## **CalHEERS IAP 24 Month Plan Roadmap - December 2015**

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					Release 16.7	- 07/2016 D	eployment			Reports		integration partners	*Larger CalHEERS changes with	Enrollment	
	_					Rel	lease 16.9	Deployme	ent 09/2016	-		* Annual updates (e.g., FPL)	training impacts	* Carrier-related changes	
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## **Business Goals**

Ensure Consumers receive accurate
timely eligibility determination and
correct plan enrollment, initially and
during any change or renewal event

2.Ensure Business Partners are able to receive, exchange and reconcile appropriate Consumer information on a timely basis.

> Enhance MEDS Alerts and Error Handling RELEASE 16.2 3. Authorized End Users are Case Management: appropriately equipped with tools and 7169 - Expedited, Flexible Application trained to serve consumers effectively and to handle exceptional situations. RELEASE 16.2X Priority 47817 – 2016 FPL Tble Update RELEASE 16.4 Case Management: **Transactions/Reconciliation:** 37095 – Enhanced functionality 43915 - Send 834 Term/Re-enroll for change for Specific SCR Roles for Manual in subscriber id as primary household member (not maintenance transaction) RELEASE 16.7 - TBD **RELEASE 16.9 Initiatives** > Enhance Certified Agent, Plan Based Enrollers and Navigators abilities RELEASE 16.2 4. Provide Consumers and End Users with Improved Consumer Consumer Assistance: Experience. 37033 - Income Improvements Consumer Experience: 11708 - Do not display Non-MAGI for non-applying RELEASE 16.4 Consumer Experience: Case Management: 54364-ADA Compliance Findings - 51764 - Documentation Update for R16.4 Visual and Text-based Cues RELEASE 16.7 Consumer Assistance: 3262 - Provide APTC members the choice to purchase member level plans and Allow RDPs and children under the age of 26 on same plan with parents Case Management: 57079 - Documentation Update for R16.7 RELEASE 16.9 Initiatives > Enhance Consumer experience during 'passive' renewal > Enhance Consumer experience during Open Enrollment > Enhance APTC 1095 Annual file creation and consumer notices RELEASE 16.2 5. Ensure the technical infrastructure is properly maintained, current, Technical: 42378 -EDR-C Mitigation of Near Consecutive Eligibility secure and supports capacity demands and completion of business Determination Request submissions goals. RELEASE 16.4 36484 - Move Login Pages to AHBX Portal RELEASE 16.7 Technical: 56178 - Responsive Web Design TBD - Web Portal Architecture Upgrade RELEASE 16.9 Initiatives > Enhance access controls for Administrative Users