

# Change Agent Update- Session 4

Covered California, DHCS, CalHEERS, and CWDA

September 26, 2013



# Agenda

---

- Introductions
- Webinar Reminders
- Clarifications
- Questions and Answers
- Questions from Webinar Chat
- Resources
- Next Sessions
- Closing Comments



# Webinar Reminders

---

## Friendly Reminders:

During this webinar, the line will be placed on mute.

At the end of the webinar, questions will be addressed. Please use the GoToWebinar question 'chat' area to submit a question during the presentation. Please keep your questions within the context of the subject matter being discussed.

Some answers may need to be researched and will become content for future calls.

Clarifications

# Clarification 1

## CalHEERS Support Timeframe

From County/Consortia Contact Orientation (September 19, 2013)

- Support Day 1-30

Support Center	Release 2 Hours
CalHEERS Help Desk	Mon - Sat 8:00 AM - 8:00 PM (PT)
CalHEERS Release 2 Functional Support Center	Mon - Sat 8:00 AM - 8:00 PM (PT)
Service Center Command Center	Mon - Fri 7:30 AM - 8:30 PM (PT) Sat 7:30 AM - 6:30 PM (PT)

- Ongoing Support

Support Center	Hours
CalHEERS Help Desk	Non-Peak: Mon - Fri, 8:00 AM - 6:00 PM (PT) Peak: Mon - Sat, 8:00 AM - 8:00 PM (PT)
Service Center Command Center	Non-Peak: Mon - Fri, 7:30 AM - 6:30 PM (PT) Peak: Mon - Sat, 7:30 AM - 8:30 PM (PT)

## Clarification 2

---

### CalHEERS Change Agent Session 2

September 24, 2013

Q. What is meant by “application date”?

A. For Covered California programs, the application date is the date on which the consumer ~~starts~~ submits the application. For paper application it is the date in which it is received for both Medi-Cal and Covered California programs.

Questions and Answers

## Question 1

---

- Q. Is it correct that the county can *NOT* proceed unless the client has a PIN set up? Is it required for a client to set up a PIN in order for the county to use CalHEERS?
- A. The county can proceed in setting the consumer up with an account prior to the application process beginning. However, if the consumer has not created an account prior to the application starting; they will not be able to access their account until account linkage is implemented in CalHEERS. Account Linkage is scheduled for a later release.

## Question 2

---

- Q. Does the application need to be completed or can it be pending completion in order to upload the documents in CalHEERS?
- A. During the application process there is no verification required and the upload document functionality is not enabled. Once an application is submitted and the eligibility determination results in a request for verification; then the upload document functionality is enabled.

## Question 3

Q. What are the CalHEERS Disposition codes (i.e., Approved, Eligible, Pending, etc.)?

### A. Programs: MAGI Medi-Cal

Eligible	Conditionally Eligible
<p>The person is:</p> <ul style="list-style-type: none"><li>• Found eligible for the program</li><li>• A California resident</li><li>• Verified not incarcerated</li><li>• Verified not deceased or the date of death has been given and is not in a month prior to the month being assessed</li></ul> <p>The person's:</p> <ul style="list-style-type: none"><li>• Citizenship or immigration status is verified or the person is a U.S. national</li><li>• SSN or DHS ID is verified or the person is undocumented</li><li>• Reported income is reasonably compatible</li></ul>	<p>The person is:</p> <ul style="list-style-type: none"><li>• Found eligible for the program</li><li>• A California resident</li><li>• Not incarcerated</li><li>• Not deceased or the date of death has been given and is not in a month prior to the month being assessed</li></ul> <p>The person's:</p> <ul style="list-style-type: none"><li>• Citizenship is or immigration status is not verified.</li><li>• SSN is not verified or DHCS ID is not verified</li><li>• Reported income is reasonably compatible</li></ul> <p><i>continued...</i></p>

## Question 3 *(cont.)*

Q. What are the CalHEERS Disposition codes (i.e., Approved, Eligible, Pending, etc.)?

A. **Programs: MAGI Medi-Cal**

Pending Eligible	Ineligible
<p>The person is:</p> <ul style="list-style-type: none"><li>• Found eligible for the program</li><li>• Not a California resident</li></ul> <p>The person's:</p> <ul style="list-style-type: none"><li>• Verification returned indicates incarceration</li><li>• Verification returned indicates deceased and a date of death has not been given</li></ul>	<p>The person is:</p> <ul style="list-style-type: none"><li>• Not eligible for the program</li><li>• Not a California resident</li></ul>

## Question 4

---

Q. If additional verification is needed will Covered California send a Notice to the consumer requesting the verifications or is this the responsibility of the county?

- If a consumer shows up on the MAGI Medi-Cal Activity Report as needing more verification; should the county follow up or assume that Covered California has already initiated the process?
- Will an APTC approval NOA include MAGI denial information?
- If an appeal is filed from this NOA (with APTC backer), who will process the appeal if the reason for the appeal is the MAGI denial?
- When will APTC NOAs be mailed to the customers?

*continued...*

## Question 4 (cont.)

---

- A. If this is a MAGI Medi-Cal case or a mixed MAGI Medi-Cal/APTC case, the county needs to follow-up with the consumer. If this is an APTC only case, Covered California will generate a notice to consumers.
- One notice will come from SAWS to indicate the determination and the request (e.g., you may be requesting information for different things/people with a mixed household)
  - The APTC approval NOA will include MAGI denial information.
  - If an appeal is filed from this NOA (with APTC backer), the counties will process the appeal if the reason for the appeal is the MAGI Medi-Cal denial?
  - APTC NOAs will be mailed to the customers upon eligibility determination. There is no hold on APTC notices

## Question 5

---

- Q. Do counties that used the Covered California Learning Management System (LMS) need to provide a spreadsheet of workers that have completed the courses and the tests?
- A. If the Covered California LMS contains both the CalHEERS and program training assessment results, then you do not need to provide a spreadsheet.

## Question 6

---

- Q. Will Covered California send the Training Coordinators a list of workers that have been given CalHEERS user IDs?
- A. The list of CalHEERS user IDs for each county will be sent to their County CalHEERS Contact that was identified in the response to CalHEERS CRFI #13-0209 County CalHEERS Contact and the Training Coordinators.

## Question 7

---

Q. If a consumer does not have a computer, how do they set up an account?

A. The consumer does not have to set up an account to apply for or enroll in health benefits.

- If they wish to have an account, it must be set-up using a computer.
- Counties can inform the applicant that an account needs to be set-up in order for them to be able to access their information.
- If the applicant indicates they have no interest in setting up an account at this time, the county can proceed with the application.

## Question 8

---

Q. Will counties be able to view verifications once uploaded into CalHEERS?

A. Yes. Counties will be able to view verifications once uploaded into CalHEERS. On the Documents and Correspondence page in CalHEERS.

## Question 9

---

Q. Will a document be published that indicates which information can be attested to and which requires documentation?

A. There are two primary documents:

1. **Center for Medicare and Medicaid Services (CMS) Verification Plan** describes which data elements that can be verbally attested to or what requires electronic verification
2. **CalHEERS Business Service Document for Verification** is more detailed than the CMS Verification Plan, contains details for administrative verification, and indicates which paper documents are acceptable for validation. The paper documents acceptable today will be acceptable tomorrow - no change to this.

## Question 10

---

- Q. Once an application has been submitted to the Federal Hub and it is determined to have incorrect data, such as a transposed SSN, who is responsible for correcting the information (i.e., CalHEERS or Counties)?
- A. If the application is for a MAGI Medi-Cal or mixed MAGI Medi-Cal/APTC household, the county is responsible for reconciling the information, regardless of the application channel (i.e., CalHEERS online, phone, quick-sort transfer, etc.).

If the application channel is via the county and the case is APTC only, the county is not responsible for following-up on reconciling the information once the case is approved.

## Question 11

---

- Q. Will every MAGI Medi-Cal case come back as pending due to the residency requirement?
- A. Yes. The MAGI Medi-Cal eligibility determination is not "finalized" until reviewed by the county. Counties should always complete an ex-parte review of pre-existing case documents in SAWS (if available) and MEDS records for current Cal Fresh benefits to verify residency. If the information is not verified during the ex-parte review, then a request will be sent to the applicant.

## Question 12

---

Q. What is the Covered CA address to mail verifications for counties without scan/upload ability?

A. Covered California- Verifications

P.O. Box 989725

West Sacramento, CA 95798-9725

Questions from the Webinar Chat

Resources

# Resources

---

If you have a question about using CalHEERS or processes around CalHEERS, you can email [AskCalHEERS@calheers.ca.gov](mailto:AskCalHEERS@calheers.ca.gov).

If you have a question about the Covered California program or training, you can email [cewtraining@covered.ca.gov](mailto:cewtraining@covered.ca.gov).

If you have a question or comment regarding the Affordable Care Act (ACA), submit it at [http://www.dhcs.ca.gov/services/medical/eligibility/Pages/MCED\\_Contact.aspx](http://www.dhcs.ca.gov/services/medical/eligibility/Pages/MCED_Contact.aspx).

Next Sessions

## Next Sessions

---

- Next Sessions are tentatively scheduled for September 27 and September 30. The times will be sent in a subsequent e-mail.

# Closing Comments

