

Change Agent and Service Center Update- Session 5

Covered California, DHCS, CalHEERS, and CWDA

September 27, 2013



Agenda

- Introductions
- Webinar Reminders
- Updates
- Alternate Procedures
- 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.

Important CalHEERS Updates

Update 1

Job Aids are now in the Covered California Learning Management System.

To access the job aids:

- Go to the Training Catalog. Search on “county.” Select County CalHEERS Job Aids.
 - This is a PDF with 12 job aids
 - Blank pages are inserted for double-sided printing
 - For version control, use the publication date

The screenshot displays the Covered California LMS interface. At the top left is the Covered California logo. The navigation bar includes tabs for 'My Own Learning', 'My Team', 'My Responsibilities', and 'Administration'. Below this is a secondary navigation bar with 'TRAINING HOME', 'MY UPCOMING LEARNING', 'TRANSCRIPT', 'TRAINING CATALOG' (highlighted in yellow), and 'COLLABORATION SPACES'. The user's name 'Richard Peck' and a search icon are visible in the top right.

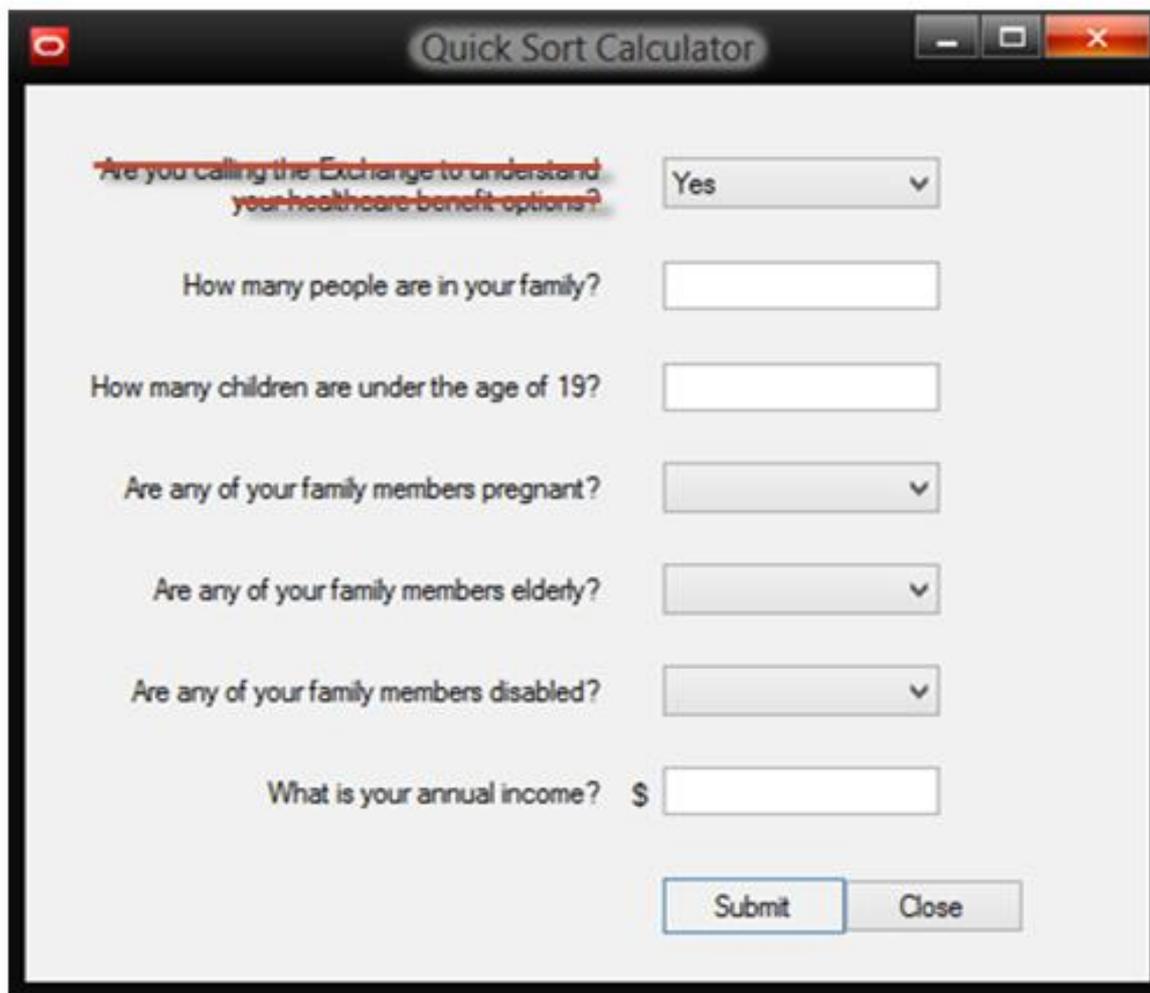
The main content area shows search results for the term 'county'. On the left, there is a search box with 'county' entered and a 'Search' button. Below the search box are options to 'Search within results' (selected) or 'Start a new search'. A 'Narrow Your Search' section includes 'Categories' with 'Other (9)' and 'Content Type' with 'Bundle (1)' and 'Certification (1)'. The search results are displayed in a list format with the following items:

- ADM-820i CalHEERS Application, Eligibility and Enrollment – Classroom Exercises to Play in the CC LMS**
Type: Online
READ FIRST – If your County wishes to use the Covered California LMS, and your staff in training hav...
- ADM-820i CalHEERS Application, Eligibility and Enrollment Course - for County Classroom Distribution**
Type: Document
READ FIRST – For distribution to classroom PCs. This compressed folder (zip file) contains the class...
- County CalHEERS Job Aids**
Type: Document
This PDF contains 12 Job Aids appropriate for County Eligibility Workers. Blank pages are inserted f...

At the bottom right of the search results, there are buttons for 'Classroom Calendar View' and 'Print', and a pagination indicator showing 'Page 1 of 1'.

Update 2

First quick sort question is now: Do you want to complete an application for coverage?



The image shows a screenshot of a web application window titled "Quick Sort Calculator". The window has a standard Windows-style title bar with minimize, maximize, and close buttons. The main content area contains a series of questions and input fields:

- Question: ~~Are you calling the Exchange to understand your healthcare benefit options?~~ (The text is crossed out with a red line). Input: A dropdown menu with "Yes" selected.
- Question: How many people are in your family? Input: A text input field.
- Question: How many children are under the age of 19? Input: A text input field.
- Question: Are any of your family members pregnant? Input: A dropdown menu.
- Question: Are any of your family members elderly? Input: A dropdown menu.
- Question: Are any of your family members disabled? Input: A dropdown menu.
- Question: What is your annual income? \$ Input: A text input field.

At the bottom right of the form, there are two buttons: "Submit" and "Close".

Alternate Procedures

Alternate Procedure 1

Area Impacted	Learn More
What's Happening Now	Training videos are not currently available in CalHEERS.
Actions to Take	To access any of the training videos, a link will be available in the application. When clicked you will be taken to You Tube, where the videos are currently stored. This is a coming attraction that will soon be available in CalHEERS for your convenience.
SCR/Defect	NA
Planned Release	Coming soon

Alternate Procedure 2

Area Impacted	Learn More
What's Happening Now	Training Job Aids are not currently available in CalHEERS.
Actions to Take	<p>Job Aids are specific for Covered California Service Center Representatives, County Eligibility Workers, Agents, and Certified Enrollment Counselors and will be available in the Covered California Learning Management System (LMS) for each role to access. In order to access your Job Aids you will need to know your LMS user name and password. Log into the LMS application then search for the Job Aid folder, and click into it to access your job aids.</p> <p>Additionally, Service Centers and Counties will be provided with PDF files for the October 1 Go-Live.</p>
SCR/Defect	NA
Planned Release	Coming soon

Alternate Procedure 3

Area Impacted	Password Reset
What's Happening Now	The application states that you are required to have a minimum of six (6) characters when resetting passwords; however this is not being accepted by the system.
Actions to Take	You can reset your password by entering eight (8) alpha-numeric characters, including one (1) upper case and one (1) numeric. No special characters will be accepted.
SCR/Defect	NA
Planned Release	Coming soon

Alternate Procedure 4

Area Impacted	Consumer Forgotten User Name and/or PIN
What's Happening Now	CalHEERS does not have functionality for a consumer to retrieve their user name and/or PIN if forgotten.
Actions to Take	Consumers should contact the Covered California Service Center for assistance with retrieving a forgotten user name and/or PIN. SCR will follow Service Center Protocol.
SCR/Defect	4473
Planned Release	2.5, November 15, 2013

Alternate Procedure 5

Area Impacted	Social Security Number Update to CalHEERS
What's Happening Now	CalHEERS inconsistently requests a Social Security Number (SSN) be entered with dashes and sometimes without dashes (i.e., 111-22-3333 or 111223333). When the SSN is entered with dashes, the application does not accept it, even if it required to be entered in the instructed format.
Actions to Take	To correct the issue, the SSN can be entered into the system using the digits only (i.e., 111223333).
SCR/Defect	4856
Planned Release	2.5, November 15, 2013

Alternate Procedure 6

Area Impacted	Find Help Near You
Audience	Service Center Certified Enrollment Counselor Certified Enrollment Entity Certified Enrollment Administrator (RHA)
What's Happening Now	The Customer is not notified when the Customer requests assistance via the CalHEERS "Find Help Near You" search and the Certified Enrollment Counselor is unavailable.
Actions to Take	The Certified Enrollment Counselor must contact the customer and advise them to select another counselor.
SCR/Defect	Defects 3511 and 3749
Planned Release	2.5, November 15, 2013

Alternate Procedure 7

Area Impacted	Individual Portal Application
What's Happening Now	If more than one person attempts to access the same individual application on the same computer, the application displays an error. The application may display an error..
Actions to Take	<p>You may resolve the issue by clearing your browser's cache. Each browser has different instructions; locate the instructions for the browser that you use.</p> <p>Clearing the cache in Chrome V29</p> <ol style="list-style-type: none">1. Click the Chrome menu on the browser toolbar.2. Select Tools.3. Select Clear browsing data.4. In the dialog that appears, select the checkboxes for the types of information that you want to remove.5. Use the menu at the top to select the amount of data that you want to delete. Select beginning of time to delete everything.6. Click Clear browsing data. <p style="text-align: right;"><i>Continued....</i></p>

Alternate Procedure 7 (cont.)

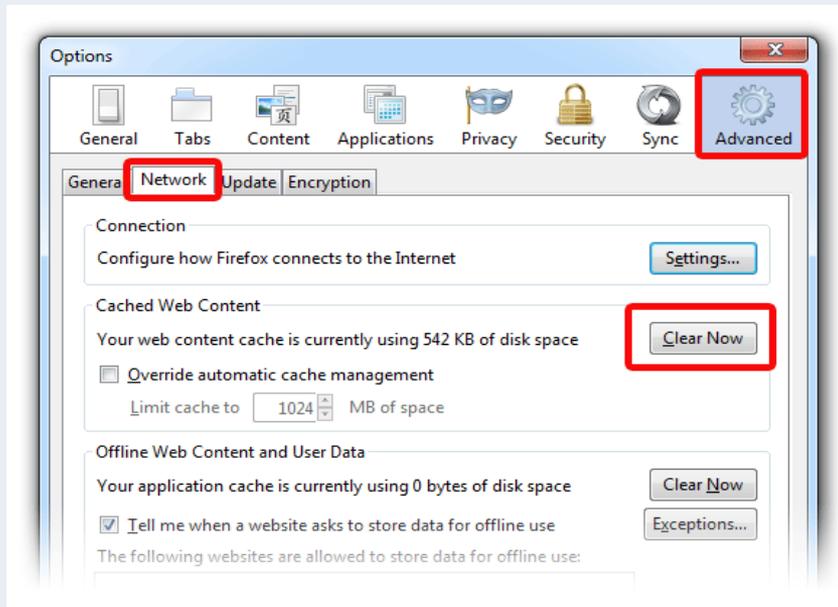
Area Impacted

Individual Portal Application

Actions to Take

Clearing the cache in Firefox 16.0.1

1. At the top of the Firefox window, click on the Firefox button and then select Options
2. Select the Advanced panel.
3. Click on the Network tab.
4. In the Cached Web Content section, click Clear Now.



5. Click OK to close the Options window.

continued...

Alternate Procedure 7 (cont.)

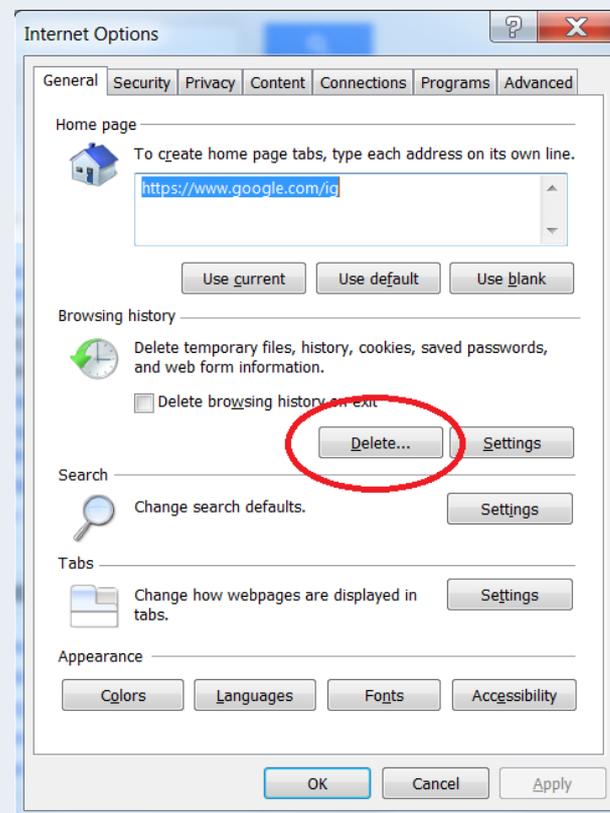
Area Impacted

Individual Portal Application

Actions to Take

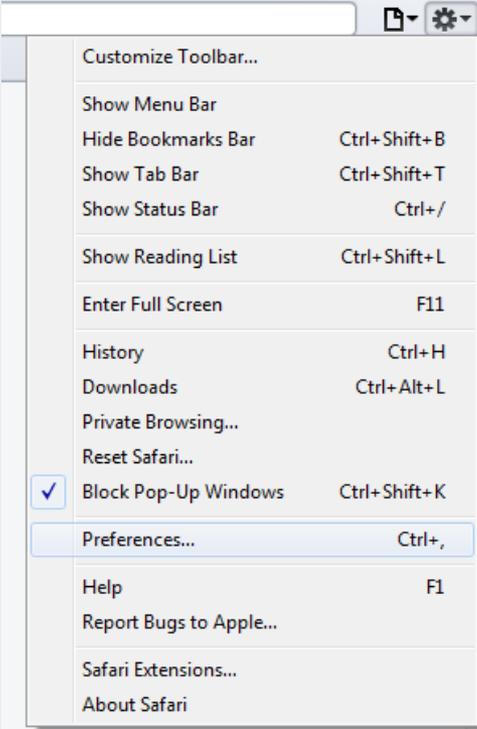
Clearing the cache in Internet Explorer (IE) 8

1. Once your browser is open, click the Tools menu
2. Click internet options OR just Ctrl+Shift+Delete to open the Delete Browsing History window
3. Select Temporary Internet Files and any options you find fits.
4. Click the Delete button near the bottom of the window to delete your temporary files and any other options.



continued....

Alternate Procedure 7 (cont.)

Area Impacted	Individual Portal Application	
<p>Actions to Take</p>	<p>Clearing the cache in Safari 5</p> <ol style="list-style-type: none"> 1. From your Safari menu bar click Safari 2. Click Show Menu Bar 3. Then select the Edit. 4. Empty Cache OR Ctrl+Alt+E 	 <p>The screenshot shows the Safari application's menu bar. The 'Edit' menu is open, displaying various options. The 'Empty Cache' option is highlighted in blue, indicating it is the selected action. Other visible options include 'Customize Toolbar...', 'Show Menu Bar', 'Hide Bookmarks Bar', 'Show Tab Bar', 'Show Status Bar', 'Show Reading List', 'Enter Full Screen', 'History', 'Downloads', 'Private Browsing...', 'Reset Safari...', 'Block Pop-Up Windows', 'Preferences...', 'Help', 'Report Bugs to Apple...', 'Safari Extensions...', and 'About Safari'.</p>
<p>SCR/Defect</p>	<p>4598</p>	
<p>Planned Release</p>	<p>R2.5, November 15, 2013</p>	

Alternate Procedure 8

Area Impacted	Individual Application Eligibility Results Page Error
What's Happening Now	The application may display an error when “View Submitted Application” is clicked on the Eligibility Results page after a change has been reported for the case.
Actions to Take	To correct the issue, the user can go to the Application Summary Page and see a summary of their submitted information.
SCR/Defect	5055
Planned Release	2.5, November 15, 2013

Alternate Procedure 9

Area Impacted	Administrator Task List
Audience	Service Center
What's Happening Now	User is unable to logout of the BPM Worklist by clicking the Logout button.
Actions to Take	To logout of the BPM Worklist, the User must close the browser window.
SCR/Defect	Defect 4142
Planned Release	2.5, November 15, 2013

Alternate Procedure 10

Area Impacted	Administrator Task List
Audience	Service Center Supervisor
What's Happening Now	When a supervisor selects "My Staff Tasks" in the BPM Worklist, they only see tasks assigned to the team leads associated with that Supervisor. They do not see tasks assigned to the analysts that are associated with their team leads.
Actions to Take	Supervisors may need to define a manual process to view the tasks assigned to team members as they cannot be viewed in the "My Staff Task" list.
SCR/Defect	Defect 4146
Planned Release	2.5, November 15, 2013

Alternate Procedure 11

Area Impacted	Individual Application Begin an Application
What's Happening Now	If Admin clicks on the links “Apply for Individual” and “Save and Exit” before filling in Primary Contact Information, an error will occur.
Actions to Take	All fields associated with Primary Contact Information must be complete before clicking on links “Apply for Individual” and “Save and Exit”.
SCR/Defect	5032
Planned Release	2.5, November 15, 2013

Alternate Procedure 12

Area Impacted	Reasonable Opportunity Expiration Date
What's Happening Now	CalHEERS will not display any error when the Admin sets the Reasonable Opportunity Expiration for a period greater than 90 days from current date.
Actions to Take	Admins are asked to validate their entry in Reasonable Opportunity Expiration Date to ensure the it falls within allowable timeframe.
SCR/Defect	3084
Planned Release	2.5, November 15, 2013

Alternate Procedure 13

Area Impacted	Individual Enrollment
What's Happening Now	An error message is displayed when no Custodial Parent phone number is entered on the Tax Information page for a household with a Non-Custodial parent.
Actions to Take	If the Custodial Parent phone number is not able to be provided, users may enter (999) 999-9999 in the field on the Tax Information Page which allows the user to continue in the individual application.
SCR/Defect	2925
Planned Release	2.5, November 15, 2013

Alternate Procedure 14

Area Impacted	MEDS HX18
What's Happening Now	On October 1, the consumer's pending application information will not be transmitted to MEDS via HX18.
Actions to Take	Service Centers and Counties can search for an existing application in CalHEERS.
SCR/Defect	NA
Planned Release	This functionality is planned to be implemented in the systems by mid-October.

Alternate Procedure 15

Area Impacted	Access to Individual Application after Enrollment is Complete
What's Happening Now	The Enrollment Icon is disabled after Enrollment is completed for an individual case in maintain (change) mode.
Actions to Take	Navigate to the Eligibility Results page and use the link on that page to view the Enrollment Page.
SCR/Defect	4562/4596
Planned Release	3

Alternate Procedure 16

Area Impacted	Notices
Audience	Service Center Certified Enrollment Administrator (RHA)
What's Happening Now	The Consumer does not receive written notification when their Certified Enrollment Entity is Deregistered from Covered California.
Actions to Take	The Service Center Representative will need to contact each consumer that has a pending application and is associated to the Entity's Certified Enrollment Counselors.
SCR/Defect	Defect 3748
Planned Release	2.5, November 15, 2013

Alternate Procedure 17

Area Impacted	Member Management Individual Maintenance
What's Happening Now	Clicking "Cancel all Changes" does not navigate away from the page when a Consumer is in the process of reporting a change.
Actions to Take	Consumers should return to the Home Page by clicking on the Covered California icon, and withdraw all changes by clicking the Cancel Change button.
SCR/Defect	4208
Planned Release	3

Alternate Procedure 18

Area Impacted	Member Management Individual Maintenance
What's Happening Now	CalHEERS does not display a “Log Out” button on the Spanish language home page.
Actions to Take	Consumers should close their internet browser window to effectively log out of CalHEERS.
SCR/Defect	4697
Planned Release	2.5, November 15, 2013

Alternate Procedure 19

Area Impacted	Appeals
What's Happening Now	The system takes no action when users click on the Appeal Decision link.
Actions to Take	Consumer will contact the Service Center or County. Each will follow internal protocol for processing appeals.
SCR/Defect	3103
Planned Release	5

Alternate Procedure 20

Area Impacted	Certified Enrollment Counselor (CEC) Portal CEC Locator
What's Happening Now	Enrollment Status and Eligibility Status do not display on the profile page for an individual in the CEC pages.
Actions to Take	CECs should switch to the "Individual View" of the consumer's case to view the Enrollment Status and Eligibility Status.
SCR/Defect	3583
Planned Release	2.5, November 15, 2013

Questions and Answers

Question 1

- Q. For aging tasks, I was expecting tasks to age using business days, not calendar days; however, CalHEERS is counting calendar days. Which is correct?
- A. Tasks should count business days and exclude weekends and holidays. Currently, CalHEERS counts calendar days which is incorrect. All persons tracking tasks should be aware that the due date shown by the CalHEERS application is earlier than it should be and take the appropriate action at the required time.

Defect #4358 has been entered for this issue, and it should be corrected with Release 2.5.

Question 2

- Q. How does a County Eligibility Worker or Service Center Representative manually verify a case if not all of the verification options are displayed?
- A. In certain situations, not all verification options will be displayed. The system defaults the entire household to pending eligibility during the manual verification process. No further action is needed, and the user may continue through the application process.

It is recommended that a Service Center Representative or County Eligibility Worker set a follow up reminder to retrieve the case and update it with the manual verification item once the defect is resolved, which is anticipated in Release 2.5.

Question 3

- Q. I attempted to see the plans available to me in CalHEERS, but when I clicked on the page before the plans had completed loading onto the page why do I get an error?
- A. The page will produce an error if you attempt to transmit or click on a plan for more details before the page has finished loading all of the plan information for you.

Question 4

- Q. I chose to receive my notices from Covered California through email only, however I am getting both email and US Postal Service mail, what can I do to correct this?
- A. Due to legal requirements, Covered California will continue to send mail through the United States Postal Service (USPS) for certain types of correspondence or notices. However any correspondence that we are not required by law to send to you through USPS will be sent to the email address you provided.

Question 5

- Q. Can a minor open a case in CalHEERS and receive an eligibility determination?
- A. Currently, CalHEERS does not prevent a minor from owning a case and receiving an eligibility determination. However, this is not approved functionality and will be corrected in the future. Adults should be the primary applicant for all cases in CalHEERS.

Note: Use the same MC rules that apply today and deny the application. If the minor applied online and was found pending eligible, discontinue the case. The child can only apply on their own if the application is for minor consent. If so, the minor must come into the office and the application process is completed in SAWS.

Question 6

- Q. Whose PIN should an SCR or CEW enter when completing an enrollment for a consumer?
- A. This is a known defect, SCRs and CEWs should not be prompted for an eSignature and PIN when enrolling a consumer through CalHEERS. However, until this defect is resolved, the SCR will be required to enter their own name and PIN when completing an enrollment for a Consumer.

Question 7

- Q. Why do some fields appear blank when I look at the PDF of my application?
- A. Certain data elements are not populating on the PDF of an application due to a system defect. Consumers can view the application summary screen in CalHEERS, or page through their application online, to see all the information being submitted.

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.

If you have a question about the Covered California program or training, you can email cewtraining@covered.ca.gov.

If you have an Affordable Care Act question or want to submit a comment to the Medi-Cal Eligibility Division, submit it at http://www.dhcs.ca.gov/services/medi-cal/eligibility/Pages/MCED_Contact.aspx

The following link is to the Department of Health Care Services Policy Guidance Matrix <http://www.dhcs.ca.gov/services/medi-cal/Pages/CoEEpolicyguide.aspx>

Next Session

Next Session

- The next session is tentatively scheduled for Monday, September 30. The time will be sent in a subsequent e-mail.

Closing Comments

