

Executive Summary

CalHEERS Priority Feature Release 18.7 deployed on 7/22/2018 contains updates to following:

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

- Eligibility & Enrollment

Key System Updates that have been deployed in this release:

- Plan Management
- Eligibility & Enrollment
- Cross-Business Area
- Notices
- Technology

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

- Enrollment-Financial Management
- Online Application
- Notices
- Security
- Reports

Alternate Procedures that have been provided with this release:

No Longer in Effect with this release

- Online Application

New with this release

- Online Application

Purpose and Scope

This document describes the content of the CalHEERS Priority Feature Release 18.7. 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				
Implementation of Updates to Editing Income & Deductions, Income History for Report a Change (UCD)				
118873	Change Request	These enhancements did not previously exist.	<p>The <i>Review [Household Member Name] Income</i> page now displays the Income History section listing income and deduction records that have ended or are no longer active, and are not included in the member's Current Monthly Income (CMI) or Projected Annual Income (PAI) for the benefit year.</p> <p>The <i>Review [Household Member Name] Income</i> page now displays the following text This income has ended, but it may still be counted in [Household Member Name] current monthly or projected annual income under Income or</p>	Review [Household Member Name] Income

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
			<p>Deduction sections when a user end dates an existing income or deduction record.</p> <p>The New income amount field in the <i>Edit Income Amount</i> popup on the <i>Review [Household Member Name] Income</i> page has the following description If Income from this job changes month-to-month, enter what you expect [Household Member Name] to make. You can enter average income per month or estimate income for a full year.</p> <p>Editing Income and Deductions is now more customized. The users can choose the specific information they want to edit.</p> <p>Clicking on the Edit button on the <i>Review [Household Member Name] Income</i> page for a submitted income displays the <i>Edit Income Reason</i> popup with the below options and clicking on any of the options displays the corresponding popup, thereby allowing the consumers to edit the information of their choice.</p> <ul style="list-style-type: none"> • The Income Has Ended • Change Amount/Frequency • Change Income Name <p>Clicking on the Edit button on the <i>Review [Household Member Name] Income</i> page for an updated income not yet submitted displays the <i>Edit Income Reason</i> popup with the below options and clicking on any of the options displays the corresponding popup, thereby allowing the CEW/SCR to edit the information of their choice</p> <ul style="list-style-type: none"> • The Income Has Ended • Change Amount/Frequency • Edit an Error in This Income Record • Delete This Income Record 	

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
Plan Management				
Proration of APTC in GI				

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
108752	Change Request	<p>The APTC functionality in GI was capped monthly.</p> <p>Capping of APTC amount prevented the implementation of CR 86448 targeted to implement premium proration. The capping functionality presented a hardship to carriers and introduced the ability for consumers to double-dip against the monthly APTC amount when they changed plans mid-month.</p>	<p>The APTC functionality in GI is now prorated on a daily basis.</p> <p>The equation used to prorate APTC is Partial Month APTC = Full Month APTC X (# of days of coverage/# of days in month).</p> <p>(Covered CA decided to prorate APTC instead of capping to reduce a variety of hardships among carriers and the need to make changes in all systems (CalHEERS, GI and Carrier) to accommodate the GI design of capping APTC)</p>	NA
Eligibility & Enrollment				
Implement Agency Roadmap Features				
106572	Change Request	<p>The Agency Module in CalHEERS had gaps in functionality related to Agency Functions-Consumer, Portal Pages for Agencies, Communications and Alerts, Multiple Agency Manager roles, Staff roles and reporting.</p>	<p>This CR bridges the gaps in functionality related to Agency Functions-Consumer, Portal Pages for Agencies, Communications and Alerts, Multiple Agency Manager roles, Staff roles and reporting with the functionalities available within the GI offered Agency Module.</p> <p>Mentioned are the enhanced GI features.</p> <p>Agency and Agent Module: Agency Functions</p> <ul style="list-style-type: none"> ▪ The consumers can be moved from Book of Business with specific filter criteria from one agent to another. ▪ Multiple Agency Manager Roles/Logins <ul style="list-style-type: none"> ○ Ability for an Agency to have multiple Agency Managers. ○ Each Agency will be able to have more than one Agency Manager with same privileges. ▪ Broker Admin can change the role of any of its agents to Agency manager. 	<p>Review Application</p> <p>Household Eligibility Results Summary</p> <p>Individual Home page</p>

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
			<ul style="list-style-type: none"> ○ Allows role change for Agency Manager to Agent. ○ Allows role change for Agent to Agency Manager. ▪ Staff Role for Agency <ul style="list-style-type: none"> ○ The Agency Manager can add staff roles and assign up to 2 levels permissions to staff roles. ○ Active/Inactive status for Staff role. ○ The Staff role can start a new application and search for an agent manager to delegate to the case. ▪ A unique email address is required for an agency manager to add a new agent to the agency roster. ▪ The Broker Admin Role on the Agency Portal can: <ul style="list-style-type: none"> ○ Have all current admin roles and add the functionality/views that an Agency Manager has. ○ See the full agency roster for any given agency (Pending, Eligible and Certified, Terminated-and Terminated, Withdrawn, etc.). ○ Onboard new agents for an agency. ▪ A 'Suspend' status can be added for an agent which restricts the agent's access to the portal. ▪ In agent portal the business address is sent instead of correspondence address in transaction IND35. ▪ The agency can no longer edit the correspondence address. ▪ The delegation code is visible to the Broker Admin Role and Agency Manager (for agent and staff). 	

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
			<p>Mentioned are the changes in AHBX database and Single Streamlined Application pages to support the Agency Portal.</p> <ul style="list-style-type: none"> ▪ The User Account creation and page flows are updated to: <ul style="list-style-type: none"> ○ Register Staff with delegation code ○ Allow multiple Agency Managers for an Agency ▪ New Staff role and 3 entitlements (privileges provided to a user role). The new Approved Admin Staff has 2 different permission levels. ▪ The Updated IAM services allow role changes from: <ul style="list-style-type: none"> ○ Agent to Agency Manager ○ Agency Manager to Agent ▪ The Staff role is not allowed to submit a new application. ▪ The Staff role can be redirected from GI to Portal and vice versa. ▪ OAM is updated to allow Staff role to access the GI and Portal pages. ▪ The Individual Home page for Admin Staff role is updated for the mentioned scenarios. <ul style="list-style-type: none"> ○ Open Enrollment ○ Report a Change ○ Special Enrollment ○ Renewals ▪ The Staff role can start and key-in data for New Application. ▪ The Staff role can neither submit an application nor select a plan from <i>Review Application</i> or <i>Household Eligibility Results Summary</i> pages. ▪ When the Staff role starts an application, they are able to search for certified agents and 	

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			<p>then select an agent to delegate to the case.</p> <ul style="list-style-type: none"> ▪ AHBX will not enable/disable login for Suspend status. 	
Household Re-Rating Logic				
98639	Change Request	The household was re-rated when the household selected the same Product or Plan but moved between different CSR tiers for a product (e.g. moving between Silver 94, Silver 87, Silver 73, Silver 70 or no CSR).	<p>The households are now re-rated according to the changed rules in the Enrollment module of GI. The changed rules are as mentioned:</p> <ul style="list-style-type: none"> • The household shall not be re-rated in the following scenarios: <ul style="list-style-type: none"> ▪ If the non- AI/AN consumer selects the same Product (same 14-digit HIOS) or Plan (same 14-digit HIOS) but moves between CSR tiers (change in last 2 digits of same 14-digit HIOS) within a Silver product (e.g. moving between Silver 94, Silver 87, Silver 73, Silver 70 or no CSR) and the subscriber did not change. ▪ If the consumer selects the same Plan (same 16-digit HIOS) and the subscriber did not change. • The household shall be re-rated in the following scenarios: <ul style="list-style-type: none"> ▪ The consumer selects a new Product or metal tier (change of 14-digit HIOS) (Product is of type EPO, PPO and HMO). ▪ The consumer selects a new Issuer for enrollment. ▪ If the subscriber changes in enrolment. ▪ If a subscriber stays in the same QHP, but reports a move to a new rating area, all policy members will retain their age at the time of original Plan Year start date, 	NA

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			but with the new rating area rates taking effect on the new effective date.	
Implementing User Review Mode and Inquiry Mode Profile Functionality (UCD)				
116643	Change Request	The Review Application flow available by clicking the Review Application link on the Individual Home page was cumbersome.	<p>The Review Application flow is now updated to make it more user friendly.</p> <ul style="list-style-type: none"> • Navigations are available to toggle between the below sections: <ul style="list-style-type: none"> ▪ Household ▪ Tax filing ▪ Income ▪ Individual Information • The one-time income and deduction records now displays the payment date only. • The <i>Review Household Income</i> page now has the Individual Income Review link which displays the Individual's income in a read only format. • The <i>Individual Income Review</i> page has the Review Household Income link which displays the <i>Review Household Income</i> page. 	<p>Review Household Income</p> <p>Individual Income Review</p>
Cross-Business Area				
User Interface Updates for Manage Verifications				
92204	Change Request	When a user came back to their application to complete their outstanding verifications, they found it difficult to navigate through the application which sometimes resulted in a confused experience.	<p>CalHEERS now provides a better user experience with improved communication of what is needed for outstanding verifications and how it effects their eligibility.</p> <p>The application messaging, hover text and collection screens on the <i>Household Eligibility Results Summary</i>, <i>Program Eligibility</i> and <i>Manage Verifications</i> page are updated to improve the application flow for the end user.</p>	<p>Household Eligibility Results Summary</p> <p>Program Eligibility</p> <p>Manage Verifications</p>
Notices				
CR 110916 – Notice Change Request – Milestone #2 Implementation				

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
117802	Change Request	<ul style="list-style-type: none"> • CalNOD11a & CalNOD11b <ul style="list-style-type: none"> ▪ The Service Center phone number displayed was a static number. ▪ The Getting Help in another Language about a Recent Change You Reported section in the notice had Important information in the mentioned languages <ul style="list-style-type: none"> ○ English ○ Spanish ○ Chinese ○ Vietnamese ○ Korean ○ Tagalog ○ Hmong ○ Russian ○ Armenian ○ Farsi ○ Khmer ○ Arabic • CalNOD62b (2017) <ul style="list-style-type: none"> ▪ The Service Center phone number displayed was a static number. • CalNOD61a, CalNOD61b & CalNOD61c <ul style="list-style-type: none"> ▪ The Service Center phone number displayed was a static number. • CalNOD64 <ul style="list-style-type: none"> ▪ The Service Center phone number displayed was a static number. 	<ul style="list-style-type: none"> • CalNOD11a & CalNOD11b <ul style="list-style-type: none"> ▪ The Service Center phone number displayed is a dynamic number sourced from the database. ▪ The Getting Help in another Language about a Recent Change You Reported section in the notice has important information in 4 new languages (Hindi, Japanese, Punjabi, and Thai). Mentioned are the complete list of languages <ul style="list-style-type: none"> ○ English ○ Spanish ○ Chinese ○ Vietnamese ○ Korean ○ Tagalog ○ Hmong ○ Russian ○ Armenian ○ Farsi ○ Khmer ○ Arabic ○ Hindi ○ Japanese ○ Punjabi ○ Thai ▪ The Getting Help in another Language about a Recent Change You Reported section is formatted to fit into 2 pages after adding the 4 new languages. ▪ The non-discriminatory language, section 1557 is inserted at the end of the notice before the Getting Help in another Language about a Recent Change You Reported section. ▪ The verbiage in English and Spanish are updated. 	NA

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			<ul style="list-style-type: none"> • CalNOD62b (2017) <ul style="list-style-type: none"> ▪ The Service Center phone number displayed is a dynamic number sourced from the database. • CalNOD61a, CalNOD61b & CalNOD61c <ul style="list-style-type: none"> ▪ The Service Center phone number displayed is a dynamic number sourced from the database. • CalNOD64 <ul style="list-style-type: none"> ▪ The Service Center phone number displayed is a dynamic number sourced from the database. 	
2018 18.7 Notice Change Request				
111937	Change Request	The direction of Service Center phone number in all the snippets of CalNOD01 for Farsi and Arabic languages displayed from right to left.	The direction of Service Center phone number in all the snippets of CalNOD01 for Farsi and Arabic languages displays from left to right.	NA
Update CalNOD01 Triggering Conditions				
118511	Change Request	The volume of CalNOD01 notice generation had increased due to the triggering conditions updated to include determinations from the SAWS access channel that have at least one member who is Ineligible to all Covered CA programs even when they did not apply for Covered CA programs.	The triggering conditions for CalNOD01 notice generation is updated to include determinations when all applying members are ineligible to APTC, CSR, CCP, MCAP, CCHIP and MAGI Medi-Cal from the SAWS access channel, where in the member is applying for Covered CA programs.	NA
Technology				
Document Imaging and Verification Solution Integration				
98251	Change Request	The Service Center staff verified documents using simple tools and manual verifications to compare and validate data.	<p>The Document Verification process is now automated using optical character recognition (OCR), data extraction, data capture and workflow technologies.</p> <p>Covered CA procured Document Imaging and Verification Solution</p>	NA

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			<p>(DIVS) and CalHEERS is now integrated with the DIVS.</p> <p>The DIVS sends and receives data needed to perform document verification for Lawful Presence, Citizenship, Proof of income, and Incarceration with CalHEERS.</p> <p>Added DIVS outcome table to Personal Verification Page.</p> <p>Added Eligibility Determination-DIVS to Transaction History Page.</p> <p>The DIVS will reduce the need of manual verification and increase the speed of verification process.</p>	
Allow Counties and Service Centers to Create Users and Manage Users for their own Organizations				
82347	Change Request	The user account creation for Counties, Service Centers, L1 / L3 support was managed by Security Operations team.	<p>CalHEERS now allows special authorized users (SecurityAdministrator OrganizationBulk, SecurityAdministrator CalHEERSBulk, SecurityAdministrator OrganizationReports & SecurityAdministrator OrganizationCalHEERSReports) to create new users for their organization including bulk creation of users on the <i>Bulk User Operation</i> page.</p> <p>The <i>User Reports</i> page allows the specially authorized users to download the active User report for their organization. The page also provides a limited Audit date for actions their organization's users have taken using the new pages created with this CR.</p>	<p>Bulk User Operation</p> <p>User Reports</p>
Online Application				
41493 (CR 96127)	Defect Fix	The Continue button on the <i>Username & Password</i> page was enabled when the User did	The Continue button on the <i>Username & Password</i> page is	Username & Password

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		not check, I'm not a robot checkbox.	enabled only after filling all the mandatory fields on the page.	
42187 (CR 96127)	Defect Fix	Clicking the Delegate Access button on the <i>Authorized Representative Information</i> page displayed County: There is no county for Zip Code when the User entered an address outside of California.	Clicking on the Delegate Access button on the <i>Authorized Representative Information</i> page after entering an address outside of California displays the <i>Confirm Your Address</i> popup.	Authorized Representative Information
32366 (CR 96127)	Defect Fix	The changes entered into the application during a Report a Change were not entered in the HBX_CASE_CHANGE_TRANS table in the AHBX database.	The changes entered into the application are logged in the HBX_CASE_CHANGE_TRANS table in the AHBX database.	NA
42189 (CR 96127)	Defect Fix	The verbiage on the <i>About Us</i> page was outdated.	The verbiage on the <i>About Us</i> page is updated.	About Us
41108 (CR 96127)	Defect Fix	The eligibility results displayed for the current year on the <i>Household Eligibility Results Summary</i> page was incorrect for an application submitted during Open Special Enrollment period.	The eligibility results displayed for the current year on the <i>Household Eligibility Results Summary</i> page is correct for an application submitted during Open Special Enrollment period.	Household Eligibility Results Summary
Enrollment-Financial Management				
40445 (CR 96127)	Defect Fix	The APTC amount was not re-calculated after Carry Forward Status (CFS) was lifted.	The APTC amount is re-calculated after CFS is lifted.	NA
41288 41413 (CR 96127)	Defect Fix	Clicking on the Choose Health Plan button on the <i>Next, You Can Enroll Each Group in a Plan</i> page displayed the <i>We Apologize</i> error popup.	Clicking on the Choose Health Plan button on the <i>Next, You Can Enroll Each Group in a Plan</i> page displays the <i>Plan Selection Date</i> popup.	Next, You Can Enroll Each Group
41414 (CR 96127)	Defect Fix	Clicking on the Continue Health Plan Update button on the <i>Next, You Can Enroll Each Group in a Plan</i> page displayed the <i>We Apologize</i> popup. IND19 failed due to missing or invalid Death Date.	Clicking on the Continue Health Plan Update button on the <i>Next, You Can Enroll Each Group in a Plan</i> page displays the <i>Confirm Your Plan Selection</i> page.	Next, You Can Enroll Each Group
14372	System Enhancement	Clicking on the Espanol link in the header on the <i>Enrollment Entity FAQs</i> page displayed the text in English.	Clicking on the Espanol link in the header on the <i>Enrollment Entity FAQs</i> page displays the text in Spanish.	Enrollment Entity FAQs

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
41556	System Enhancement	The hover text for the Yearly Deductible field on the <i>Browse Health Plans / Shop for a Health Plan</i> page was incorrect.	The hover text for the Yearly Deductible field on the <i>Browse Health Plans / Shop for a Health Plan</i> page is correct.	Browse Health Plans Shop for a Health Plan
Notices				
38780 (CR 96127)	Defect Fix	The CalNOD01-Redetermination notice (ARC-1003-NG-01) batch job returned an exception error due to multiple high dated records in CASE_INDV_SAWS table.	The CalNOD01-Redetermination notice (ARC-1003-NG-01) batch job completes successfully.	NA

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
Enrollment-Financial Management				
44581	Defect Fix	The date displayed for Coverage could start as early as field on the <i>Browse Health Plans</i> page for the year 2015, 2016 and 2017 were incorrect.	The date displayed for Coverage could start as early as field on the <i>Browse Health Plans</i> page for the year 2015, 2016 and 2017 are correct.	Browse Health Plans
43890	Defect Fix	<ul style="list-style-type: none"> JAWS read the Covered California text in the frame as a link on the <i>Confirm Your Plan Selection</i> page. JAWS incorrectly read the Back to Shopping and Next buttons as links on the <i>Confirm Your Plan Selection</i> page. Upon disabling CSS, the Back to Shopping and Next buttons on the <i>Confirm Your Plan Selection</i> page incorrectly displayed as links. JAWS did not read the Change Plan link on the <i>Next, You Can Enroll Each Group in a Plan</i> page when navigated using the Tab key. 	<ul style="list-style-type: none"> JAWS do not read the Covered California text in the frame on the <i>Confirm Your Plan Selection</i> page. JAWS correctly reads the Back to Shopping and Next buttons as buttons on the <i>Confirm Your Plan Selection</i> page. Upon disabling CSS, the Back to Shopping and Next buttons on the <i>Confirm Your Plan Selection</i> page correctly displays as buttons. JAWS reads the Change Plan link on the <i>Next, You Can Enroll Each Group in a Plan</i> page when navigated using the Tab key. 	Confirm Your Plan Selection Next, You Can Enroll Each Group in a Plan
41830	Defect Fix	Transaction IND21 updated incorrect details in the AHBX database which resulted in displaying incorrect Plan Start Date, Plan End Date and	Transaction IND21 updates correct details in the AHBX database which results in displaying correct Plan Start Date, Plan End Date and Enrollment	Current Enrollment

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		Enrollment Status on the <i>Current Enrollment</i> page.	Status on the <i>Current Enrollment</i> page.	
43710	Defect Fix	The age displayed on the <i>Household Eligibility Results Summary</i> page was incorrect after Reporting a Change to the Date of Birth.	The age displayed on the <i>Household Eligibility Results Summary</i> page is correct after Reporting a Change to the Date of Birth.	Household Eligibility Results Summary
44369	Defect Fix	The list of Certified Enrollment Counsellors displayed on the <i>Locate Assistance</i> page was not sorted according to the distance.	The list of Certified Enrollment Counsellors displayed on the <i>Locate Assistance</i> page are sorted according to the distance.	Locate Assistance
44490	Defect Fix	The outbound 834 files of one carrier were incorrectly sent to another carrier.	The outbound 834 files are sent to the correct carriers.	NA
43449	Defect Fix	Clicking on the Choose Health Plan button on the <i>Next, You Can Enroll Each Group in a Plan</i> page displayed the <i>We Apologize</i> popup.	Clicking on the Choose Health Plan button on the <i>Next, You Can Enroll Each Group in a Plan</i> page displays the <i>Plan Selection Date</i> popup.	Next, You Can Enroll Each Group in a Plan
43759	Defect Fix	Clicking on the Pay Now button on the <i>Next, You Can Enroll Each Group in a Plan</i> page displayed an Unexpected System Error message in a new tab.	Clicking on the Pay Now button on the <i>Next, You Can Enroll Each Group in a Plan</i> page displays the provider's payment page.	Next, You Can Enroll Each Group in a Plan
43891	Defect Fix	Clicking on the Change Plan link on the <i>Next, You Can Enroll Each Group in a Plan</i> page displayed a We Apologize error message.	Clicking on the Change Plan link on the <i>Next, You Can Enroll Each Group in a Plan</i> page displays the <i>Confirm Your Plan Selection</i> page.	Next, You Can Enroll Each Group in a Plan
43881	Defect Fix	The mentioned were issues related to JAWS on the <i>Shop for a Health Plan</i> page <ul style="list-style-type: none"> The Continue to Dental Plans button was incorrectly read as a link The Continue to Cart link was incorrectly read as 'Continue to Cart Visited link' Upon disabling CSS, the Continue to Dental Plans button displayed as a link. 	The mentioned are fixes related to JAWS on the <i>Shop for a Health Plan</i> page <ul style="list-style-type: none"> The Continue to Dental Plans button is correctly read as a button The Continue to Cart link is read correctly Upon disabling CSS, the Continue to Dental Plans button displays as a button. 	Shop for a Health Plan
43893	Defect Fix	The mentioned were issues related to JAWS on the <i>Shop for a Health Plan</i> page <ul style="list-style-type: none"> Upon disabling CSS, the Continue to Cart button was incorrectly displayed as a link. 	The mentioned are fixes related to JAWS on the <i>Shop for a Health Plan</i> page <ul style="list-style-type: none"> Upon disabling CSS, the Continue to Cart button correctly displays as a button. 	Shop for a Health Plan

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		<ul style="list-style-type: none"> JAWS did not read the Continue to Cart button when navigated using the Tab key. JAWS incorrectly read the Continue to Cart button as a link when navigated using the arrow keys. 	<ul style="list-style-type: none"> JAWS reads the Continue to Cart button when navigated using the Tab key. JAWS correctly reads the Continue to Cart button as a button when navigated using the arrow keys. 	
43866	Defect Fix	<p>The mentioned were issues related to JAWS on the <i>Tell us about your health care needs</i> page</p> <ul style="list-style-type: none"> The following text 'Your answers are used to find the best plan option for you' was read incorrectly when navigated using the Tab key. The following text 'Your answers are used to find the best plan option for you' was read thrice when navigated using the down arrow key. The mentioned radio buttons were read twice when navigated using the down arrow key <ul style="list-style-type: none"> Low Use Medium Use High Use Very High Use 	<p>The mentioned are fixes related to JAWS on the <i>Tell us about your health care needs</i> page</p> <ul style="list-style-type: none"> The following text 'Your answers are used to find the best plan option for you' is read correctly when navigated using the Tab key. The following text 'Your answers are used to find the best plan option for you' is ready only once when navigated using the down arrow key. The mentioned radio buttons are read only once when navigated using the down arrow key <ul style="list-style-type: none"> Low Use Medium Use High Use Very High Use 	Tell us about your health care needs
Online Application				
43911	Defect Fix	<ul style="list-style-type: none"> JAWS did not read the Agents, Agency Delegations, Agency Account, My Delegations and My Agent Profile links on the <i>Agency Manager</i> page. JAWS incorrectly read the Edit button as a link in the Agent Information section on the <i>Agency Manager</i> page. Upon disabling CSS, the Edit button displayed as a link in the Agent Information section on the <i>Agency Manager</i> page. 	<ul style="list-style-type: none"> JAWS reads the Agents, Agency Delegations, Agency Account, My Delegations and My Agent Profile links on the <i>Agency Manager</i> page. JAWS correctly reads the Edit button as a button in the Agent Information section on the <i>Agency Manager</i> page. Upon disabling CSS, the Edit button displayed as a link in the Agent Information section on the <i>Agency Manager</i> page. 	Agency Manager
43931	Defect Fix	JAWS did not read the name of the other languages on the <i>Create an Account – With your provided delegation code and Application History</i> pages.	JAWS reads the name of the other languages on the <i>Create an Account – With your provided delegation code and Application History</i> pages.	Create an Account – With your provided delegation code

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
				Application History
43967	Defect Fix	JAWS did not read the following question If we need to get in touch with you, how do you want us to contact you? , on the <i>Create an Account to Apply</i> page.	JAWS reads the following question If we need to get in touch with you, how do you want us to contact you? on the <i>Create an Account to Apply</i> page.	Create an Account to Apply
43880	Defect Fix	<ul style="list-style-type: none"> The View button on the <i>Household Eligibility Results Summary</i> page was incorrectly read as a link by JAWS Upon disabling CSS, the View button on the <i>Household Eligibility Results Summary</i> page was displayed as a link. 	<ul style="list-style-type: none"> The View button on the <i>Household Eligibility Results Summary</i> page is correctly read as a button by JAWS Upon disabling CSS, the View button on the <i>Household Eligibility Results Summary</i> page is displayed as a button. 	Household Eligibility Results Summary
42859	Defect Fix	Clicking on any of the Household Member Names link on the <i>Household Verifications</i> page displayed a We Apologize error message.	Clicking on any of the Household Member Names link on the <i>Household Verifications</i> page displays the <i>Personal Verification</i> page.	Household Verifications
44020	Defect Fix	The Redetermine Eligibility button was displayed as a link on the <i>Household Verifications</i> page upon disabling CSS.	The Redetermine Eligibility button is displayed as a button on the <i>Household Verifications</i> page upon disabling CSS.	Household Verifications
43735	Defect Fix	Clicking on the Manage Delegates link under the More Actions section on the Individual Home page displays a We Apologize error message.	Clicking on the Manage Delegates link under the More Actions section on the Individual Home page displays the <i>Manage Delegates</i> page.	Individual Home page
43800	Defect Fix	The View Case History link under the Manage My Application section on the Individual Home page was not displayed for inactive cases.	The View Case History link under the Manage My Application section on the Individual Home page is displayed for inactive cases.	Individual Home page
44957	Defect Fix	Clicking on the Login button after entering the credentials on the <i>Log In or Create an Account to Get Covered</i> page does not navigate further, intermittently for a SCR Supervisor Enhanced role.	Clicking on the Login button after entering the credentials on the <i>Log In or Create an Account to Get Covered</i> page displays the <i>Administration Home</i> page for a SCR Supervisor Enhanced role.	Log In or Create an Account to Get Covered
44054	Defect Fix	The <i>Manual Verification</i> page incorrectly displayed the Verification Status of the mentioned Attribute Description (Lawful Presence, Five Year Bar Exempt/Five Year Bar Met & Qualified Non-Citizen) as Not Verified when VLP returned as 'P' and Immigration Status as 'Available'.	The <i>Manual Verification</i> page correctly displays the Verification Status of the mentioned Attribute Description (Lawful Presence, Five Year Bar Exempt/Five Year Bar Met & Qualified Non-Citizen) as Pending when VLP returns as 'P' and Immigration Status as 'Available'.	Manual Verification

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
44533	Defect Fix	<ul style="list-style-type: none"> Clicking on the Apply Now button on the <i>My Options</i> page for a logged in user displayed the <i>Log In or Create an Account to Get Covered</i> page. Clicking on the Apply Now button on the <i>My Options</i> page for an anonymous user did not navigate any further. 	<ul style="list-style-type: none"> Clicking on the Apply Now button on the <i>My Options</i> page for a logged in user displays the Individual Home page. Clicking on the Apply Now button on the <i>My Options</i> page for an anonymous user displays the <i>Log In or Create an Account to Get Covered</i> page. 	My Options
44611	Defect Fix	Clicking on the Apply Now button on the <i>My Options</i> page displayed the <i>We Apologize</i> popup.	Clicking on the Apply Now button on the <i>My Options</i> page displays the <i>Log In or Create an Account to Get Covered</i> page.	My Options
44128	Defect Fix	<ul style="list-style-type: none"> JAWS read the dropdown arrow under the Actions header on the <i>Pending Delegation Requests</i> page as a button. JAWS incorrectly read the + & - buttons as links on the <i>Active Consumers</i> page. Upon disabling CSS, the + & - buttons were displayed as links. The 'Label No for' error message was displayed for all the fields on the <i>Active Consumers</i> page upon disabling CSS. 	<ul style="list-style-type: none"> JAWS reads the dropdown arrow under the Actions header on the <i>Pending Delegation Requests</i> page as button expanded/collapsed. JAWS correctly reads the + & - buttons as buttons on the <i>Active Consumers</i> page. Upon disabling CSS, the + & - buttons are displayed as buttons. The 'Label No for' error message is not displayed for any of the fields on the <i>Active Consumers</i> page upon disabling CSS. 	Pending Delegation Requests Active Consumers
44130	Defect Fix	<ul style="list-style-type: none"> JAWS incorrectly read the First Name field as First Name same text on the <i>Pending Delegation Requests</i> and <i>Inactive Delegation Requests</i> page. JAWS read additional text for the mentioned buttons on the <i>Active Consumers</i> page <ul style="list-style-type: none"> Account Household Eligibility Mark as Inactive 	<ul style="list-style-type: none"> JAWS correctly reads the First Name field on the <i>Pending Delegation Requests</i> and <i>Inactive Delegation Requests</i> page. JAWS reads the mentioned buttons correctly on the <i>Active Consumers</i> page <ul style="list-style-type: none"> Account Household Eligibility Mark as Inactive 	Pending Delegation Requests Inactive Delegation Requests Active Consumers
44046	Defect Fix	<ul style="list-style-type: none"> JAWS incorrectly read the Print and Back buttons as links on the <i>Provide eSignature</i> page. Upon disabling CSS, the Print and Back buttons were displayed as links. 	<ul style="list-style-type: none"> JAWS correctly reads the Print and Back buttons as buttons on the <i>Provide eSignature</i> page. Upon disabling CSS, the Print and Back buttons are displayed as buttons. 	Provide eSignature

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
44460	Defect Fix	The Projected Annual Income displayed 00.00 on the <i>Review Household Income</i> page for a household with income.	The Projected Annual Income displays the correct value on the <i>Review Household Income</i> page for a household with income.	Review Household Income
44535	Defect Fix	The <i>Review Household Information</i> page did not display the Former Foster Youth section after adding a household member.	The <i>Review Household Information</i> page displays the Former Foster Youth section after adding a household member.	Review Household Information
44172	Defect Fix	The business validation error message in the <i>Reset Password</i> popup for entering a password within the last 24 passwords on the <i>Search Users</i> page incorrectly displayed the following text Business validation error cannot be one that you have used within the last 24 passwords.	The business validation error message in the <i>Reset Password</i> popup for entering a password within the last 24 passwords on the <i>Search Users</i> page correctly displays the following text Your new password cannot be one that you have used within the last 24 passwords.	Search Users
43788	Defect Fix	JAWS did not read the selected and unselected Household Member names on the <i>Select all household members who are applying for health care</i> page.	JAWS reads the selected and unselected Household Member names on the <i>Select all household members who are applying for health care</i> page.	Select all household members who are applying for health care
44838	Defect Fix	Clicking on the Continue button in the <i>This Isn't an application for health coverage</i> popup after separating the income by a comma (,) for the question What is your total household income per year? , question on the <i>Shop and Compare</i> page displayed the loading (spinner) popup perpetuity.	Clicking on the Continue button in the <i>This Isn't an application for health coverage</i> popup after separating the income by a comma (,) for the question What is your total household income per year? , question on the <i>Shop and Compare</i> page displays the <i>My Options</i> page.	Shop and Compare
44547	Defect Fix	When an agent clicked on the Next button on the <i>Who is the Primary Contact for your household?</i> page, the <i>We Apologize</i> popup displayed.	When an agent clicks on the Next button on the <i>Who is the Primary Contact for your household?</i> page, the <i>Great! Now we need to ask a few questions to confirm [Household Member Name] identity</i> page displayed.	Who is the Primary Contact for your household?
Notices				
44546	Defect Fix	The notices batch job ARC-1058-NG-01 did not generate CalNOD61a notices when the preferred method of communicate was updated to Email.	The notices batch job ARC-1058-NG-01 generates CalNOD61a notices when the preferred method of communicate is updated to Email.	NA
Security				
44638	Defect Fix	The Search MEDS Messages and Alerts link was not displayed on the	The Search MEDS Messages and Alerts link is displayed on the	Administration Home

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		<i>Administration Home</i> page for a MCIEP admin user.	<i>Administration Home</i> page for a MCIEP admin user.	
Reports				
44224	Defect Fix	The 834-performance metrics summary dashboard displayed incorrect details. Impacted SA: NA Impacted Attributes: NA	The 834-performance metrics summary dashboard displays correct details.	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
Online Application			
281	On the <i>Next, You can Enroll Each Group in a Plan</i> page, clicking the Pay Now function, displays an Unexpected System Error message in a new tab.	43759	18.7
284	Clicking on the Apply Now button on the <i>My Options</i> page displays the <i>We Apologize</i> popup.	44611	18.7

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
Online Application			
283	On Program Eligibility page, clicking the Upload Eligibility Documents or Submit Documents links, displays We Apologize message in a pop-up.	45265	18.7

Alternate Procedure #283: Clicking the **Upload Eligibility Documents or Submit Documents** link on the *Program Eligibility* page displays a **We Apologize** pop-up

Users Impacted	Conditional eligible Consumer, and SCR, CEW
Area Impacted	Online Application

Alternate Procedure #283: Clicking the Upload Eligibility Documents or Submit Documents link on the <i>Program Eligibility</i> page displays a We Apologize pop-up	
What's Happening Now	Consumer, SCR, or CEW clicks on the Submit Documents or the Upload Eligibility Documents link on the <i>Program Eligibility</i> page to begin the process to upload document(s) and receives a We Apologize error. Error Code: JTHZLY02
Actions to Take	<ol style="list-style-type: none"> 1. Click the Close button on the We Apologize popup; the user navigates to the expected <i>Upload Eligibility Documents</i> page. <p>OR</p> <ol style="list-style-type: none"> 1. On the <i>Account home</i> page, click the View Past Application link; the user navigates to the <i>Application History</i> page. 2. From the left panel of the <i>Application History</i> page, click the Document & Correspondence link. The user navigates to the <i>Document & Correspondence</i> page. 3. On the <i>Document & Correspondence</i> page, click the Upload New Document button; the user navigates to the <i>Upload Documents</i> page. 4. On the <i>Upload Documents</i> page, click the Upload document link; the <i>Upload document</i> popup displays. 5. Select the appropriate Document Category and Document Type; choose the document to be uploaded and click the Upload button to upload a document.
Defect	45265
Planned Release	TBD

Glossary			
Acronym	Full Form	Acronym	Full Form
ABE	Accenture Billing Engine	ISO	Information Security Officer
ADA	Americans with Disabilities Act	IVR	Interactive Voice Response
AHBX	Accenture Health Benefit Exchange	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)
AI	American Indian	LFP	Lawful Presence
ALM	Application Lifecycle Management	LV	Life event needs verification
AN	Alaskan Native	MCAP	Medi-Cal Access Program
APTC	Advance Premium Tax Credits	MCIEP	Medi-Cal Inmate Eligibility Program
BOB	Book of Business	MEC	Minimal Essential Coverage
BPM	Business Process Management	MEDS	Medi-Cal Eligibility Determination System

Glossary			
Acronym	Full Form	Acronym	Full Form
BRE	Business Rules Engine	MNE	Manual Eligibility
CCHCS	California Correctional Health Care Services	NHeLP	National Health Law Program
CCHIP	County Children’s Health Initiative Program	NIST	National Institute of Standards and Technology
CCP	Covered California Programs	NMEC	Non-MAGI MEC AID Code
CDCR	California Department of Corrections and Rehabilitation	NQI	New Qualified Immigrants
CEC	Certified Enrollment Counselor	OAM	Oracle Access Manager
CEE	Certified Enrollment Entities	OBIEE	Oracle Business Intelligence Enterprise Edition
CEW	County Eligibility Worker	OIM	Oracle Identity Manager
CFS	Carry Forward Status	OPA	Oracle Policy automation
CIN	Client Index Number	PAI	Projected Annual Income
CMI	Current Monthly Income	PBE	Plan Based Enroller
CMS	Centers for Medicare & Medicaid Services	PBPS	Pitney Bowes Presort Services
COR	County of Responsibility	PDF	Portable Document Format
CR	Change Requests	PLR	Policy Level Reporting
CSR	Cost Share Reduction	QDP	Qualified Dental Plan
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)	QHP	Qualified Health Plan
CSV	Comma Separated Value	RDP	Registered Domestic Partner
DER	Determination of Eligibility Response	ROP	Reasonable Opportunity Period
DHCS	Department of Health Care Services	RTC	Rational Team Concert
DIVS	Document Imaging and Verification Solution	SA	Subject Area
DWH	Data Warehouse	SAWS	Statewide Automated Welfare Systems
ECM	Electronic Content Management System	SCIN	Statewide Client Index Number
EDD	Employment Development Department	SCR	Service Centre Representative
EDI	Electronic Data Interchange	SFTP	Secured File Transfer Protocol
EDR	Eligibility Determination Request	SIR	Service Investigation report
EERC	Eligibility Evaluation Reason Code	SLCSP	Second Lowest cost silver plan
EPO	Exclusive Provider Organization	SNOW	Service Now
ESI	Employer Sponsored Insurance	SQL	Structure Query Language
ETL	Extract, Transform and Load	SSA	Social Security Administration
FDSH	Federal Data Services Hub	SSN	Social Security Number
FIPS	Federal Information Processing Standard	STNA	Short Term Negative Action
FPL	Federal Poverty Level	UAT	User Acceptance Test
FTB	Franchise Tax Board	UPW	Unplanned Pregnant Woman
FTI	Federal Tax Information	URL	Uniform Resource Locator
FTR	Failure to Reconcile	USPS	United States Postal Service
GI	Get Insured	VLP	Verify Lawful Presence
IAP	Insurance Affordability Programs	WAT	Web Accessibility Toolbar

Glossary			
Acronym	Full Form	Acronym	Full Form
ICT	Inter County Transfer	WCC	Web Center Content
IDD	Interface Definition Document	WP	Work Products
IMM	Immigrant	WSDL	Web Services Descriptor Language
IRS	Internal Revenue System		