

CalHEERS Release Notes

Feature Release 20.12

Executive Summary

CalHEERS Feature Release 20.12 (to be deployed on 12/21/2020) contains updates to the following:

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

- Interfaces
- Eligibility & Enrollment

Key System Updates that have been deployed in this release:

- Notices
- Reporting
- Online Application
- Eligibility
- Eligibility & Enrollment

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

- Eligibility
- Enrollment-Financial Management

Alternate Procedures that have been provided with this release:

No Longer in Effect with this release

- None

New with this release

- None

Purpose and Scope

This document describes the content of the CalHEERS Feature Release 20.12. 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.

Interfaces

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
142487	Change Request	There is no interface between CalHEERS and the Franchise Tax Board (FTB). A new mandate effective January 1, 2020 requires Covered California to report information for all individuals enrolled in a qualified health plan to the FTB.	<p>Functional Change: There are no functional changes for this CR.</p> <p>Technical Changes: A new interface between CalHEERS and the FTB is established to enable the CalHEERS system to send monthly and annual Consumer and State subsidy data to the FTB.</p> <p>Note: The data is gathered based on the criteria in CR139571 <i>California Health Insurance Marketplace Statement California Form 3895</i> and transmitted to the FTB via the new interface.</p> <p>The interface, known as the FTB File Exchange System, establishes the following 3895 file transmission processes:</p> <ul style="list-style-type: none"> • The initial file submission generates on a predefined monthly schedule as well as a yearly schedule to generate the 3895 original file. • The resubmission file generates on demand when an error has been identified on a transmission. • The correction submission file generates at a predefined schedule to generate the Form 3895 correction files. This 	N/A

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
			<p>occurs when the information was updated for a recipient, thereby making the data on file with FTB out of date.</p> <ul style="list-style-type: none"> • The void submission file generates if a record needs to be voided for a previous year. This process is executed at a predefined schedule to generate the 3895 files. • The established due dates for the FTB File Exchange System are as follows: <ul style="list-style-type: none"> ○ The due date for furnishing the monthly files is the 15th of the month following the coverage period month. ○ The due date for furnishing the annual file is January 31st following the coverage year. 	

Eligibility & Enrollment

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
139571	Change Request	CalHEERS does not have the ability to generate a State tax form similar to the Federal 1095-A Form for individuals who have purchased insurance through the Marketplace.	Beginning in January 2021 on or before January 31 st , CalHEERS will generate a new State <i>Form FTB 3895 California Health Insurance Marketplace Statement</i> . The FTB State Form is sent to each individual (Primary Tax Filer or Primary Contact if no tax filer is indicated) who has purchased a Qualified Health Plan (QHP) policy through the Covered CA Marketplace regardless if financial assistance was accepted (subsidized or unsubsidized),	Consumer Home

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			<p>along with a relevant explanatory letter.</p> <p>Functional Changes: The following new notices generate in PDF format for delivery per the Consumer's preferred method of communication.</p> <ul style="list-style-type: none"> • The NOD62C original notice and NOD62D corrected or voided notices are comprised of the following elements: <ul style="list-style-type: none"> ○ Cover Letter ○ FTB Form 3895 Original, Void or Corrected and accompanying FTB Instructions ○ Addendum Page ○ Frequently Asked Questions (original form only) ○ 1557 Non-Discrimination Language Page • Consumers can print the original and corrected or voided <i>Form FTB 3895 California Health Insurance Marketplace Statement on the Consumers' Secure Mailbox and the Documents and Correspondence</i> page. The document names are as follows: <ul style="list-style-type: none"> ○ CaINOD62C: YYYY: Form FTB 3895 – Original ○ CaINOD62D: YYYY: Form FTB 3895 – Revised 	

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			<p>Note: YYYY is the year for which the notice is generated.</p> <ul style="list-style-type: none"> • The <i>Form FTB 3895</i> does not generate for individuals enrolled in catastrophic plans. • The form populates with the monthly advance payment of California Premium Subsidy and the Second Lowest Cost Silver Plan (SLCSP) for every month of enrollment. • The data elements listed below populate on the Form FTB 3895: <ul style="list-style-type: none"> ○ <i>First Name</i> ○ <i>Last Name</i> ○ <i>Address</i> ○ <i>City</i> ○ <i>State</i> ○ <i>Zip</i> ○ <i>Tax Year</i> ○ <i>Current Date</i> ○ <i>Case ID</i> ○ <i>Taxable Year</i> ○ <i>Void</i> (unchecked for original form, checked if voided) ○ <i>Corrected</i> (unchecked for original form, checked if corrected version) ○ <i>Recipient's First name, Initial, Last name</i> (designated tax filer or primary contact) ○ <i>Recipient's SSN</i> (Primary Tax Filer or Primary Contact) ○ <i>Recipient's date of birth</i> (Primary Tax Filer or Primary Contact) 	

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
			<ul style="list-style-type: none"> ○ <i>Spouse First name, Initial, Last name</i> (Primary Tax Filer's spouse or Primary Contact's Spouse (optional)) ○ <i>Spouse SSN</i> (optional) ○ <i>Spouse date of birth</i> (optional) ○ <i>Zip Code</i> ○ <i>Marketplace identifier</i> ○ <i>Marketplace assigned policy number</i> ○ <i>Policy Issuer's name</i> ○ <i>Policy Start Date</i> ○ <i>Policy termination date</i> ○ <i>Repayment cap may not apply</i> (indicator that tax household attested to income over 400% of FPL for the entire year) ○ <i>Covered Individual Name, SSN, DOB, Start Date, Termination Date</i> (for each HHM) <ul style="list-style-type: none"> ● Each month (Jan-Dec) lists separately with the following information: <ul style="list-style-type: none"> ○ <i>Monthly enrollment premiums</i> ○ <i>Monthly second lowest cost silver plan (SLCSP) premium</i> <ul style="list-style-type: none"> ▪ <i>Monthly advance payment premium tax credit</i> <p>Updates to the Consumer Home page are as follows:</p> <ul style="list-style-type: none"> ● The link Most Recent Tax Form 1095-A is changed to Most Recent Federal Tax Form 1095-A 	

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
			<ul style="list-style-type: none"> A new link Most Recent California Tax Form 3895 opens the most recent generated State Tax Form 3895 in a new browser or tab 	
166673	Change Request	<p>With implementation of Change Request 153779 in the 20.6 release, CalHEERS functionality was modified to not allow a consumer who is canceled or terminated from an enrollment to be added back under the same enrollment ID. A new enrollment ID is created in this situation.</p> <p>No conversion logic was included for 2020 enrollments which causes downstream impacts such as Form 1095/3895 Generation, Participation Fee (ABE) Billing and Data Integrity issues.</p>	<p>Conversion of 2020 enrollments implements a new logic structure to not allow more than one segment per month, per enrollment ID for the following population:</p> <ul style="list-style-type: none"> Member added back to enrollment with no gap in coverage Member added back to enrollment following a cancelled segment Member added back to Enrollment with overlap of Cancelled Segment 	N/A

Key System Updates

The following summarizes the modified features included in this release.

Notices

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
166029	Change Request	The items listed below do not meet the needs of the Form 1095-A for 2020 or the NOD01 notice:	<p>Functional Changes: Updates to the Form 1095-A and the NOD01 are made to comply with requirements for 2020.</p> <p>Form 1095-A changes include:</p>	N/A

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
		<ul style="list-style-type: none"> The Tax year displays as 2019. Snippet 369 does not appear below Snippet 358, which is for the denial of APTC on the NOD01 notice. Snippets 325 and 326 do not match the snippet placement of Snippet 321 that appears below the State Subsidy snippets. Snippet 368 is suppressed when Snippet 365 is generated on NOD01. 	<ul style="list-style-type: none"> Depicts 2020 as the tax year when generated for the benefit year. <p>Reordering of NOD01 notice Snippets, updates and triggers are as follows:</p> <ul style="list-style-type: none"> Snippet 369 appears below Snippet 358, the denial for APTC. Snippets 325 and 326 match the placement of Snippet 321 which appears below the State Subsidy snippets. Snippet 368 triggers when the consumer is not eligible for APTC, CSR and is either: <ul style="list-style-type: none"> Conditionally eligible for QHP Eligible for the QHP and eligible for the Special Enrollment Period (SEP) 	

Reporting

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
165039	Change Request	<p>The XML Schema Definition for IRS was on year 2019.</p> <p>The following line items on Form 1095-A have either no maximum character length and/or regular expression patterns:</p> <ul style="list-style-type: none"> Line item 2: <i>Marketplace-assigned policy number</i> 	<p>Functional Changes: There are no functional changes in this CR.</p> <p>Technical Changes: The XML Schema Definition for the IRS 2020 year matches the most recent version of schema published by IRS. Updates to the XML Schema for the following line items on Form 1095-A to allow maximum character lengths and/or regular expression patterns are as follows:</p>	N/A

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
		<ul style="list-style-type: none"> • Line item 3: <i>Policy issuer's name</i> • Line Item 4: <i>Recipient's name</i> • Line item 12: <i>Street address (including apartment no.)</i> • Line item 13: <i>City or town</i> <p>The IRS is updating the XML Schema error codes.</p>	<ul style="list-style-type: none"> • Line item 2 - <i>Marketplace-assigned policy number</i> • Line item 3: <i>Policy issuer's name</i> • Line item 4 - <i>Recipient's name</i> • Line item 12 - <i>Street address (including apartment no.)</i> • Line item 13 - <i>City or town</i> <p>A new Batch Category Error Code AIRSH100: XML Schema Validation Failed – not well formed or missing required elements replaces the error codes listed below:</p> <ul style="list-style-type: none"> • AIRBR206: Marketplace assigned Policy Number is missing in the Form 1095A record • AIRBR241: Annual Total Premium Amount is missing and if any monthly values are present • AIRBR300: Recipients Name (Person First Name, Person Last Name) is missing in the Form 1095A record • AIRBR301: Policy Issuer's Name is missing in the Form 1095A record • AIRBR302: Covered Individual Name is missing in the Form 1095A record • AIRBR303: Covered Individual Name is missing and any of the associated data (SSN, 	

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
			<p>DOB, Covered Individual Start Date or Covered Individual Termination Date) are present</p> <ul style="list-style-type: none"> AIRBR304: Recipient's Spouse's Name is missing and (SSN or DOB) are present in the Form 1095A record <p>A new Batch Category Error Code is added:</p> <ul style="list-style-type: none"> HE028604: Rejected Transmission due to unrecoverable AIR system error. Please resubmit file 	

Online Application

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
53137 (CR 164429)	Defect	The Which county do you live in? question incorrectly displays as County on the <i>Create an Account to Apply</i> and <i>Who is the Primary Contact for your household?</i> pages when a zip code with multiple counties is entered.	The Which county do you live in? question displays correctly on the <i>Create an Account to Apply</i> and <i>Who is the Primary Contact for your household?</i> pages when a zip code with multiple counties is entered.	Create an Account to Apply Who is the Primary Contact for your household?
53604 (CR 164429)	Defect	During Renewal, the Skip to final review tile does not display on the <i>How would you like to review and update this application?</i> page when a SCR, SCR Admin, Admin 1 and Admin 2 clicks the Consumer View button on the <i>View Confirmation</i> popup.	During Renewal, the Skip to final review tile displays on the <i>How would you like to review and update this application?</i> page when a clicks the Consumer View button on the <i>View Confirmation</i> popup.	How would you like to review and update this application?

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
53621 (CR 164429)	Defect	Consumers are not able to enter a hyphenated name in the signature field on the <i>Sign and Submit Your Application</i> page.	Consumers are able to enter a hyphenated name in the signature field on the <i>Sign and Submit Your Application</i> page.	Sign and Submit Your Application
54009 (CR 164429)	Defect	The following issues exist with the ADA features for Certified Enrollment Counselors (CECs): <ul style="list-style-type: none"> Additional links display incorrectly on the <i>Counselor Information</i> page Alternative (ALT) text does not display for all images on the <i>Enrollment Dashboard</i> and <i>Active Delegation Requests</i> pages 	ADA display features for CECs are as follows: <ul style="list-style-type: none"> Additional links do not display on the <i>Counselor Information</i> page ALT text displays for all images on the <i>Enrollment Dashboard</i> and <i>Active Delegation Requests</i> pages 	Counselor Information Enrollment Dashboard Active Delegation Requests
54010 (CR 166429)	Defect	Navigation buttons are disabled on the <i>Agent Delegation History</i> page in ADA mode and Agents are unable to navigate the delegation history results.	Enabling of navigation buttons on the <i>Agent Delegation History</i> page allow Agents to navigate to the delegation history results.	Agent Delegation History

Eligibility

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
53651 (CR 164429)	Defect	Household composition incorrectly includes parent(s) living separately from the dependent in the budget and on the	Household composition only includes parent(s) living with the dependent in the budget and on the <i>Budget Worksheet</i> page.	Budget Worksheet

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		<i>Budget Worksheet page.</i>		
53731 (CR 164429)	Defect	The income of a dependent is counted as part of the household budget when they attest to not being required to file a tax return.	The income of a dependent is not counted as part of the household budget when they attest to meeting the requirement for not being required to file a tax return.	N/A
55434 (CR 164429)	Defect	When a Consumer applies during the Open Enrollment Period with the Qualifying Life Event (QLE) as <i>None of the Above</i> , an incorrect snippet date displays on the Eligibility Results page for Eligibility Factor 32: <i>If you want your health insurance to start by {0}, you must select a plan by {1} AND pay your first premium to your selected health insurance company by the due date provided by the carrier. If you want your health insurance to start by {2}, you must select a plan by {3} AND pay your first premium to your selected health insurance company by the due date provided by the carrier.</i>	When a Consumer applies during the Open Enrollment Period, with the Qualifying Life Event (QLE) as <i>None of the Above</i> , the coverage start date will display correctly on the Eligibility Results page.	Eligibility Results

Eligibility & Enrollment

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
170917	Change Request	CalHEERS is withdrawing cases through Renewal Closure batch when there is no health or dental enrollment in the future benefit year even though the case has eligible members. The case mode changes to <i>Apply Now</i> on these cases.	The Renewal Closure batch will not withdraw cases when at least one person is eligible for any benefit in the future benefit year as well as cases where there is no eligible member but there is dental enrollment in the future benefit year. The case mode will stay in "Report a Change"	N/A

Key Fixes

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

Eligibility

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
54619	Defect	The Benchmark Premium (BMP) amount pulls from an incorrect table source and populates incorrectly on the <i>Budget Worksheet</i> page for Enrollment Year 2021.	The BMP amount populates correctly for the Enrollment Year 2021 on the <i>Budget Worksheet</i> page.	Budget Worksheet

Enrollment–Financial Management

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
54940	Defect	The Issuer Payment URL link does not display for Issuer Admin users on the <i>Company Profile</i> page.	The Issuer Payment URL link displays for Issuer Admin users on the <i>Company Profile</i> page.	Company Profile

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.

AP#	Alternate Procedures No Longer in Effect	Ref ID	Release Delivered
N/A	N/A	N/A	N/A

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

AP#	CIT #	New Alternate Procedures	Ref ID	Planned Release
N/A	N/A	N/A	N/A	N/A

Glossary

Acronym	Full Form
ADA	Americans with Disabilities Act
Administrator (Admin)	SCR and CEW user roles
AI/AN	American Indian/Alaskan Native
ALM	Application Lifecycle Management
APTC	Advance Premium Tax Credits
BOB	Book of Business
BPM	Business Process Management
BRE	Business Rules Engine
CCHCS	California Correctional Health Care Services
CCHIP	County Children's Health Initiative Program
CCP	Covered California Programs
CDCR	California Department of Corrections and Rehabilitation
CEC	Certified Enrollment Counselor
CEE	Certified Enrollment Entities
CEW	County Eligibility Worker
CFS	Carry Forward Status
CIN	Client Index Number
CMI	Current Monthly Income
CMS	Centers for Medicare & Medicaid Services
COR	County of Responsibility

Acronym	Full Form
CR	Change Requests
CSR	Cost Share Reduction
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)
CSV	Comma Separated Value
DER	Determination of Eligibility Response
DER-U	Determination of Eligibility Response Unsolicited
DHCS	Department of Health Care Services
DIVS	Document Imaging and Verification Solution
DWH	Data Warehouse
ECM	Electronic Content Management System
EDD	Employment Development Department
EDI	Electronic Data Interchange
EDR	Eligibility Determination Request
EERC	Eligibility Evaluation Reason Code
EPO	Exclusive Provider Organization
ESI	Employer Sponsored Insurance
ETL	Extract, Transform and Load
FDSH	Federal Data Services Hub
FFY	Former Foster Youth
FIPS	Federal Information Processing Standard
FPL	Federal Poverty Level
FTB	Franchise Tax Board
FTI	Federal Tax Information
FTR	Failure to Reconcile
GHIX	GetInsured Health Insurance Exchange
GI	Get Insured
HBX	Health Benefit Exchange
HCV	Health Coverage Verification
HHM	Household Member name
High Dated	The record/data end date is set far off into the future with a pseudo date, such as the year 2500.
HMS	Health Management System
IAP	Insurance Affordability Programs
ICT	Inter County Transfer
IDD	Interface Definition Document
IMM	Immigrant
IRS	Internal Revenue System
ISO	Information Security Officer
IVR	Interactive Voice Response
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)
LP	Lawful Presence

Acronym	Full Form
LV	Life event needs Verification
MAGI	Modified Adjusted Gross Income
MCAP	Medi-Cal Access Program
MCIEP	Medi-Cal Inmate Eligibility Program
ME	Manual Eligibility
MEC	Minimal Essential Coverage
MEDS	Medi-Cal Eligibility Data System
NHeLP	National Health Law Program
NIST	National Institute of Standards and Technology
NMEC	Non-MAGI MEC AID Code
NOA	Notices of Action
NQI	New Qualified Immigrants
OAG	Oracle API Gateway
OAM	Oracle Access Manager
OBIEE	Oracle Business Intelligence Enterprise Edition
OIM	Oracle Identity Manager
OPA	Oracle Policy automation
PAI	Projected Annual Income
PBE	Plan Based Enroller
PBPS	Pitney Bowes Presort Services
PDF	Portable Document Format
PLR	Policy Level Reporting
QDP	Qualified Dental Plan
QHP	Qualified Health Plan
QLE	Qualifying Life Event
RAC	Report A Change
RDP	Registered Domestic Partner
ROP	Reasonable Opportunity Period
RTC	Rational Team Concert
SA	Subject Area
SAWS	Statewide Automated Welfare Systems
SCIN	Statewide Client Index Number
SCR	Service Center Representative
SDI	State Disability Insurance
SEP	Special Enrollment Period
SFTP	Secured File Transfer Protocol
SIR	Service Investigation report
SLCSP	Second Lowest cost silver plan
SNOW	Service Now
SQL	Structure Query Language
SSA	Social Security Administration
SSApp	Single Streamlined Application
SSN	Social Security Number
STNA	Short Term Negative Action

Acronym	Full Form
UAT	User Acceptance Test
UI	User Interface
UIB	Unemployment Benefits
UPW	Unmarried Pregnant Woman
URL	Uniform Resource Locator
USPS	United States Postal Service
VLP	Verify Lawful Presence
WAT	Web Accessibility Toolbar
WCC	Web Center Content
WP	Work Products
WSDL	Web Services Descriptor Language
XML	Extensible Markup Language