

Executive Summary

CalHEERS Feature Release 15.9 (deployed on 10/11/2015) contains the following:

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

- Eligibility & Enrollment
- Interfaces
- Plan Management

Key System Updates that have been deployed in this release:

- Education & Outreach
- eHIT
- Eligibility & Enrollment
- Financial Management
- IRS 1095
- MEDS
- Notices
- Plan Management
- Technology

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

- Admin Portal
- Batch
- Data Warehouse
- Eligibility
- Enrollment Assistance
- Individual Portal
- IRS 1095 Reporting
- Notices
- Plan and Enrollment Management
- SAWS eHIT

Alternate Procedures that have been provided with this release:

No Longer in Effect with this release

- Admin Portal
- Individual Portal
- SAWS eHIT

New with this release

- Enrollment Assistance
- Individual Portal
- Plan and Enrollment Management

Purpose and Scope

This document describes the contents of the CalHEERS Feature Release 15.9. 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	Modified Functionality In this Release	Pages Impacted
Eligibility & Enrollment				
MAGI Eligibility Determination for CCHIP				
33378	Change Request	This functionality did not previously exist.	Children ages 0-19 whose household income is above 266% and up to 322% of the Federal Poverty Level (FPL) who are applying for coverage through Covered California and are eligible for the County Children’s Health Initiative Program (CCHIP) are now informed and enrolled into the program. This eligibility is sent via secure channel to local counties administering CCHIP (San Francisco, San Mateo and Santa Clara) and eligible Consumers are enrolled into a county-contracted health plan.	NA
Medi-Cal Access Program Integration				
8517	Change Request	This functionality did not previously exist.	The Medi-Cal Access Program (MCAP) provides low cost health insurance coverage to uninsured middle income pregnant women. CalHEERS is being enhanced to determine MCAP eligibility. CalNOD01, Covered California Eligibility Determination Notice, Redetermination, and	<ul style="list-style-type: none"> • Apply for Benefits – Get Help With Costs • Application Signature • Eligibility Results/Renewal Results • Household Enrollment Introduction • Household Enrollment Summary

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			Verification Inconsistencies Notice of Action (NOA), and CalNOD02, MAGI Medi-Cal Notice of Action (NOA), have been updated to include MCAP.	<ul style="list-style-type: none"> • Change Plan Selection • Program Eligibility Summary by Person • Application Signature for Reported Changes • Terminate Participation • Budget Worksheet • My Options
Former Foster Youth Eligible to 4M Aid Code for Non-MAGI Medi-Cal				
3066	Change Request	This functionality did not previously exist.	<p>CalHEERS will now determine and assign the Former Foster Youth (4M) aid code. Therefore, the following pages have been updated as follows:</p> <p>When a user older than 26 who meets the 4M aid code qualifications clicks on the Report a Change button/link or the Continue Report a Change button/link on the <i>Individual homepage</i>, the <i>26-year-old Former Foster Youth – Need More Information</i> popup displays and says, “Right now you are in the Medi-Cal program for Former Foster Youth. This program gives free Medi-Cal to people who were in</p>	<ul style="list-style-type: none"> • Individual homepage • Apply for Benefits – Get Help with Costs • Personal Data – Demographic Information • Eligibility Results/Renewal Results

Ref ID	Type	Previous Design/Problem	Modified Functionality In this Release	Pages Impacted
			<p>foster care at age 18 or older. You qualified for this Medi-Cal program until your 26th birthday. On <person's DOB> you turned 26. We looked at the information we have about you to decide if you still qualify for Medi-Cal, but we now need more information from you, such as your income. This information will help to decide if you are still eligible for Medi-Cal or another affordable health program. You can give us this information online through Covered California or you can contact your county Medi-Cal worker. Your Medi-Cal will continue while your information is checked to see if you qualify for another Medi-Cal program or another affordable health program.”</p> <p>When a user clicks on the click here for someone who was previously in foster care link on the <i>Apply for Benefits – Get Help with Costs</i> page, the <i>Former Foster Care</i> popup says, “If you were in foster care in any state on</p>	

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			<p>your 18th birthday or later, you may qualify for free Medi-Cal until age 26...”</p> <p><i>The Personal Data – Demographic Information</i> page asks, “Was this person in foster care in any state on his or her 18th birthday or later? If yes, this person may qualify for free Medi-Cal up to age 26 and his or her income does not matter” and “Where was this person in foster care on their 18th birthday or later?” Additionally, if more than one household member exists on the application, the <i>Applying with Other Household Members</i> popup displays and says, “If a former foster youth applies for health insurance with other household members, such as their child or spouse, then their income information must be given to decide whether those other household members will get help paying for health insurance. The former foster youth will qualify for Medi-Cal regardless of their income information.” If</p>	

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			<p>only one household member exists on the application, the <i>Medi-Cal for Former Foster Youth</i> popup displays and says, “If you were in foster care in any state on your 18th birthday or later, you may qualify for free Medi-Cal until age 26 and your income does not matter...”</p> <p>When a user receives the 4M aid code, the <i>Eligibility Results</i> page says, “Good news! Based on the information you gave us, you have been conditionally approved for the Medi-Cal program for former foster youth...” or “You do not qualify for Covered California with premium assistance ... because you qualify for the Medi-Cal program for former foster youth.”</p>	
Updated Fair Share Percentage				
44290	Change Request	This functionality did not previously exist.	The Fair Share Percentage is up-to-date based on IRS guidance. Fair Share Percentage is used to calculate a Consumer’s fair share of the premium and corresponding APTC amount. CalHEERS is required to update the percentages used to	NA

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			calculate fair share and APTC for taxable years and plan years beginning after December 31, 2015. This is an annual procedure.	
Add APTC Effective Date to the 834 Transactions				
36110	Change Request	This functionality did not previously exist.	APTC affective dates have been added to the 834 Carrier transactions to allow Carriers to update consumer accounts correctly.	NA
Interfaces				
Federal Hub Renewal and Redetermination Verification Service				
34345	Change Request	This functionality did not previously exist.	The Renewal and Redetermination Verification (RRV) Composite (batch) Service provides a method for verification of information in batch, during annual renewal cycles for Covered California insurance programs.	NA
Plan Management				
Family Dental Plans				
34757	Change Request	This functionality did not previously exist.	Families with at least one adult member enrolled within a Covered California Plan now have the option to select family dental coverage in CalHEERS.	<ul style="list-style-type: none"> • Getting Started • User Preferences • Plan Comparison • Plan Details • Your Cart • Keep Your Current Plan • Confirmation • Individual homepage • Plan Selection – One Plan for All • Plan Selection – In Progress

Ref ID	Type	Previous Design/Problem	Modified Functionality In this Release	Pages Impacted
				<ul style="list-style-type: none"> • Plan Selection – Custom Grouping • Household Enrollment Summary • Change Plan Selection • Terminate Participation • Household Enrollment Introduction • Change Plan Effective Dates / Reinstatement Coverage

Key System Updates

The following summarizes the modified features included in this release.

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
Education & Outreach				
Updates to Online Help Pages				
40146	Change Request	On-line help functionality was not updated to support previous system enhancements.	<p>The following on-line help has been appropriately updated and displays in English and Spanish as follows:</p> <ul style="list-style-type: none"> • The help popups on all income pages display information about the First Date Paid and Last Date Paid elements. • The <i>Renewal Summary</i> page displays the <i>Renewal Summary</i> help popup. • The <i>Use of this Website</i> help popup displays the question, “What does the View the Notice of Privacy Practice link do?” 	<ul style="list-style-type: none"> • All income pages • Renewal Summary • Use of this Website • Household Primary Contact • Income Summary • Application Signature • Expected Income for 2016 • Personal Data – Tax

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			<ul style="list-style-type: none"> • The <i>Household Primary Contact</i> help popup displays correct information in the Validation column (e.g., “Letters only” displays for “First Name”). • The <i>Income Summary</i> help popup and the <i>Income Summary</i> page display “Total Expected Yearly Household Income” and “If you expect your total household income to differ from this in 2015 then Click Here.” • The <i>Application Signature</i> help popup (<i>Submit Application for Eligibility</i> popup) does not contain information that does not display on the <i>Application Signature</i> page (e.g., “Rights and Responsibilities”). • After clicking on the help icon on the <i>Expected Income for 2016</i> page, the help popup displays. • The <i>Tax Information</i> help popup matches the <i>Personal Data – Tax Information</i> page (e.g., the page and popup ask, “Is this person planning to file taxes this year?”). • The <i>Health Care Information</i> help popup matches the information on the <i>Personal Data-Health Insurance Information</i> page (e.g., the popup and page ask, “Does 	<p>Information</p> <ul style="list-style-type: none"> • Personal Data-Health Insurance Information • Additional Program Information • Assister Enrollment Entity FAQs Household Members

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			<p>this person have or has this person been offered affordable health insurance for 2015?”).</p> <ul style="list-style-type: none"> The <i>Additional Program Information</i> page displays the <i>Additional Program Information</i> help popup. After clicking on the Espanol link in the header, the <i>Assister Enrollment Entity FAQs</i> page displays in Spanish. <p>When the No radio button is selected for Is this person a U.S. Citizen or National? on the <i>Household Members</i> page, and then a user hovers over the Check the box if this person has satisfactory immigration status text, the hover text displays.</p>	
Prevent the Agent from Updating Fields After Certification				
46187	Change Request	Certified Insurance Agents had the ability to make changes to all data in their Agent Portal which caused down-stream issues with Agent payments, as well as manual processing to correct the issues caused by changing the Business name, Federal tax ID, and address fields.	The Business name, Federal tax ID, and address fields are protected after the Agent is Certified. The Agent must contact the Service Center/Agent Manager to make changes to these fields.	<ul style="list-style-type: none"> Agent Information
Training Support Resources for Release 15.3				
35260	Change Request	On-line videos had not been updated to support previous	As seen on the <i>Tutorials</i> page, the following English and Spanish tutorial videos and	<ul style="list-style-type: none"> Tutorials

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		system enhancements.	<p>transcripts have been updated with Release 15.3 functionality:</p> <ul style="list-style-type: none"> ○ How do I apply for health insurance? ○ How do I navigate Covered California? ○ Overview of Covered California <p>Additionally, the How do I submit an inquiry? video has been removed, as this functionality no longer exists within CalHEERS.</p>	
eHIT				
Automating SAWS Traffic Summary and Processing Reports through SFTP				
10119	Change Request	The SAWS (Statewide Automated Welfare System) consortia were accessing the processing reports and traffic summary directly via OBIEE (Oracle Business Intelligence Enterprise Edition).	The SAWS consortia receives the processing reports and traffic summary via SFTP (Secure File Transfer Protocol) in a readable file format [CSV (Comma Separated Value file)], thus automating the report process. Only CalWIN has opted in for this automated process.	NA
EDR-C Mitigation of Near Consecutive Eligibility Determination Request Submissions				
42378	Change Request	When CalWIN/LEADER sent multiple companion EDR sets for the same case at the same time or with less time difference, the CalHEERS system picked each record from the multiple companion set concurrently for the processing which caused table contention, duplicate case creation, and performance issues.	When CalWIN/LEADER sends multiple companion EDR sets for the same case at the same time or with less time difference, the CalHEERS system will process the companion EDR sets sequentially , which avoids table contentions, duplicate case creations, and performance issues.	NA
Reinstate Individuals Sent in EDR When CalHEERS Case and CalHEERS Person or SAWS Person Number Match				
44645	Change	Individuals were being	CalHEERS automatically	NA

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	Request	inactivated in error via eHIT. This happened when users were redetermined eligible for prior months where an added person did not exist. This action resulted in inactivating the added person.	reinstates inactive individuals when the Eligibility Determination Request (EDR) is received and meets the following criteria: <ol style="list-style-type: none"> 1. CalHEERS Case Number and CalHEERS Person Number match; OR 2. SAWS Case Number and SAWS Person Number match when CalHEERS Case Number and CalHEERS Person Number are missing from the EDR. 	
Eligibility & Enrollment				
Portal Validation for Correcting Email and Address Errors				
27645	Change Request	Existing validation logic/rules for CalHEERS email and address were inconsistent, causing validation errors.	<p>The validation logic/rules for CalHEERS email and address have been updated to be consistent.</p> <p>The CalHEERS system validates email and address using the following rules:</p> <p>Email</p> <ul style="list-style-type: none"> • Minimum of 1 character (if required) and maximum of 50 characters • Name <ul style="list-style-type: none"> ○ If there is a period, first characters prior to first period character (any combination of) <ul style="list-style-type: none"> ▪ Underscores ▪ Lower case letters ▪ Upper case letters ▪ Digits 0 through 9 ▪ Hyphens 	<ul style="list-style-type: none"> • Authorized Representative Information • Household Primary Contact • Address & Contact • User Information • Contact Information • Account Summary • My Profile • Enter Your Information

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
			<ul style="list-style-type: none"> ○ Rest of name (any combination of) <ul style="list-style-type: none"> ▪ Periods ▪ Underscores ▪ Lower case letters ▪ Upper case letters ▪ Digits 0 through 9 ▪ Hyphens • @ symbol • Domain name (any combination of) <ul style="list-style-type: none"> ○ If there is a period, prior to first period <ul style="list-style-type: none"> ▪ Lower case letters ▪ Upper case letters ▪ Digits 0 through 9 ▪ Hyphens ○ Rest of name (any combination of) <ul style="list-style-type: none"> ▪ Periods ▪ Lower case letters ▪ Upper case letters ▪ Digits 0 through 9 ▪ Hyphens • Extension (last period precedes extension) <ul style="list-style-type: none"> ○ 2 to 4 lower case letters or upper case letters for example ("com," "net," "org," etc.) <p><u>Address Line 1 and Address Line 2 (any combination of)</u></p> <ul style="list-style-type: none"> • Minimum of 1 character (if required) and maximum of 50 characters • Digits 0 to 9 • Lower case letters • Upper case letters • Periods • Apostrophes • Hyphens 	

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			<ul style="list-style-type: none"> • Commas • Spaces • Forward Slash • Backward Slash • Number Sign (#) 	
Update 2016 Open Enrollment Dates in CalHEERS Portal and Business Rules				
50966	Change Request	<p>The CalHEERS System did not have configurable dates for:</p> <ul style="list-style-type: none"> • Annual Renewals • Annual Open Enrollment Periods • Special Enrollment Period during the Open Enrollment Period • Special Enrollment Period outside of the Open Enrollment Period 	<p>The CalHEERS System now has configurable dates for:</p> <ul style="list-style-type: none"> • Annual Renewals • Annual Open Enrollment Periods • Special Enrollment Period during the Open Enrollment Period • Special Enrollment Period outside of the Open Enrollment Period 	<ul style="list-style-type: none"> • Individual homepage • Household Enrollment Introduction • Preview Plans • Terminate Participation • Change Plan Effective Dates/ Reinstatement Coverage
Enable Terminate Participation Link for Prior Year				
43967	Change Request	<p>The Terminate Participation link on the <i>Individual homepage</i> page was disabled if there was not an open enrollment segment for the year for which the termination was being processed.</p>	<p>The Terminate Participation link on the <i>Individual homepage</i> page is enabled for the prior year enrollment even when there is no active enrollment for the current year.</p>	Individual homepage
Add 5% MAGI Income Disregard for the Parent/Caretaker Group				
4497	Change Request	<p>The 5% Modified Adjusted Gross Income (MAGI) Income Disregard had not been applied to the parent/caretaker group.</p>	<p>The 5% MAGI Income Disregard can now be applied to the parent/caretaker group when determining income eligibility for certain non-pregnant adults who are not eligible for enrollment in the Affordable Care Act New Adult coverage group.</p>	Eligibility Results
Change “[Day/Hours] per week” from Optional to Required				
35331	Change Request	<p>The [Day/Hours] per week field on the <i>Add</i></p>	<p>The [Day/Hours] per week field on the <i>Add Employment</i></p>	<ul style="list-style-type: none"> • Add Employment

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		<i>Employment Income, Add Other Income, and Add Deduction</i> pages was optional when the Consumer indicated they are paid daily or hourly.	<i>Income, Add Other Income, and Add Deduction</i> pages is now required when the Consumer indicates they are paid daily or hourly.	<ul style="list-style-type: none"> Income Add Other Income Add Deduction
Collect Employer Name and Address				
44322	Change Request	<p>CalHEERS was not collecting Employer Contact Information when applicants indicated they were employed, and displayed the following information instead:</p> <ul style="list-style-type: none"> <i>Household Members</i> page: <ul style="list-style-type: none"> The “Note to Employers and Employees applying for SHOP” statement displayed. <i>Health Insurance Information</i> page: <ul style="list-style-type: none"> Added employer name, employer identification number (EIN), employer address to Health Insurance Information page. Updated “Name” to “Plan Name” in Health Insurance Information page. Added “Even 	<p>CalHEERS now asks for Employer contact information (Employer name and address) when an applicant indicates they are employed.</p> <ul style="list-style-type: none"> <i>Household Members</i> page: <ul style="list-style-type: none"> The “Note to Employers and Employees applying for SHOP” statement on the Household Member page is removed. <i>Health Insurance Information</i> page: <ul style="list-style-type: none"> Added employer name, employer identification number (EIN), employer address to Health Insurance Information page. Updated “Name” to “Plan Name” in Health Insurance Information page. Added “Even though you were not offered insurance through an employer, we want you to answer a few optional questions.” Static text to Health Insurance Information page. 	<ul style="list-style-type: none"> Health Insurance Information Household Members Add Employment Income

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		<p>though you were not offered insurance through an employer, we want you to answer a few optional questions.” Static text to Health Insurance Information page.</p> <ul style="list-style-type: none"> ○ Online Help content for Health Insurance Information page is updated to include the newly added fields. ● <i>Add Employment Income</i> page: <ul style="list-style-type: none"> ○ Added employer contact person, employer phone number, and employer mailing address to Add Employment Income page per CR 44322. ○ Online Help content for Add Employment Income page is updated to include the newly added fields. 	<ul style="list-style-type: none"> ○ Online Help content for Health Insurance Information page is updated to include the newly added fields. ● <i>Add Employment Income</i> page: <ul style="list-style-type: none"> ○ Added employer contact person, employer phone number, and employer mailing address to Add Employment Income page per CR 44322. ○ Online Help content for Add Employment Income page is updated to include the newly added fields 	
Catastrophic Plans to be Excluded on Monthly and Yearly IRS Reporting				
31851	Change Request	Catastrophic plans were reported on monthly, yearly, and Consumer hardcopy 1095-A forms.	Catastrophic plans are not reported on monthly, yearly, or Consumer hardcopy 1095-A forms in order to comply with	NA

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			“IRS Marketplace Reporting Workshop – Part 18” which stated that “Individuals enrolled in catastrophic plans are not eligible to receive advance payments of the premium tax credit, nor can they claim the premium tax credit on their tax return at filing. Therefore, marketplaces must not generate monthly or 1095-A end-of-year reports – to either the Individual or the electronic report to the IRS – for catastrophic plans.”	
Enhance User Interface to Improve Transition and Capture of Information in the CalHEERS Portal				
37034	Change Request	<p>User Interface was confusing to consumers in the following instances:</p> <ul style="list-style-type: none"> • Duplicate Renew buttons. • <i>Optional Information</i> page- Alaska Indian/American Native state and tribe questions displayed on this page. • <i>Eligibility Results/Renewal Results</i> page- No error message displayed when the user reported a change that could not be processed during the current benefit year. • <i>Household Enrollment Introduction</i> page- No messaging 	<p>The user interface has been enhanced to improve transition and capture of information in the CalHEERS portal to support Renewal/Open Enrollment functionality for 2016, including:</p> <ul style="list-style-type: none"> • <i>Individual homepage</i>- Renewals language has been updated and aligned, and there’s now only one Renew button. • <i>Personal Data- Demographic Information</i> page- Alaska Indian/American Native state and tribe questions now display on this page. • <i>Eligibility Results/Renewal Results</i> page- Message has been added when the user reports a change that cannot be processed during the current benefit year, 	<ul style="list-style-type: none"> • Individual homepage • Personal Data- Demographic Information • Eligibility Results/ Renewal Results • Household Enrollment Introduction • Change Plan Effective Dates/ Reinstatement Coverage • Preview Plans

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
		<p>displayed when a Consumer reported a change too late to take effect in the current benefit year.</p> <ul style="list-style-type: none"> • <i>Preview Plans</i> page- Preview Plans for dropdown did not display, and users could not select a year. 	<p>requiring them to submit a Report a Change for the future benefit year.</p> <ul style="list-style-type: none"> • <i>Household Enrollment Introduction</i> page- Messaging has been added when a Consumer reports a change too late to take effect in the current benefit year. • <i>Preview Plans</i> page- Added Preview Plans for dropdown so users can select a year. 	
Update CalHEERS Renewals Roadmap				
37028	Change Request	The CalHEERS Renewals experience, including notices and functionality, had not been updated for 2016 renewals.	The CalHEERS Renewals experience, including notices and functionality, has been updated for 2016 renewals.	All Pages
Changes to the Business Rules Engine (BRE)				
37032	Change Request	<p>When a user reported a change, the BRE (Business Rules Engine) would re-determine eligibility for all changes made.</p> <p>Additionally:</p> <ul style="list-style-type: none"> • <i>Individual homepage</i>- Only Admins could access the Report a Change for <current year> button, Report a Change for <current year> link, Continue Change Report for <current year> link, and Withdraw Change Report for <current year> link. • <i>Address and Contact</i> page- 	<p>This CR includes a series of portal changes for modifying portal text and behavior, including the ability to provide an out of state mailing address, and bypassing plan selection for a consumer when they move but do not change county or rating region.</p> <p>Additionally:</p> <ul style="list-style-type: none"> • <i>Individual homepage</i>- All users can now access the Report a Change for <current year> button, Report a Change for <current year> link, Continue Change Report for <current year> link, and Withdraw Change Report for <current year> link, but non-Admins can only access the button/links 	<ul style="list-style-type: none"> • Individual homepage • Address and Contact • Application Signature

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		<p>Only California Mailing Addresses were permitted.</p> <ul style="list-style-type: none"> <i>Application Signature</i> page- Special Enrollment (SEP) section did not display during Open Enrollment Periods. 	<p>through December 31.</p> <ul style="list-style-type: none"> <i>Address and Contact</i> page- Mailing Address in all states is now permitted. <i>Application Signature</i> page- Updated design to allow Special Enrollment (SEP) section to display during Open Enrollment Periods when a SEP reason would allow the Consumer an earlier start date. 	
MEC Update for Limited Scope Medi-Cal for Pregnant Women				
45773	Change Request	The Minimum Essential Coverage (MEC) table for APTC/CSR listed a value of "False" for aid code M9, resulting in limited-scope Medi-Cal for pregnant women.	The MEC table for APTC/CSR lists a value of "True" for aid code M9. Pregnant women at application intake who meet the income criteria for limited-scope Medi-Cal for pregnant women are not allowed dual enrollment for APTC/CSR, as limited-scope Medi-Cal is now considered MEC.	NA
MEC Table Update #2				
47818	Change Request	The Minimum Essential Coverage (MEC) Table was incomplete and did not accurately validate MEC for some beneficiaries.	The CalHEERS MEC Table has been updated to match current Aid Code requirements and accurately validates MEC for all beneficiaries.	NA
Financial Management				
Update CalSTARS Interface to Process Overpayments				
39962	Change Request	The CalSTARS interface was not generating both Carrier regular payment and overpayment transactions in TC 143 (Carrier Payment extract).	The CalSTARS interface generates Carrier regular payment transactions in TC 143 and overpayment transactions in TC 109 (Carrier overpayment extract).	NA
Modify PMPM Invoicing Criteria for 2016 Enrollment Period				
39912	Change Request	The logic used to invoice Carriers per member per	The logic used to invoice Carriers PMPM has been	NA

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		month (PMPM) was to bill both pending and effectuated coverage.	modified to bill effectuated only for 2016 coverage.	
IRS 1095				
IRS - Update New Business Rules				
42509	Change Request	Policies with multiple events on the same day were erroring out of the 1095 monthly and annual processes.	Now, the event with the latest time will be used to determine APTC and Gross effective dates. Execution timelines were also extended.	NA
MEDS				
Date of Birth Field Enhancements for CalHEERS Portal				
46147	Change Request	Users were not always selecting the year when entering their Date of Birth in the CalHEERS portal. When no year was selected, the birth year defaulted to the current year, which caused issues with identify member processes and eligibility determinations.	In order to prevent incorrect eligibility, excess records in SCI (State Coverage Initiatives – Academy Health System) and MEDS (Medicaid Eligibility Data System) and an on-going backlog of applications for processing, the Date of Birth field in CalHEERS no longer defaults to any year. The date picker next to the Date of Birth field has been removed from the <i>Household Primary Contact</i> page, the <i>Household Members</i> page, and the <i>User Information</i> page so that the user has to type their birth year.	<ul style="list-style-type: none"> Household Primary Contact Household Members User Information
Notices				
Snippet Updates for CalNOD01				
43925	Change Request	CalNOD01, Covered California Eligibility Determination Notice, Redetermination, and Verification Inconsistencies Notice of Action (NOA), did not include the <i>Getting Help in a Language Other than English</i> page or the <i>Proof of Income</i> page.	CalNOD01, Covered California Eligibility Determination Notice, Redetermination, and Verification Inconsistencies Notice of Action (NOA) includes the <i>Getting Help in a Language Other than English</i> page and the <i>Proof of Income</i> page. Additionally, existing Open Enrollment and Special Enrollment snippets have been	NA

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		Additionally, existing Open Enrollment and Special Enrollment snippets had not been updated.	updated.	
90-Day Cure Language				
48783	Change Request	CalNOD02, MAGI Medi-Cal Notice of Action discontinuance notices, did not include 90-day cure language.	This change request implements an emergency change to modify 90-day cure required text for CalNOD02 MAGI Medi-Cal Notice of Action discontinuance notices. Snippets have been revised and added to address the required additional text mandated by a recent DHCS imposed injunction.	NA

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
Renewal Snippet Changes for CalNOD12				
47129	Change Request	<p>The following renewal text displayed in CalNOD12 a, b, and c Renewal of Health Insurance Notice:</p> <ul style="list-style-type: none"> • The amount of premium assistance you receive section <ul style="list-style-type: none"> ○ In the “For <previous benefit year>, you qualified for up to \$<2014 APTC> per month in premium assistance...” sentence, the variable referred to the 2014 APTC amount. • Great news about dental insurance! section <ul style="list-style-type: none"> ○ The “In early <next benefit year> Covered California will offer family dental insurance...” sentence displayed. • How do I renew my insurance now? section Step 2 said, “Click the yellow ‘Renew’ button.” 	<p>The following renewal text revisions have been made to existing snippets for and CalNOD12 a, b, and c Renewal of Health Insurance Notice:</p> <ul style="list-style-type: none"> • The amount of premium assistance you receive section <ul style="list-style-type: none"> ○ In the “For <previous benefit year>, you qualified for up to \$<2014 APTC> per month in premium assistance...” sentence, the variable refers to the <previous benefit year APTC>. • Great news about dental insurance! section <ul style="list-style-type: none"> ○ The “In early <next benefit year> Covered California will offer family dental insurance...” sentence has been removed as this functionality is now available. • How do I renew my insurance now? section Step 2 says, “Click the yellow ‘Continue’ button.” 	NA
Plan Management				
Update 2016 SERFF Templates				
42266	Change Request	CalHEERS did not have data for 2016.	Carriers have added data for Plan Year 2016.	NA
Add New Carriers to CalHEERS				
28807	Change Request	An update was needed to add United Health Care,	To aid addition of 3 new Carriers (United Health Care,	NA

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
		Oscar, and Dental Health Services to the existing list of Carriers.	Oscar, and Dental Health Services) to CalHEERS, code, file transfer, table updates, Carrier communication, testing, etc., have been enabled.	
Add Automation, Monitoring, and Alerting to the Inbound and Outbound 834/GI Batch Processes				
29022	Change Request	Carrier 834 transactions were not visible in the CalHEERS portal, nor were operational inconsistencies reported on a consistent basis. This led to errors in enrollments, terminations, and effectuations perpetuated over multiple Carriers.	Automation, monitoring, and alerting has been added to the inbound and outbound 834/Carrier batch processes, specifically: <ul style="list-style-type: none"> AUTOSYS has been implemented to automate both inbound and outbound processes, including notifications to the Accenture Ops team, CalHEERS Plan Management and Technical teams in order to address issues in a timely manner and avoid downstream issues with the Carriers. An Incident Reporting process and a daily touch-base meeting with the Plan Management and Technical team have been implemented. A Batch Schedule report is produced daily. Incident Reports detailing data quality, file integrity, and reconciliation issues have been provided. In addition, the following updates have been made: <ul style="list-style-type: none"> <i>Current Enrollment</i> page <ul style="list-style-type: none"> Replaced <i>Plan Enrollment Summary by Program</i> page with 	<ul style="list-style-type: none"> Current Enrollment Enrollment History Program Eligibility Summary by Person Transaction History Enrollment Transaction Details

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
			<ul style="list-style-type: none"> • <i>Current Enrollment</i> page • <i>Enrollment History</i> page <ul style="list-style-type: none"> ○ Replaced <i>Plan Enrollment Summary by Person</i> page with <i>Enrollment History</i> page • <i>Program Eligibility Summary by Person</i> page <ul style="list-style-type: none"> ○ Added Current Eligibility Summary section • <i>Transaction History</i> page <ul style="list-style-type: none"> ○ Added enrollment related transactions to Transaction History table • <i>Enrollment Transaction Details</i> page <ul style="list-style-type: none"> ○ Added this new page ○ Accessible only for SCRs • Outbound 834 Processing <ul style="list-style-type: none"> ○ Map CalHEERS assigned policy number 	
Updated Zip Codes & Plan Crosswalk for Plan Year 2016				
44197	Change Request	The zip code/county/region combination of 95610/Placer/3 did not exist for plan benefit year 2016.	CalHEERS has added the zip code/county/region combination of 95610/Placer/3 effective for plan benefit year 2016. Therefore, Carriers may offer plans in this zip/county/region area.	NA
Extend Standard Payment WSDL for Open Enrollment Benefit Year 2016				
43360	Change Request	Binder payments were not previously collected through the CalHEERS portal for all Carriers.	The Pay Now functionality has been implemented for additional carriers.	NA
Technology				
Onboarding of New Kaiser EDI Vendor				
46188	Change	Kaiser had partnered	Kaiser is now partnered with a	NA

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
	Request	with Electronic Data Interchange (EDI) vendor Conexis.	new EDI vendor, HealthPlan Services (HPS). This change is to onboard Kaiser’s new vendor in order to ensure Secure File Transfer Protocol (SFTP) connectivity. As part of this request, configuration, testing, onboarding of HPS for Kaiser X12/834 file exchanges, and the decommissioning of Conexis have been completed.	
Establish an SFTP Landing Pad for DHCS Data Extracts				
29943	Change Request	CalHEERS was sharing data extracts with DHCS through SharePoint.	Secure File Transfer Protocol (SFTP) server “landing pads” have been created to transfer files securely to DHCS such as reports, data extract, etc.	NA

Key Fixes

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

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
Admin Portal				
23426	Defect Fix	SCR_Read_Only_Role users did not have an option to change their password from the Settings page because the Settings link on the Administration Home page did not display.	SCR_Read_Only_Role users have an option to change their password from the Settings page because the Settings link on the Administration Home page now displays.	Administration Home
23865	Defect Fix	In the Spanish version of the header, the Explorar and Obtener Ayuda top navigation tabs incorrectly displayed in lower case letters.	In the Spanish version of the header, all top navigation tabs now display in upper case letters.	All pages

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
23778	Defect Fix	When an admin user searched for an enrolled user, the Change Plan Effective Dates button was enabled.	When an admin user searches for an enrolled user, the Change Plan Effective Dates button is disabled.	Search Individual
22260	Defect Fix	The Termination Participation (Individual) disclaimer was not displayed on the <i>Termination</i> page.	The Termination Participation (Individual) disclaimer is displayed on the <i>Termination</i> page.	Termination
Batch				
20895	Defect Fix	The Manual Renewals batch picked up cases marked as "Obsolete" in AHBX for renewal.	The Manual Renewals batch does not pick up cases marked as "Obsolete" in AHBX for renewal.	NA
23242	Defect Fix	The application numbers and statuses associated to the case ids in the Agent Extract report did not match the Portal.	The application numbers and statuses associated to the case ids in the Agent Extract report match the Portal.	NA
Data Warehouse				
22661	Defect Fix	About 70k records had County information missing for the enrollees in the Enrollee SA. This resulted in reporting using the Enrollee SA to be inaccurate due to missing residential information.	The logic behind association to residential information in the Enrollee SA was corrected, so now there should be no missing residential information in the Enrollee SA.	NA
22662	Defect Fix	Records were missing individual information (including age) for enrollees in the Enrollee SA. This resulted in reporting using the Enrollee SA to be inaccurate.	The logic behind association to individual information in the Enrollee SA was corrected, so now there should be no missing individual information in the Enrollee SA.	NA
22664	Defect Fix	Records were missing demographic information for enrollee in the Enrollee	The logic behind association to demographic information in the Enrollee SA was	NA

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
		SA. This resulted in reporting using the Enrollee SA to be inaccurate.	corrected, so now there should be no missing demographic information in the Enrollee SA.	
23141	Defect Fix	SRC_ENRLMNT_ID column was not part of the DW_ENRLEE table.	SRC_ENRLMNT_ID column is added in the DW_ENRLEE table. Adding the SRC_ENRLMNT_ID to the DW_ENRLEE table will enable troubleshooting and data fixes for association of enrollment information to enrollees. This will not impact the SA or the front end, and is a change in the back end for the purposes of troubleshooting and data fixes.	NA
23144	Defect Fix	Records either had Subscriber Individual Information missing or were not up to date.	Records have correct Subscriber Individual information.	NA
23216	Defect Fix	Information was not loading correctly into the Data Warehouse (WH). If data was not loaded in the correct order there were referential integrity issues which caused the information to not load into the DW tables.	A correction was made to ensure the data warehouse will load in the correct sequence when DR is out of sync with PROD.	NA
22387	Defect Fix	The zip code attribute in the data warehouse only accepted numbers, so in zip codes with 9 digits and a hyphen (e.g. 95831-1234),	The zip code attribute in the data warehouse now accepts numbers and letters so that zip codes with 9 digits and a hyphen (e.g.	NA

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
		the hyphen was not accepted.	95831-1234) can be captured correctly.	
22489	Defect Fix	Below metrics were available in "All Applications" and "Submitted Applications" in Data Warehouse Discrepancy Report: <ul style="list-style-type: none"> • Head of Household Attributes • Head of Household Attributes - Mailing Address • Head of Household Attributes - Residence Address • Assister Attributes 	This information will be displayed only for "Submitted Applications" and removed from "All Applications": <ul style="list-style-type: none"> • Head of Household Attributes • Head of Household Attributes - Mailing Address • Head of Household Attributes - Residence Address • Assister Attributes 	NA
22490	Defect Fix	The Data Warehouse Discrepancy Report (Dashboard-CalHEERS->Data Warehouse Discrepancy Report) was not showing a report for any run dates.	The report shows a report for the run dates.	NA
22663	Defect Fix	The Field Numbers in OBIEE displayed as numbers with comma separation. For example, phone number 1-234-567-8910 displayed as 12,345,678,910.	The Field Numbers in OBIEE display without formatting. For example, phone number 1-234-567-8910 displays as 12345678910.	NA
23728	Defect Fix	Variable initialization was not done in the ETL packages. This caused the batch job to fail during the first execution, and the variable was initialized manually after the failure.	Added the variable initialization in the ETL packages – there is no impact to the end user because of this defect.	NA

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
24072	Defect Fix	Errored out enrollment data resided in the error tables as duplicate data.	Application Dimension look up join conditions have been corrected, and errored out data in the error tables has been reprocessed.	NA
24074	Defect Fix	Errored out enrollee data resided in the error tables as duplicate data.	Application Dimension look up join conditions have been corrected, and errored out data in the error tables has been reprocessed.	NA
21287	Defect Fix	Enrollee subject area did not have details for all cases assisted by an admin (Agent, CEC, PBEW, SCR, CEW).	Enrollee subject area has details for all cases assisted by an admin (Agent, CEC, PBEW, SCR, CEW).	NA
23997	Defect Fix	The flag in the Enrollee SA was not working properly. As a result, when users viewed the Enrollee SA and/or filtered for current records, there were missing enrollee records. The entire record was missing in the Enrollee SA.	The flag in the Enrollee SA is working properly. As a result, when users view the Enrollee SA and/or filter for current records, the records display.	NA
24042	Defect Fix	The records in the Data Warehouse did not maintain previous and current record flags.	A new mapping updates records in the Data Warehouse, tracking current record flags and previous records.	NA
24401	Defect Fix	Age Bracket and Age Calculation included -1 Default Record. As a result, if a record in one of the various subject areas was missing the association to individual information and/or was connected to the	Age Bracket and Age Calculation does not include -1 Default Record. Now, the age that is displayed will be -1 and the age bracket will be UNSPECIFIED, which are the standardized values for default records.	NA

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
		default record for individual information, the age was displaying as 115 and the age bracket as Greater than 65. This was especially impacting aggregate reports by skewing the age and age bracket numbers.		
Eligibility				
20594	Defect Fix	Applicants for Insurance Affordability Programs (IAPs) who had household subsidy Federal Poverty Levels (FPLs) less than or equal to 250%, and were only eligible for unsubsidized coverage, were being assigned a CS4 CSR category ID.	Applicants for Insurance Affordability Programs (IAPs) who have household subsidy Federal Poverty Level s (FPLs) less than or equal to 250%, and are only eligible for unsubsidized coverage, are being assigned a CS1 CSR category ID.	NA
19810	Defect Fix	When APTC eligibility was determined for a household which included undocumented individuals, the individuals who are citizens/lawfully present were not considered for APTC eligibility.	When APTC eligibility is determined for a household which includes undocumented individuals, the individuals who are citizens/lawfully present are considered for APTC eligibility.	NA
20678	Defect Fix	An infant eligible for Deemed Infant coverage also gained eligibility for Subsidy program, making the infant have dual eligibilities.	An infant eligible for Deemed Infant gets covered under Deemed Infant coverage only.	NA
Enrollment Assistance				
23951	Defect Fix	Users were allowed to change the enrollment	Users are not allowed to change the enrollment	Enrollment Override

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
		status for inactive cases on the <i>Enrollment Override</i> page.	status for inactive cases on the <i>Enrollment Override</i> page; the following message "Case is inactive and enrollment cannot be active enrolled or terminated" is displayed upon attempting to change status.	
Individual Portal				
23852	Defect Fix	When an Admin entered their current password and new password and then clicked on the Update button on the <i>Settings</i> page, a “ We apologize ” error message displayed.	When an Admin enters their current password and new password and then clicks on the Update button on the <i>Settings</i> page, the <i>Update Profile Information</i> popup displays.	Settings
21784	Defect Fix	Job Access With Speech (JAWS) did not read out the Edit buttons on the <i>Income Summary</i> page, but instead jumped directly to the expand/collapse button.	JAWS reads out the Edit buttons on <i>Income Summary</i> page before moving to the expand/collapse button.	Income Summary
23596	Defect Fix	When Admin users attempted to save the completed manual verifications on the <i>Personal Verifications</i> page, an exception error was displayed.	When Admin users attempt to save the completed manual verifications on the <i>Personal Verifications</i> page, the save is successful.	Personal Verifications

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
22849	Defect Fix	When a user reported a change to the Home Phone number of the primary contact member on the <i>Personal Data - Address & Contact Information</i> page, non-numeric values were accepted.	When a user reports a change to the Home Phone number of the primary contact member on the <i>Personal Data - Address & Contact Information</i> page, only numeric values are accepted with a maximum of 11 digits.	Personal Data - Address & Contact Information
22417	Defect Fix	The below mentioned were incorrect spellings of Spanish text on the <i>Transaction History</i> page <ul style="list-style-type: none"> • N�mero • verificaci3n hm.ctzn.doc.type	The below mentioned are corrected spellings of Spanish text on <i>Transaction History</i> page <ul style="list-style-type: none"> • Numero • Verificaci3n documentasion de ciudadania	Transaction History
21824	Defect Fix	The following issues were found on the <i>Individual Homepage</i> upon disabling Cascading Style Sheets (CSS) <ul style="list-style-type: none"> • Apply Now button was appearing as a link • Continue Application link was not displaying as link, and was disabled • Withdraw Application and Enter Access Code links were not displayed as disabled 	The following fixes have been applied on the <i>Individual Homepage</i> upon disabling CSS <ul style="list-style-type: none"> • Apply Now button appears as a button • Continue Application link displays as a link • Withdraw Application and Enter Access Code links display as disabled 	Individual Homepage
21826	Defect Fix	Job Access With Speech (JAWS) skipped reading the combo boxes under Starting Questions on the <i>Apply for Benefits</i> page while using tab key.	JAWS reads the combo boxes under Starting Questions on the <i>Apply for Benefits</i> page while using tab key.	Apply for Benefits

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
22118	Defect Fix	The Edit button on the <i>Household Summary</i> page was misaligned.	The Edit button on the <i>Household Summary</i> page is aligned correctly.	Household Summary
23271	Defect Fix	When an admin user applied for an individual by clicking the Apply Now button on the <i>Household Member</i> page, no validation message was displayed when the SSN was not verified. User was able to navigate to the <i>Household Summary</i> page upon clicking Continue button.	When an admin user applies for an individual by clicking the Apply Now button on the <i>Household Member</i> page, the following validation message is displayed when the SSN is not verified: "We cannot verify your personal details. Please check your First Name, Last Name, Date of Birth and Social Security Number." User is able to navigate to the Household Summary page successfully.	<ul style="list-style-type: none"> Household Member Household Summary
21857	Defect Fix	JAWS read the read only fields - Name, SSN, Date of Birth, and Gender - as editable on the below mentioned pages using both Up/Down and tab keys: <ul style="list-style-type: none"> <i>Program Eligibility Summary by Person</i> <i>Plan Enrollment Summary by Program</i> <i>Plan Enrollment Summary by Person</i> 	JAWS reads the following fields - Name, SSN, Date of Birth, and Gender - as read only on the below mentioned pages using both Up/Down and tab keys: <ul style="list-style-type: none"> <i>Program Eligibility Summary by Person</i> <i>Plan Enrollment Summary by Program</i> <i>Plan Enrollment Summary by Person</i> 	<ul style="list-style-type: none"> Program Eligibility Summary by Person Plan Enrollment Summary by Program Plan Enrollment Summary by Person
21865	Defect Fix	JAWS read the second dash in the SSN as minus on the following pages: <ul style="list-style-type: none"> <i>Review Application</i> <i>Program Eligibility Summary by Person</i> 	JAWS reads the second dash in the SSN as a dash on the following pages: <ul style="list-style-type: none"> <i>Review Application</i> <i>Program Eligibility Summary by Person</i> 	<ul style="list-style-type: none"> Review Application Program Eligibility Summary by Person Plan Enrollment By Program

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
		<ul style="list-style-type: none"> Plan Enrollment By Program Plan Enrollment By Person 	<ul style="list-style-type: none"> Plan Enrollment By Program Plan Enrollment By Person 	<ul style="list-style-type: none"> Plan Enrollment By Person
18727	Defect Fix	When a user enrolled for year 2014 and their 2015 enrollment on <i>Terminate Participation</i> page was terminated, the terminate participation link for year 2014 was not displayed.	When a user enrolled for year 2014 and their 2015 enrollment on <i>Terminate Participation</i> page was terminated, the terminate participation link for year 2014 is now displayed.	Terminate Participation
21609	Defect Fix	<p>The below mentioned images did not display the alternative text when the user tried to see images using the Web Accessible Toolbar (WAT) tool:</p> <ul style="list-style-type: none"> Header Globe icon Covered California logo Footer Facebook logo Twitter logo Instagram logo You tube logo Google + logo DHCS logo All pages question mark icon for field specific help information icon for page specific help 	<p>The below mentioned images display the alternative text when the user tries to see images using the WAT tool:</p> <ul style="list-style-type: none"> Header Globe icon Covered California logo Footer Facebook logo Twitter logo Instagram logo You tube logo Google + logo DHCS logo All pages question mark icon for field specific help information icon for page specific help 	All pages
20333	Defect Fix	When a user selected Live Chat option under the Get Help tab on all pages, an error (We're sorry, Chat is currently unavailable)	When a user selects Live Chat option under the Get Help tab on all pages, the user connects with a chat support representative.	All Pages

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
		message displayed.		
21918	Defect Fix	<p>The Choose Health Plan button displayed as a link for the following pages:</p> <ul style="list-style-type: none"> • <i>Plan Selection - One Plan for all</i> • <i>Plan Selection by Custom Grouping - Select Plans</i> • <i>QHP per Person - Start</i> • <i>QHP per Person - No Kids</i> 	<p>The Choose Health Plan button displays as a button for the following pages:</p> <ul style="list-style-type: none"> • <i>Plan Selection - One Plan for all</i> • <i>Plan Selection by Custom Grouping - Select Plans</i> • <i>QHP per Person - Start</i> • <i>QHP per Person - No Kids</i> 	<ul style="list-style-type: none"> • Plan Selection - One Plan for all • Plan Selection by Custom Grouping - Select Plans • QHP per Person - Start • QHP per Person - No Kids
20097	Defect Fix	When a user tried to renew and enroll for 2015, the IND 19 that was triggered had an enrollment type flag as "A" (Annual Enrollment).	When a user tries to renew and enroll for 2015, the IND 19 triggers enrollment type flag as "S" (Special Enrollment).	NA
23128	Defect Fix	<p>The Update Outbound DER for the below mentioned elements was not being triggered from the portal.</p> <ul style="list-style-type: none"> • Authorized Rep -- adding and/or changing • Phone and Email • Ethnicity • Hispanic • Written and spoken language • Preferred method of communication • Other program information request 	<p>The Update Outbound DER for the below mentioned elements triggers from the portal.</p> <ul style="list-style-type: none"> • Authorized Rep -- adding and/or changing • Phone and Email • Ethnicity • Hispanic • Written and spoken language • Preferred method of communication • Other program information request 	NA
23272	Defect Fix	The service counter for VLP did not increment, and remained at 1.	The service counter for VLP now increments to 2.	NA

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
20145	Defect Fix	On the Spanish version of the <i>Personal Data Introduction</i> page, the <i>Save and Exit</i> popup displayed the popup title and the Ok button in English.	On the Spanish version of the <i>Personal Data Introduction</i> page, the <i>Save and Exit</i> popup displays the popup title (<i>Guardar y salir</i>) and the Ok button (Es Correcto) in Spanish.	Personal Data Introduction
20401	Defect Fix	When an EDR processed contained a zip code starting with Zero (0), the DER returned excluded the prefixed Zero in the Zip code.	When an EDR processed contains a zip code starting with Zero (0), the DER returned includes the prefixed Zero in the Zip code.	NA
21066	Defect Fix	A You Tube link and transcript video for the How do I submit an inquiry? was present on the <i>Tutorials</i> Page.	The YouTube link and transcript video for the How do I submit an inquiry? on the <i>Tutorials</i> page is removed.	Tutorials
19504	Defect Fix	When users clicked on the Submit button on the <i>Application Signature</i> or the <i>Application Signature for Reported Changes</i> page, a “ We apologize ” error message displayed.	When users click on the Submit button on the <i>Application Signature</i> or the <i>Application Signature for Reported Changes</i> page, the <i>Eligibility Results</i> page displays.	<ul style="list-style-type: none"> • Application Signature • Application Signature for Reported Changes
21507	Defect Fix	When a user reported a change to the First Name of a household member on the <i>Report a Change Summary</i> page, the <i>Application Signature for Reported Changes</i> page displayed the changes made without a transaction id (i.e., eligibility redetermination was not done).	When a user reports a change to the First Name of a household member on the <i>Report a Change Summary</i> page, the <i>Application Signature for Reported Changes</i> page displays the changes made with a transaction id (i.e., eligibility redetermination is done).	Application Signature for Reported Changes

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
21753	Defect Fix	The Tick Marks of the left navigation links displayed as Question Marks on the <i>Household</i> page upon disabling Cascading Style Sheets (CSS is a style sheet language used for describing the look and formatting of a document written in a markup language).	The Tick Marks of the left navigation links display as Tick Marks on the <i>Household</i> page upon disabling CSS.	Household
22718	Defect Fix	When a user attempted to add a member to the household by clicking the Continue Change Report button, the Return to Summary option was enabled on the <i>Relationship</i> page and a we apologize error was displayed upon navigating to the <i>Application Signature</i> Page	When a user attempts to add a member to the household by clicking the Continue Change Report button, the Return to Summary option is not enabled on the <i>Relationship</i> page, as the new member needs to go through the Demographic Info, Health care Info, Tax info and Income Page which is mandatory. Upon filling in the mandatory details, the user is able to successfully navigate to the <i>Application Signature</i> page	<ul style="list-style-type: none"> • Relationship • Application Signature
21796	Defect Fix	The below mentioned buttons were displayed as links on the <i>Application Signature</i> page when CSS was disabled. <ul style="list-style-type: none"> • Back • Save & Exit • Submit 	The below mentioned buttons are displayed as buttons on the <i>Application Signature</i> page when CSS is disabled. <ul style="list-style-type: none"> • Back • Save & Exit • Submit 	Application Signature

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
22497	Defect Fix	When the numeric value of "1" was entered in each of the Social Security number fields on the <i>Household Members</i> page, and the Continue button was clicked on multiple times, sometimes the validation error message said, "This is not a valid Social Security Number. Enter a valid Social Security Number or leave blank to proceed" and other times the validation error message said, "SSN: Only numbers are allowed."	When the numeric value of "1" is entered in each of the Social Security number fields on the <i>Household Members</i> page, and the Continue button is clicked on multiple times, the validation error message says, "This is not a valid Social Security Number. Enter a valid Social Security Number or leave blank to proceed."	Household Members
21856	Defect Fix	Users were not informed whether the Expand /Collapse link was in Expanded or Collapsed state for the listed fields on the mentioned pages. <ul style="list-style-type: none"> • <i>Program Eligibility Summary by Person</i> <ul style="list-style-type: none"> ○ Household Members ○ Program Eligibility History Summary • <i>Plan Enrollment Summary by Program</i> <ul style="list-style-type: none"> ○ Household Members ○ Current Enrollment Summary • <i>Plan Enrollment Summary by Person</i> <ul style="list-style-type: none"> ○ Household Members ○ Plan Enrollment 	Users are informed whether the Expand /Collapse link is in Expanded or Collapsed state for the listed fields on the mentioned pages. <ul style="list-style-type: none"> • <i>Program Eligibility Summary by Person</i> <ul style="list-style-type: none"> ○ Household Members ○ Program Eligibility History Summary • <i>Plan Enrollment Summary by Program</i> <ul style="list-style-type: none"> ○ Household Members ○ Current Enrollment Summary • <i>Plan Enrollment Summary by Person</i> <ul style="list-style-type: none"> ○ Household Members 	<ul style="list-style-type: none"> • Program Eligibility Summary by Person • Plan Enrollment Summary by Program • Plan Enrollment Summary by Person • Terminate Participation

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
		<p>History Summary</p> <ul style="list-style-type: none"> • <i>Terminate Participation</i> <ul style="list-style-type: none"> ○ Individual view (RAC) 	<ul style="list-style-type: none"> ○ Plan Enrollment History Summary • <i>Terminate Participation</i> <ul style="list-style-type: none"> ○ Individual view (RAC) 	
21860	Defect Fix	The Manage Verification link did not appear as a link on the Manage Verifications page when CSS was disabled.	The Manage Verification link appears as a link on the Manage Verifications page when CSS is disabled.	Manage Verifications
21861	Defect Fix	<p>The following issues were found on the <i>Manage Verifications</i> page when CSS was disabled.</p> <ul style="list-style-type: none"> • Help icon (i) image was displayed • Hovering over Help link (i) displayed Help link (i) as "Help" instead of "Manage Verification - Help" 	<p>The following have been fixed on the <i>Manage Verifications</i> page when CSS is disabled.</p> <ul style="list-style-type: none"> • Help icon (i) image is not displayed • Hovering over Help link (i) displays Help link (i) as "Manage Verification - Help" 	Manage Verifications
21792	Defect Fix	<p>The below mentioned were issues on the <i>Eligibility Results</i> page upon disabling CSS</p> <ul style="list-style-type: none"> • Buttons were displayed as links • "?" icon text was not displayed 	<p>The below mentioned are fixed on the <i>Eligibility Results</i> page upon disabling CSS</p> <ul style="list-style-type: none"> • Buttons are displayed as buttons • "?" icon text is displayed 	Eligibility Results
21906	Defect Fix	<p>The following were JAWS related issues on the <i>Eligibility Results</i> page</p> <ul style="list-style-type: none"> • Appeal Decision link was not read as a link and was disabled • The Focus reached OK 	<p>The following are fixes related to JAWS on the <i>Eligibility Results</i> page</p> <ul style="list-style-type: none"> • Appeal Decision link is read as a link and is enabled 	Eligibility Results

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
		button on the Save & Exit popup upon pressing Enter key when JAWS read Save & Exit	<ul style="list-style-type: none"> The Focus reaches Save & Exit button on Save & Exit popup upon pressing Enter key when JAWS reads Save & Exit 	
21916	Defect Fix	The Focus reached the Cancel button on the Save & Exit popup upon pressing the Enter key when JAWS read Save & Exit on the <i>Plan Selection</i> page	The Focus reaches the Save & Exit button on the Save & Exit popup upon pressing the Enter key when JAWS reads Save & Exit on the <i>Plan Selection</i> page	Plan Selection
22557	Defect Fix	All negative actioned inactive cases for 2015 were changing to active status for 2016.	All negative actioned inactive cases for 2015 remain inactive for 2016	NA
22562	Defect Fix	When a Service Centre Representative (SCR) searched an Individuals case on the <i>Search Individual</i> Page, the Individual's information in the search results displayed were incorrectly; however, upon navigating to the <i>Household</i> page, the information displayed about the individual was correct.	When a SCR searches an Individuals case on the <i>Search Individual</i> Page, the Individual's information displayed in both the search results and the <i>Household</i> page are correct.	Search Individual
23303	Defect Fix	When an Agent applied for a new individual and navigated to the <i>Report a Change summary</i> page, the help icon was not displayed.	When an Agent applies for a new individual and navigates to the <i>Report a Change summary</i> page, the help icon is displayed.	Report a Change Summary
24085	Defect Fix	When a Production Support member attempted to update the Enrollment	When a Production Support member attempts to update the <i>Enrollment Override</i>	Enrollment Override

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
		<i>Override</i> page, a we apologize error was displayed.	page, the production support member is able to successfully submit the updates.	
20016	Defect Fix	When a user attempted to submit an application with the consent year code as null in the table, an exception error was displayed.	When a user attempts to submit an application with the consent year code as null in the table, the application is submitted successfully	NA
IRS 1095 Reporting				
20159	Defect Fix	CalNOD62B IRS 1095-A Health Insurance Marketplace Statement (Corrected) was not generated when multiple RACs were completed on the same case.	CalNOD62B IRS 1095-A Health Insurance Marketplace Statement (Corrected) is generated when multiple RACs are completed on the same case.	NA
22045	Defect Fix	Driving query IRS-3001-DD-01 did not generate correction files for different original sequence numbers.	Driving query IRS-3001-DD-01 has been modified to generate correction files for different original sequence numbers.	NA
22751	Defect Fix	The CMS-3001-OB-01 batch job, which sends enrollment data to CMS for reconciliation, was using the wrong namespace in the content XML files causing CMS to reject the transmission.	The CMS-3001-OB-01 batch job, which sends enrollment data to CMS for reconciliation, is using the correct namespace in the content XML files, hence CMS accepts the transmission.	NA
21700	Defect Fix	A few validations were missing which resulted in Invalid policies being part of monthly/yearly reporting.	The below mentioned validations have been added to prevent invalid policies from being included in monthly/yearly reporting.	NA

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
			<ul style="list-style-type: none"> Included SSNs must be 9 digits DOB is required for all covered individuals Address Line 1 is required for addresses City name cannot exceed 22 characters First name/Last name (without special characters) is required FIPS/Zip combination must be valid for residence addresses that are used to calculate SLCSP 	
24166	Defect Fix	Batch Jobs IRS correction/yearly/monthly did not run as per schedule, and required manual intervention.	Batch Jobs IRS correction/yearly/monthly runs as per schedule, without any manual intervention.	NA
Notices				
20854	Defect Fix	<p>CalNOD01 Covered California Eligibility Determination Notice, Redetermination, and Verification Inconsistencies Notice of Action (NOA) snippets did not display correctly.</p> <ul style="list-style-type: none"> There was no gap between snippet 323 and snippet 170 for the Spanish notice The gap between 	<p>CalNOD01 snippets format displays correctly.</p> <ul style="list-style-type: none"> There is a gap between snippet 323 and snippet 170 for the Spanish notice The gap between Snippet 101 and Snippet 2 (Date) is as per NOD00 document for both English and Spanish meets standards. 	NA

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
		Snippet 101 and Snippet 2 (Date) did not meet spacing standards for both English and Spanish.		
18966	Defect Fix	The CalNOD01c Covered California Redetermination Notice of Action (NOA) did not generate for discontinued cases.	The CalNOD01c NOA generates for discontinued cases.	NA
22445	Defect Fix	On the CalNOD02 MAGI Medi-Cal Notice of Action (NOA), the return address displayed address line 1 in bold font.	On the CalNOD02 MAGI Medi-Cal Notice of Action (NOA), the return address no longer displays address line 1 in bold font.	NA
23698	Defect Fix	The alignment of fields in the CalNOD02 MAGI Medi-Cal Notice of Action (NOA) was not correct.	The alignment of fields in the CalNOD02 NOA has been corrected.	NA
22899	Defect Fix	The CalNOD02 MAGI Medi-Cal Notice of Action (NOA) was missing static snippet 253.	The CalNOD02 NOA includes static snippet 253.	NA
22954	Defect Fix	CalNOD02 MAGI Medi-Cal Notice of Action (NOA) did not generate snippet 297 in pdf for Korean language.	CalNOD02 generates snippet 297 in pdf for Korean language.	NA
22181	Defect Fix	The driving queries for the CalNOD11a and CalNOD11b Request for Renewal of Insurance Consent Notice executed for the year 2015.	The driving queries for the CalNOD11a and CalNOD11b execute for year 2016 and subsequent renewal years.	NA
22200	Defect Fix	The driving queries for the CalNOD11a and CalNOD11b Request for Renewal of Insurance Consent Notice did not complete in	The driving queries for the CalNOD11a and CalNOD11b notices complete in production.	NA

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
		production.		
22252	Defect Fix	Unwanted joins existed in the driving query for the CalNOD12a, b, c Renewal of Health Insurance Notice. Additionally, the driving query supported the 2015 renewal year.	Unwanted joins have been removed from the driving query for the CalNOD12a, b, c notices. Additionally, the driving query has been amended to support 2016 and subsequent renewal years.	NA
22253	Defect Fix	It took more than 30 minutes to complete the CalNOD12a, b, c Renewal of Health Insurance Notice driving query.	The driving query has been fine tuned to increase performance. The driving query now completes in less than 30 minutes.	NA
21092	Defect Fix	In the CalNOD24 Assister Enrollment Entity Remittance Advice Notice, the Covered California logo on the 2 nd page did not match design or the other pages in the notice.	In the CalNOD24 Assister Enrollment Entity Remittance Advice Notice, the Covered California logo on the 2 nd page matches design and the other pages in the notice.	NA
Plan and Enrollment Management				
21980	Defect Fix	<p>The below mentioned were issues on the <i>Checkout</i> page.</p> <ul style="list-style-type: none"> • Remove icon in the cart was not read by JAWS • Remove button was not read in the logical order by JAWS when CSS was off. • Multiple Close buttons were displayed and were intractable. • Premium Assistance text was read as a Help Link along with the tool tip content. 	<p>The below mentioned are fixed on <i>Checkout</i> page.</p> <ul style="list-style-type: none"> • Remove icon in the cart is read by JAWS • Remove button is read in the logical order by JAWS when CSS is off. • One Close button is displayed • Premium Assistance text is read as text • Adjusted Premium Assistance amount is read as “Minus” instead of “Dash.” 	Checkout

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
		<ul style="list-style-type: none"> Adjusted Premium Assistance amount was read as “Dash” instead of “Minus.” 		
23646	Defect Fix	When a user submitted an application with a future life event date under MEC category within 60 days of the SEP Qualifying Life Event, the <i>Plan Selection</i> page did not allow the user to select plans.	When a user submits an application with a future life event date under MEC category within 60 days of the SEP Qualifying Life Event, the <i>Plan Selection</i> page allows the user to select plans.	Plan Selection
21967	Defect Fix	<p>The following buttons on the <i>Plan Comparison</i> page were displayed as links upon disabling CSS.</p> <ul style="list-style-type: none"> Your favorites(0) Print Apply Your cart(0) Continue shopping View cart 	<p>The following buttons on the <i>Plan Comparison</i> page is displayed as buttons upon disabling CSS.</p> <ul style="list-style-type: none"> Your favorites(0) Print Apply Your cart(0) Continue shopping View cart 	Plan Comparison
21971	Defect Fix	The Print and Add to Cart buttons were displayed as links on the <i>Plan Details</i> page upon disabling CSS.	The Print and Add to Cart buttons are displayed as buttons on the <i>Plan Details</i> page upon disabling CSS.	Plan Details
22184	Defect Fix	When a user clicked the Preview Plans button on the <i>Individual homepage</i> , an Error 404- Not Found was displayed when accessed via IE9 only.	When a user clicks the Preview Plans button on the <i>Individual homepage</i> , it navigates the user to <i>preview plan</i> page when accessed via IE9.	Individual homepage
22411	Defect Fix	When a user attempted to terminate their participation on the <i>Terminate Participation</i> page, filled in the Termination Reason ,	When a user attempts to terminate their participation on the <i>Terminate Participation</i> page, fills in the Termination Reason ,	Terminate Participation

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
		Effective Date, Review and Sign fields, and clicked the Continue button, an error message requesting user to enter “Valid DOB” was displayed.	Effective Date, Review and Sign fields, and clicks the Continue button, an error message requesting user to enter “Carrier Approval Reference ID” is displayed.	
22455	Defect Fix	When a user attempted to pay for Molina Health plans by selecting the Pay Now option, the following message displayed: “An error occurred while processing the payment integration, Please try again.”	When a user attempts to pay for Molina Health plans by selecting the Pay Now option, the payment process completes without any issues.	NA
23779	Defect Fix	When a user attempted to reinstate coverage on <i>Change Plan Effective Dates / Reinstate Coverage</i> page, no plans were displayed to choose from.	When a user attempts to reinstate coverage on <i>Change Plan Effective Dates / Reinstate Coverage</i> page, plans are displayed to choose from.	Change Plan Effective Dates / Reinstate Coverage
21972	Defect Fix	The following are issues related to JAWS on <i>Plan Details</i> page <ul style="list-style-type: none"> • Using Up/Down arrow key: <ul style="list-style-type: none"> ○ JAWS read single link “\$3474.56 per year” as 2 separate links “\$3474.56” and “per year” ○ JAWS read tooltip content for link “\$3474.56 per year” as “tooltip help text undefined Help text 	The following are fixes related to JAWS on <i>Plan Details</i> page <ul style="list-style-type: none"> • Using Up/Down arrow key: <ul style="list-style-type: none"> ○ JAWS reads “\$3474.56 per year” as a single link ○ JAWS read tooltip content for link “\$3474.56 per year” as “\$3474.56 per year” • Using tab key: <ul style="list-style-type: none"> ○ JAWS read tooltip 	Plan Details

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
		<p>finished”</p> <ul style="list-style-type: none"> • Using tab key: <ul style="list-style-type: none"> ○ JAWS read tooltip content for link “\$3474.56 per year” as “tooltip help text undefined Help text finished” 	<p>content for link “\$3474.56 per year” as “\$3474.56 per year”</p>	
22145	Defect Fix	<p>“No Charge” on the SERFF template was displayed as “\$0 Copay” on the <i>Plan Preview</i> page.</p>	<p>“No Charge” on the SERFF template is displayed as “No Charge” on the <i>Plan Preview</i> page.</p>	Plan Preview
22379	Defect Fix	<p>When a user attempted to renew for year 2015 on the <i>Getting Started</i> page, Choose a Health Plan for 2016 was displayed.</p>	<p>When a user attempts to renew for year 2015 on the <i>Getting Started</i> page, Choose a Health Plan for 2015 displays.</p>	Getting Started
24552	Defect Fix	<p>When the Carrier attempted to verify 2016 dental plans, error 404 was displayed on the <i>Provide eSignature</i> page.</p>	<p>The Carrier is able to verify 2016 dental plans without any error.</p>	Provide eSignature
SAWS eHIT				
23699	Defect Fix	<p>Incorrect address and county information were displayed in CalNOD2 due to the disposition being pulled from other CalHEERS cases.</p>	<p>Correct address and country information display in CalNOD02.</p>	NA
21881	Defect Fix	<p>When the primary contact changed their mailing address, the EDR-C displayed a change to the physical address as well.</p>	<p>When the primary contact changes their mailing address, the EDR-C only displays a change to the mailing address.</p>	NA
21321	Defect Fix	<p>CalWorks and CalFresh referral nodes went out in the solicited DERs.</p>	<p>CalWorks and CalFresh referral nodes do not go out in the solicited DERs.</p>	NA

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
22192	Defect Fix	Comment image data retrieval was part of Outbound Batch driving query.	Only Notices code is part of Outbound Batch driving query.	NA
22355	Defect Fix	DER processing was part of Cron Job.	DER processing is now part of Batch job.	NA
13487	Defect Fix	When a household member was deleted from a case and later added back through EDR, the DER did not include that member.	When a household member is deleted from a case and later added back through EDR, the DER includes that member.	NA
14391	Defect Fix	The error log was null in case of any run time error exception.	If there is an error during outbound, the RUN Time Monitor ID is shown in the error log.	NA
20355	Defect Fix	When the PS_PollUpdateMemberInbound poller was enabled, a single record in HBX_INDV_APP was updated in an infinite loop, causing database contention. When EDR and Update inbound were received for the same case, they were processed at the same time, causing table lock contention.	Implemented optimistic Lock for HBX_INDV_CASE and Update #5 (UpdateInbound) poller to exclude records which has EDR to process in the queue (CALEXT_INTERFACE_EVENTS) to avoid database contention and table lock contention	NA
20856	Defect Fix	The DERs processed successfully from CalHEERS' end did not reach SAWS due to a validation error. This was happening due to a concurrency issue where the County and Companion EDR	The DERs processed from CalHEERS' end are reaching SAWS without any errors. A code fix was applied to resolve the concurrency issue.	NA

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
		id was not unique.		
21000	Defect Fix	Admin search showed an application status as “In progress,” however status of the same application on the Portal Homepage showed “Submitted”	Application status on both Admin Search and Portal Homepage displays the same.	NA
22203	Defect Fix	EDR service defaulted the fields/elements in Data Transfer Object to value “N” for every EDR transaction. This logic triggered a change in Change Log whenever previous transactions were from CalHEERS Portal which did not default the values, this caused an issue in Eligibility Determination because the verification process was reinstated.	EDR processing has been updated not to default fields/elements in Data Transfer Object to value “N” when processing EDR transactions. With this update, the issues with Eligibility determination are solved.	NA
22500	Defect Fix	SAWS Traffic Summary and Error report was not available	A new spring batch is created for CalWIN to process Automated SAWS Traffic Summary and Error reports through SFTP. These reports are in the *.CSV format, encrypt to *.CSV.PGP format by SAWS Batch job, and transfer to OAG reports scan folder.	NA
22759	Defect Fix	DERs with CW/CF information were being sent with duplicate message IDs which caused C-IV to throw a Business validation error of "Duplicate Request: a	DERs with CW/CF information are sent with different message IDs, and therefore are processed from C-IV without any errors.	NA

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
		message with the same ID has already been processed.”		
22923	Defect Fix	The Case Disposition web service was not able to insert records to the new table created as part of Long Term Negative action.	The Case Disposition web service is able to insert records to the new table created as part of Long Term Negative action.	NA
22380	Defect Fix	SAW-3000-DD-01 job used INDV_CASE_ELIG_ID as message_id.	SAW-3000-DD-01 job uses DER_ICE_REL_ID as message_id, and is scheduled in production to be run every 15 minutes.	NA
21256	Defect Fix	Updates to SAWS person info and case person date range did not save, and the previous values were returned to SAWS.	SAWS person info and case person date range are updated, saved, and returned to SAWS.	NA
24209	Defect Fix	The Eligibility Determination Requests (EDR) submitted to SAWS failed with a null pointer exception error.	The EDRs submitted to SAWS are processed successfully.	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
Admin Portal			
178	SCR_Read_Only_Role users do not have an option to change their password from the <i>Settings</i> page because Settings link on the <i>Administration Home</i> page does not display.	Defect 23426	15.9

#	Alternate Procedures No Longer in Effect	Ref ID	Release Delivered
Individual Portal			
175	“We Apologize” Error Message Displays When Users Attempt to Withdraw Application.	Defect 21075	15.9
171	During a RAC to add a member, the Return to Summary button is enabled on the Relationships page and the user is able to complete the Application Signature for Reported Changes page without completing application pages for the new member, but a “We apologize” error displays when they submit the application	Defect 22718	15.9
SAWS eHIT			
127	“We Apologize” Error displayed in the Enrollment Introduction Page when individual entered a mailing address that contained invalid character such as the slash (/) used in fraction.	CR 27645	15.9

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
Enrollment Assistance			
181	When a user clicks on the Continue button for renewals on the <i>Individual homepage</i> , the <i>Plan Selection – One Plan for All</i> page displays instead of the <i>Custom Grouping</i> page which would allow the pending group from 2015 to enroll.	Defect 24499	16.4
Individual Portal			
180	A “ We apologize ” error message displays after clicking on the View Case button on the <i>Search Individual</i> page.	Defect 23582	16.2
182	When a user clicks on the Submit button on the Application Signature page, a validation error message displays.	Defect 24657	16.2
Plan and Enrollment Management			
183	<i>Household Enrollment Introduction</i> page displays Choose Health Plan button instead of Continue Health Plan Update button.	Defect 24638	16.2

Detailed Alternate Procedures

The following provides detailed alternate procedures for known issues:

Alternate Procedure 180: A “ We apologize ” error message displays after clicking on the View Case button on the <i>Search Individual</i> page.	
Users Impacted	All Admins who have the permission to view cases.

Alternate Procedure 180: A “ We apologize ” error message displays after clicking on the View Case button on the <i>Search Individual</i> page.	
Area Impacted	Individual Portal
What’s Happening Now	<p>For consumers that have submitted their application but eligibility records do not exist (Invalid Data Scenario), upon click of the View Case button on the <i>Search Individual</i> page, a “We apologize” error message displays.</p> <p>NOTE: This is NOT an issue for users who have NOT submitted an application because the View Case button should NOT be enabled for them.</p> <p>NOTE: If an Individual had eligibility at one time and is now in Apply mode (e.g. if the application was withdrawn or terminated), they will NOT be able to access the SUMMARY pages at this time.</p>
Actions to Take	<p><u>Navigate to the <i>Individual homepage</i></u></p> <ol style="list-style-type: none"> 1. From the page with the “We apologize” error message, click on the Return button in the header. The <i>Administration Home</i> page displays. 2. Click on the Search Individual link. The <i>Search Individual</i> page displays. 3. Enter the Search By criteria and Search Value and then click on the Search button. The search results display. 4. Select the radio button next to the correct individual and then click on the View Home button. The <i>Individual homepage</i> displays. <p><u>If the Apply Now button displays:</u></p> <ol style="list-style-type: none"> 5. Click on the Apply Now button. The <i>Overview</i> page displays. 6. Complete all required fields in the application and click on the Submit button. The <i>Eligibility Results</i> page displays. <p style="text-align: center;">OR</p> <p><u>If the Report a Change button displays:</u></p> <ol style="list-style-type: none"> 7. Click on the Report a Change button. The <i>Report a Change Summary</i> page displays. 8. Without making any changes, click on the Continue button. The <i>Application Signature for Reported Changes</i> page displays. 9. Complete all required fields on the page and click on the Submit button. The <i>Eligibility Results</i> page displays. <p><u>View the case</u></p> <ol style="list-style-type: none"> 10. Click on the Return button in the header. The <i>Administration Home</i> page displays. 11. Click on the Search Individual link. The <i>Search Individual</i> page displays. 12. Enter the Search By criteria and Search Value and then click on the Search button. The search results display. 13. Select the radio button next to the correct individual and then click on the

Alternate Procedure 180: A “ We apologize ” error message displays after clicking on the View Case button on the <i>Search Individual</i> page.	
	View Case button. The first of the SUMMARY pages (<i>Application History</i> page) displays.
SCR/Defect	Defect 23582
Planned Release	16.2

Alternate Procedure 181: When a user clicks on the Continue button for renewals on the <i>Individual homepage</i> , the <i>Plan Selection – One Plan for All</i> page displays instead of the <i>Custom Grouping</i> page which would allow the pending group from 2015 to enroll.	
Users Impacted	Individuals, SCRs, CEWs
Area Impacted	Enrollment Assistance
What’s Happening Now	A household with three members selected a Custom Grouping for 2015. One group was enrolled and one group was pending. The enrolled group from 2015 was auto-enrolled for 2016. When a user clicks on the Continue button for renewals on the <i>Individual homepage</i> , the <i>Plan Selection – One Plan for All</i> page displays instead of the <i>Custom Grouping</i> page which would allow the pending group from 2015 to enroll.
Actions to Take	<p><u>Terminate Participation</u></p> <ol style="list-style-type: none"> 1. Click on the Terminate Participation link on the <i>Individual homepage</i>. The <i>Terminate Participation</i> page displays. 2. Select 2016 from the What year do you wish to terminate participation for? dropdown list. 3. Select Other from the Termination Reason dropdown list. 4. Enter 01/01/2016 into the Effective Date field. 5. Enter your notes into the Comments field. 6. Check the Review and Sign checkboxes. 7. Click on the Submit button. The <i>Terminate Participation</i> popup displays and says, “Your termination request has been created successfully.” 8. Click on the OK button in the <i>Terminate Participation</i> popup. The <i>Individual homepage</i> displays. <p><u>Re-Apply</u></p> <ol style="list-style-type: none"> 9. Click on the Apply Now button. The <i>Overview</i> page displays. 10. Complete all required fields in the application and click on the Submit button.

Alternate Procedure 181: When a user clicks on the Continue button for renewals on the *Individual homepage*, the *Plan Selection – One Plan for All* page displays instead of the *Custom Grouping* page which would allow the pending group from 2015 to enroll.

The *Eligibility Results* page displays.

Select Custom Grouping

11. Click on the **Choose Health Plan** button. The *Household Enrollment Introduction* page displays.
12. Click on the **Choose Health Plan** button. The *Qualified Health Plan – Plan Selection Method* page displays.
13. Click on the **Select Custom Grouping** button. The *Custom Grouping* page displays.
14. Add the appropriate household members to each group and then click on the **Continue** button. The *Plan Selection by Custom Grouping – Select Plans* page displays.

Choose Health Plan for the Group in Pending Status

15. Click on the **Choose Health Plan** button for the group in Pending status. The *Getting Started* page displays.
16. Click on the **Next** button. The *Find a Plan* page displays.
17. Enter the **Medical use** and **Prescription use** information and click on the **Choose a plan** button. The *Plan Comparison* page displays.
18. Click on the **Add** button for the desired plan. The plan is saved in Your Cart.
19. Click on the **Your Cart** button. The *Your Cart* page displays.
20. Click on the **Checkout** button. The *Provide eSignature* page displays.
21. Complete all required fields on the *Provide eSignature* page and click on the **Enroll** button. The *Confirmation* page displays.
22. Click on the **Continue** button. The *Plan Selection by Custom Grouping – Select Plans* page displays.

Reinstate the Group that was in Enrolled Status

23. Click on the **Return** button in the header. The *Administration Home* page displays.
24. Click on the **Search Individual** link. The *Search Individual* page displays.
25. Enter the **Search By** criteria and **Search Value** and then click on the **Search** button. The search results display.
26. Select the radio button next to the correct individual and then click on the **Change Plan Effective Dates** button. The *Change Plan Effective Dates / Reinstate Coverage* page displays.
27. Click on the **Reinstate** button for the group that was in Enrolled status.
28. Select **Other** from the **Reason for Reinstatement** dropdown list.

<p>Alternate Procedure 181: When a user clicks on the Continue button for renewals on the <i>Individual homepage</i>, the <i>Plan Selection – One Plan for All</i> page displays instead of the <i>Custom Grouping</i> page which would allow the pending group from 2015 to enroll.</p>	
	<p>29. Enter your notes into the Comments field. 30. Click on the Update button. The <i>Changes Saved</i> popup displays.</p>
SCR/Defect	Defect 24499
Planned Release	16.4

<p>Alternate Procedure 182: When a user clicks on the <i>Submit</i> button on the <i>Application Signature</i> page, a validation error message displays.</p>	
Users Impacted	Admins and Agents
Area Impacted	Individual Portal
What’s Happening Now	<p>When a user selects/enters the information below and clicks on the Submit button on the <i>Application Signature</i> page, a validation error message displays that says, “A Special Enrollment Period lasts for 60 days. It begins on the date you experience a qualifying life event. The Expiry date cannot be before your Qualifying life event. Please enter Expiry date that is less than your qualifying life event date.” Therefore, the user is not able to submit the application to receive an eligibility determination. This error message occurs because the “Enter today’s date or the date of your qualifying life event if you have one.” Question/field is not displayed on the page.</p> <ul style="list-style-type: none"> • None of the above from the Do any of the following qualifying life events or situations apply to you? dropdown list, • No, this household does not qualify for Special Enrollment from the This application qualifies for Special Enrollment as a result of a qualifying life event dropdown list, • Regular from the Coverage Date Category dropdown list, • a Special Enrollment Expiry Date equal to the current date (this is required even though the Enter today’s date or the date of your qualifying life event if you have one field does not display)
Actions to Take	<p>1. From the page with the validation error message (the <i>Application Signature</i> page), revise the Special Enrollment Expiry Date to be greater than the current date.</p>

Alternate Procedure 182: When a user clicks on the <i>Submit</i> button on the <i>Application Signature</i> page, a validation error message displays.	
	2. Click on the Submit button. The <i>Eligibility Results</i> page displays.
SCR/Defect	Defect 24657
Planned Release	16.2

Alternate Procedure 183- <i>Household Enrollment Introduction</i> page displays Choose Health Plan button instead of Continue Health Plan Update button.	
Users Impacted	Individuals and those who assist them (CECs, CIAs, SCRs, CEWs, etc.)
Area Impacted	Plan and Enrollment Management
What's Happening Now	When a household member has been discontinued (due to citizenship issues) from an enrollment and is added back (when their citizenship verification has passed), instead of displaying the Continue Health Plan Update button, the Choose Health Plan button displays on the <i>Household Enrollment Introduction</i> page.
Actions to Take	1. Click on Choose Health Plan button. The <i>Plan Selection</i> page displays.
SCR/Defect	Defect #24638
Planned Release	16.2