

Single Streamline Application (SSApp) Change Request (#70497) Highlights

- **Collect American Indian/Alaska Native (AI/AN) Information (previously CR 4627)**
Will add two questions that are currently on the paper SSApp to ensure individuals can identify as AI/AN for purposes of Medi-Cal and Children's Health Insurance Program (CHIP) cost-sharing protections, such as protection from premiums for the Optional Targeted Low-Income Program (OTLICP).
- **Collect Sexual Orientation and Gender Identity (SOGI) Information**
As stated during the last Assembly Bill (AB) 1296 meeting and Consumer Focused Stakeholder Workgroup (CFSW), we are looking to add sexual orientation and gender identity questions to the online SSApp, dependent on the Centers for Medicare and Medicaid (CMS) approval.
- **Collect United States (U.S.) Veteran Information**
Will allow individuals to identify as a U.S. Veteran so they can obtain benefits for which they are entitled through Veteran's Affairs (VA).
- **Modify Optional Race and Ethnicity Values (previously CR 4204)**
Update the race and ethnicity options in the online SSApp to be consistent with the paper SSApp, in accordance with the U.S. Dept. of Health and Human Services Implementation Guidance on Data Collection Standards for Race and Ethnicity.
- **Collecting Third Party Liability (TPL) Information (previously CR 3143)**
Will add a question related to whether a person has been involved in a lawsuit because of an injury or accident. This question has previously been included on Medi-Cal applications to allow for the potential collection of payments from third parties.
- **Update Social Security Number (SSN) Messaging and Collection**
Will update the SSN messaging provided to applicants and non-applicants based on feedback received through the Immigration Workgroup. Will also ensure that the SSN is only required to be provided if it is necessary based on Advanced Premium Tax Credit/ Cost Sharing Reduction (APTC/CSR), Medi-Cal or CHIP regulations and statute.
- **Modify Relationship Options**
Will remove "collateral dependent" and "adopted child" options from the relationship dropdown, as they are unnecessary and confusing.
- **Enhance Consumer Messaging for Spanish Speaking Individuals**
Will allow individuals who indicate on the English version of the online SSApp that they prefer to write in Spanish to be informed that the online SSApp is available in Spanish.
- **Modify Spoken Language Options**
Will remove "Traditional Chinese" from the spoken language options, as it is a written language.
- **Enhance Summary Page**
Will enhance the Summary pages to include all responses that were provided to required questions.
- **Provide Estate Recovery Information**
Include update estate recovery language within the rights and responsibilities.
- **Stop the Collection of Deprivation Information**
Will remove the question about whether a child has a parent living outside the home, a deceased parent, or is adopted by a single parent as it is out of date and unnecessary.
- ~~***Allow Reasonable Opportunity Period (ROP) with Claim of Satisfactory Immigration Status**~~
~~Will allow individuals who claim satisfactory immigration status to be provided with an ROP to allow time to provide necessary documentation.~~
Note: 8/31/16 – Updated since originally shared at CFSW. This change will now be included in CR# 69974 – Eligibility for IAP Based on Immigration Status - Phase 2.

- **Collect Maternity Insurance and Deductible/Copay Information**
Will add two questions related to eligibility for the Medi-Cal Access Program (MCAP), based on whether they have insurance that covers their pregnancy, and if so, if their pregnancy only deductible is greater than \$500.
- **Looking to Add the Ability to Suppress Employer Sponsored Insurance (ESI) Affordability and Minimum Value Standard Questions for Individuals Who Appear to be Income Eligible to Medi-Cal or CHIP**
Will add to the business requirements for this CR to ensure CMS approval of the State Plan Amendment (SPA).

Please Note

- Any updated messaging that will be included in the online SSApp will be provided to stakeholders through the CFSW for review and feedback.
Note: DHCS asks the stakeholders to appoint one individual to be a point person to consolidate feedback and respond to questions and revisions during the joint application design process.

Paper SSApp Update Timeline

2014 - 2015

- DHCS, Covered California and the Center for Health Literacy worked together, with stakeholder input, to develop a revised paper SSApp.
- The paper SSApp revise included additional contextual messaging and additional directional messaging to provide areas of focus, added or revised questions as required by law or regulations or to be consistent with the online SSApp, and incorporated feedback from stakeholders.
- The draft of the paper SSApp revision was provided to the CFSW in December 2014.
- The draft of the paper SSApp revision was also provided to CMS for approval in December 2014, however this version was not approved by CMS pending additional online SSApp updates related to ESI that are required prior to approval of the SSApp SPA.

2016

- CMS recently informed DHCS the paper SSApp revision is no longer being held back as a result of the ESI changes to the online SSApp. However, CMS will be releasing guidance on the inclusion and placement of SOGI questions within the SSApp and CMS informed DHCS that the paper SSApp revision will not be approved until after that guidance is released
- In the meantime, DHCS plans to work again with Covered California, stakeholders, and the Center for Health Literacy to make additional necessary revisions to the paper SSApp. These revisions include edits to be consistent with the online SSApp changes that have occurred since 2014, such as:
 - Removing the 1996 5-year bar question;
 - Revising the retroactive coverage question to be more clear that the coverage is specific to Medi-Cal;
 - Revising the Former Foster Youth question to mirror the online SSApp;
 - Revising the Honorably Discharged Veteran question; and,
 - Other similar updates.

- In addition to the updates for consistency with online SSApp changes, DHCS and Covered California will also look to include the SOGI questions that were agreed upon with stakeholders based on the last verbal guidance received from CMS, if the written guidance has not yet been received. The last verbal guidance allowed DHCS and Covered California to modify the sex question within the application to allow for transgender options, but required all other optional demographic questions to be placed after application signature. DHCS requested CMS provide written guidance regarding the placement of the questions.
- Once a mock-up of the newly revised paper SSApp is available, DHCS and Covered California will be sharing it for stakeholder feedback through the CFSW before providing it to CMS for approval.
Note: DHCS asks the stakeholders to appoint one individual to be a point person to consolidate feedback and share with DHCS and Covered California.