

1. Ensure Consumers receive accurate & timely eligibility determination and correct plan enrollment, initially and during any change or renewal event
 - a. Release Q1: R18.2 - Deployed 2/11/18; R18.3 - Deployed 3/11/18
 - i. RELEASE 18.Q1
 1. Eligibility
 - a. FPL/COLA Updates 2018 (R18.3)
 2. Notices
 - a. 87457 - Notice Change Request (R18.2)
 - b. Release Q2: R18.4 - Deployment 4/30; R18.6 - Deployment 6/4
 - i. RELEASE 18.Q2
 1. Eligibility
 - a. 94030 - Immigration Document Type Functionality (R18.6)
 2. Notices
 - a. 105760 - 2018 18.04 Notice Change Request (R18.4)
 - b. 110916 - 2018 18.06 Notice Change Request (R18.6)
 - c. Release Q3: R18.7 - Deployment 7/2; R18.9 - Deployment 9/24
 - i. RELEASE 18.Q3
 1. Application
 - a. 115338 - Renewal Updates for Open Enrollment 2019
 2. Enrollment
 - a. 98639 - Household Re-Rating Logic (R18.7)
 - b. 108752 - Proration of APTC in GI (R18.7)
 - c. Automated Enrollment Updates for RAC with no Plan Selection
 3. Income
 - a. 106890 - Income Data Quality Enhancements Phase II
 4. Notices
 - a. 117802 - Notice Change Request (CR 110916 Milestone 2) (R18.7)
 - d. Release Q1 - 19.Q1
 - i. RELEASE 19.Q1
 1. Eligibility
 - a. Immigration Enhancement Phase III
 - b. IAP Transitions Enhancements (Phase 2)
 - c. Implement automation of Step Two and Step Three of the VLP Service
 - d. BREFS Phase C Part 1 (Same Day Eligibility Remediation)
 2. Application
 - a. SEP Pre-Enrollment Verification
 - b. SEP Dropdowns and Workflow
 3. Enrollment
 - a. 86448 - Implement Pro-ration of Premium in HBEX Portal and Carrier Billing
 - b. 116230 - Apply APTC Increase in Month of Change for Members Added via Birth or Adoption Allow Individuals over 30, with a Hardship Exemption, to Select a Catastrophic Plan

- c. Enhance Enrollment Business Rules for Change Reporting with Eligibility Updates
 - 4. Program Adds/Enhancements
 - a. 98352 - Verification of Special Enrollment Qualifying Life Events
 - b. 116230 - Apply APTC Increase in Month of Change for Members Added via Birth or Adoption Infant Initiative
 - c. SEP Verification & Vendor Integration
 - 5. Notices
 - a. Continue Enhancement of NOD01
 - e. Release Q2 - 19.Q2
 - i. RELEASE 19.Q2
 - 1. Eligibility
 - a. BREFS Phase C Part 2 (Eligibility Override)
 - b. BREFS Phase C Part 3 (Eligibility Next Day Remediation)
 - c. BREFS Phase D (Verification Only Service & Separation by Source)
 - d. BREFS Phase C Part 4 (Eligibility Standby)
 - e. Implement Capability to Handle Advanced Availability of Report a Change for Permanent Move, Release from Incarceration, and MEC
 - 2. Program Adds/Enhancements
 - a. Presumptive Eligibility
 - b. IRS Safe Guards Beyond Current Implementation
 - c. Program Changes Relating to Potential New Federal Rules
 - 3. Notices
 - a. Automation of Employer Notice
 - b. Update NOD00
 - c. Getting HX20
 - f. Release Q3 - 19.Q3
 - i. RELEASE 19.Q3
 - 1. Eligibility
 - a. BREFS Phase B Part 2B (Mixed Household Notices)
 - b. BREFS Phase E (Case Management)
 - 2. Application
 - a. Renewal Updates for Open Enrollment 2020
 - 3. Program Adds/Enhancements
 - a. Policy Based Payment Enhancements
 - b. Consumer Protection Programs (CPPs) for 4-Month Continuing MAGI based Medi-Cal for Parent/Caretaker Relatives, Continuous Eligibility for Children (CEC), Transition Medi-Cal (TMC), and Continuous Eligibility (CE) for Pregnant Women.
 - c. AB 1296 - Section 15926 (County Health Coverage)
 - 4. Notices
 - a. Missing Information and NOD16 Notices
 - 2. Ensure Business Partners are able to receive, exchange and reconcile appropriate Consumer information on a timely basis.

- a. Release Q1: R18.2 - Deployed 2/11/18; R18.3 - Deployed 3/11/18
 - i. RELEASE 18.Q1
 - 1. 82977 - State Inmate Program (R18.3.1)
 - 2. 90492 - Cases Stuck in Renewal Mode (R18.2)
 - 3. 92697 - Update FDSH RIDP to V 2.0 (R18.2)
 - 4. 81432 - Update to Income Service Requests and Income Caching Rules (R18.2)
 - 5. 107740 - Upgrade Employer Sponsored Insurance (ESI) Minimum Essential Coverage (MEC)(H14) Hub Service to v2 (R18.3)
 - b. Release Q2: R18.4 - Deployment 4/30; R18.6 - Deployment 6/4
 - i. RELEASE 18.Q2
 - 1. 111921 - Policy Based Payment Dispute File Processing by CalHEERS (R18.4)
 - 2. 101091 - Update Primary Contact Match to Permit Last Name Only Changes (R18.6)
 - 3. 99895 - CalHEERS Update of FDSH FARS to version 2.0 - FHUB Service ID: H66.1 (R18.6)
 - c. Release Q3: R18.7 - Deployment 7/2; R18.9 - Deployment 9/24
 - i. RELEASE 18.Q3
 - 1. 87156 - Ineligibility Reason Codes for SAWS Notices
 - 2. 92298 - SSA Title II Income and Disability Indicator Verifications
 - 3. 109700 – CalHEERS Verification Caching Rules Updates
 - d. Release Q1 - 19.Q1
 - i. RELEASE 19.Q1
 - 1. Improve Timing and Amount of Data Sharing between CalHEERS and Service Center Systems
 - 2. Automate Effectuation Report to Carriers
 - e. Release Q2 - 19.Q2
 - i. RELEASE 19.Q2
 - 1. 82978 - County Inmate Program
 - 2. Allow Reinstatements from Carriers via 834 Transactions
 - 3. Introduce Termination Codes in 834 Transactions to indicate reason of Termination
 - 4. FTB Web Interface
 - 5. Two-way Updates with Carriers
 - 6. Carrier Reconciliation Module
 - 7. Generate HX20 for Closed Eligibility Periods
 - f. Release Q3 - 19.Q3
 - i. RELEASE 19.Q3
 - 1. Payment Integration with Carriers (Credit Card) CalHEERS/SAWS Reconciliation
3. Authorized End Users are appropriately equipped with tools and trained to serve consumers effectively and to handle exceptional situations.
- a. Release Q1: R18.2 - Deployed 2/11/18; R18.3 - Deployed 3/11/18
 - i. RELEASE 18.Q1
 - 1. 92588 - Agency Module Phase 1, Part 2 (R18.2)
 - b. Release Q2: R18.4 - Deployment 4/30; R18.6 - Deployment 6/4

- i. RELEASE 18.Q2
 - 1. 42060 - Extend User Role Privileges at Page/Field Level Authorization (R18.6)
 - 2. 82347 - Allow Counties and Service Centers to Create and Manage Users within their Organization (R18.4)
 - 3. 109954 - Reinstate Authorized Representative Link for SCR, CEW, Agent, CEC, and PBE
- c. Release Q3: R18.7 - Deployment 7/2; R18.9 - Deployment 9/24
 - i. RELEASE 18.Q3
 - 1. 106572 - Implement Agency Roadmap Features (R18.7)
 - 2. 98251 - Document Imaging and Verification Solution Integration
 - 3. 116643 - Restoring User Review Mode and Inquiry Mode Profile Functionality Federal Plan Management Data Template Automation
 - 4. Restoring User Review Mode and Inquiry Mode Profile Functionality
- d. Release Q1 - 19.Q1
 - i. RELEASE 19.Q1
 - 1. GI API to Support Manual Overrides
 - 2. BPM Workflow Additions and Modifications
 - 3. Semiannual Examination of Data Sources for Enrollees in APTC or CSR
 - 4. Fraud and Waste Reporting
- e. Release Q2 - 19.Q2
 - i. RELEASE 19.Q2
 - 1. Enable Administrators to Update Delegations after an Agent or CEC Has Been Removed
- f. Release Q3 - 19.Q3
 - i. RELEASE 19.Q3
 - 1. Business Process Management (BPM) Enhancements
 - 2. Security Role Enhancements to allow for greater flexibility in page access based on role requirements
 - 3. Provide Consumers and End Users with Improved Consumer Experience.
- g. Release Q1: R18.2 - Deployed 2/11/18; R18.3 - Deployed 3/11/18
 - i. RELEASE 18.Q1
 - 1. 108405 - Remove Optional Text from Immigration Document Data Collection Fields (R18.2)
 - 2. 88351 - Implementation of General GI Enhancements (R18.2)
 - 3. 70497 - Single Streamlined Application (Phase 2.6, 2.7) (R18.3)
- h. Release Q2: R18.4 - Deployment 4/30; R18.6 - Deployment 6/4
 - i. RELEASE 18.Q2
 - 1. 70497 - Single Streamlined Application (Phase 2.9) (R18.4)
 - 2. 93387 - Shop and Compare Updates (R18.6)
 - 3. 113145 - Change Log Capability Modifications to More Easily Review Changes Reported During a Session (R18.6)
 - 4. 87156 - Enhance Notice Reason Codes for clarity of noticing consumers (R18.6)
- i. Release Q3: R18.7 - Deployment 7/2; R18.9 - Deployment 9/24
 - i. RELEASE 18.Q3

1. 92204 - User Interface Updates for Manage Verifications (R18.7)
2. 100% Mobil Capability of all Functions within CalHEERS
- j. Release Q1 - 19.Q1
 - i. RELEASE 19.Q1
 1. Shop and Compare Availability
 2. Automated APTC Calculator
- k. Release Q2 - 19.Q2
 - i. RELEASE 19.Q2
 1. Subscriber Management Updates for how the Policy Holder Subscriber can be Managed in CalHEERS Provider Directory Enhancements
4. Ensure the technical infrastructure is properly maintained, current, secure, and supports capacity demands and completion of business goals.
 - a. Release Q1: R18.2 - Deployed 2/11/18; R18.3 - Deployed 3/11/18
 - i. RELEASE 18.Q1
 1. 95177 - Password & Security Questions Updates (R18.2) 83522 - Refactor Secure Mailbox (R18.3)
 2. 114733 - Open Source Library N-1 Compliance Updates (R18.3)
 - b. Release Q2: R18.4 - Deployment 4/30; R18.6 - Deployment 6/4
 - i. RELEASE 18.Q2
 1. 109383 - Enhancements to the 834 Metrics Report
 - c. Release Q3: R18.7 - Deployment 7/2; R18.9 - Deployment 9/24
 - i. RELEASE 18.Q3
 1. 113161 - EHIT Schema Technical Update
 2. 117823 - Move Accenture Billing Engine (ABE) to Cloud
 3. 115246 - Move Notices to the Cloud
 4. Get Insured (2.0) New Functionality for 18.09
 5. Content Management Implementation allowing business to update web content in an agile manner
 - d. Release Q1 - 19.Q1
 - i. RELEASE 19.Q1
 1. 119170 - Account Transfer Phase I
 2. Update Security Infrastructure to Implement Latest Technology and Toolsets to Protect Against Potential Security Attacks Update Eligibility and
 3. Program Transition Logic for Fringe Scenarios (Stability Improvement)
 - e. Release Q2 - 19.Q2
 - i. RELEASE 19.Q2
 1. Account Transfer Final Phase
 2. Full Implementation of a Configuration Database for Improved System Reliability and Enhanced Reconciliation and Management of
 3. Complex System and Infrastructures
 4. Pending Application Data Transfer Object Removal
 - f. Release Q3 - 19.Q3
 - i. RELEASE 19.Q3

1. Implementation of Get Insured (GI) Primary Care Physician (PCP) Selection Module and Provider Density Tool Data Warehouse Enhancements
2. EHIT Improvements