

Executive Summary

CalHEERS Feature Release 16.4 (deployed on 05/16/2016) contains the following:

The following **Key New Features** have been added or modified in this release:

- Eligibility & Enrollment
- Technology

The following **Key System Updates** have been deployed in this release:

- Eligibility & Enrollment

The following **Key Fixes** have been updated or resolved in this release:

- Admin Portal
- MEDS
- eHIT
- Notices
- Enrollment-Financial Management
- Online Application
- IRS 1095 Reporting

The following **Alternate Procedures** have been provided with this release:

No Longer in Effect with this release

- Enrollment-Financial Management
- Online Application

New with this release

- Technical Architecture
- Online Application
- eHIT

Purpose and Scope

This document describes the contents of the CalHEERS Feature Release 16.4. Any known issues are described together with key features of the release contents, alternate procedures, and actions required.

Key New Features

The following summarizes the new features included in this release.

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
Eligibility & Enrollment				
CalHEERS MEC Check for Medi-Cal Eligibility				
30174	Change Request	CalHEERS eligibility determination rules did not include a MEDS check to determine MAGI Medi-Cal eligibility if they were already aided and active on MEDS on a different case.	<p>CalHEERS logic is modified to initiate MEDS checks for all individuals at Intake, and add a member via Report a Change. Medi-Cal aid code table indicates whether CalHEERS eligibility for MAGI Medi-Cal should be denied if MEDS shows the individual as active.</p> <p>CalHEERS logic was also modified for CalHEERS initiated individuals at intake that do not have a CIN assigned and meet all other MAGI Eligibility criteria to Pend eligibility. Prior to this change they would have been determined Eligible. In addition, the following two snippets have been added to the <i>Eligibility Results</i> page:</p> <ul style="list-style-type: none"> • “We checked our files, and you already have health coverage. If you think this is incorrect, please contact your County Social Services office for help” displays for a Consumer if they are ineligible for MAGI Medi-Cal due to the 	Eligibility Results

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			<p>MEDS MEC check.</p> <ul style="list-style-type: none"> • “Your application is pending. This is because we were unable to check if you already receive Medi-Cal coverage” displays for a Consumer who is pending eligible due to MEDS being down or no CIN being returned by MEDS. 	
<p>Send 834 transactions that will terminate coverage and re-enroll remaining members at the case level instead of the member level when the primary household member is removed from the case.</p>				

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43915	Change Request	When a subscriber is being removed from the case, the subscriber is flipped to the next oldest member and maintenance transactions are being sent to the carriers. Carriers are unable to process these transactions because they are inconsistent with the policy/case identification (policy) information.	834 transactions resulting in a case-level termination and reinstatement of remaining members while retaining the subscriber I.D. will now be sent, ensuring that carriers can properly ingest and update consumer case information. Additional noticing is being added to the portal to ensure that if a consumer is initiating a Report-A-Change that will add a terminated member back to a case which may cause an out of sync condition between CalHEERS and the carrier, a message “Please call the Covered California Service Center at 800-300-1506 to make this change to your account.” will display asking them to call the Service Center for assistance. An alternate procedure is being developed for delivery to the Service Centers to respond to this message.	Household Enrollment Introduction
Federal and State Income Tax Regulations				
46220	Change Request	Consumers were previously allowed to self-attest that they had filed taxes and reconciled previous APTC allotments.	To be in compliance with federal and state regulations, consumers who have received APTC and have not filed an income tax return for that year, or have not reconciled their APTC for that period, will no longer be eligible for APTC. If the	<ul style="list-style-type: none"> • Individual homepage • Update Consent and Attestation • Application Signature • Eligibility

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
			<p>consumer attests to having filed their federal income tax return for the benefit year they received APTC, or if CalHEERS goes back out to the HUB and the “did not file taxes” response is no longer received, the consumer can be determined eligible for APTC if they meet the other eligibility criteria.</p> <p>Changes to support the implementation of these regulations include:</p> <ul style="list-style-type: none"> • The Update Consent for Verification link on the <i>Individual homepage</i> has been renamed the Update Consent for Verification and Tax Filing Attestation link. • The <i>Update Consent for Verification</i> page has been renamed as the <i>Update Consent and Attestation</i> page. The Tax Filing Attestation section has been added to the page, and business logic to determine if a person should be redetermined for APTC has been added. • The following snippet has been added to the <i>Eligibility Results</i> page: You are not eligible to receive premium assistance because 	<p>Results</p> <ul style="list-style-type: none"> • Application Signature for Reported Changes

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
			<p>you did not file your federal income tax return. You may become eligible to receive premium assistance if you attest to filing your taxes. For more information, please call the Customer Service Center at 1-800-300-1506 or you can click on the Update Consent and Attestation page.</p> <ul style="list-style-type: none"> Removed prior year tax filing attestation language (“I attest that if I or anyone in my tax household received premium tax credits for Covered California health coverage in <previous year>, I or the person who received premium tax credits, have filed or will file a <previous year> federal tax return.”) from the <i>Application Signature</i> page and the <i>Application Signature for Reported Changes</i> page. CalNOD01 Covered California Eligibility Determination Notice, Redetermination, and Verification Inconsistencies Notice of Action (NOA) will be generated with a new 	

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			snippet that informs the consumer that they are not eligible for APTC/CSR due to not filing their tax return.	
MEDS Alert Files				
47630	Change Request	The CalHEERS case number was not included on the alert files that MEDS sends to CalHEERS.	The CalHEERS case number is now included on the alert files that MEDS sends to CalHEERS. This information is not displayed in the CalHEERS portal and will continue to only be stored in the CalHEERS database.	NA
SB 75 - Full Scope Medi-Cal for All Children				
52030	Change Request	Eligibility determination rules outlined by Senate Bill (SB) 75 were not previously available in CalHEERS.	This change request implements the provision of SB 75 which grants full scope MAGI Medi-Cal to children under age 19, regardless of immigration status, if they meet all other eligibility criteria effective May 1, 2016. CalHEERS will place these children into the appropriate, existing full scope MAGI Medi-Cal aid codes. New Eligibility Evaluation reasons were added and will be passed via eHIT.	Eligibility Results
Account Access / Application Linkage				
52313	Change Request	CalHEERS functionality did not limit the creation of multiple accounts and/or applications	CalHEERS is implementing preventative measures for the creation of duplicate	<ul style="list-style-type: none"> Individual homepage Search

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		<p>for the same household with the same members. Existing logic for the admin search functionality was not comprehensive and did not always return known consumers, which resulted in multiple applications being created. In certain circumstances, the Withdraw Application link remained enabled after the application had been submitted and until a plan was selected, enabling the consumer to withdraw their application after submission, which resulted in the closure of the CalHEERS case, with the corresponding SAWS case remaining open.</p>	<p>accounts. A validation will occur when an individual submits a request to create an account and there is already an existing account for that individual. The admin search functionality has been enhanced to return complete search results. The following portal changes have been made:</p> <ul style="list-style-type: none"> • The Withdraw Application link will now be disabled on the <i>Individual homepage</i> unless the user has initiated an application in the system and the application status is in progress. This functionality will prevent applications from being withdrawn after an unsolicited DER has been sent. • The following advanced search criteria options (checkboxes) have been added to the <i>Search Individual</i> page: <ul style="list-style-type: none"> ○ Phonetic Name Search ○ Name “Like” Search ○ DOB Range Search <p>Additionally, the Date of Birth column has been moved right next</p>	<p>Individual</p> <ul style="list-style-type: none"> • User Information

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			<p>to the Individual Name column (it was previously 5 columns to the right). Finally, when the Search button is clicked, the validation is no longer case-sensitive.</p> <ul style="list-style-type: none"> • Text on the <i>User Information</i> page has been revised from “Enter your Access Code” to “Do you have an Access Code to link your case?” • When the Continue button on the <i>User Information</i> page is clicked, validation rules are no longer invoked if the Access Code has been provided. • The following validations have been added to the Continue button on the <i>User Information</i> page: Check DOB and SSN against existing CalHEERS account records. If a match is found, trigger <i>User Already Exists</i> popup. • The <i>User Already Exists</i> popup has been created and says, “It appears that you may already have an account. Did you forget your username or password? If yes, 	

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			<p>please click here. If you aren't sure if you already have an account, please contact the Covered California Service Center at 1-800-300-1506. A Service Center representative can help set up your account or reset your password."</p>	
Technology				
Enabling Self-Service Password Reset using registered email and or text functionality				
36484	Change Request	Users had to answer the security questions set at initial account creation to enable password reset. Many users could not remember the values set, resulting in calls to the Service Center Help Desk to reset passwords.	<p>All users with CalHEERS access (admin, CEW, consumers, etc.) can now choose between answering their security questions and having a one-time numeric passcode sent to them through e-mail or text message, any time they want to reset their password, retrieve their username, or are challenged during login to validate their identity.</p> <p>The following portal changes have been made:</p> <ul style="list-style-type: none"> • The following business rules have been added to the Email field on the <i>Settings</i> page: <ul style="list-style-type: none"> ○ Display but disable text field if One Time Passcode (OTP) has been enabled for email. 	Settings

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			<ul style="list-style-type: none"> ○ If the User has opted-in for OTP, then the field is not editable. The User must make the email update by clicking the Edit button in the One Time Passcode section. If the User has opted out, then the field is editable. ● The following text has been added beneath the Email field in the Personal Details section on the <i>Settings</i> page: Click the 'Edit' button in the 'One Time Passcode' section below to change your email address. ● The One Time Passcode section (One Time Passcode, Email Address, and Cell Phone Number) has been added to the <i>Settings</i> page. ● The <i>Opt Out Confirmation</i> popup has been created and says, "If you do not wish to use your email address or cell phone number for login assistance, click 'Continue' below." ● The <i>One Time Passcode Confirmation</i> 	

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			popup has been created and says, “We noticed that you registered for one login assistance option. We encourage you to register for both options. To register for the other option, please click the ‘Back’ button. Otherwise, please click the ‘Continue’ button.”	

Key System Updates

The following summarizes the modified features included in this release.

Ref ID	Type	Previous Design/Problem	Modified Functionality In this Release	Pages Impacted
Eligibility & Enrollment				
Soft Pause				
3043	Change Request	Soft pause for parents and children was implemented.	<p>Soft Pause rules were expanded to include caretaker relatives, pregnant women, and the age for a child under 21.</p> <p>Functionality for designated County Eligibility staff to lift the soft pause via eHIT was implemented as well.</p> <p>Note: The SAWS page to allow this functionality may or may not be designated to specific SAWS-maintained eligibility roles. Portal updates related to caretaker and persons under 21 include:</p> <ul style="list-style-type: none"> • A new snippet has been added to the Eligibility Determination Factors section of the <i>Eligibility Results</i> page for consumers who are placed in soft pause hold to describe the intent of soft pause and next steps. • Yes and No radio buttons have been added next to the question “Is this person pregnant?” on the <i>Personal Data – Demographic Information</i> page. The 	<ul style="list-style-type: none"> • Eligibility Results • Personal Data – Demographic Information • Budget Worksheet

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			<p>question “Has the pregnancy ended? If so, when did the pregnancy end?” has also been added to this page.</p> <ul style="list-style-type: none"> Two new reasons (Pregnant Woman and Caretaker Relative) now display in the Soft Paused Due To field on the <i>Budget Worksheet</i> page. 	
Federal Poverty Level for P5 and P6 Aid Code				
4304	Change Request	The Medi-Cal Eligibility Division (MCED) Affordable Care Act (ACA) aid code list incorrectly identified the income limit for ACA aid codes P5 (citizen) and P6 (undocumented) as 108% Federal Poverty Level (FPL). Therefore, some children who should have been found eligible for Medi-Cal coverage in the P5/P6 aid codes could have been determined ineligible for Medi-Cal, but instead were determined eligible for CCHIP. In addition, claims for these same children were reimbursed at the CCHIP 65/35 match rate.	<p>The MCED ACA aid code list correctly identifies the income limit for ACA aid codes P5 and P6 as 133% FPL. Therefore, children are correctly found eligible for Medi-Cal coverage in the P5/P6 aid codes. In addition, claims for these same children are reimbursed at the 50/50 Medicaid match rate.</p> <p>NOTE: As per CR 52030, restricted aid codes for children will no longer be assigned.</p>	NA
Deemed Infant				
4633	Change Request	The <i>Applying for an Infant Under One</i> popup on the <i>Apply for Benefits - Get Help With Costs</i> page in the online application did not match the paper application.	The <i>Applying for an Infant Under One</i> popup on the <i>Apply for Benefits - Get Help With Costs</i> page says, “ If you are applying for coverage for an infant under age one and the mother was covered by Medi-Cal or the Medi-Cal Access Program when she had the baby, then your	Apply for Benefits - Get Help With Costs

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			<p>infant is deemed eligible for Medi-Cal. You can enroll the infant into Medi-Cal without having to fill out this application, or you can keep filling out this application for the infant. The choice is up to you. To enroll your infant without filling out the application, follow the instructions below:</p> <p>For moms who had Medi-Cal coverage when the baby was born, you can click here to find your county social services office. To call or fax the county, you can use the one-page form that you will find in English here or in Spanish here. All the phone and fax numbers are at page 2 of the form.</p> <p>For moms who had coverage in the Medi-Cal Access Program when the baby was born, call 1-800-433-2611 or you can fax the one-page downloadable form that is available in English and Spanish to 1-888-889-9238. If you would like to mail the downloadable form, the address is available on the form itself.</p> <p>If you are applying for the first time for your entire household <u>or</u> you are</p>	

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			<p>updating your household information, please continue on-line. If updating, you can still use the shortcut described above to enroll your infant under age one year into Medi-Cal if the mom had either Medi-Cal or Medi-Cal Access Program coverage at the time of the birth.” Therefore, the online application now matches the paper application.</p>	

Key Fixes

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

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
Admin Portal				
20285	Defect Fix	<p>Below mentioned were issues on the <i>Announcements</i> page</p> <ul style="list-style-type: none"> When an admin created and approved an announcement on the <i>Announcements</i> page for the Administrative staff, the message was seen by all user roles. <p>The option to choose the distribution of announcements to Agent, Assisters, and Assister Enrollment Entity was not available.</p>	<p>Below mentioned are fixes on the <i>Announcements</i> page</p> <ul style="list-style-type: none"> When an admin creates and approves an announcement on the <i>Announcements</i> page for the Administrative staff, the message is seen only by the Administrative staff. <p>The option to choose the distribution of announcements to Agent, Assisters (renamed as Certified Enrollment Counselor [CEC]), and Assister Enrollment Entity (renamed as Certified Enrollment Entity [CEE]) is available.</p>	Announcements
22838	Defect Fix	The <i>Administration Homepage</i> in Spanish displayed the text labels and hyperlinks in English.	The <i>Administration Homepage</i> in Spanish displays the text labels and hyperlinks in Spanish.	Administration Homepage

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20988	Defect Fix	When a Service Center Representative (SCR) searched for a case by choosing the language as Spanish, text Select in the Search by dropdown and the State Client Index No on the header label was displayed in English on the <i>Search Individual Page</i> .	When a SCR searches for a case by choosing the language as Spanish, text Select in the Search by dropdown and the State Client Index No on the header label is displayed in Spanish on the <i>Search Individual Page</i> .	Search Individual
eHIT				
25656	Defect Fix	The ChangeInd for case referrals was missing in the Unsolicited DER (Determined Eligibility Response).	The ChangeInd for case referrals is present in the Unsolicited DER.	NA
27133	Defect Fix	LRS and LEADER Consortia Eligibility Determination Requests (EDRs) for withdrawn cases returned a generic failure message	LRS and LEADER Consortia EDRs rejected because the application is in Withdraw status will now resolve to the correct logging message: "Application Status is Withdrawn, Consumer must re-apply through the CalHEERS Portal."	NA

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26517	Defect Fix	When an EDR-C was received with negative action for all the members, disposition updated the case status to "Terminated" in the AHBX database multiple times based on the number of household members.	When an EDR-C is received with negative action for all the members of the household, disposition updates the case status to "Terminated" only once in the AHBX database.	NA
Enrollment-Financial Management				
27575	Defect Fix	When a user selected Birth/Adoption as the qualifying life event, the date entered for the following field "Enter today's date or the date of your qualifying life event if you have one" on the <i>Application Signature</i> page was sent in IND19.	When a user selects Birth/Adoption as the qualifying life event on the <i>Application Signature</i> page, the 1 st day of the following month, based on the date entered for the following field "Enter today's date or the date of your qualifying life event if you have one," is the date sent on IND 19.	Application Signature
23543	Defect Fix	When an admin clicked the Reinstate button on the <i>Change Plan Effective Dates \ Reinstate Coverage</i> page, an exception error message was displayed.	When an admin clicks the Reinstate button on the <i>Change Plan Effective Dates \ Reinstate Coverage</i> page, enrollment is reinstated.	Change Plan Effective Dates \ Reinstate Coverage
26195	Defect Fix	The Advanced Premium Tax Credits (APTC) amount displayed on the 1095 notice did not match the Premium Assistance amount	The APTC amount displayed on the 1095 notice matches the Premium Assistance amount displayed on the <i>Current Enrollment /</i>	Current Enrollment Enrollment History

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		displayed on the <i>Current Enrollment / Enrollment History</i> page.	<i>Enrollment History</i> page.	
26647	Defect Fix	When a case was re-enrolled, the Coverage Start Date displayed on the <i>Individual Homepage</i> was incorrect, not matching the correct date displayed on the NOD62A notice.	When a case is re-enrolled, the Coverage Start Date displayed on the <i>Individual Homepage</i> and the NOD62A notice matches.	Individual Homepage
26919	Defect Fix	When an admin clicked the Terminate Participation link on the <i>Individual Homepage</i> , an exception error message was displayed.	When an admin clicks the Terminate Participation link on the <i>Individual Homepage</i> , the case is terminated.	Individual Homepage
25631	Defect Fix	The Generate Active Agent List (GIA-1000-DD-01) job inserted duplicate records upon re-run.	The GIA-1000-DD-01 job does not insert duplicate records on re-run	NA
26470	Defect Fix	The 834 outbound TIBCO Results (PR1_GI_834_OUT_XML_TO_EDI_) job returned a TIBCO error due to missing mandatory subscriber identifier and missing mandatory sponsor name.	The 834 outbound TIBCO Results (PR1_GI_834_OUT_XML_TO_EDI_) job completes successfully without any error.	NA
26534	Defect Fix	Financial records were missing for cases in the HBX_ENRL_FIN table.	Financial records are present for cases in the HBX_ENRL_FIN table.	NA

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26669	Defect Fix	When a user chose a new plan after reporting changes, the outbound 834 job sent "AI" as the transaction reason code to the carrier.	When a user chooses a new plan after reporting changes, the outbound 834 job sends "EC" as the transaction reason code to the carrier.	NA
26735	Defect Fix	The IRS-2006-DD-01 job failed due to an unstable set of rows in the source tables.	The IRS-2006-DD-01 job process successfully.	NA
26759	Defect Fix	When a member level coverage start date was updated, IND 21 updated the Enrollment level Coverage start date with the latest date in the HBX and GI databases.	When a member level coverage start date is updated, IND 21 does not change the Enrollment level Coverage start date in the HBX and GI databases.	NA
26935	Defect Fix	The 834 outbound TIBCO Results (PR1_GI_834_OUT_XML_TO_EDI_) job returned a TIBCO error due to the First Name field value being too long.	The 834 outbound TIBCO Results (PR1_GI_834_OUT_XML_TO_EDI_) job completes successfully without any error.	NA
26372	Defect Fix	The Renewal (ENR-1001-DD-01) job returned an exception error.	The Renewal (ENR-1001-DD-01) job completes successfully without any error.	NA
26811	Defect Fix	The HBX_ENRL_FIN Table records were not in sync with the HBX_PLAN_ENRL table.	The HBX_ENRL_FIN Table records are in sync with the HBX_PLAN_ENRL table.	NA

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26600	Defect Fix	Renewal batch (Bat08) failed when the CustodialParentFirstName was missing.	Renewal batch (Bat08) processes successfully even when the CustodialParentFirstName is missing.	NA
26982	Defect Fix	When an admin clicked the Transaction Id link on the <i>Transaction History</i> page, an exception error message was displayed.	When an admin clicks the Transaction Id link on the <i>Transaction History</i> page, Enrollment Transaction details are displayed.	Transaction History
27291	Defect Fix	The User Id field on the <i>Transaction History</i> page displayed the batch name for transactions.	The User Id field on the <i>Transaction History</i> page displays the name of the user for transactions.	Transaction History
IRS 1095 Reporting				
26863	Defect Fix	The 2015 IRS correction XML generation job (IRS-3015-OB-01) returned an exception error.	The 2015 IRS correction XML generation job (IRS-3015-OB-01) returns a correction XML file.	NA
MEDS				
20893	Defect Fix	When a user updated Date of Birth (D.O.B) on the <i>Demographic</i> page, HX12 did not trigger an update to MEDS.	When a user updates D.O.B on the <i>Demographic</i> page, HX12 triggers an update to MEDS.	Demographic
21044	Defect Fix	The MEDS HX34 transaction marked the data element 3029 denial reason code as V.	The MEDS HX34 transaction marks the data element 3029 denial reason code as X.	NA

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24206	Defect Fix	The MEDS HX20 job updated the HBX data base with HX20 rows for all "Report a Change" transactions.	The MEDS HX20 job updates the HBX data base with HX20 rows only when there is a change in eligibility.	NA
26929	Defect Fix	The MEDS HX40 driving query returned duplicate records.	The MEDS HX40 driving query does not return any duplicate records.	NA
27115	Defect Fix	The MEDS HX12 job returned a null pointer exception error.	The MEDS HX12 job processes successfully.	NA
27750	Defect Fix	The MED-1000-DD-05 job did not purge data into production.	The MED-1000-DD-05 job purges data into production.	NA
27083	Defect Fix	The Medi-Cal Eligibility Determination System (MEDS) HX12 query populated duplicate records in staging tables.	The MEDS HX12 query does not populate duplicate records in staging tables.	NA
27082	Defect Fix	MEDS HX34 populated duplicate records in staging tables.	MEDS HX34 does not populate duplicate records in staging tables.	NA
Notices				
21277	Defect Fix	When an admin accessed the pdf version of an application by clicking the View Application PDF link on the <i>Application History</i> page, the pdf displayed had overlapping lines.	When an admin accesses the pdf version of an application by clicking the View Application PDF link on the <i>Application History</i> page, the pdf displayed is properly aligned.	Application History

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21431	Defect Fix	The static content in the NOD00 notice did not match the design.	The static content in the NOD00 notice matches the design.	NA
22112	Defect Fix	The NOD22 notice had an empty row in the end of the csv file.	The NOD22 notice does not have an empty row in the end of the csv file.	NA
27070	Defect Fix	Novitex was not able to print NOD01 notices due to the KozGoPro font in snippet_453.	The KozGoPro font in snippet_453 has been removed; Novitex is able to print NOD01 notices.	NA
22330	Defect Fix	The Stop Aid for Optional member snippet had the Period missing at the end of the sentence.	The Stop Aid for Optional member snippet has the Period at the end of the sentence.	NA
Online Application				
24657	Defect Fix	When a user chose None of the Above for the following field “Do any of the following qualifying life events or situations apply to you?*” during open enrollment on the <i>Application Signature</i> page, a Special Enrollment Expiry Date validation error message was displayed.	When a user chooses None of the Above for the following field “Do any of the following qualifying life events or situations apply to you?*” during open enrollment on the <i>Application Signature</i> page, a Special Enrollment Expiry Date validation error message is not displayed.	Application Signature
26455	Defect Fix	When a user reported changes and clicked the Submit button on the <i>Application Signature For Reported Changes</i> page, a Verify Lawful Presence	When a user reports changes and clicks the Submit button on the <i>Application Signature For Reported Changes</i> page, a VLP call is initiated for an	Application Signature For Reported Changes

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		(VLP) call was not initiated for an application where VLP failed initially due to incomplete data.	application where VLP failed initially due to incomplete data.	
24844	Defect Fix	When a user clicked the Submit button on the <i>Application Signature for Reported Changes</i> page after making the required changes, a We Apologize error message was displayed.	When a user clicks the Submit button on the <i>Application Signature for Reported Changes</i> page after making the required changes, the <i>Eligibility Results</i> page is displayed.	Application Signature for Reported Changes
22592	Defect Fix	When an admin entered an incorrect application date on the <i>Apply for Benefits</i> page in Espanol, the error message was displayed in English.	When an admin enters an incorrect application date on the <i>Apply for Benefits</i> page in Espanol, the error message displays in Spanish.	Apply for Benefits
25721	Defect Fix	The Validation error message for the Date of Application field on the <i>Apply For Benefits/ Flexible Application</i> page displayed an incorrect message in Spanish.	The Validation error message for the Date of Application on the <i>Apply For Benefits/ Flexible Application</i> page displays the correct message in Spanish.	Apply For Benefits Flexible Application
25738	Defect Fix	When the Document ID* field on the <i>Apply For Benefits</i> page was left blank, the validation error message did not display for Spanish users.	When the Document ID* field on the <i>Apply For Benefits</i> page is left blank, the validation error message is displayed for Spanish users.	Apply For Benefits

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
27452 27455	Defect Fix	Users who requested discontinuance of County Children’s Health Initiative Program (CCHIP) and reported a change were not able to navigate back to the <i>Discontinue County Children’s Health Initiative Program (CCHIP)</i> page.	Users who request discontinuance of County Children’s Health Initiative Program (CCHIP) and report a change are able to navigate back to the <i>Discontinue County Children’s Health Initiative Program (CCHIP)</i> page.	Discontinue County Children’s Health Initiative Program (CCHIP)
26638	Defect Fix	The <i>Eligibility Results</i> page for Former Foster Youth (FFY) displayed the following message “You must submit the following documents by 6/30/15 or your Medi-Cal benefits will be discontinued.”	The <i>Eligibility Results</i> page for FFY displays the following message “You are not required to give any document in this application. If you have a document that shows you were in foster care at age 18 or older, and you want to provide it, you may give it here.”	Eligibility Results
27066	Defect Fix	The Submit Documents link on the <i>Eligibility Results</i> page was missing for users who were conditionally eligible for CCHIP.	The Submit Documents link on the <i>Eligibility Results</i> page is available for users who are conditionally eligible for CCHIP.	Eligibility Results
26607	Defect Fix	Below mentioned were issues related to Job Access with Speech (JAWS) on the <i>Flexible Application</i> page: <ul style="list-style-type: none"> Focus did not shift to error messages upon 	Below mentioned are fixes related to JAWS on the <i>Flexible Application</i> page. <ul style="list-style-type: none"> Focus shifts to error messages upon clicking the Enter key 	Flexible Application

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		<p>clicking the Enter key when the focus was on Save button, when navigated through either tab or arrow keys</p> <ul style="list-style-type: none"> Expanding/Collapsing of the page navigator link was not read when navigated through arrow keys Fields corresponding to the radio buttons were not read when navigated through the tab key The Close button present in the headers was not read when navigated through the tab key Focus did not shift to the Close link when navigated through the tab key The space to enter Household Phone Number read as “Underscore Underscore Underscore” when navigated through either tab or arrow keys The expand/collapse link for household members name appeared as text upon disabling Cascading Style Sheets (CSS). 	<p>when the focus is on Save button, when navigated through either tab or arrow keys</p> <ul style="list-style-type: none"> Expanding/Collapsing of the page navigator link is read when navigated through arrow keys Fields corresponding to the radio buttons are read when navigated through the tab key The Close button present in the headers is read when navigated through the tab key Focus shifts to the Close link when navigated through the tab key The space to enter Household Phone Number does not read “Underscore Underscore Underscore” when navigated through either tab or arrow keys The expand/collapse link for household members name appears as a link upon disabling CSS. 	

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
26719	Defect Fix	The Primary Contact - Name panel on the <i>Flexible Application</i> page had the Re-Enter Your Email Address field empty.	The Primary Contact - Name panel on the <i>Flexible Application</i> page has the Re-Enter Your Email Address filled with the details entered in the application start page.	Flexible Application
27024	Defect Fix	When an admin clicked the question mark (?) sign for the following question "Is this person expected to be claimed by a Non-Custodial Parent?" on the <i>Flexible Application</i> page in the Tax Information panel, the application navigate to the top of the page.	When an admin clicks the question mark (?) sign for the following question "Is this person expected to be claimed by a Non-Custodial Parent?" on the <i>Flexible Application</i> page in the Tax Information panel, the application remains in the same panel.	Flexible Application
27058	Defect Fix	The following field "Hours/Days per week" in the Employment Income, Other Income, and Income Deduction panels on the <i>Flexible Application</i> page accepted alphanumeric characters.	The following field "Hours/Days per week" in the Employment Income, Other Income, and Income Deduction panels on the <i>Flexible Application</i> page accepts only numeric characters.	Flexible Application
27091	Defect Fix	The Primary Contact - Home Address panel on the <i>Flexible Application</i> page did not copy the exact address entered in the application start page.	The Primary Contact - Home Address panel on the <i>Flexible Application</i> page copies the exact address entered in the application start page.	Flexible Application

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
27105	Defect Fix	When an admin clicked the Save button on the <i>Flexible Application</i> page after entering details in multiple panels, an exception error message was displayed.	When an admin clicks the Save button on the <i>Flexible Application</i> page after entering details in multiple panels, details entered are saved.	Flexible Application
26984	Defect Fix	When a user changed the responses for the following questions “Does this person want health insurance” and/or “Is this person a U.S. Citizen or National” on the <i>Household Members</i> page and clicked the Continue button, a We Apologize error message was displayed.	When a user amends the responses for the following questions “Does this person want health insurance” and/or “Is this person a U.S. Citizen or National” on the <i>Household Members</i> page and clicks the Continue button, the <i>Household Relationships</i> page is displayed.	Household Members
24271	Defect Fix	When an admin attempted to fill Household Member 1 details on the <i>Household Members</i> page, the Middle Name text box and Suffix dropdowns did not prepopulate from the <i>Household Primary Contact</i> page.	When an admin attempts to fill Household Member 1 details on the <i>Household Members</i> page, the Middle Name text box and Suffix dropdowns are prepopulated from the <i>Household Primary Contact</i> page.	Household Members
25719	Defect Fix	When the Home Phone Number field on the <i>Household Primary Contact/Flexible Application</i> page was left	When the Home Phone Number field on the <i>Household Primary Contact/Flexible Application</i> page is left	Household Primary Contact Flexible Application

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		blank, the validation error message displayed in Spanish was incorrect.	blank, the validation error message displayed in Spanish is correct.	
20523	Defect Fix	The Home Phone Number and Work Phone Number error message on the <i>Household Primary Contact</i> page displayed in English for a Spanish user.	The Home Phone Number and Work Phone Number error message on <i>Household Primary Contact</i> page displays in Spanish for a Spanish user.	Household Primary Contact
19719	Defect Fix	When an admin clicked the Archive button after selecting a notice on the <i>Inbox</i> page, the notice was archived successfully; however, the following error message was displayed “You've selected a URL in error. Please login again.”	When an admin clicks the Archive button after selecting a notice on the <i>Inbox</i> page, the notice is archived successfully without any error message.	Inbox
21247	Defect Fix	The year on the <i>Income Introduction</i> page reflected 2014 and 2015.	The year on the <i>Income Introduction</i> page reflects 2014 and 2015.	Income Introduction
26855	Defect Fix	The Total Expected Yearly Household Income on the <i>Income Summary</i> page calculated the prorated sum considering 29 days for the month of February in a leap year.	The Total Expected Yearly Household Income on the <i>Income Summary</i> page calculates the prorated sum considering 28 days for the month of February even in a leap year.	Income Summary

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
19615	Defect Fix	When a new user clicked on the Live Chat option from the Get Help menu on the header of the <i>Individual Homepage</i> , previously disconnected users chat session was retained.	When a new user clicks on the Live Chat option from the Get Help menu on the header of the <i>Individual Homepage</i> , a chat window starts with the user's information, such as first name, last name , Email address , phone , zip code, etc.	Individual Homepage
27172	Defect Fix	When a user clicked the Resume link on the <i>Individual Homepage</i> , the <i>Flexible Application</i> popup was displayed.	When a user clicks the Resume link on the <i>Individual Homepage</i> , the application navigates to the last visited page.	Individual Homepage
22733	Defect Fix	When the Remote Identity Proofing (RIDP) service call failed, the <i>Individual Homepage</i> displayed question marks (????) instead of the last visited page.	When the RIDP service call fails, the <i>Individual Homepage</i> displays the <i>Confirm Identity</i> page link.	Individual Homepage
27085	Defect Fix	When a user attempted to login to a partially (newly created accounts were being created only in OIM/OUN but not in AHBX /GI resulting in the account being created partially) created account, a We Apologize error was displayed.	A code fix is applied for the accounts to be created in both OIM/OUN and AHBX/GI; users are able to login to their accounts without any error.	Log In or Create an Account

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
22689	Defect Fix	The verbiage and buttons on the <i>Manual Eligibility Determination</i> page for an admin login were not aligned.	The verbiage and buttons on the <i>Manual Eligibility Determination</i> page for an admin login are aligned.	Manual Eligibility Determination
20783	Defect Fix	The <i>Individual Verification Pop Up</i> message on the <i>Manual Verification</i> page was displayed in English for a Spanish user.	The <i>Individual Verification Pop Up</i> message on the <i>Manual Verification</i> page is displayed in Spanish for a Spanish user.	Manual Verification
26895	Defect Fix	The Renewal and Redetermination Verification (RRV) job (VER-2004-DD-02) returned an exception error.	The RRV job (VER-2004-DD-02) processes successfully.	NA
27200	Defect Fix	The 834 outbound TIBCO Results (PR1_GI_834_OUT_XML_TO_EDI_) job returned a TIBCO error due to trailing blanks.	The 834 outbound TIBCO Results (PR1_GI_834_OUT_XML_TO_EDI_) job completes successfully without any error.	NA
26177	Defect Fix	There were multiple records per INDV_ID in the HBX_INDV_OTHER INFO table.	There is a single record per INDV_ID in the HBX_INDV_OTHER INFO table.	NA
26702	Defect Fix	The notes entered in the Flexible Application view did not reflect on the <i>Notes</i> page of the Consumer View .	The notes entered in the Flexible Application view reflects on the <i>Notes</i> page of the Consumer View .	Notes

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
26480	Defect Fix	DER-U sent deprecated Invested Income value to SAWS. The details were picked up from the entries on the <i>Other Income</i> page.	The deprecated Investment Income value has been removed from the What type of Income?* drop down on the <i>Other Income</i> page. The deprecated value will not be sent on DER-U.	Other Income
27052	Defect Fix	When an admin attempts to save an application in progress (not yet submitted), clicking the Save & Exit button on the <i>Overview</i> page returned a We Apologize error message.	When an admin attempts to save an application in progress (not yet submitted), clicking the Save & Exit button on the <i>Overview</i> page saves the application and navigates back to the <i>Individual Homepage</i> .	Overview
26856	Defect Fix	Below mentioned are alignment issues on browsers: <ul style="list-style-type: none"> Demographic questions on the <i>Personal Data - Demographic Information</i> page were not aligned properly in Internet Explorer 11 Eligible Immigration Status questions on the <i>Household Members</i> page were not aligned properly on the Safari browser in intake mode The asterisk (*) sign for the following 	Below mentioned are fixes related to alignment on browsers: <ul style="list-style-type: none"> Demographic questions on the <i>Personal Data - Demographic Information</i> page are aligned properly in Internet Explorer 11 Eligible Immigration Status questions on the <i>Household Members</i> page are aligned properly on the Safari browser in intake mode The asterisk (*) sign for the following question “Does this 	Personal Data - Demographic Information Household Members Health Care

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		question “Does this person receive Medicare benefits?*” on the <i>Health Care</i> page was not aligned properly in the Safari browser	person receive Medicare benefits?*” on the <i>Health Care</i> page is aligned properly in Safari browser	
26851	Defect Fix	Alignment of the below mentioned questions on the <i>Personal Data – Demographic Information</i> page varied from browser to browser: <ul style="list-style-type: none"> • What is this person’s marital status?* • Who is the primary caretaker of this child?* 	Alignment of the below mentioned questions on the <i>Personal Data – Demographic Information</i> page is similar on all browsers: <ul style="list-style-type: none"> • What is this person’s marital status?* • Who is the primary caretaker of this child?* 	Personal Data – Demographic Information
20293	Defect Fix	The following question “Is this person attending school full time?” was not displayed for an 18 year old on the <i>Personal Data – Demographic Information</i> page.	The following question “Is this person attending school full time?” is displayed for an 18 year old on the <i>Personal Data – Demographic Information</i> page.	Personal Data – Demographic Information
26980	Defect Fix	When an admin clicked either the View Case or View Home button on the <i>Search Individual</i> page, an exception error message was displayed.	When an admin clicks either the View Case or View Home button on the <i>Search Individual</i> page, the <i>Application History</i> page or <i>Individual Homepage</i> is displayed, respectively.	Search Individual
24770	Defect Fix	When an admin searched for a case and clicked the Manual Eligibility button	When an admin searches for a case and clicks the Manual Eligibility button	Search Individual

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		on the <i>Search Individual Page</i> , an exception error message was displayed.	on the <i>Search Individual Page</i> , the <i>Eligibility Results</i> page is displayed.	
26376	Defect Fix	When an admin removed the spouse from the policy due to Incarceration, the change Log table on the <i>Transaction History</i> page displayed the transaction under the following Change Element: "Applying for Health Coverage."	When an admin removes the spouse from the policy due to Incarceration, the change Log table on the <i>Transaction History</i> page displays the transaction under the following Change Element: "Remove the member from both the policy and tax filing household."	Transaction History
26915	Defect Fix	When a user chose Preferred method of Communication as Email or Phone on the <i>User Information</i> page, NOD61A and NOD61B notices were generated.	When a user chooses Preferred method of Communication as Email on the <i>User Information</i> page, NOD61A and NOD61B notices are generated.	User Information

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
Enrollment-Financial Management			
179	“We apologize” error on the Change Plan Effective Dates / Reinstate Coverage page.	23543	16.4
Online Application			
182	A validation error message displays on the Application Signature page. (When a user clicks on the Submit button on the Application Signature page, a validation error message displays.	24657	16.4
192	When an admin clicks Save button on Flexible Application page after entering details in multiple panels, a We Apologize error is displayed.	27105	16.4
191	Admin user enters and saves Note in the Flexible App but the note does not transfer over to display in the Case Summary ‘Notes’ section.	26702	16.4
195	When an admin attempts to save an application in progress (not yet submitted) upon clicking the Save & Exit button on the Overview page, a “We Apologize” error message is displayed.	27052	16.4

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
Technical Architecture			
200	Question marks display on the Spanish version of the Individual Landing page	26481	16.7
Online Application			
201	When a user clicks on the View Eligibility Results link on the <i>Transaction Details</i> page, a “ We apologize ” error message displays.	26971	TBD
eHIT			
199	When a User/Admin clicks Save & Exit button on the <i>Personal Data - Health Insurance Information</i> page, a “ We Apologize ” error message is displayed.	27933 26917	16.7

The following provides detailed alternate procedures for known issues:

Alternate Procedure 200: Question marks display on the Spanish version of the Individual Landing page	
Users Impacted	Consumers
Area Impacted	Technical Architecture
What's Happening Now	When a user clicks on the Espanol link in the header of the Individual Landing page, question marks (??????) display throughout the page.
Actions to Take	<ol style="list-style-type: none"> 1. Click on the Log Out link in the header. 2. Click on the Account Sign In link in the header and sign in. The Individual Landing page displays. 3. Click on the Espanol link in the header. The page correctly displays in Spanish.
SCR/Defect	Defect 26481
Planned Release	16.7

Alternate Procedure 201: When a user clicks on the View Eligibility Results link on the <i>Transaction Details</i> page, a “We apologize” error message displays.	
Users Impacted	All users
Area Impacted	Online Application
What's Happening Now	When a user clicks on the View Eligibility Results link on the <i>Transaction Details</i> page, a “We apologize” error message displays for transactions that took place prior to 07/25/2015.
Actions to Take	<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 criteria for the Search By and Search Value fields, and click on the Search button. The search results display. 4. Select the radio button next to the appropriate individual and click on the View Case button. The <i>Application History</i> page displays. 5. Click on the View Eligibility Results link. The <i>Eligibility Results</i> page displays for the historical record selected.
SCR/Defect	Defect 26971
Planned Release	TBD

Alternate Procedure 199: When a User/Admin clicks Save & Exit button on the <i>Personal Data - Health Insurance Information</i> page, a “ We Apologize ” error message is displayed.	
Users Impacted	Consumers and Admin users
Area Impacted	EHIT
What’s Happening Now	When a User/Admin clicks Save & Exit button on the <i>Personal Data - Health Insurance Information</i> page, a “ We Apologize ” error message is displayed.
Actions to Take	<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>Individual Homepage</i> for individuals and <i>Administration Homepage</i> for admins is displayed. 2. Click on the Sign Out link in the header, the <i>Individual Landing page</i> is displayed. 3. Delete browsing history and clear cache. 4. Click the Account Sign In link in the header of <i>Individual Landing page</i>, the <i>Login or Create an Account</i> page is displayed. 5. Enter the Username and Password and click on the Login button, the <i>Individual Homepage</i> for individuals and <i>Administration Homepage</i> for admins is displayed. 6. Individual users to click on Resume button, user is navigated to <i>Personal Data - Health Insurance Information</i> page / Admin users to search case with the case id and manually navigate to <i>Personal Data - Health Insurance Information</i> page. 7. Click on Save & Exit button, the application is saved.
SCR/Defect	Defect 27933, 26917
Planned Release	16.7