

Change Agent and Service Center Update- Session 6

Covered California, DHCS, CalHEERS, and CWDA

September 30, 2013



Agenda

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- Webinar Reminders
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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

User Provisioning

User login information has not been distributed.

The website is not currently available for access and/or user login testing. A CalHEERS Information Transmittal (CIT) will be sent to all counties as soon as the site is available for users to test their login and password. Change Agents will be included in this CIT.

User logins and passwords will be sent directly to the users. User login lists will be sent out to county Training Coordinators.

Update 2

Requesting Verification through CalHEERS

This policy decision is being discussed at the highest levels within DHCS, Covered California, CalHEERS, and CWDA. Staff are also verifying the functionality of notices and verifications in the most current version of the CalHEERS application. The latest information will be provided to you when the decisions are finalized.

Update 3

Q. What is the processing time frame for applications to be entered into CalHEERS? What is the time flow?

A. *It is anticipated to take at approximately 30 minutes to enter an application into CalHEERS for one or two people. The timing will be dependent on the number of individuals who are included on a given application and the extent to which the person has all of the needed information requested on the application readily available. The section likely to take the longest time is that pertaining to entering in income information*

Update 4

Q. Is the Single Streamlined Application approved? Is this what counties would use? If not, are supplemental forms approved and useable by the counties?

A. The single streamlined application *is not approved by CMS, but CMS has given us the approval to publish it. A version of the application has been/will be distributed.* Please refer to Medi-Cal Eligibility Division Information Letter (MEDIL 13-12) *for instructions on what to use for applications/forms if a person does not submit the single streamlined application.*

Update 5

Q. If a consumer is not ready to make a plan selection during the call or the office visit, what are the next steps?

If the consumer is *APTC* eligible and is not ready to make a plan selection during the interview, then:

- If it is an in-person interview, the county eligibility worker can provide them with a print out of the plans available to them and any additional information that is available and/or direct them to the pages online that they can review once they create an account and sign in.
- If it is a phone interview, the county eligibility worker can either direct them to the pages containing the plan information that they can see after creating and signing into an account or mail them a print-out of the plan information.

Continued.....

Update 5 (cont.)

Q. If a consumer is not ready to make a plan selection during the call or the office visit, what are the next steps?

- *In either situation, the county eligibility worker can provide them with either the county phone number or Covered California Service Center phone number so they can call back when they are ready to make a decision.*
- *If the consumer is MAGI Medi-Cal eligible, selection of Medi-Cal health plans via CalHEERS is not operational until April 2014. Until such time this function is operational, counties will use existing processes to assist with plan selection which includes referrals to Health Care Options for educational seminars.*

Update 6

Verifying a Person's Identity When Providing In-Person Assistance

- A consumer who applies for coverage must show **one** of the original documents listed on the next slide to receive in-person assistance. This is required when the consumer begins the application process. This is an important verification process intended to protect consumers and their identity.
- In-person assistance can be provided by a Covered California certified enrollment counselor, certified licensed agent, certified plan-based enroller, or county eligibility worker.

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Update 6 *(cont.)*

Verifying a Person's Identity When Providing In-Person Assistance

- The proof of identity must have a photograph of the individual **or** other identifying information about the individual - such as name, age, sex, race, height, weight, eye color, or address. The following are acceptable:
 - Driver's license issued by state or territory
 - Identification card issued by the federal, state, or local government, including a U.S. passport
 - Native American Tribal document
 - School identification card
 - U.S. military card or draft record
 - Military dependent's identification card
 - U.S. Coast Guard Merchant Mariner card

Continued.....

Update 6 (cont.)

Verifying a Person's Identity When Providing In-Person Assistance

- If an individual cannot show one of the documents listed above, they must show **two** of the documents listed below. Each document must have the consumer's name.
 - Social Security Card
 - Marriage certificate
 - High school or college diploma (including high school equivalency diplomas)
 - Divorce decree
 - Employer identification card
 - Property deed or title
- For in-person assistance, you **must** verify the consumer's identity before you start the application process. Do not begin an application without first verifying the consumer's identity.

Questions and Answers

Question 1

- Q. As a consumer, I have noticed while trying to both apply and view my application in Spanish, that not all text displays correctly in Spanish. Additionally, sometimes an error message will appear on the page. Why does this occur?
- A. Spanish users may encounter some text that was not translated correctly or is missing. Error messages may appear. We are working to resolve this situation in future releases.

Question 2

- Q. While filling out my application for Covered California, when I try to move from the Personal Data Address and Contact page by pressing the continue button, nothing happens. What do I do next?
- A. If you encounter this issue, click the “Continue” button one more time to go to the “Demographic Data” page.

Question 3

- Q. I want to cancel all changes. The page does not contain an “X” close button, and I cannot close it.
- A. You should return to the Home Page and withdraw all changes by clicking the “Cancel Change” button. (This is for reported changes only.)

Question 4

- Q. Why am I required to agree to file taxes when I am not receiving a tax credit or subsidy? (For mixed households)
- A. The eSignature screen in CalHEERS currently requires all applicants to check the box for agreeing to file taxes before they can be submitted. To submit your application, check the box before continuing. This defect is planned for Release 2.5 (November 15).

Question 5

- Q. I entered my Social Security Number (SSN) incorrectly a few times. However, I was able to complete my application. Now, I am being requested to provide proof of my SSN. Why does this occur?
- A. To be eligible for Covered California Health Care Plans, a valid social security number is required. The system is programmed to require proof that your SSN is valid. This occurs only if you have entered an incorrect SSN initially.

Question 6

Q. I am currently a California resident; however, I am temporarily residing outside of the state. Am I still eligible?

A. Yes. You may still be eligible. County eligibility workers and Service Center Representatives will follow internal protocols for verifying residency and eligibility information.

Question 7

- Q. Covered California has requested information from me once I complete an application. However, I am not able to upload the documents that I have been requested to provide.
- A. The upload capability has a size limitation of 5MB (per file) for uploading documents. You may upload your documents in smaller batches, or you may mail them to the Covered California Service Center at:

Covered California - Verifications

P.O. Box 989725

West Sacramento, CA 95798-9725

Question 8

- Q. Will the consumer's application be transmitted to MEDS after it has been submitted to CalHEERS?
- A. No. At this time, MEDS will not have a record of the consumer's CalHEERS application. This functionality is expected to be available in mid-October. In the meantime, Service Center Representative and County Eligibility Workers can search for an existing application in CalHEERS.

Question 9

- Q. What if the Plan Status page doesn't display the correct Certification Status or Enrollment Availability Status? Is this an error?
- A. Currently there is a display issue for the Certification Status and Enrollment Availability Status on the Plan Status page. The database reflects the correct status and only what is displayed on the page is inaccurate. (This is mainly for Service Center Representatives.)

Question 10

- Q. Why do I see an Oracle Access Manager error after three unsuccessful attempts to log in?
- A. CalHEERS is not displaying an appropriate error message when an account has been locked out. SCRs should follow their Service Center Protocol when contacted by the consumer.

Alternate Procedures

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 Sessions

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- Future update calls for County Change Agents and Service Center Representative supervisors will be scheduled as feasible.

Closing Comments

