS schema is updated to the mentioned versions: • Member Service – v1.4 • Eligibility Service – v1.7 • Application Service – v2.3	NA
Online Application				
28748 (CR 79502)	Functionality Update	When an admin accessed the help link for **FAQs**, **Tutorial** or **Locate Assistance** in the header on *Administration Homepage*, the following text displayed "Page Under Construction".	When an Admin user accesses the help link for **FAQs**, **Tutorial** or **Locate Assistance** in the header on *Administration Homepage*, the details display in the selected language.	Administration Homepage
35239 (CR 79502)	New Functionality	This functionality did not previously exist.	SCR's who are provisioned to reset passwords and unblock accounts for consumers or internal staff may access the link Account Administration on the *Administration Homepage*.	Administration Homepage
Enrollment-Financial Management				
26641 (CR 79502)	Functionality Update	When a subscriber was terminated, the part III of 1095 form for the	When a subscriber is terminated, part III of the 1095 form for the terminated month displays the premium, SLCP and APTC amounts.	NA

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		terminated month did not display the premium, SLCP and APTC amounts.		
MEDS				
34942 (CR 79502)	Functionality Update	Transaction's HX18 and HX20 returned an exception error due to schema validation on name fields.	Transaction's HX18 and HX20 process successfully.	NA
Eligibility				
27919 (CR 79502)	Functionality Update	When a primary tax filer (adult child) claimed one of their parents as a tax dependent with income above MAGI Medi-Cal FPL limits, the primary tax filer (adult child) was determined eligible for MAGI Medi-Cal.	When a primary tax filer (adult child) claims one of their parents as a tax dependent and the primary tax filer (adult child) has income above MAGI Medi-Cal FPL limits, the primary tax filer (adult child) is not determined eligible to MAGI Medi-Cal.	NA
20897 (CR 79502)	Functionality Update	An undocumented applicant with a SSN was determined Conditionally Eligible for MAGI Medi-Cal with restricted Aid Codes.	An undocumented applicant with a SSN is determined Eligible for MAGI Medi-Cal with restricted Aid Codes.	NA

Key Fixes

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

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
eHIT				
34168	Defect Fix	When a user updated 11 digits for phone number, the Update Outbound transaction sent 11 digits for phone number.	When a user updates 11 digits for phone number, the Update Outbound transaction sends only 10 digits for phone number.	NA
35369	Defect Fix	An EDR failed when HBX_INDV_CASE_SAWS was soft deleted but HBX_INDV_CASE_SAWS_INDV remained active.	An EDR processes successfully when HBX_INDV_CASE_SAWS is soft deleted but HBX_INDV_CASE_SAWS_INDV remains active.	NA
Enrollment-Financial Management				
34861	Defect Fix	The tooltip text for **EPO** in the left navigation pane on *Browse Health Plans* page was not present in Spanish.	The tooltip text for **EPO** in the left navigation pane on *Browse Health Plans* page is present in Spanish.	Browse Health Plans

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
35412	Defect Fix	When an admin clicked the **Update** button on *Change Plan Effective Dates \ Reinstate* page after entering the required details, an exception error message was displayed.	When an admin clicks the **Update** button on *Change Plan Effective Dates \ Reinstate* page after entering the required details, the save is successful.	Change Plan Effective Dates \ Reinstate
36455 36658	Defect Fix	When an admin updated the **AHBX Enrollment End (mm/dd/yyyy) & GI Enrollment End (mm/dd/yyyy)** date along with **APTC** amount on *Complete Enrollment Override Updates* page and clicked the **Update Enrollment** button, an exception error message was displayed.	When an admin updates the **AHBX Enrollment End (mm/dd/yyyy) & GI Enrollment End (mm/dd/yyyy)** date along with **APTC** amount on *Complete Enrollment Override Updates* page and clicks the **Update Enrollment** button, the save is successful.	Complete Enrollment Override Updates
34166	Defect Fix	When a user attempted to re-enroll, the *Household Enrollment Introduction* page displayed **Choose Health Plan** button.	When a user attempts to re-enroll, the *Household Enrollment Introduction* page displays **Choose Health & Dental Plan** button.	Household Enrollment Introduction
34528	Defect Fix	When a user clicked the **Find County Office** button on *Locate Assistance* page, the popup header read "You're now leaving undefined web site".	When a user clicks the **Find County Office** button on *Locate Assistance* page, the popup header reads "You're now leaving Covered CA web site".	Locate Assistance
36292	Defect Fix	The IRS Monthly PLR batch job skipped information for a primary tax filer after termination even though the subscriber coverage continued.	The IRS Monthly PLR batch job includes information for a primary tax filer after termination till the subscriber coverage continues.	NA
32515	Defect Fix	The XML generation batch job failed for Blue Shield.	The XML generation batch job completes successfully for Blue Shield.	NA
34207	Defect Fix	The Passive renewals batch job enrolled non-AI /AN members into AI /AN plans.	The Passive renewals batch job does not enroll non-AI /AN members into AI /AN plans.	NA
35399	Defect Fix	The ROP batch job sent Incorrect Maintenance Reason code in the QHP 834 EDI file for Terminated transaction.	The ROP batch job sends correct Maintenance Reason code in the QHP 834 EDI file for Terminated transaction.	NA
34713	Defect Fix	When a user clicked any text for options under **Your answers are used to find the best plan option for you** header on *Tell us about your health care needs* page, the radio button corresponding to the option was not selected.	When a user clicks any text for options under **Your answers are used to find the best plan option for you** header on *Tell us about your health care needs* page, the radio button corresponding to the option is selected.	Tell us about your health care needs
MEDS				

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
34655	Defect Fix	Transaction HX18 returned an exception error message.	Transaction HX18 completes successfully.	NA
Online Application				
35115	Defect Fix	The *Announcement* page displayed the following code text "searchDateFromId" in Spanish.	The *Announcement* page does not display the following code text "searchDateFromId" in Spanish.	Announcement
34597	Defect Fix	The checkbox and text for **I agree to Consent for Verification** on *Consent for Verification* page did not have a space in between.	The checkbox and text for **I agree to Consent for Verification** on *Consent for Verification* page has a space in between.	Consent for Verification
35118	Defect Fix	The **Send for Approval** button on *Create Notice* page displayed in yellow color.	The **Send for Approval** button on *Create Notice* page displays in grey color.	Create Notice
34895	Defect Fix	The following tooltip text was displayed for **Premium Assistance** on *Eligibility Results* page "a federal tax credit that can be used to lower your monthly premium: Eligible".	The following tooltip text is displayed for **Premium Assistance** on *Eligibility Results* page "Eligible: a federal tax credit that can be used to lower your monthly premium".	Eligibility Results
34989	Defect Fix	The following text **Immigration Status must be verified** under **Important Information & Options** field on *Eligibility Results* page displayed twice after ROP batch run.	The following text **Immigration Status must be verified** under **Important Information & Options** field on *Eligibility Results* page displays only once after ROP batch run.	Eligibility Results
35403	Defect Fix	The verbiage for **Premium Assistance** field on *Eligibility Results* page was incorrect.	The verbiage for **Premium Assistance** field on *Eligibility Results* page is correct.	Eligibility Results
34906	Defect Fix	When an admin navigated to the *Enrollment History* page for a terminated case, **Application #** displayed twice in the left navigation bar.	When an admin navigates to the *Enrollment History* page for a terminated case, **Application #** displays only once in the left navigation bar.	Enrollment History
35039	Defect Fix	The mentioned were issues for administrators. • The **Demographic Data** & **Optional Information** panels displayed the name of the Household Member before the panel name in *Flexible Application* page. • The text for search in **Search** button on *Search Individual* page in Spanish displayed the following "Busqueda".	The mentioned are fixes for administrators. • The **Demographic Data** & **Optional Information** panels displays the name of the Household Member after the panel name in *Flexible Application* page. • The text for search in **Search** button on *Search Individual* page in Spanish displayed the following "Búsqueda".	Flexible Application Search Individual

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
35956	Defect Fix	When an admin attempted to provide a future date for an application on *Flexible Application* page using time shifter, an exception error message was displayed.	When an admin attempts to provide a future date for an application on *Flexible Application* page using time shifter, the save is successful.	Flexible Application
36185	Defect Fix	When an admin reported a change to Citizenship or Immigration status on *Flexible Application* page, the EDI file generated had incorrect transaction details.	When an admin reports a change to Citizenship or Immigration status on *Flexible Application* page, the EDI file generated has correct transaction details.	Flexible Application
35985	Defect Fix	When a member of the household was removed by an admin through *Flexible Application* page, the DER-U sent did not have the removed user details (RemovePersonInd element/node).	When a member of the household is removed by an admin through *Flexible Application* page, the DER-U sent has the removed user details (RemovePersonInd element/node).	Flexible Application
34668	Defect Fix	When a user clicked the **Forgot Password** link on *Log in or Create an Account* page, the color theme for previous and next button in the calendar on *Enter Username* popup was inconsistent.	When a user clicks the **Forgot Password** link on *Log in or Create an Account* page, the color theme for previous and next button in the calendar on *Enter Username* popup is consistent.	Log in or Create an Account
35166	Defect Fix	The tooltip text for **Validate** button on *Login Assistance* page displayed in English for a Spanish user.	The tooltip text for **Validate** button on *Login Assistance* page displays in Spanish for a Spanish user.	Login Assistance
35625	Defect Fix	ROP batch (VER-2006-DD-01) job included CFS cases.	ROP batch (VER-2006-DD-01) job does not included CFS cases.	NA
36030	Defect Fix	When a user clicked **Cancel** button in *Invalid Access Code* popup, **Create an Account** button was enabled on *Please Review Your Information* page.	When a user clicks **Cancel** button in *Invalid Access Code* popup, **Create an Account** button is disabled on *Please Review Your Information* page.	Please Review Your Information
36415	Defect Fix	When a Security Organization Administrator left the **New Password** field blank in the *Reset Password* popup on *Search Users* page, the validation message was not displayed.	When Security Organization Administrator leaves the **New Password** field blank in the *Reset Password* popup on *Search Users* page, the validation message displays.	Search Users
36410	Defect Fix	When an Admin searched for a user with First Name / Last Name which included numerical data on the *Search Users* page, the following validation message displayed "First Name: No numerical characters allowed" & "Last Name: No numerical characters allowed".	When an Admin searches for a user with First Name / Last Name which includes numerical data on *Search Users* page, the page processes the data as a Like/Exact search.	Search Users

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
Online Application			
229	When a user clicks on the **Start** link, in the left-hand navigation panel of the application, on any section after the Start section, user continues on the same page.	33967	17.6
236	A user accidentally clicks the English or Espanol language link twice in the header and then the **Add** or **Back** or **No Income to Report** buttons on the *Household Income* page but remains on the same page.	34998	17.6

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			
238	When creating an account, the OK button in the Invalid Access Code popup may be enabled even though the user has not completed the reCAPTCHA	36120	17.7
239	When an admin applies on behalf of a user on *Flexible Application* page, the *Review Application* page does not display **Household Annual Income** details under **Monthly Household Income** panel.	37125	17.7
240	When creating an account, an individual may encounter a We Apologize error if they input a duplicate username.	37289	17.7
241	When an admin clicks the **Continue Report a Change** button **on Individual Homepage** in Spanish and selects **Flexible Admin View** in the *View confirmation* popup, text for **Cancel all Changes** link and **Case#** displays incorrectly on **Apply for Health Insurance** screen.	37263	17.7
242	When an admin user is on *Flexible Application* page in Spanish, the following questions **In What language should we write to you?** and **In what language should we speak to you?** have no values for the dropdown under **Communication and Language Preferences** panel.	37347	17.7
243	When an admin clicks the **Continue** button under **Consent For Verification** panel on *Flexible Application* page, *Confirm Identity* popup displays the first two lines in English and the remaining content in Spanish.	37361	17.7

#	New Alternate Procedures	Ref ID	Planned Release
244	When creating an account, the system automatically indicates 'Cannot contain a dictionary word' when the user starts typing into the Password field.	37332	17.7
245	When a user changes the responses on *Additional Demographic Information* page, the **Change Element**, **Old Value** and **New Value** fields under **Change Log Table** on *Transaction History* page displays in English for a Spanish user.	37370	17.7
247	When creating an account, the Done button may not be enabled when the user edits the Preferred Contact Method and the Additional Contact Information.	37255	17.7
248	When creating an account, an individual may encounter that the PIN and Re-enter PIN fields are accepting non-numerical values to be typed.	37262	17.7
Enrollment-Financial Management			
246	When a user reported a change to income and is eligible for MAGI Medi-Cal, **Individual Homepage** displays **Report a Change** button instead of **Continue Dental Plan Update** button.	37326	17.9

Alternate Procedure #238: When creating an account, the OK button in the Invalid Access Code popup may be enabled even though the user has not completed the reCAPTCHA	
Users Impacted	All Users
Area Impacted	Online Application
What's Happening Now	When the user has entered an invalid access code and proceeds to *Please Review Your Information* while creating an account, they may encounter an *Invalid Access Code* popup. The system may enable the **OK** button in the *Invalid Access Code* popup even though the user has not completed the reCAPTCHA.
Actions to Take	Even though the **OK** button is enabled it will not allow the individual to continue when clicked. To continue please follow the steps below: 1. Click on the **I'm not a robot** reCAPTCHA checkbox. 2. Complete the reCAPTCHA challenge. 3. Click the **OK** button.
Defect #	36120
Planned Release	17.7

Alternate Procedure #239: When an admin applies on behalf of a user on *Flexible Application* page, the *Review Application* page does not display **Household Annual Income** details under **Monthly Household Income** panel.

Users Impacted	SCR
Area Impacted	Online Application
What's Happening Now	When an admin applies on behalf of a user on Flexible Application page and clicks on "Apply_now 2016 link", the Review Application page does not display Household Annual Income details under Monthly Household Income panel.
Actions to Take	1. Click on **Edit** button in **Monthly Household Income** panel on *Review Application* page, user is navigated to *Estimate <year> Household Income* page*.* 2. All Income details are displayed on *Estimate <year> Household Income* page*.*
Defect #	37125
Planned Release	17.7

Alternate Procedure #240: When creating an account, an individual may encounter a We Apologize error if they input a duplicate username.

Users Impacted	All Users
Area Impacted	Online Application
What's Happening Now	When creating an account, an individual may encounter a *We Apologize* error in the *Please Review Your Information* page. This will occur if the user inputs a duplicate username in the previous page *Create an Account to Apply*.
Actions to Take	1. Close and restart the current browser. 2. Create a new account using the Covered CA webpage. 3. Use a unique Username that does not exist in the system.
Defect #	37289
Planned Release	17.7

Alternate Procedure #241: When an admin clicks the **Continue Report a Change** button **on Individual Homepage** in Spanish and selects **Flexible Admin View** in the *View confirmation* popup, text for **Cancel all Changes** link and **Case#** displays incorrectly on **Apply for Health Insurance** screen.

Users Impacted	SCR, CEW
Area Impacted	Online Application
What's Happening Now	When an admin clicks the **Continue Report a Change** button on **Individual Homepage** in Spanish and selects **Flexible Admin View** in the *View confirmation* popup, text for **Cancel all Changes** link and **Case#** displays incorrectly on **Apply for Health Insurance** screen.
Actions to Take	1. Click on **Return** button in **Apply for Health Insurance screen** on *Flexible Application* page, *Search Individual* page displays. 2. Click on the globe icon on top right hand side of the page and switch to English language. 3. Enter the **Case ID** and click **Search** button. Click on **View Home** button, **Individual Homepage** displays. 4. Click on the **Continue Report a Change** button on **Individual Homepage** and select **Flexible Admin View** in *the View Confirmation* popup, text for **Cancel all Changes** link and **Case#** displays correctly on **Apply for Health Insurance** screen.
Defect #	37263
Planned Release	17.7

Alternate Procedure #242: When an admin user is on *Flexible Application* page in Spanish, the following questions **In What language should we write to you?** and **In what language should we speak to you?** have no values for the dropdown under Communication and Language Preferences panel.

Users Impacted	SCR, CEW
Area Impacted	Online Application
What's Happening Now	When an admin user is on *Flexible Application* page in Spanish, the following questions **In What language should we write to you?** and **In what language should we speak to you?** have no values for the dropdown under **Communication and Language Preferences** panel.

Alternate Procedure #242: When an admin user is on *Flexible Application* page in Spanish, the following questions **In What language should we write to you?** and **In what language should we speak to you?** have no values for the dropdown under Communication and Language Preferences panel.

Actions to Take	1. Click on **Return** button in **Apply for Health Insurance** screen on *Flexible Application* page, *Search Individual* page displays. 2. Click on the globe icon on top right hand side of the page and switch to English language. 3. Click on the **Apply for Individual** button on *Search Individual* page, **Individual Homepage** displays. 4. Click on **Apply Now** button or **Apply Now_2016** link, *View Confirmation* popup displays. 5. Click on **Flexible Admin View** button in the *View Confirmation* popup, dropdown values display for the following questions **In What language should we write to you?** and **In what language should we speak to you?** under **Communication and Language Preferences** panel.
Defect #	37347
Planned Release	17.7

Alternate Procedure #243: When an admin clicks the **Continue** button under **Consent For Verification** panel on *Flexible Application* page, *Confirm Identity* popup displays the first two lines in English and the remaining content in Spanish.

Users Impacted	SCR, CEW
Area Impacted	Online Application
What's Happening Now	When an admin clicks the **Continue** button under **Consent For Verification** panel on *Flexible Application* page, *Confirm Identity* popup displays the first two lines in English and the remaining content in Spanish.
Actions to Take	1. Interpret the Spanish text *"¿Cuál de las siguientes tarjetas de crédito tiene? Si no hay alguna tarjeta de crédito que coincida, por favor seleccione "NINGUNO DE LOS ANTERIORES" a*s English text "*Which of the following credit cards do you have? If none of the credit card matches, please select "NONE OF THE ABOVE".* 2. Interpret the Spanish text "*Por favor seleccione el condado para la dirección que proporciono.*" as English text "*Please indicate the county for the provided address".* 3. Interpret the Spanish text *"¿Cuál de los siguientes es su empleador actual o anterior? Si no hay el nombre de un empleador que coincida por favor seleccione "NINGUNO DE LOS ANTERIORES"* as English text

Alternate Procedure #243: When an admin clicks the **Continue** button under **Consent For Verification** panel on *Flexible Application* page, *Confirm Identity* popup displays the first two lines in English and the remaining content in Spanish.

	"Which of the following is your actual or past employer? If there is no name that matches then please select "NONE OF THE ABOVE".
Defect #	37361
Planned Release	17.7

Alternate Procedure #244: When creating an account, the system automatically indicates 'Cannot contain a dictionary word' when the user starts typing into the Password field.

Users Impacted	All Users
Area Impacted	Online Application
What's Happening Now	When creating an account in some browsers, the system automatically indicates 'Cannot contain a dictionary word' when a user starts typing into the **Password** field.
Actions to Take	1. Click on any place outside the **Password** field. a. The *'Cannot contain a dictionary word'* password validation is no longer highlighted and the checkmark is removed. 2. Or, delete entry in the **Password** field and enter a different password that meets all the criteria.
Defect #	37332
Planned Release	17.7

Alternate Procedure #245: When a user changes the responses on *Additional Demographic Information* page, the **Change Element**, **Old Value** and **New Value** fields under **Change Log Table** on *Transaction History* page displays in English for a Spanish user.

Users Impacted	Individual, Authorized Rep, Agent, CEC, SCR, CEW
Area Impacted	Online Application
What's Happening Now	When a user changes the responses on *Additional Demographic Information* page, the **Change Element**, **Old Value** and **New Value** fields

Alternate Procedure #245: When a user changes the responses on *Additional Demographic Information* page, the **Change Element**, **Old Value** and **New Value** fields under **Change Log Table** on *Transaction History* page displays in English for a Spanish user.	
	under **Change Log Table** on *Transaction History* page displays in English for a Spanish user.
Actions to Take	1. Interpret the English text "What is Your Gender? (pick the option that best describes your current gender identity)" as Spanish text "¿Cuál es su género? (Escoja la opción que mejor describe su actual identidad de género)". 2. Interpret the English text "What sex was listed on your original birth certificate" as Spanish text "No-Binario (ni hombre ni mujer) Otra identidad de género". 3. Interpret the English text "Do you think of yourself as?" as Spanish text "¿Que sexo fue enumerado en su acta de nacimiento original?".
Defect #	37370
Planned Release	17.7

Alternate Procedure #246: When a user reported a change to income and is eligible for MAGI Medi-Cal, **Individual Homepage** displays **Report a Change** button instead of **Continue Dental Plan Update** button.	
Users Impacted	Individual & SCR
Area Impacted	Enrollment-Financial Management
What's Happening Now	When a user reported a change to income and is eligible for MAGI Medi-Cal, **Individual Homepage** displays **Report a Change** button instead of **Continue Dental Plan Update** button.
Actions to Take	1. Click on **Eligibility** from the Application Progress track on **Individual Homepage**, *Eligibility Results* page displays. 2. Click on **Continue Dental Plan Update** button on *Eligibility Results* page to continue with the dental updates.
Defect #	37326
Planned Release	17.9

Alternate Procedure #247: When creating an account, the Done button may not be enabled when the user edits the Preferred Contact Method and the Additional Contact Information.

Users Impacted	All Users
Area Impacted	Online Application
What's Happening Now	If the user attempts to edit their Preferred Contact Method and Additional Contact Information after reaching the *Please Review Your Information* page they may encounter that the **Done** button is not being enabled. This usually occurs when the individual edits the Preferred Contact Method from **Email** to **Mail** and the Additional Contact Information from **Yes** to **No** on the *Create an Account to Apply* page.

Actions to Take	1. Re-enter the information on the Preferred Contact Method Mail
	2. On the field **ZIP Code**, User must enter information and then press tab to proceed to the next question.
	3. Uncheck and then re-check the **I understand and agree to the Terms and Conditions of Use and Notice of Privacy Practices** checkbox.
	If the **Done** button is still disabled, then follow below steps:
	   1. Close the current browser.
	   2. Restart the account creation process in a new window.

Defect #	37255
Planned Release	17.7

Alternate Procedure #248: When creating an account, an individual may encounter that the PIN and Re-enter PIN fields are accepting non-numerical values to be typed.

Users Impacted	All Users
Area Impacted	Online Application
What's Happening Now	When creating an account, an individual may encounter that the **PIN** and **Re-enter PIN** fields are accepting non-numerical values to be typed and the values are not being masked.
Actions to Take	1. Close the current browser 2. Use a different browser (e.g. Google Chrome) 3. Use only numerical values in **PIN** field.
Defect #	37262

Alternate Procedure #248: When creating an account, an individual may encounter that the PIN and Re-enter PIN fields are accepting non-numerical values to be typed.

Planned Release	17.7

Glossary			
Acronym	**Full Form**	**Acronym**	**Full Form**
ABE	Accenture Billing Engine	IRS	Internal Revenue System
ADA	Americans with Disabilities Act	ISO	Information Security Officer
AHBX	Accenture Health Benefit Exchange	IVR	Interactive Voice Response
AI	American Indian	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)
ALM	Application Lifecycle Management	LV	Life event needs verification
AN	Alaskan Native	MCAP	Medi-Cal Access Program
APTC	Advance Premium Tax Credits	MEDS	Medi-Cal Eligibility Determination System
BPM	Business Process Management	MNE	Manual Eligibility
BRE	Business Rules Engine	NMEC	Non-MAGI MEC AID Code
CCHIP	County Children's Health Initiative Program	NQI	New Qualified Immigrants
CCP	Covered California Programs	OBIEE	Oracle Business Intelligence Enterprise Edition
CEC	Certified Enrollment Counselor	OPA	Oracle Policy automation
CEE	Certified Enrollment Entities	PAI	Projected Annual Income
CEW	County Eligibility Worker	PBE	Plan Based Enroller
CFS	Carry Forward Status	PDF	Portable Document Format
CIN	Client Index Number	PLR	Policy Level Reporting
CMI	Current Monthly Income	QDP	Qualified Dental Plan
CMS	Centers for Medicare & Medicaid Services	QHP	Qualified Health Plan
COR	County of Responsibility	RDP	Registered Domestic Partner
CR	Change Requests	ROP	Reasonable Opportunity Period
CSR	Cost Share Reduction	RTC	Rational Team Concert
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)	SA	Subject Area
CSV	Comma Separated Value	SAWS	Statewide Automated Welfare Systems
DER	Determination of Eligibility Response	SCIN	Statewide Client Index Number
DHCS	Department of Health Care Services	SCR	Service Centre Representative
DWH	Data Warehouse	SFTP	Secured File Transfer Protocol
ECM	Electronic Content Management System	SIR	Service Investigation report

Glossary				
Acronym	**Full Form**		**Acronym**	**Full Form**
EDI	Electronic Data Interchange		SLCSP	Second Lowest cost silver plan
EDR	Eligibility Determination Request		SNOW	Service Now
EERC	Eligibility Evaluation Reason Code		SOGI	Sexual Orientation Gender Identity
EPO	Exclusive Provider Organization		SQL	Structure Query Language
ETL	Extract, Transform and Load		SSA	Social Security Administration
FIPS	Federal Information Processing Standard		SSN	Social Security Number
FPL	Federal Poverty Level		STNA	Short Term Negative Action
FTI	Federal Tax Information		UAT	User Acceptance Test
GI	Get Insured		UPW	Unplanned Pregnant Woman
IAP	Insurance Affordability Programs		URL	Uniform Resource Locator
ICT	Inter County Transfer		WAT	Web Accessibility Toolbar
IDD	Interface Definition Document		WCC	Web Center Content
			WP	Work Products