

**DHCS/Covered CA Immigration Workgroup  
Action Item Log 05/12/16**

Item Number	Date Logged	Action Item	Owner	Status	Notes
1	6/15/2015	How many people are waiting to complete an application due to RIDP. What are the numbers today?	Covered CA	In Progress	As of July 2015 there were 42,237 individuals who started an application and did not complete it. Covered CA to follow up on what happened to these applicants (how many applicants completed the application etc.). RIDP screenshots sent out to the group. 03/21/16 - No update. Bianca to send clearer RIDP screenshots. 04/18/16 - No update. 5/12/16 - Bianca requests closing this item as CalHEERS has agreed to provide RIDP updates in the AB1296 Stakeholder workgroup (next meeting: 6/23).
2	7/13/2015	Share process of manual verification to ensure there are not repeat requests for immigration status. Confirm that we are not asking consumers for information again because the information is not being retrained with their case.	Covered CA	In Progress	Advocates want an analysis of anyone who is not newly eligible. Covered CA will follow up on their request. Covered CA states that this information can not be split by race/ethnicity etc. Previous question: Are the 80,000 inconsistencies related to immigration or citizenship status for newly eligibles? Clarify if these are new cases. Can this information be split by race/ethnicity/language? 03/21/16 - No update. 04/18/16 - No update.
3	10/2/2015	Individuals in a status (such as student visas) – who are not eligible for full-scope Medi-Cal due to their immigration status, but are lawfully present for Covered CA purposes should get APTC even though their income is below 138% of the FPL. Is there a task guide to address this until it is fixed?	Covered CA	In Progress	Covered CA to elevate this issue to see what work arounds are available. Advocates to provide cases to Covered CA to look at. Additional information sent by Cori. Reviewing CR 32277 to see if this CR will help this issue. If not Covered CA will open a new CR to address the issue. Advocates would like to know what work around can be used. What would the outcome of a hearing be? 03/21/16 - No update. 04/18/16 - No update.
4	11/2/2015	Review SSN recommendations provided by Advocates.	MCED	In Progress	Draft language shared with advocates. Feedback was received and shared back with advocates. There is a placeholder in an upcoming CR to make text edits.
5	12/24/2015	Deferred Action for Parents of Americans (DAPA), where is this in the process and is this something we are preparing for coming soon.	MCED	In Progress	The Supreme Court has heard the oral arguments on the DAPA litigation. No further updates.
6	3/7/2016	Can information regarding expedited enrollment be added to SB 75 letter #3?	MCOD	In Progress	No, expedited enrollment is inappropriate for the audience of this letter. HCO is an enrollment broker and only handles standard beneficiary enrollments. DHCS can accommodate expedited enrollment in emergency situations, but only through the Ombudsmans system.
7	3/21/2016	Send a list of statues that are listed on the drop down menu	Covered CA	In Progress	
8	3/21/2016	Dynamic application immigration questions	MCED	In Progress	An update to the dynamic application questions is targeted for the 2nd quarter of 2017 on the 24 month roadmap.
9	3/21/2016	Can an individual without an SSN get APTC?	Covered CA	In Progress	Advocate concern: In general (there are specific exemptions) people are required to submit the application for an ITIN with a tax return. You can see the form and instructions here: <a href="https://www.irs.gov/uac/About-Form-W7">https://www.irs.gov/uac/About-Form-W7</a> . As a result, there are people who intend to file taxes who don't yet have an ITIN (or SSN). The solution is to accept applicants' attestation that they intend to file taxes and grant them APTCs on that basis. It's our understanding that the federal marketplace grants APTCs based on that declaration.
10	4/1/2016	If plan selection information is not going out until after the transition from restricted scope, how will families be made aware of continuity of care and expedited plan enrollment procedures. Information needs to be provided on how to enroll, who to contact etc.	MCOD	In Progress	The 3rd Notice/Letter contains information about how to enroll in Managed Care and lists HCO's phone number for questions or enrollment assistance. The notice briefly addresses Continuity of Care as well. Expedited enrollment is inappropriate for the audience of this letter. HCO is an enrollment broker and only handles standard beneficiary enrollments. DHCS can accommodate expedited enrollment in emergency situations, but only through the Ombudsmans system.
11	4/18/2016	SB 75 beneficiary letter #1 - can we get a breakdown of how many were sent out by county?	MCED	Completed	SB 75 Beneficiary letter #1 counts shared on 05/02/16
12	4/18/2016	Can the notices for the Affordability and Benefit Program for NQI's be posted on the webpage?	MCED	In Progress	We are awaiting approval to post them on-line.
13	4/18/2016	Send a copy of the changes to the inconsistency notices	Covered CA	Open	See attached inconsistency reminder and termination notices (attached in English, also sent to consumers in Spanish, Chinese, Vietnamese, and Korean).

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1	6/1/2015	Provide a copy of immigration notices from Covered CA. (Sent out by Crystal 06/01/15)	MCED	Completed 06/01/15.	Notices forwarded to advocates by Crystal on 06/01/15.
2	6/1/2015	PRUCOL - Provide current immigration screenshots for review	MCED	Completed 06/01/15	Current immigration screenshots forwarded to advocates on 06/10/15
3	6/15/2015	1. Are questions regarding qualified immigrant, residence since August 1996, veteran or active-duty military used correctly on the application? 2. Advocates would like to know if these questions will only be asked if the applicant is Medi-Cal eligible. For example, would these questions only be asked of applicants who screen financially eligible for Medi-Cal?	MCED	Completed. Closed out on 07/27/15	1. CR 32277 (Eligibility Based on LP/QNC (Qualified Non-Citizen)) will deploy functionality to use the 5-year bar information from the application as well as HUB electronic verification information related to whether or not the 5-year applies (yes/no) and has been met (yes/no). 2. There is no current ability to use dynamic functionality to screen applicants for income eligibility to either Medi-Cal or APTC/CSR within the application itself. At this time, the online applicant must answer all required questions, sign the application and click "submit" before eligibility for Medi-Cal or APTC/CSR is determined. As the 5-year bar questions are required for certain applicants based on their response to citizenship/immigration questions, these applicants will need to answer the question before the program they are eligible for is known.
4	6/15/2015	What is the basis for the list for passport county of issuance list?	MCED	Completed. Closed out on 07/13/15	List for passport county of issuance is created by the Federal Hub. If there are any specific countries that are not listed, advocates will let us know. We believe all the countries are listed accurately.
5	6/15/2015	Provide federal cite	Gabrielle	Completed. Closed out on 07/13/15	Provided cite 45 CFR 155.305(f)(ii)(B)(2) - regulation that says people with incomes under 100% FPL who are lawfully present but ineligible for Medicaid because of their immigration status can get APTCs and CSRs
6	6/15/2015	Will non applicants be able to skip the SSN question. Will it be clearly stated that providing an SSN is voluntary. Will there be hovered text over the SSN requirements? What will that text be?	MCED	Completed. Closed out on 07/13/15	The application states that providing an SSN is only required for applicants, however if a non-applicant provides an SSN it will help us review the application faster. Non-applicants are allowed to leave the SSN field blank and continue on with the application. See wireframe for information regarding who must provide an SSN and the exemptions for providing an SSN
7	6/29/2015	Are the SSN questions and questions regarding qualified immigrant, residence since August 1996, veteran or active-duty military a part of the application CR (6933)?	MCED	Completed. Closed out on 07/13/15	No, functionality for these questions will be addressed in CR 32277.
8	6/29/2015	What does the appeals process look like?	Covered CA	Completed. Closed out on 08/10/15	The appeals process is not different for immigration issues. It is described at <a href="http://www.coveredca.com/youre-in/file-an-appeal-or-complaint/">http://www.coveredca.com/youre-in/file-an-appeal-or-complaint/</a>
9	6/29/2015	How many cases are there for DACA individuals who have had to appeal?	Covered CA	Completed. Closed out on 08/10/15	None to date.
10	6/29/2015	What threshold languages will the notices be sent in?	Covered CA	Completed. Closed out on 08/10/15	Notices will be available in English, Spanish, Chinese (traditional), Vietnamese and Korean. The information on the babel page will be translated in the remaining 11 threshold languages.
11	6/29/2015	Will outreach include calls and emails this year?	Covered CA	Completed. Closed out on 08/10/15	Yes, Covered CA will organize an outbound call unit to resolve inconsistencies. In addition, an e-mail campaign will also be launched.
12	6/1/2015	Is a Medi-Cal denial notice required for individuals who are under Medi-Cal income limits, but not eligible for full scope Medi-Cal due to immigration status, to apply for Covered CA? Ex. An individual with Temporary Protected Status who is eligible for Medi-Cal but is not eligible for full-scope Medi-Cal due to immigration status, but is lawfully present for coverage through the exchange.	Covered CA	Completed. Closed out on 08/24/15	No. These cases are escalated and require a manual verification and workaround. Service center representatives can handle these.
13	7/27/2015	Provide language for SSN.	Gabrielle	Completed. Closed out on 08/24/15	Gabrielle provided comment proposed language which is under review.
14	6/15/2015	Covered CA informing notices	Covered CA	Completed. Closed out on 08/24/15	Revisions made, will send out a copy of the revised notices. Notices will be in the most common threshold languages, but will include the babel page which includes all threshold languages. Will release after their review. Notices have been revised and in process of being sent to advocates for comment. Advocates want confirmation that the "Call to Action" is put in the babel sheet and want to review revisions for further comments. Covered CA notified advocates that notices went out so they are unable to make any other changes. Contractors have a different timeline. Next time they will request feedback sooner and get a better understanding of deadlines.
15	8/10/2015	How do we reconcile the APTC amounts for DACA individuals wrongly enrolled in a QHP?	Covered CA	Completed. Closed out on 08/24/15	Do not have specific appeal for DACA.
16	6/15/2015	Inconsistency numbers related to immigration or citizenship status for this year	Covered CA	Completed. Closed out on 08/24/15	There are 80,000 inconsistencies related to citizenship/immigration
17	7/13/2015	Send out a copy of the notices that will be mailed to advocates for inconsistencies and pre-term notices. Confirm if the babel line was changed as requested by advocates?	Covered CA	Completed. Closed out on 08/24/15	The notices have been mailed out. Contractors have a different timeline. Covered CA will request feedback sooner and get a better understanding of deadlines.
18	6/15/2015	What is Individual Taxpayer Identification Number (ITIN) used for?	Covered CA	Completed. Closed out on 09/21/15	The ITIN number is optional. It can be used if an applicant can not provide an SSN. This number is used by the tax board to verify income. Issue under review--update to follow
19	6/24/2015	Can the ITIN be used for income? What evidence is there that this number can be used for income? Gabrielle will brainstorm for type of evidence.	Gabrielle	Completed. Closed out on 09/21/15	
20	8/24/2015	Is there a regulation for restricted scope Medi-Cal?	MCED	Completed. Closed out on 09/21/15	22 CCR § 50302
21	8/10/2015	Confirm which forum will be used for NQI wrap related notices that will be implemented. Should it be the AB 1296 notices subgroup, a CC workgroup, or the immigration workgroup?	MCED	Completed. Closed out on 10/05/15	NQI wrap related notices will be shared in this workgroup.

22	8/24/2015	Send numbers of undocumented children in health plans such as Kaiser etc.	Mark	Completed. Closed out on 10/05/15	Mark sent numbers. MCED will share with the group.
23	7/13/2015	Health Care for All Children Work Plan	MCED	Completed. Closed out on 10/19/15	MCED shared all SB 75 documents with advocates.
24	8/24/2015	Will the advocates get a chance to review the Navigator Training modules again? Covered CA will check on draft release date.	Covered CA	Completed. Closed out on 10/19/15	Covered California is currently developing an "Immigration Advanced Course" to supplement existing training curriculum. Course will be offered to Navigators and other service channels to help answer specific questions related to immigration. Covered California will update on release date and solicit additional feedback from advocates.
25	8/24/2015	Provide update on status of notice changes/process for input to provide adequate review timeline for comments/feedback.	Covered CA	Completed. Closed out on 10/19/15	The advocates to review new notices including the babble lines before they are released and to provide advocate feedback. This is added as a standing item on the agenda for Covered CA
26	6/1/2015	How is the exchange handling individuals who are not eligible for exchange coverage but apply and get coverage? For example a DACA individual. Will these individuals have to repay/payback subsidies? Response provided by Covered CA, however advocates would like a different resolution than the current reconciliation process.	Covered CA	Completed. Closed out on 11/16/15	These cases would fall under the reconciliation process. They would have to repay subsidies. They have the right to appeal. Covered CA to outline its procedures and action it will take to implement. Covered CA has system challenge and is currently going through their internal review process and will share when approved. Covered CA is requesting any cases of DACA individuals in appeals to be forwarded to them and they will review these cases on a case by case basis.
27	11/2/2015	Provide what aid code E1 is	MCED	Completed. Closed out on 11/16/15	E1 # Medi-Cal/HF Bridge - There is no one in this aid code; it has been updated as a pre-ACA on the aid code chart.
28	11/2/2015	Provide the script that accompanies the CEC training	Covered CA	Completed. Closed out on 11/16/15	Script sent by email on 11/3/15
29	7/27/2015	Dynamic functionality - where can we track this item?	MCED	Completed. Closed out on 11/30/15	If the dynamic functionality is related to immigration then will use this group.
30	11/16/2015	Will SB 75 FAQs be translated?	MCED	Completed. Closed out on 11/30/15	No SB 75 FAQs will not be translated. They will be posted in English on the SB 75 website.
31	6/1/2015	Provide a list of acceptable Remote Identity Proofing (RIDP) identity documents.	Covered CA	Completed. Closed out on 12/14/15	Advocates would like the list to be at least as inclusive as the federal list. List updated to reflect federal list. Revised list sent out on 11/30/15. The list has been expanded on page 2.
32	10/2/2015	Individuals taking CEC training are being advised that an applicant/beneficiary must have an SSN to apply through CalHEERS, even individuals in immigration categories such as student visa holders who would not necessarily have an SSN. Is this correct? If so, how can these eligible people apply? If not, can some sort of message to CECs be issued clarifying this?	Covered CA	Completed. Closed out on 12/14/15	Covered CA provided advocates the script that accompanies the CEC training slides. Advocates provided feedback. Covered CA is editing the script for 2016. However the best way to get information out is through webinar training. Covered CA will inform advocates when the next webinar is to get correct messaging out. Next webinar date is a new action item and this item is being closed out.
33	7/27/2015	What is the new screening process for failure to file income taxes	Covered CA	Completed. Closed out on 12/28/15	Consolidating this item with number 7 "Individuals with an ITIN are considered as non tax filers. How many non tax filers are there?"
34	11/30/2015	When is the next webinar for CEC so advocates can provide messaging?	Covered CA	Completed. Closed out on 12/28/15	Next webinar is in January. Covered CA is requesting any slides/wording recommendations by the end of the week 12/18/15.
35	11/16/2015	Can we add information on public charge?	MCED	Completed. Closed out on 12/28/15	MCED can not provide advice on public charge. MCED added the link from the USCIS website regarding public charge to the SB 75 FAQs as requested.
36	11/16/2015	What is the next step for FAQs?	MCED	Completed. Closed out on 12/28/15	Final FAQs shared with the workgroup. Only fatal flaws will be accepted into the document so we can post the questions.
37	12/14/2015	When will the Provider Webinar be held for SB 75?	MCED	Completed. Closed out on 12/28/15	The provider engagement meeting will be on January 21, 2016.
38	12/14/2015	What is the link to the drop box to that counties do not have to create the same material.	MCED	Completed. Closed out on 12/28/15	<a href="https://www.dropbox.com/sh/x57ms7yvguravwu/AACEU3W1XTZeh_Tmh_bl_tnNaZdl=0">https://www.dropbox.com/sh/x57ms7yvguravwu/AACEU3W1XTZeh_Tmh_bl_tnNaZdl=0</a>
39	12/24/2015	Children who age out of full scope benefits at 19 years old, are they protected by CEC until Redetermination? Are they protected by soft pause or any other Consumer Protection Program? If they change immediately from full scope to restricted when they turn 19 is it the month before their 19th birthday or the last day of the month of their 19th birthday?	MCED	Completed. Closed out on 12/28/15	Age 19 is not a protection from CEC. Age is a change of circumstance. An individual that is 18 for one day of the month is considered 18 for the month and will remain in full scope Medi-Cal until the following month. If an individual turns 19 the first day of the month, he/she is considered 19 for the whole month and will not be eligible.
40	1/7/2016	Has the provision on Minor Consent changed at all in relation to the SB75 expanded MC for undocumented clients? Are undocumented clients now eligible for Minor Consent services?	MCED	Completed. Closed out on 01/11/16	SB 75 does not change minor consent rules.
41	1/11/2016	What MEDIL provides work arounds?	MCED	Completed. Closed out on 01/25/16	<a href="http://www.dhcs.ca.gov/services/medil/eligibility/Documents/MEDIL2014/MEDIL14-08.pdf">http://www.dhcs.ca.gov/services/medil/eligibility/Documents/MEDIL2014/MEDIL14-08.pdf</a>
42	11/16/2015	Is Covered CA using the new formula to determine APTC for families with non lawfully present immigrants.	Covered CA	Completed. Closed out on 01/25/16	Covered CA confirmed that they are using the new formula to determine APTC for families with non lawfully present immigrants. This is a part of change request (CR) 36110. Covered CA sent out a screenshot of the CR to the group.
43	12/14/2015	Continuity of Care for children who are in health plans and will be enrolled in full scope Medi-Cal	MCED/ Managed Care	Completed. Closed out on 01/25/16	Current continuity of care applies. Beneficiaries will be able to continue to request a provider to join. Beneficiaries will also be able to complete a Medical Exemption request.
44	11/2/2015	What is the new screening process for failure to file income taxes? Individuals with an ITIN are considered as non tax filers. How many non tax filers are there?	Covered CA	Completed. Closed out on 02/08/16	Received non tax filer files for 2014 from IRS for individuals who have not filed by received APTC. Getting clarification from IRS regarding how ITIN filers fit into this file. Data for ITIN filers came back as non filers.
45	12/14/2015	Will SAWS 2 Plus need any edits/revisions for SB 75?	MCED	Completed. Closed out on 02/08/16	MCED reviewed the SAWS 2 Plus form and confirmed that there are no edits/revisions needed.
46	1/11/2016	Can plan selection packets be sent out earlier?	Managed Care	Completed. Closed out on 02/08/16	No. Plan selection packets can only be sent when the person is in a full scope aid code.
47	2/8/2016	Send scenarios for NQIs	Jen Flory	Completed. Closed out on 02/22/16	Scenario's sent by Jen.

48	2/8/2016	Is there a change request in 16.2 that allows for non applicants to skip SSN questions?	MCED	Completed. Closed out on 02/22/16	CR 11708, expected to be implemented in 16.2, will suppress certain questions related to non-MAGI screening criteria and citizenship/immigration status for non-applicants. The SSN question will not be suppressed for non-applicants as a result of this CR. Separate from this CR, DHCS is working with CalHEERS to ensure the SSN question is functioning appropriately, as non-applicants are not required to provide their SSN.
49	2/8/2016	For the SB 75 aid code crosswalk, if the SB 75 children are being transitioned into the full-scope aid code, how is DHCS handling the designation of state funding versus	MCED	Completed. Closed out on 02/22/16	DHCS will handle the funding on the back end which is current policy for individuals who are state funded but in a full scope Medi-Cal aid code.
50	2/8/2016	Share new RIDP process/screenshots to be released March 2016.	Covered CA	Completed. Closed out on 02/22/16	Sent out by Covered CA.
51	1/25/2016	SB 75 Implementation recommendations from advocates	MCED	Completed. Closed out on 03/07/16	DHCS has verbally responded to SB 75 Implementation recommendations.
52	2/8/2016	When will SEP start for NQIs?	MCED	Completed. Closed out on 03/07/16	Enrollment for NQI's will begin during open enrollment. There will not be a new SEP created for the wrap.
53	2/8/2016	Are the SAWS ready for a May implementation if there is system readiness	MCED	Completed. Closed out on 03/07/16	DHCS is working closely with the SAWS to ensure system readiness.
54	2/8/2016	What is the formal policy or regulation that does not allow plan selection packets to be sent out earlier?	MCOD	Completed. Closed out on 03/07/16	42 CFR 438.10 governs what MCO sends out. MCO cannot provide a choice that is not available.
55	1/25/2016	Can the workgroup see the current template notice for terminations from Covered CA?	Covered CA	Completed. Closed out on 03/21/16	Notices sent to the group.
56	3/7/2016	Can enrollment packets be sent out in beneficiaries language?	MCOD	Completed. Closed out on 03/21/16	Yes, packets will be sent in threshold languages.
57	2/8/2016	Can we get a report back on the Provider Engagement meeting on 01/21. What are the other plans for provider engagement?	MCED	Completed. Closed out on 04/04/16	Provided verbal report on Provider Engagement meeting.
58	4/1/2016	When prior to may 16 will the department be able to certify may 16 as the date certain for implementation	MCED	Completed. Closed out on 04/04/16	Implementation is currently set for 05/16/16. DHCS will not know a definitive date until testing is completed.
59	4/4/2016	Provide link to NQI webpage	MCED	Closed	<a href="http://www.dhcs.ca.gov/services/medi-cal/Pages/Affordability-and-Benefit-Program.aspx">http://www.dhcs.ca.gov/services/medi-cal/Pages/Affordability-and-Benefit-Program.aspx</a>
60	4/4/2016	How can we find out upfront if someone has ESI so they are not eligible for the wrap?	Covered CA	Closed	Information about ESI is attested to on the application.