

Executive Summary

CalHEERS Feature Release 17.9 (to be deployed on 9/25/2017) contains updates to following:

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

- MEDS
- Eligibility & Enrollment
- eHIT
- Plan Management

Key System Updates that have been deployed in this release:

- Eligibility & Enrollments
- Project
- eHIT
- Notices
- Cross-Business Area
- Online Application
- Eligibility

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

- None

Alternate Procedures that have been provided with this release:

No Longer in Effect with this release

- None

New with this release

- None

Purpose and Scope

This document describes the content of the CalHEERS Feature Release 17.9. 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	New Functionality In this Release	Pages Impacted
MEDS				
Modify CalHEERS to send Web Service responses and batch transaction Alerts to a user-friendly console				
7536	Change Request	This functionality did not previously exist.	CalHEERS receives Web Service messages and Batch Alerts generated from online and batch transactions sent to MEDS. These messages and alerts are now visible on the <i>MEDS Message and Alert Search</i> and <i>MEDS Message and Alert Detail</i> pages. Access to these pages are restricted to those with the appropriate Security Group. A new link, "Search	MEDS Message and Alert Search MEDS Detail

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			<p>MEDS Messages and Alerts”, on the Admin Dashboard allows Admins to access the MEDS Message and Alert Search page.</p> <p>The Web Service messages and batch alerts indicate an issue, which need to be corrected to keep MEDS and CalHEERS in sync.</p> <p>CalHEERS displays MEDS messages and alert records for up to 120 days from the date the MEDS message or alert was generated.</p> <p>The <i>MEDS Message and Alert Search</i> page provides the User with two search options:</p> <p>Basic Search</p> <ul style="list-style-type: none"> • CalHEERS Case Number • CIN • MEDS ID / SSN • Message ID <p>Advanced Search</p> <ul style="list-style-type: none"> • MEDS Alert Date Range (From, To) (a maximum of 5-day window for Advanced Search date range) • Transaction Type • Status • Message Category • Number • Aid Code • County Code <p>Search results are displayed in descending order by Message ID. Clicking the Message ID link will navigate the User to the MEDS Message and Alert Detail page.</p> <p>The newly created MEDS Message or Alert will have a status of "Open" and a Status Date of the date the MEDS message or alert was processed in CalHEERS.</p> <p>CalHEERS allows a User to update the status on the MEDS Message and Alert Detail page. Options include Open, Deferred, In Progress, or Closed for each MEDS message or alert.</p>	

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			<p>Only the current message or alert status is displayed to the User.</p> <p>MEDS Messages and Alerts are processed daily (7 days a week) and are available for search/display the day after the messages are posted in CalHEERS.</p>	
CalHEERS-MEDS Reconciliation for CalHEERS Managed Programs				
82343	Change Request	This functionality did not previously exist.	<p>This change implements the CalHEERS-MEDS Reconciliation process for programs managed by CalHEERS. (APTC, CCP, CSR, MCAP, & CCHIP).</p> <p>A new batch transaction (RX20) is generated on the first weekend of every month for Active cases with individuals who are eligible or Conditionally Eligible to CalHEERS managed programs (APTC, CCP, CSR, MCAP, & CCHIP). This file will exclude Pending, Ineligible, and Discontinued individuals.</p> <p>8E aid code will be excluded from the Recon file.</p> <p>The termination date will be sent for specific types of programs in the Recon file. Example: If a program is set to discontinue during the Recon month, such as MCAP, which terminates on the last day of the 60-day postpartum, or the child's 19th birthday for CCHIP.</p> <p>RX20 transactions will only be sent for cases with a status of Active.</p>	NA
Eligibility & Enrollment				
2018 Renewals CR				
82949	Change Request	This functionality did not previously exist.	<p>Additional CalHEERS optimizations have been implemented for consumers who participate in renewals for 2018. This CR includes multiple enhancements to improve the consumer experience during renewals.</p> <p>The following changes have been made:</p> <ul style="list-style-type: none"> • CalHEERS now has the functionality to discontinue APTC/CSR when the 009 or 010 tax filing codes are received from IRS. • CalHEERS updates the <i>Eligibility Results</i> page with new language reflecting the reason for the action 	Eligibility Results Enrollment Introduction

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			<p>that was taken with the 009 and 010 tax filing codes received from IRS.</p> <ul style="list-style-type: none"> • CalHEERS continues CFS for the next benefit year during renewals. • CalHEERS terminates APTC/CSR/CCP eligibility following 15th of the month rule for both the benefit years when CFS is lifted and the consumer is made MAGI Medi-Cal eligible or conditionally eligible for the current benefit year with CF active across multiple benefit years. • CalHEERS always calls the income services for Insurance Affordability Program cases during active renewals. • CalHEERS has a crosswalk for members aging out of a Catastrophic plan enrollment for passive renewals • CalHEERS picks up the aged out Catastrophic plans in the last batch sweep. • CalHEERS allows designated individuals the ability to extend the Open Enrollment date that yields a coverage start date of 1/1 or 2/1 for the Open Enrollment benefit year. • When an Open Enrollment extension is implemented, CalHEERS will display the Open Enrollment extension dates on the <i>Eligibility Results</i> page and the <i>Enrollment Introduction</i> page • CalHEERS sets the enrollment status to Enrolled for active renewals in custom group cases where the subscriber remains with the same carrier and the status is enrolled. • CalHEERS excludes a case with custom grouping from passive enrollment when an active renewal has started and custom grouping has changed with plan selection complete for at least one of the groups. • CalHEERS auto-determines eligibility for the next benefit year when Report a Change occurs between system dates 11/1 and 12/31 for the current benefit year when a MAGI Medi-Cal only case results in at least 1 household member being ineligible/discontinued for all programs for the current benefit year and the case is not part of the Exchange Renewal population. 	
eHIT				

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County of Responsibility (COR) Release Update- Part C				
91521	Change Request	This functionality did not previously exist.	<p>This CR enhances the CalHEERS referral processing and COR Release Enablement batch sweep functionality and completes full integration of automated case management features in CalHEERS for release of COR.</p> <ul style="list-style-type: none"> • CalHEERS maintains the lock to existing COR for cases where a disposition is received for the Medi-Cal program (includes Non-MAGI) and the program eligibility status is not discontinued or ineligible for all individuals on the case. • CalHEERS COR enablement sweep maintains the lock to existing COR for CalHEERS Non-MAGI Medi-Cal Program referrals until a disposition is received for the Medi-Cal program (includes Non-MAGI) and the program eligibility status is provided. • CalHEERS COR enablement sweep enables a COR reassignment based on the latest disposition received provided the disposition has a Medi-Cal program (includes Non-MAGI) eligibility status update of discontinued or ineligible for all individuals on the case. • CalHEERS SAWS Interface COR enablement sweep no longer considers a 90-day cure period as part of the evaluation criteria for the enablement of COR release. • CalHEERS SAWS Interface COR enablement sweep does not consider the referral identifier in to enable County reassignment. 	NA
Plan Management				
Plan Year 2018 - Adding New Issuer(s) and Extending Standard Payment WSDL				
92286	Change Request	This functionality did not previously exist.	<p>CalHEERS now allows for issuers to be added and extend standard payment WSDL's to issuers.</p> <p>CalHEERS now allows information updates thereby enhancing the accuracy of the information provided to consumers.</p> <p>This CR also allows Covered CA to accommodate new issuers and benefit issuers who may have changing needs (e.g., the addition of the WSDL).</p>	NA

Key System Updates

The following summarizes the modified features included in this release.

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
Eligibility & Enrollment				
Update CalHEERS to automatically discontinue members/cases				
6614	Change Request	Cases with consumers who were APTC conditionally eligible due to income inconsistency did not have an automated process to evaluate their income inconsistency at the end of the (Reasonable Opportunity Period (ROP).	<p>This CR will have an automated process to identify consumers who are conditionally eligible for APTC due to verification inconsistencies in household income-subsidy, and update a consumer’s enrollment under the outcomes from ROP.</p> <p>CalHEERS updates the budget worksheet to reflect calculations based on income provided by electronic source. The business rules and conditionally eligible snippets are updated on Eligibility Results page to include income.</p>	Eligibility Results
Eligibility for IAP Based on Immigration Status				
69974	Change Request	<p>CalHEERS did not include the mentioned immigration status to determine eligibility for MAGI Medi-Cal.</p> <ul style="list-style-type: none"> • Lawful Presence • Qualified Non-Citizens • Five Year Bar applies • Five Year Bar met 	<p>CalHEERS now includes the mentioned immigration status to determine eligibility for MAGI Medi-Cal.</p> <ul style="list-style-type: none"> • Lawful Presence • Qualified Non-Citizens • Five Year Bar applies • Five Year Bar met <p>The <i>Household – Personal Verification</i> page has the dropdown values for Immigration Status updated and re-worded as mentioned below.</p> <ul style="list-style-type: none"> • Lawful Permanent Resident (LPR/Green Card holder) • A non-citizen with an approved visa petition, who has a pending application for adjustment to LPR status • A non-citizen, without a visa petition, who has a pending application for adjustment to LPR Status, with Employment Authorization 	<p>Household – Personal Verification</p> <p>Household Members</p> <p>Eligibility Results</p>

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			<ul style="list-style-type: none"> • A non-citizen who has a pending application for adjustment to LPR status, without Employment Authorization • Refugee • Asylee • Cuban/Haitian Entrant • American Immigrant • Granted withholding of deportation or removal • Granted a stay of deportation • Granted suspension of deportation whose departure USCIS does not contemplate enforcing • Conditional Entrant granted before 1980 • Paroled into the United States for one year or more • Paroled into the United States for less than one year • Battered non-citizen, or parent or child of battered non-citizen • Granted Deferred Action (but not under Deferred Action for Childhood Arrivals - DACA) • Granted Deferred Action for Childhood Arrivals – (DACA) • Granted Order of Supervision, with Employment Authorization • Granted Order of Supervision, without Employment Authorization • An immigrant who entered and has continuously resided in the United States since before January 1, 1972, who would be eligible for an adjustment of status to lawful permanent resident (eligible as a Registry immigrant) • Registry applicant, with Employment Authorization • Pending application for Creation of Record of Lawful Admission for Permanent Residence, with Employment Authorization 	

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			<ul style="list-style-type: none"> • Granted voluntary departure and awaiting issuance of a visa • A non-citizen on whose behalf an immediate relative petition (I-130) has been approved and who is entitled to voluntary departure • Granted withholding of removal under the Convention against Torture – CAT • Granted a Victim of Trafficking visa (T visa), or spouse, child, sibling, or parent • Pending application for a Victim of Trafficking visa (T visa), or spouse, child, sibling, or parent • Taking steps to apply for a T visa or for certification by the Office of Refugee Resettlement • Granted U visa • Filed for a U visa • Granted Student Visa (e.g. F or M visa) • Granted Work Visa (e.g. H-1, J-1, O, R, P visa) • Granted Visitor Visa (e.g. B visa) • Lawful Temporary Resident (special agricultural workers, or certain immigrants admitted into the U.S. before 1982) • Granted Temporary Protected Status (TPS), or pending applicants for TPS (pending applicants must have Employment Authorization) • Family Unity Beneficiary • Granted Deferred Enforced Departure • Resident of American Samoa • Citizen of Micronesia, the Marshall Islands, or Palau • Administrative order staying removal issued by the Department of Homeland Security • Pending application for legalization under Immigration Reform and 	

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			<p>Control Act - IRCA, with Employment Authorization</p> <ul style="list-style-type: none"> • Pending application for asylum with Employment Authorization or is under the age of 14 and has had a pending application for asylum for at least 180 days • Pending application for withholding of removal with Employment Authorization, or is under the age of 14 and has had a pending application for withholding of removal for at least 180 days • Pending application for legalization under the LIFE Act, with Employment Authorization • Pending application for suspension of deportation, or cancellation of removal or special rule cancellation of removal, with Employment Authorization • Pending application for Special Immigrant Juvenile Status • Document or Status Not Listed <p>CalHEERS uses the immigration statuses to determine lawful presence and eligibility for APTC/CSR/CCP. If one of the immigration statuses is selected but there is no document information sufficient for electronic verification of immigration status, eligibility shall be conditional until electronic or admin verification is provided.</p> <p>CalHEERS grants conditional full scope MAGI Medi-Cal eligibility (without requiring immigration document and Alien Number information) for otherwise eligible consumers who attest to any of the immigration statuses listed. Conditional eligibility status is removed once verified.</p>	

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			<p>CalHEERS determines a user not eligible for APTC/CSR when eligible or conditionally eligible to full-scope MAGI Medi-Cal, household income is less than or equal to 138% of FPL, and who attest to any of the immigration statuses.</p> <p>CalHEERS grants restricted scope to MAGI Medi-Cal eligibility (without requiring immigration document and Alien Number information) for otherwise eligible consumers who attest to any of the immigration statuses and if the individual is known to be 21 years or older and not pregnant.</p> <p>CalHEERS grants conditional (if not verified) full scope MAGI Medi-Cal to consumers otherwise eligible and known to be under 21 or pregnant for the following immigration statuses</p> <p>or</p> <p>CalHEERS determines eligible or conditionally eligible (if not verified) for CCP/APTC/CSR when a consumer is eligible or conditionally eligible to restricted-scope MAGI Medi-Cal, if household income is less than or equal to 138% of FPL, for the following immigration statuses. Pending MAGI Medi-Cal eligibility shall not allow eligibility or conditional eligibility for CCP/APTC/CSR.</p> <ul style="list-style-type: none"> • Pending application for Creation of Record of Lawful Admission for Permanent Residence, with Employment Authorization • Granted withholding of removal under the Convention against Torture – CAT 	

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			<ul style="list-style-type: none"> • Student Visa – Granted a student visa (e.g. F or M visa) • Work Visa – Granted a work visa (e.g. H-1, J-1, O, R, P visa) • Visitor Visa – Granted a visitor visa (e.g. B visa) • Lawful Temporary Resident (special agricultural workers, or certain immigrants admitted into the U.S. before 1982) • Granted Temporary Protected Status (TPS), or pending applicants for TPS (pending applicants must have Employment Authorization) • Family Unity Beneficiary • Granted Deferred Enforced Departure • Resident of American Samoa • Citizens of Micronesia, the Marshall Islands, and Palau • Administrative order staying removal issued by the Department of Homeland Security • Registry applicant, with Employment Authorization • Pending application for legalization under Immigration Reform and Control Act - IRCA, with Employment Authorization • Pending application for asylum with Employment Authorization or is under the age of 14 and has had a pending application for asylum for at least 180 days • Pending application for withholding of removal with Employment Authorization, or is under the age of 14 and has had a pending application for withholding of removal for at least 180 days • Pending application for legalization under the LIFE Act, with Employment Authorization • Pending application for suspension of deportation, or cancellation of 	

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			<p>removal or special rule cancellation of removal, with Employment Authorization</p> <ul style="list-style-type: none"> • Pending application for Special Immigrant Juvenile Status <p>The text above the Immigration Status and Document Type dropdown menus on the <i>Household Members</i> page is updated to read the following "Please select your current immigration document and status. We can process your application faster if you enter your immigration document information now. If you cannot provide that information now, you will have the chance to provide it at a later date."</p> <p>CalHEERS provides sample read-only greyed-out text preview samples in the input boxes for Card Number and Receipt fields on the <i>Household Member</i> Page corresponding to the VLP service specification.</p> <p>The First Name on the Document & Last Name on the Document fields are reworded to First Name/Given Name on the Document & Last Name/Surname on the Document respectively on the <i>Household Member</i> page.</p> <p>The Are you a Qualified Non-Citizen radio button is removed on the <i>Household Member</i> page.</p> <p>The Cuban/Haitian Entrant, Document indicating withholding of removal is split into two separate documents in the Document Type dropdown menu on <i>Household Member</i> page and CalHEERS SAWS interface as mentioned:</p> <ul style="list-style-type: none"> • Document indicating Cuban/Haitian Entrant 	

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			<ul style="list-style-type: none"> • Document indicating withholding of removal <p>CalHEERS does not request verification through the VLP interface for the following immigration statuses even if a document provided is with sufficient information to make a call to VLP:</p> <ul style="list-style-type: none"> • A non-citizen who has a pending application for adjustment to LPR status, without Employment Authorization • Granted Deferred Action for Childhood Arrivals – (DACA) • Granted Order of Supervision, without Employment Authorization • An immigrant who entered and has continuously resided in the United States since before January 1, 1972, who would be eligible for an adjustment of status to lawful permanent resident (eligible as a Registry immigrant) • Granted voluntary departure and awaiting issuance of a visa • A non-citizen on whose behalf an immediate relative petition (I-130) has been approved and who is entitled to voluntary departure • Taking steps to apply for a T visa or for certification by the Office of Refugee Resettlement • Filed for a U visa <p>The Wrap text option is now available for all Document Types and Immigration Statuses.</p> <p>CalHEERS displays the following message on the <i>Eligibility Results</i> page to consumers who are eligible or conditionally eligible for restricted-scope MAGI Medi-Cal and eligible or conditionally eligible for APTC/CSR with</p>	

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			<p>household income less than or equal to 138% of FPL” You may qualify for limited Medi-Cal coverage. You also qualify for full health care coverage in a Covered California plan with financial assistance. If you would like to buy a Covered California plan, click on the “Choose Your Health Plan” button”.</p> <p>The CalHEERS SAWS Interface has the Qualified Non-Citizen indicator removed from the EHIT EDR transaction.</p> <p>The eHIT schema is updated to include all the documents from the document list and Grant Date.</p> <p>CalHEERS sends to SAWS an individual’s immigration status and corresponding verification information via eHIT transactions.</p>	
MCAP/CCHIP Transition to MAGI Medi-Cal				
83395	Change Request	Transition of a user from MCAP/CCHIP to MAGI Medi-Cal had a 45-day processing time frame resulting a coverage gap when the previous coverage (MCAP/CCHIP) would expire by the end of the month with the new coverage (MAGI Medi-Cal) unlikely to start from the beginning of the following month.	<p>Transition of a user from MCAP/CCHIP to MAGI Medi-Cal has no coverage gap now with the coverage for MAGI Medi-Cal starting the day after MCAP/CCHIP expires.</p> <p>CalHEERS limits the transition from MCAP to MAGI Medi-Cal once per pregnancy.</p> <p>CalHEERS suppresses the text that contains the option to switch on the <i>Eligibility Results</i> page after user elects to keep or switch eligibility after the last date to switch has passed. If a consumer is still eligible to switch, user will have the option to switch on the Individual homepage.</p> <p>CalHEERS now allows admins to return consumers who have elected to transition to MAGI Medi-Cal back to MCAP.</p>	<p>Eligibility Results</p> <p>Individual Homepage</p>

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
			<p>Users who transition from MCAP/CCHIP into MAGI Medi-Cal, HX20 ESAC 1 transaction is sent to MEDS upon an eligibility determination that results in a user being either eligible or Conditionally eligible for the MAGI Medi-Cal program.</p> <p>CalHEERS follows the 15-day rule for all MCAP and CCHIP discontinuances.</p>	
Modify the online Single Streamline Application (SSApp) to meet regulatory and statutory requirements				
70497	Change Request	<p>The online Single Streamline Application (SSApp) was not in line with CMS update SPA 13-0022-MM2.</p>	<p>The online Single Streamline Application (SSApp) is updated to the CMS SPA 13-0022-MM2.</p> <ul style="list-style-type: none"> • CalHEERS now collects additional AI/AN information where other demographic information (<i>Personal Data – Demographic Information</i> page) is collected. • CalHEERS now collects if a consumer has a service from an Indian Health Service, a tribal health program, or an urban Indian health program or through a referral from one of these programs. • CalHEERS now collects if a consumer is eligible to get services from an Indian Health Service, a tribal health program, or an urban Indian health program or through a referral from one of these programs. • CalHEERS now collects military service information where Demographic Information is collected. • CalHEERS updates the race and ethnicity options collected. • CalHEERS now collects Third Party Liability information. • CalHEERS now informs the consumer when a SSN is required. • CalHEERS now collects the SSN information when required by policy. 	All pages

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			<ul style="list-style-type: none"> • CalHEERS informs the consumer how to switch to Spanish on the CalHEERS Portal. • CalHEERS updates the option of written languages collected. • CalHEERS updates <i>Summary</i> pages with all questions displayed to the user. • CalHEERS now has estate recovery information on all signature pages. • CalHEERS updates the PDF application with all questions displayed to the user. • CalHEERS now collects information about attested date of birth, household size, pregnancy status, parent/caretaker status, qualified non-citizen that is subject to 5-year bar status, military background and income prior to the collection of employer sponsored insurance information. • CalHEERS utilizes attested date of birth, household size, pregnancy status, parent/caretaker status and income to calculate an applicant's potential eligibility to MAGI Medi-Cal based on FPL limit prior to asking questions about employer sponsored insurance. This does not apply to MCAP or CCHIP. • CalHEERS utilizes the determination of an applicant's potential eligibility to MAGI Medi-Cal to suppress questions related to affordability and minimum value standard of employer sponsored health insurance. This does not apply to MCAP or CCHIP. • CalHEERS single streamlined application messaging, hover text, and collection screens improves the application flow (user experience) for the end user. 	

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			<ul style="list-style-type: none"> CalHEERS now adds non-discrimination information to all signature pages. CalHEERS now adds Medi-Cal 10-day reporting requirement information to all <i>Application signature</i> pages 	
Dynamic App				
76084	Change Request	CalHEERS asked all users the same set of questions (even when the questions were not relevant to a user) to determine eligibility i.e. a user had to navigate through the complete application to view the eligibility results.	CalHEERS now dynamically displays to a consumer the minimum set of applicable questions necessary to determine eligibility.	All pages
Project				
R17.9 Carriers integration test				
96832	Change Request	Carriers integration test with CalHEERS for 2017 Renewal & Open enrollment was complete.	<p>This CR supports Carriers integration test with CalHEERS for 2018 Renewal & Open enrollment preparation.</p> <p>Carriers will be informed of renewal enhancements and processing of 834 transactions will be tested.</p> <p>The testing will be done in 2 phases, detailed below.</p> <ul style="list-style-type: none"> Phase 1: 2018 Renewal (validation of active and passive renewals for one plan for all and Custom Grouping) Phase 2: 2018 Open Enrollment (validation of enrollment in 2018 plans, changing plans) <p>The integration test includes the following schedule:</p> <ul style="list-style-type: none"> CalHEERS shall retest the connectivity with all existing Carriers (Health and Dental) and correct any connectivity issues identified during the test. 	NA

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			<ul style="list-style-type: none"> • CalHEERS shall conduct kick-off meeting with all existing carriers. • CalHEERS shall provide integration test related documentation (Test Plan, Test Templates, Test Scenarios, Companion Guide etc.) to all existing Carriers. • CalHEERS shall provide response to all existing carriers regarding questions related to integration testing. • CalHEERS shall perform limited scope integration test (As mentioned in scope of services) with all existing carriers. • Integration test shall ensure that carriers can accept, process and provide response to CalHEERS transactions (including 834, TA1, 999). • CalHEERS shall have meetings twice a week with all existing carriers to discuss testing status, testing issues, next steps and answer carriers questions. • CalHEERS shall provide daily test status report to Covered CA regarding carriers testing progress. 	
eHIT				
R17.9 EHIT Schema Technical Update				
87983	Change Request	CalHEERS SAWS EHIT schema interface was on version 8.0.	<p>CalHEERS SAWS EHIT schema interface is updated to version 9.1.</p> <p>Below are the modifications with this change request:</p> <ul style="list-style-type: none"> • The Business Validations are enhanced. • The EligibleImmigrationInd/QualifiedNonCitizenAttestationInd is removed and ImmigrationStatusCode is added. • The DocDescReq under DocumentInfo is removed. 	N. A

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			<ul style="list-style-type: none"> • The QualifiedCitizenInd and FiveYearBarInd under Eligibility node are removed. • The QualifiedNonCitizenInd, LawfulPresenceInd, PRUCOLInd, FiveYearBarExemptMetInd and PRUCOLLastCategoryInd are added under Eligibility node. • The FDSH complex node under Case Member node which contains VerifyLawfulPresence\VLP response is added. This enhances the DER that provides VLP response data to SAWS. • The new SAWS Admin verifications IMM and PCL are added. IMM admin verification provides rollup category information to Portal for non-citizen verifications i.e., LFP/FYB/QNC/PRU. • The DocumentTypeCode and ImmigrationStatusCode reference table is added in AHBX database for non-citizen verifications and VLP call required flag. 	
Notices				
2017 17.9 Notice Change Request				
81795	Change Request	CalHEERS notices are missing verbiage and other information.	<p>This CR includes various changes to some of the existing CalHEERS notices.</p> <p>Below are the modifications with this change request:</p> <ul style="list-style-type: none"> • CalHEERS will add verbiage to the eligibility determination notice to inform MCAP eligible consumers in a MCAP pregnancy hold when they are eligible to switch to Medi-Cal. • CalHEERS will add verbiage informing the consumer that they are aging out of a catastrophic plan and for when a consumer is reinstated in MCAP after an administrative error. • CalHEERS will add the ROP date where the income documents are required by as a dynamic field. 	Notices

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			<ul style="list-style-type: none"> • CalHEERS will add verbiage for when the financial assistance amount or program eligibility is changed by the ROP batch. • CalHEERS will add the benefit year as a dynamic field to snippets in the eligibility determination notice. • CalHEERS will inform consumers if the ROP batch changes the eligibility because of death or incarceration on the eligibility determination and benefits reminder notice. • CalHEERS will add verbiage for when a consumer's current plan is not available for the next benefit year. 	
Cross-Business Area				
User Interface Updates for Renewals				
90113	Change Request	When a user came back to their application during renewals to renew the coverage, they found it difficult to navigate through the application, sometimes resulting in a confused experience.	<p>When a user comes back to their application during renewals to renew the coverage, CalHEERS now provides a better user experience with improved data collection during renewals & making their continue application process easier and more personalized.</p> <p>The Single Streamline Application, hover text and collection screens helps in improving the user experience by guiding users with the information required to complete renewal.</p>	All Renewal pages
Online Application				
35297 (CR 79504)	Functionality Update	<p>A few Spanish translations on the following admin pages were incorrect.</p> <ul style="list-style-type: none"> • <i>Administration Homepage</i> • <i>Search Individual</i> • <i>Notices</i> • <i>Create Notice</i> • <i>Create Announcement</i> • <i>View Announcement</i> 	<p>Spanish translations on the following admin pages are correct.</p> <ul style="list-style-type: none"> • <i>Administration Homepage</i> • <i>Search Individual</i> • <i>Notices</i> • <i>Create Notice</i> • <i>Create Announcement</i> • <i>View Announcement</i> • <i>Announcement Homepage</i> 	<p>Administration Homepage</p> <p>Search Individual Notices</p> <p>Create Notice</p> <p>Create Announcement</p> <p>View Announcement</p> <p>Announcement Homepage</p>

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		<ul style="list-style-type: none"> <i>Announcement Homepage</i> 		
34745 (CR 79504)	New Functionality	<p>Spanish Translations on the following Admin pages were incorrect:</p> <ul style="list-style-type: none"> <i>Administration Homepage</i> <i>Search Individual</i> <i>Announcement</i> 	<p>Spanish translations on the following admin pages are correct.</p> <ul style="list-style-type: none"> <i>Administration Homepage</i> <i>Search Individual</i> <i>Announcement</i> <i>Create Announcement</i> <i>Notice-Waiting for Approval</i> 	<p>Administration Homepage Search Individual Announcement Create Announcement Notice-Waiting for Approval</p>
33970 (CR 79504)	Functionality Update	The Make Payment Now link in the left navigation bar on <i>Application History</i> page was grayed out.	The Make Payment Now link in the left navigation bar on <i>Application History</i> page has been removed.	Application History
33772 (CR 79504)	Functionality Update	When an admin updated the ROP Expiration Date which did not match the conditions on <i>Outstanding Verification</i> page, the following validation message was displayed The Reasonable Opportunity Expiration Date must be greater than the current value, cannot be moved more than 60 days from the current value, and cannot be backdated from the initial assigned value.	When an admin updates the ROP Expiration Date , which does not match the conditions on <i>Outstanding Verification</i> page, the following validation message displays The Reasonable Opportunity Expiration Date must be greater than the current system date, cannot be moved more than 60 days from the current system date, and cannot be backdated from the initial assigned value.	Outstanding Verification
27310 (CR 79504)	Functionality Update	When a user clicked the Cancel button on <i>My Profile</i> page, the following text All Updates are ignored by user was displayed in the <i>Update Profile Information</i> popup.	When a user clicks the Cancel button on <i>My Profile</i> page, the following text Do you wish to cancel your current changes? displays in the <i>Update Profile Information</i> popup.	My Profile
Eligibility				
34270 (CR 79504)	Functionality Update	When a request to re-determine, eligibility was sent, the SAWS referral	When a request to re-determine, eligibility is sent, the SAWS referral	NA

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		indicator sent true for both DER-U's (initial & re-run).	indicator sends true only for the initial DER-U.	

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
None				

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
None			

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
None			

Glossary			
Acronym	Full Form	Acronym	Full Form
ABE	Accenture Billing Engine	IMM	Immigrant
ADA	Americans with Disabilities Act	IRS	Internal Revenue System

Glossary			
Acronym	Full Form	Acronym	Full Form
AHBX	Accenture Health Benefit Exchange	ISO	Information Security Officer
AI	American Indian	IVR	Interactive Voice Response
ALM	Application Lifecycle Management	JAWS	Job Access with Speech (JAWS is a computer screen reader program for Microsoft Windows that allows blind and visually impaired users to read the screen either with a text-to-speech output or by a Refreshable Braille display)
AN	Alaskan Native	LFP	Lawful Presence
APTC	Advance Premium Tax Credits	LV	Life event needs verification
BOB	Book of Business	MCAP	Medi-Cal Access Program
BPM	Business Process Management	MEDS	Medi-Cal Eligibility Determination System
BRE	Business Rules Engine	MNE	Manual Eligibility
CCHIP	County Children's Health Initiative Program	NMEC	Non-MAGI MEC AID Code
CCP	Covered California Programs	NQI	New Qualified Immigrants
CEC	Certified Enrollment Counselor	OBIEE	Oracle Business Intelligence Enterprise Edition
CEE	Certified Enrollment Entities	OPA	Oracle Policy automation
CEW	County Eligibility Worker	PAI	Projected Annual Income
CFS	Carry Forward Status	PBE	Plan Based Enroller
CIN	Client Index Number	PDF	Portable Document Format
CMI	Current Monthly Income	PLR	Policy Level Reporting
CMS	Centers for Medicare & Medicaid Services	QDP	Qualified Dental Plan
COR	County of Responsibility	QHP	Qualified Health Plan
CR	Change Requests	RDP	Registered Domestic Partner
CSR	Cost Share Reduction	ROP	Reasonable Opportunity Period
CSS	Cascading Style Sheets (CSS is a style sheet language used for describing the look and formatting of a document written in a markup language)	RTC	Rational Team Concert
CSV	Comma Separated Value	SA	Subject Area
DER	Determination of Eligibility Response	SAWS	Statewide Automated Welfare Systems
DHCS	Department of Health Care Services	SCIN	Statewide Client Index Number
DWH	Data Warehouse	SCR	Service Centre Representative
ECM	Electronic Content Management System	SFTP	Secured File Transfer Protocol
EDD	Employment Development Department	SIR	Service Investigation report
EDI	Electronic Data Interchange	SLCSP	Second Lowest cost silver plan
EDR	Eligibility Determination Request	SNOW	Service Now
EERC	Eligibility Evaluation Reason Code	SQL	Structure Query Language
EPO	Exclusive Provider Organization	SSA	Social Security Administration
ETL	Extract, Transform and Load	SSN	Social Security Number
FDSH	Federal Data Services Hub	STNA	Short Term Negative Action

Glossary			
Acronym	Full Form	Acronym	Full Form
FIPS	Federal Information Processing Standard	UAT	User Acceptance Test
FPL	Federal Poverty Level	UPW	Unplanned Pregnant Woman
FTB	Franchise Tax Board	URL	Uniform Resource Locator
FTI	Federal Tax Information	VLP	Verify Lawful Presence
GI	Get Insured	WAT	Web Accessibility Toolbar
IAP	Insurance Affordability Programs	WCC	Web Center Content
ICT	Inter County Transfer	WP	Work Products
IDD	Interface Definition Document	WSDL	Web Services Descriptor Language