Executive Summary

CalHEERS Feature Release 15.3 (deployed on 03/01/2015) contains the following:

- CALSTARS Interface
- Pregnant Women Change in Circumstance
- Verify Lawful Presence
- Exclude Mixed Cases from Certified Enrollment Entity (CEE) Accounts Payable
- APPLY To Get Covered Landing Page
- 834 Processing
- Account Creation
- Admin Portal
- Eligibility
- Enrollment Assistance
- Individual Portal
- Security – IAM
- IRS 1095 Reporting
- Open Enrollment 2015 - Single Streamlined Application/Online Application Updates
- SAWS eHIT Interface Update
- Per Member Per Month (PMPM) Billing Detail
- MEC Table Update
- How did you hear about Covered California? Dropdown List Update
- MEDS
- Notices
- Plan and Enrollment Management
- Reports
- SAWS eHIT
- Data Warehouse

The following **Key New Features** have been added or modified in this release:

- CALSTARS Interface

The following **Key System Updates** have been deployed in this release:

- Pregnant Women Change in Circumstance
- Verify Lawful Presence & New Dropdowns
- MEC Table Update
- Open Enrollment 2015 - Single Streamlined Application/Online Application Updates
- SAWS eHIT Interface Update
- Per Member Per Month (PMPM) Billing Detail
- Exclude Mixed Cases from CEE Accounts Payable (AP)
- APPLY To Get Covered Landing Page
- How did you hear about Covered California? Dropdown List Update

The following **Key Fixes** have been updated or resolved in this release:

- 834 Processing
- Account Creation
- Admin Portal
- Eligibility
- Enrollment Assistance
- Individual Portal
- Data Warehouse
- MEDS
- Notices
- Plan and Enrollment Management
- Reports
- SAWS eHIT
- Security – IAM
- IRS 1095 Reporting

The following **Alternate Procedures** have been provided with this release:

No Longer in Effect with this release
- Account Creation
- Eligibility
- Individual Portal

New with this release
- Individual Portal
- Plan and Enrollment Management
- Enrollment Assistance

Purpose and Scope

This document describes the contents of the CalHEERS Feature Release 15.3. Any known issues are described together with key features of the release contents, alternate procedures, and actions required.

Key New Features

The following summarizes the new features included in this release.

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
CALSTARS Interface				
2952	Change Request	This interface did not previously exist.	An interface has been created from CalHEERS to CALSTARS in order to report general ledger information from the state health benefits exchange to the state treasurer's office. The business flow will run parallel to that of CalHEERS reporting to the State Controller's Office. The trigger of this event is the daily transaction from ABE, recording all changes at the payee (contract) level. Reporting detail will entail all new entries to Accounts Receivable and Accounts Payable at the lowest level (AR at the payer level and AP at the payee level). No data will	NA

			come back from CALSTARS. The daily interface file will consist of a scheduled daily push to the required data entry point of CALSTARS. The format of this file will be in the required format that CALSTARS has published.	

Key System Updates

The following summarizes the modified features included in this release.

Ref ID	Type	Previous Design/Problem	Modified Functionality In this Release	Pages Impacted

Pregnant Women Change in Circumstance

10195	Change Request	Previous design moved beneficiaries from aid code M1, M2, M3, and M4 (adult, parent, and caretaker relatives) to aid codes M9, M7, M0, and M8 (pregnant women) due to the beneficiary reporting a pregnancy. In other words, upon report of change in circumstance of pregnancy, beneficiaries were moving from full scope Medi-Cal coverage to limited scope pregnancy-related services.	Beneficiaries in aid codes M1, M2, M3, and M4 (adult, parent, and caretaker relatives) remain in the same aid codes, and retain eligibility under these existing aid codes when pregnancy is reported as a change of circumstance, if the beneficiary otherwise remains eligible for the coverage group (i.e., continues to meet income, family size, and citizenship/immigration criteria for the coverage group). In other words, upon report of change in circumstance of pregnancy, beneficiaries retain full scope Medi-Cal coverage, as long as they meet all other requirements.	NA

Verify Lawful Presence & New Dropdowns

6197 (3335)	Change Request	Version 32.1 of the Verify Lawful Presence (VLP) service did not include the following functionalities: • A service call to the FedHub did not return verified 5 year bar information, instead it returned "not applicable" indicators for "5 year bar apply" and "5 year is met" data elements; therefore, the system did not distinguish if the immigration was subject to the 5 year bar requirement, or if the requirement had been met. • The *Household Members* Page did not include or have additional values for the following: • Updates on the **What is the Country of Issuance for this passport?** dropdown. • **Document Type** dropdown list did not include the following values: - **Other document with an Alien Number** - **Other document with an I94 Number** - **Machine Readable Immigrant Visa (with Temporary I-551 Language)** - **Arrival Departure Record in Unexpired Foreign Passport (I-94)** - **Unexpired Foreign Passport** • The *Personal Verifications* page displayed an **Immigration Status** row, and	Version 33 of the VLP service includes the following functionalities: 1. A service call to the FedHub returns verified 5 year bar information from the FedHub for lawful presence and qualified non-citizen. The system now distinguishes if the immigrant is subject to the 5 year bar requirement, or if the requirement has been met. 2. The *Household Members* page now includes: • Updates on the **What is the Country of Issuance for this passport?** dropdown. • **Document Type** dropdown now includes the following values: - **Other document with an Alien Number** - **Other document with an I94 Number** - **Machine Readable Immigrant Visa (with Temporary I-551 Language)** - **Arrival Departure Record in Unexpired Foreign Passport (I-94)** - **Unexpired Foreign Passport**	• Household Members Personal Verifications

		did not display the **Five Year Bar Met or Does Not Apply** row, or the **Qualified Non-Citizen** row.	3. The *Personal Verifications* page now displays a **Lawful Presence** row, **Five Year Bar Met or Does Not Apply** row, and **Qualified Non-Citizen** row.	

MEC Table Update

11389	Change Request	The Minimum Essential Coverage (MEC) table did not match current aid code requirements in order to validate Individuals with or without MEC.	The MEC table has been updated to match current aid code requirements in order to validate Individuals with or without MEC.	NA

Open Enrollment 2015 - Single Streamlined Application/Online Application Updates

6933	Change Request	Prior to open enrollment 2015, the online application contained the following: • Naturalization questions were asked that were difficult for Consumer to answer and that did not directly impact eligibility. • Data elements were collected that were not used to determine eligibility. • Dropdown list options included ineligible reasons for no SSN from an eligibility perspective. • Messaging did not exist; could allow Users to create incorrect Tax Filing Households. • Did not capture certain types of MEC that could permit a user to enroll in CCP or eventually APTC. • Asked for enrollment status that was not relevant to MEC status of ESI plan. Asked for monthly amount rather than	The purpose of this change request is to document additions and modifications to the single streamlined application within CalHEERS. This is the parent change request, and encompasses the requirements and design components associated with multiple ancillary change requests identified as priorities for 2015 by the partner organizations. Outlined below are the change requests that have been withdrawn and linked to this as the parent CR: • CR 4628 - Removing Naturalization Question per CMS request/instruction (*Household Members* page) • CR 8983 - Remove prior year tax information - simplifies tax info	• Household Members • Tax Information • Start Here • Health Care Information • Income pages • Program Eligibility Summary by Person • Demographic Information • Household Primary Contact • Report a Change Summary • Contact Information All pages

		amount and frequency of payment. • Additional income and deduction types were not available for use, making some income types more difficult to enter and differentiate. • Allowed users to create incorrect Medi-Cal Households without messaging about the consequences of that structure. • No way to change application type from unsubsidized to subsidized without terminating participation. Contained little information about the consequences of applying for an unsubsidized plan. • No way to collect Projected Annual Income at the individual level for the benefit year. • Asked the "expected to file taxes" question only for dependents, and did not apply countable income in some scenarios to non-dependent non-tax-filers. • Lacked clarity about the name information that should be provided by Consumer. • The **Cancel all Changes** link previously did not redirect User to landing page on click. • Messaging and validation did not exist; could allow Users to create incorrect Tax Filing Households. • Did not deny CCP to Medicare recipients in unsubsidized applications.	collection by removing prior year questions that do not impact Eligibility determination (*Tax Information* page) • CR 3134 - Child under 1 (updates the dropdown wording for a child under 1 who cannot provide an SSN) and implements new rules to govern their eligibility. Updates other ATIN and ITIN collection rules. (*Household Members* page) • CR 3785 - Tax Dependent Messaging - Alerts Non-custodial parent applicant that their claimed N.C. child cannot receive Medi-Cal on their application (*Tax Information* page) • CR 6540 - Alerts some MEC recipients that they may qualify for APTC if they don't keep their coverage, based on direction from CC Legal. (*Health Care Information* page) • CR 8984 - Updates Employer Sponsored Insurance questions to ask about lowest cost available plans instead of currently enrolled plan. (*Health Care Information* page) • CR 5254 – Update Income collection including AI/AN and deduction types (Income pages) • CR 4661 - Collect Tax information for the entire tax household by modifying the drop-downs	

		• Did not provide clarity about formatting for DOB and SSN. • ~~CC didn't have a way to embed links to page-specific FAQs within CalHEERS.~~	to ensure continuity of household composition (*Tax Information* page) • CR 9945 - A user can now change their application type from an unsubsidized application to subsidized application prior to submitting an unsubsidized application or after submitting an unsubsidized application. If an application type is changed from an unsubsidized application to a subsidized application the user will have to complete additional questions prior to submitting the subsidized application. (*Start Here* page) • CR 3161 - Implements the collection of the Projected Annual Income when differences occur when reported as individual rather than household income (Income pages) • CR 9947 - Changes the display of the "expected to file taxes" question to ask all applicants, not just dependents (*Tax Information* page) • CR 6597 - Updates messaging on the HH Primary Contact and Member pages to improve collection of name information to ensure accurate collection and reporting to SSA (*Household Primary Contact* page & *Household*	

			Members page) • CR 6601 - Updates the **Cancel all Changes** link on the *Report a Change Summary* page to navigate the User to the *Individual homepage* (*Report a Change Summary* page) • CR 7384 - Ensures that HH is not also claimed as a dependent by restricting contradictory tax filing status (*Tax Information* page) • CR 10906 - Require the question "Does this person receive Medicare benefits?" be displayed for all applicants, subsidized and unsubsidized (*Health Care Information* page) • CR 10964 - Update SSN and DOB collection across the Application (*Household Primary Contact* page and *Household Members* page) • ~~CR 10966 - Contextual Help (All pages)~~	

SAWS eHIT Interface Update

7381	Change Request	• SAWS received daily error reports on the following business day. • Eligibility Evaluation reasons currently used in portal were not sent, so the EW did not have information as to why someone resulted in pending, ineligible, etc. • Workarounds were being used as the 3.0 eHIT Schema updates were not available. • Current portal system and eHIT were out of sync. • VLP and eHIT were out of	DHCS has requested eHIT schema updates. The updates will enhance the existing interface and increase the maturity of the eHIT functionality. The purpose of this CR is to develop the Design Artifacts (e.g., BSD), and Build Artifacts (e.g., IDD) for the requested 3.0 eHIT updates. Additionally, determine the appropriate releases for the 3.0 eHIT Schema updates; child CRS	NA

		sync.	will be created as an outcome. 3.0 eHIT updates include: • Eligibility workers now receive a near real-time response when an EDR results in error or is cancelled. • Eligibility Evaluation reasons currently used in portal are now sent, so the EW has information as to why someone results in pending, ineligible, etc. • Workarounds are no longer being used as the 3.0 eHIT Schema updates are now available. • Current portal system and eHIT are now in sync. • VLP and eHIT are now in sync.	

Per Member Per Month (PMPM) Billing Detail

11883	Change Request	Previously, Carrier invoices only listed the Household Case ID and the Subscriber ID. As a result, a household with many members was only a single line item on the invoice. The Carriers had concerns with the invoices as generated and asked that each member within a household be listed separately on the bill.	This CR expands the current NOD22 output to include identifying information for members receiving benefits (to the dependent level) for every household case maintained in ABE. Billing carriers need enrollments, net of cancellations. Using this methodology results in detailed information as supporting detail for the purpose of billing the Carriers monthly for their participation in the exchange.	NA

Exclude Mixed Cases from CEE Accounts Payable (AP)

12323	Change Request	Case ID was not on the original AP pending report. Case ID is critical to the matching exercise needed to identify "mixed cases" on the report. Trying to match via name leads to inaccuracies.	Covered California pays Certified Enrollment Entities (CEE) based upon the households the CEE assists. Mixed cases (Qualified Health Plans + Medi-Cal households) were not to be paid out of this process. The existence of the Medi-Cal enrollment counselors has changed the requirements to exclude Medi-Cal assisted enrollments from ABE so as not to co-mingle funds. The AP Pending report will continue to be produced by the system with Mixed Households present in the report. This CR will facilitate the manual removal of Mixed Households from the AP Pending report after it is generated each month.	NA

APPLY To Get Covered Landing Page

6628	Change Request	When the "**APPLY To Get Covered"** top navigation tab in the header was clicked, the *Set Up An Account* page displayed instead of the "*What kind of application are you starting?" page.*	When the "**APPLY To Get Covered"** top navigation tab in the header is clicked, the *What kind of application are you starting?* page displays.	APPLY To Get Covered Landing Page

How did you hear about Covered California? Dropdown List Update

30956	Change Request	On the *Start Here* page, the **How did you hear about Covered California?** dropdown list contained the following values: • Billboard • Brochure • Certified Enrollment Counselor (CEC) • Certified Insurance Agent • Church • Community Organization or	On the *Start Here* page, the **How did you hear about Covered California?** dropdown list now contains the following values: • TV advertisement • Certified Enrollment Counselor • Certified Insurance Agent • County Eligibility Worker • Outdoor Advertisement	Start Here

		Community Event • CoveredCA.com website • Email • Employer • Friend or Family • Government Office • Internet Search • Mailer • Mobile Ad • News Program or Story • Newspaper/Magazine • Outreach and Education Program • Pharmacy • Provider/Hospital • Radio • Sign in Retail Store • Social Media (Facebook/Twitter/Google+) • Transit • TV • Web • Word of Mouth • Other	(Billboard, Transit, Bus/Bus Shelters) • Family / Friend (Word of Mouth) • News Program or Story • Radio Advertisement • Social Media (Facebook, Twitter, YouTube) • Mail • Web / Internet Search • Online Advertisement • Magazine or Newspaper Advertisement • Email Message • Provider / Hospital • Other **NOTE:** The "Other" selection will NOT include a textbox for Consumer entry.	

Key Fixes

The following summarizes the key defect fixes implemented in this release.

Ref ID	Type	Previous Design/Problem	Functionality Fixed In this Release	Pages Impacted
834 Processing				
19852	Defect Fix	After reporting a change to add health coverage for the husband (who becomes the new subscriber), the relationship code did not display in the 834 for the wife (the previous subscriber), which caused a validation error and no maintenance file to be sent to the Carrier.	After reporting a change to add health coverage for the husband (who becomes the new subscriber), the relationship code displays in the 834 for the wife (the previous subscriber), and the maintenance file is sent to the Carrier.	NA
17973	Defect Fix	Member City, State, and ZIP Code did not exist in 834	Member City, State, and ZIP Code now exist in 834	NA

		outbound XML when terminated member re-enrolled.	outbound XML when terminated member re-enrolls.	
16619	Defect Fix	The IND20 transaction showed as a success, but enrollment records were missing in the GI database.	The IND20 transaction shows as a success only when enrollment records display correctly in the GI database.	NA
17966	Defect Fix	834 outbound XML did not have mandatory values.	834 outbound XML has all mandatory values.	NA
~~15954~~	~~Defect Fix~~	~~Multiple subscribers were found for a given enrollment.~~	~~There is now only one subscriber per enrollment.~~	~~NA~~

Data Warehouse

16621	Defect Fix	Data that was being extracted and loaded as part of a step in the Extract, Transform, Load (ETL) logic was not consistent with how the rest of the ETLs were implemented, and was causing a performance issue.	The extraction and loading of the data in this ETL is now consistent with the rest of the ETL's implemented.	NA
16640	Defect Fix	Changes to an Individual's address information was not being reflected in the data warehouse.	Changes made to an Individual's address is now being captured correctly in the data warehouse.	NA
18307	Defect Fix	Application data that was updated after it was loaded into the data warehouse was not displayed correctly in the Enrollment subject area in OBIEE.	Application data is now being displayed correctly in the Enrollment subject area in OBIEE.	NA
18338	Defect Fix	A subset of applications was not associated correctly with their enrollment information.	The impacted applications are now correctly being associated with their enrollment information.	NA
18407	Defect Fix	The subscriber information was not displayed correctly in the Enrollment subject area in OBIEE.	The subscriber information displays correctly in the Enrollment subject area.	NA
18736	Defect Fix	The previous year's determination displayed incorrectly when a determination for the current year was made.	The previous year and current year's determination display correctly.	NA

18743	Defect Fix	The coverage year on the "DM_SUBMIT_INDV_F.COVRG_YR" table was not being updated correctly.	The coverage year on this table is now correctly being updated.	NA
19022	Defect Fix	When an Individual did not have an SSN value in AHBX, the flag was being updated inconsistently with either N or Null.	The SSN flag fields are now being updated to say N for Individuals that do not have an SSN populated in AHBX.	NA
19023	Defect Fix	When a Consumer had selected multiple ethnicities on their application it was not accurately coming through to the DW as 'Mixed'.	The Mixed value for the Ethnicity is displayed in the data warehouse for the relevant Consumers.	NA
19024	Defect Fix	The Relation to Head of Household field was previously displaying null values.	This field is no longer displaying null values and now correctly displays the relation to head of household (parent, son/daughter, etc.).	NA
19438	Defect Fix	When an Individual had multiple eligibility determinations for multiple timeframes that did not overlap, the eligibility determinations were not being loaded accurately into the data warehouse.	The multiple eligibility determinations are now being loaded accurately into the data warehouse.	NA
19439	Defect Fix	The pending application record in the data warehouse was not being correctly end dated at the time the application was submitted on a different day or withdrawn. Per design if the application was pending and then submitted within the same day, only the latest activity would be loaded into the data warehouse, which in this case, would be the application submission date.	The pending application is correctly end dated at the time the application is submitted / withdrawn.	NA
19441	Defect Fix	Application and enrollment information were not being correctly associated in the data warehouse.	Application and enrollment information are now being associated correctly in the data warehouse.	NA

19442	Defect Fix	The delegation of the CEC was not correctly being displayed against the application in the Assister subject area in OBIEE.	The delegation of the CEC is correctly being displayed.	NA
19443	Defect Fix	When multiple self-employment incomes were populated in AHBX these were not getting loaded into the DW correctly.	Multiple self-employment incomes populated in AHBX are now being loaded into the DW correctly.	NA
19444	Defect Fix	In the event that an Individual exists on two cases, if the demographic was being updated on one of them it was not being reflected in the data warehouse.	If an Individual that exists on two cases updates their demographic information on one of them, it is being reflected in the data warehouse.	NA
19452	Defect Fix	Records statistics (example: source to DW counts/percentage type discrepancies) were not able to generate automatically into the error re-processing table.	Reporting can now be automated to generate statistics about the records going into the error re-processing table.	NA
19508	Defect Fix	Enrollment records were being sent to the error records table and not successfully loaded into the data warehouse.	Enrollment records are now able to process and load successfully into the data warehouse.	NA
19778	Defect Fix	Application assisted type records were being sent to the error records table and not successfully loaded into the data warehouse.	Application assisted type records are now able to process and load successfully into the data warehouse.	NA
19819	Defect Fix	Enrollee records were being sent to the error records table and not successfully loaded into the data warehouse.	Enrollee records are now able to process and load successfully into the data warehouse.	NA
19914	Defect Fix	The error re-processing logic was previously passing through the maximum modified date instead of the system date.	The system date is now getting passed.	NA
19944	Defect Fix	Information for a subset of applications was not getting loaded into the data warehouse.	Information for the subset of applications is being loaded into the data warehouse.	NA
20044	Defect Fix	Two issues were being caused by this defect: 1. Information of the Enrollee was not correctly being	Both of the issues have been resolved such that both the correct Enrollee information is now	NA

		displayed in the data warehouse once they had completed plan selection 2. The delegation of a CEC was not correctly being associated to the application in the Submitted Individual subject area.	displayed once plan selection is completed, as well as the delegation of the CEC.	

Account Creation

20178	Defect Fix	The original code was not picking up all cases in which Individuals have an access code once the back-end account creation query was run.	The code has been updated and all cases in which Individuals have an access code are being picked up by the back-end account creation query.	NA
15338	Defect Fix	Password policy specifications were not included on the *Username & Password* or *Reset Your Password* pages.	The messaging on the *Username & Password* page and the *Reset Your Password* page has been updated to give a comprehensive set of instructions to the Consumer on how to set their password. Verbiage has been updated on pages and in online help to clearly articulate Password Policy. The following changes have been made: 1. Existing English and Spanish translations for the "Forgot Password" function have been updated. 2. Added Field Help for *Username & Password* page. 3. Field Help displays in both English and Spanish. 4. Updated the existing Online Help page for *Username & Password* page as the examples (A - Z, a - z, 0 - 9, and [#, $, %,	• Username & Password • Reset Your Password

			etc.]) were not present. ***English:*** When you create your password, be sure to follow these rules: • You cannot use words found in a dictionary or names. • Your new password cannot be one that you have used within the last 24 passwords. • Your password must have at least 8 characters and have no more than 16 characters. • Your password must start with a letter and include: • At least 1 upper-case letter (A – Z) • At least 1 lower-case letter (a – z) • At least 1 number (0 – 9) • At least 1 special character (#, $, %, etc.) ***Spanish:*** Al crear su contraseña, asegúrese de seguir estas reglas • No puede usar palabras o nombres que están en un diccionario • Su nueva contraseña no puede ser ninguna de las (24) contraseñas anteriores • Su contraseña debe tener un mínimo de 8 caracteres y no más de 16 caracteres. • Su contraseña debe empezar con una letra y	

			debe incluir: • Al menos 1 letra mayúscula (A-Z) • Al menos 1 letra minúscula (a – z) • Al menos 1 número (0 – 9) • Al menos 1 carácter especial (#, $, %, etc.)	
18740	Defect Fix	After clicking on the **Continue** button on the *Username & Password* page, a "**We Apologize**" error displayed.	After clicking on the **Continue** button on the *Username & Password* page, the *Account Summary* page displays.	Username & Password
15926	Defect Fix	After an Agent completed an application on an Individual's behalf and logged out, an Admin searched the Individual by Case ID, clicked on the **View Home** button, and a "**We Apologize**" error displayed.	After an Agent completed an application on an Individual's behalf and logged out, an Admin searched the Individual by Case ID, clicked on the **View Home** button, and the *Individual homepage* displayed.	Search Individual
18269	Defect Fix	After creating an account and clicking on the **Login** button on the *Login or Create an Account* page, a "**We Apologize**" error displayed.	After creating an account and clicking on the **Login** button on the *Login or Create an Account* page, the *Security Questions* page displays.	Login or Create an Account
17631	Defect Fix	Agents were receiving error code KTNQ13G9 when trying to create an account.	Agents are able to successfully create accounts.	Set Up An Account

Admin Portal

17845	Defect Fix	When a change was reported for 2014 after the 2015 renewal was completed, a "**We Apologize**" error displayed when the **Submit** button on the *Application Signature for Reported Changes* page was clicked.	When a change is reported for 2014 after the 2015 renewal has been completed, the change is successfully reported and the *Eligibility Results* page displays.	Application Signature for Reported Changes
19291	Defect Fix	During special enrollment, when an Admin selected **Approved** from the **I attest that this household does qualify for**	During special enrollment, when an Admin selects **Approved** from the **I attest that this household**	Application Signature for Reported Changes

		Special Enrollment dropdown list, and clicked on the **Submit** button on the *Application Signature for Reported Changes* page, an exception displayed.	**does qualify for Special Enrollment** dropdown list, and clicks on the **Submit** button on the *Application Signature for Reported Changes* page, Special Enrollment is made available to the Consumer and the *Eligibility Results* page displays.	
18043	Defect Fix	On the *Change Plan Effective Dates \ Reinstate Coverage* page, after an Admin entered **Determination Notes** and clicked on the **Save Determination** button, the text entered displayed as special characters.	On the *Change Plan Effective Dates \ Reinstate Coverage* page, after an Admin enters **Determination Notes** and clicks on the **Save Determination** button, the text displays as entered.	Change Plan Effective Dates \ Reinstate Coverage
17795	Defect Fix	When an Admin changed the effective date and clicked on the **Update** button on the *Change Plan Effective Dates \ Reinstate Coverage* page, the text was cut off in the *Changes Saved* popup.	When an Admin changes the effective date and clicks on the **Update** button on the *Change Plan Effective Dates \ Reinstate Coverage* page, the text in the *Changes Saved* popup is fully displayed.	Change Plan Effective Dates \ Reinstate Coverage
9636	Defect Fix	On the Certified Enrollment Counselor's view of the *Individual homepage*, the top left corner displayed **Enrollment Counselors** next to the **Return** button.	On the Certified Enrollment Counselor's view of the *Individual homepage*, the top left corner displays **Certified Enrollment Counselors** next to the **Return** button.	Individual homepage
18197	Defect Fix	In Internet Explorer 9 from the *Individual homepage*, when the **GET HELP Find Answers** top navigation tab was clicked on and then the **1-800-300-1506** number was clicked on from the dropdown list, a message displayed saying, "**The webpage cannot be displayed**". This happened on machines that did not have any calling software	From the *Individual homepage*, when the **GET HELP Find Answers** top navigation tab is clicked on, the **1-800-300-1506** number in the dropdown list is no longer clickable.	Individual homepage

		installed like Lync or Skype.		
17550	Defect Fix	On the *Search Individual* page, when an Admin searched for a last name that included an apostrophe, no search results displayed.	On the *Search Individual* page, when an Admin searches for a last name that includes an apostrophe, search results display.	Search Individual
17240	Defect Fix	On the *Search Individual* page, the hover text for the **Manual Verification** button displayed "**???navigateToIndvHouseholdVerif???".**	On the *Search Individual* page, the hover text for the **Manual Verification** button displays **"Manual Verification".**	Search Individual
17829	Defect Fix	After an Admin entered the search criteria on the *Search Individual* page and clicked on the **Search** button, a "**We Apologize**" error displayed.	After an Admin enters the search criteria on the *Search Individual* page and clicks on the **Search** button, search results display.	Search Individual
18943	Defect Fix	On the *Search Individual* page, when an Admin searched for an Individual by **Case ID** and later by **Application ID**, different results displayed.	On the *Search Individual* page, when an Admin searches for an Individual by **Case ID** and later by **Application ID**, the same results display.	Search Individual
16525	Defect Fix	From the *Search Individual* page, when an Admin clicked on the **Log Inquiry/Complaint** button, a "**Permission Denied. You do not have permission to access this document.**" error message displayed.	From the *Search Individual* page, when an Admin clicks on the **Log Inquiry/Complaint** button, the *Comments and Questions* page displays.	Search Individual
14407	Defect Fix	On the *Case Notes* page, after clicking on the new case note field, the page refreshes without allowing the Admin to type in a new case note.	On the *Case Notes* page, after clicking on the new case note field, the Admin is now able to type in a new case note and save it successfully.	Case Notes
15766	Defect Fix	For pending cases, when an **Effective Date** less than 14 days out was entered on the *Terminate Participation* page, validation error messages displayed saying, "**Your request to terminate your health insurance must be at least 14 calendar days from today.**	For pending cases, when an **Effective Date** less than 14 days out is entered on the *Terminate Participation* page, participation can now be terminated successfully.	Terminate Participation

		Please change the date that you entered. You may request to terminate your insurance sooner, if your Covered California health insurance company agrees to it. If you need to terminate your coverage sooner, please call Covered California at 1-800-300-1506."		
16813	Defect Fix	On the *Announcement – Awaiting Approval* page, when an Admin Supervisor clicked on the **Approve** button for an announcement, validation errors displayed saying, "**Start Date: Must be entered in MM/DD/YYYY format. End Date: Must be entered in MM/DD/YYYY format. Select at least one recipient.**", even though the Start Date and End Date were entered in the correct format and there were multiple recipients selected. When the Admin Supervisor tried to update those fields, they were not able to make any changes.	On the *Announcement – Awaiting Approval* page, when an Admin Supervisor clicks on the **Approve** button for an announcement, the announcement is approved successfully.	Announcement – Awaiting Approval
18123	Defect Fix	The *START YOUR APPLICATION* page was not properly aligned, and sections of the page overlapped.	The *START YOUR APPLICATION* page is now properly aligned, and sections of the page no longer overlap.	START YOUR APPLICATION
18379	Defect Fix	At various points within the **Forgot your username?** flow, a "**We Apologize**" error displayed.	Consumers are able to successfully retrieve their username.	• Login or Create an Account • Enter Your Information • Answer Question • Confirmation Page

Eligibility

15884	Defect	When a User clicked on the **See**	When a User clicks on the	Preview Plans

	Fix	**My Results** button on the *Preview Plans* page, a "**We apologize**" error displayed.	**See My Results** button on the *Preview Plans* page, the *My Options* page displays.	
17020	Defect Fix	On the *Personal Verification* page, after an Admin changed the **Verification Status** for the **California Resident?** verification, clicked on the **Save** button, clicked on the **Redetermine Eligibility** button on the *Household Verifications* page, and navigated back to the *Personal Verification* page, the **Verification Status** for **California Resident?** had reverted to the old status.	On the *Personal Verification* page, after an Admin changes the **Verification Status** for the **California Resident?** verification, clicks on the **Save** button, clicks on the **Redetermine Eligibility** button on the *Household Verifications* page, and navigates back to the *Personal Verification* page, the **Verification Status** for **California Resident?** saved the new status.	Personal Verification
17245	Defect Fix	Income and deductions reported as one-time lump sum payments and deductions were counted for MAGI Medi-Cal.	Income and deductions reported as one-time lump sum payments and deductions are no longer counted for MAGI Medi-Cal. Specifically, CalHEERS: • Counts income and /or deductions with one-time lump sum as a frequency for MAGI-Based Medi-Cal in the month of receipt (if received during the month of application) and ignores income and deductions with one-time lump sum as a frequency in the months after application and / or any month after the month of receipt • Adds messaging to income data collection and summary pages to clarify for consumers the types of income	• Income Pages • All Application Summary Pages

			that are considered one-time lump sum payments. The following is displayed: **"Lump sum income is a one-time payment. Lump sum types of income:** • **Gambling winnings,** • **Prizes,** • **Cancellation of debt,** • **Education scholarships, awards, fellowships, grants** • **Salary or wages from decedents' employer received by a surviving spouse,** • **Retroactive social security and railroad retirement benefits,** • **Lottery Winnings,** • **Retroactive unemployment insurance benefits"**	
18366	Defect Fix	When a User reported a change or applied for coverage due to special enrollment for 2014, their new coverage may not be applicable for 2014 depending on the special enrollment reason, life event date, date in which the application was submitted, and date the plan is selected. When the 2014 special enrollment determination cannot be granted (based on R4.4 special enrollment rules) the BRE will shift the start dates of the eligibility up to the last month of 2014 but the eligibility determination cannot be determined, hence the eligibility status is	The *Eligibility Results* page correctly displays the eligibility results for the 2014 determination.	Eligibility Results

		"Undetermined/Unknown". This is referred to as "Time Boxing". The issue reported in this defect is when the dates are shifted in the "Time Boxing" scenario, the eligibility status for the 2014 determination is "Undetermined/Unknown" which was causing portal to not display eligibility results for the 2014 determination.		
16934	Defect Fix	Snippets 191 (**Person is pending for MAGI before January 2014**) and 302 (**Person is eligible/conditional for MAGI before January 2014**) were being generated for current cases with old application dates.	Snippets 191 (**Person is pending for MAGI before January 2014**) and 302 (**Person is eligible/conditional for MAGI before January 2014**) are no longer being generated for current cases with old application dates.	Eligibility Results
17685	Defect Fix	HX20 (ESAC1) - The portal was not posting the MEDS-CreateProElig transaction to the CALEXT_INTERFACE_EVENTS table when a renewal was submitted and a new member added to the case.	HX20 (ESAC1) - The portal is now posting the MEDS-CreateProElig transaction to the CALEXT_INTERFACE_EVENTS table when a renewal is submitted and a new member added to the case.	NA
17864	Defect Fix	The CalNOD02 MAGI Medi-Cal Notice of Action incorrectly displayed snippet 206 rather than snippet 205.	The CalNOD02 MAGI Medi-Cal Notice of Action correctly displays snippet 205 instead snippet 206.	NA

Enrollment Assistance

18873	Defect Fix	From the Certified Insurance Agent's *Profile* page, when they entered a **Website Address** that included a hyphen, they received a validation error message that read, "**Enter the valid Website URL**."	From the Certified Insurance Agent's *Profile* page, when they enter a **Website Address** that includes a hyphen, they are able to successfully save the URL containing a hyphen.	Profile
19832	Defect	During the Certified Enrollment	During the Certified	Locations and

	Fix	Entity registration process, after adding a sub-site, entering the **Mailing Address**, and selecting the **Same As Mailing Address** checkbox for **Physical Address** on the *Locations and Hours* page, the state was not being saved for **Physical Address**.	Enrollment Entity registration process, after adding a sub-site, entering the **Mailing Address**, and selecting the **Same As Mailing Address** checkbox for **Physical Address** on the *Locations and Hours* page, the state is saved for **Physical Address**.	Hours
18788	Defect Fix	When the Certified Enrollment Counselor's certification status was changed on the Certification Status page, the last status change in the history displayed the date of the change as blank.	When the Certified Enrollment Counselor's certification status is changed on the Certification Status page, the last status change in the history displays the date of the change.	Certification Status
17389	Defect Fix	After a User successfully designated a Certified Enrollment Counselor and clicked on the **Close** button on the *Locate Assistance* popup, the popup did not close.	After a User successfully designates a Certified Enrollment Counselor and clicks on the **Close** button on the *Locate Assistance* popup, the popup closes.	Locate Assistance
12760	Defect Fix	During the Certified Enrollment Entity's registration process on the *Location and Hours* page in the **Hours of Operation** section when they selected **Closed** from the start time dropdown list, the end time dropdown did not automatically populate with **Closed**.	During the Certified Enrollment Entity's registration process on the *Location and Hours* page in the **Hours of Operation** section when they select **Closed** from the start time dropdown list, the end time dropdown automatically populates with **Closed**.	Location and Hours
16104	Defect Fix	After the Certified Enrollment Counselor logged in to their *Dashboard* page, clicked on the **Espanol** link in the header of the page, selected an Individual from their **Active** list, and navigated to the *Individual homepage*, the page displayed in English.	After the Certified Enrollment Counselor logs in to their *Dashboard* page, clicks on the **Espanol** link in the header of the page, selects an Individual from their **Active** list, and navigates to the *Individual homepage*, the page displays in Spanish.	Individual homepage

9522	Defect Fix	After a Certified Enrollment Entity created an account, logged in, started the registration process, and clicked on the Help icon, "Assister Enrollment Entity FAQs" displayed.	After a Certified Enrollment Entity creates an account, logs in, starts the registration process, and clicks on the Help icon, "Enrollment Entity FAQs" display.	Enrollment Entity FAQs
18746	Defect Fix	IND20 files were being sent with blank values.	IND20 files are being sent with the correct values.	NA
17584	Defect Fix	When a Certified Insurance Agent searched for an Individual, their **Enrollment Status** displayed as **TERMINATED** on the Individual's *Summary* page. However, they displayed as **ENROLLED** when accessed through the client list.	When a Certified Insurance Agent searches for an Individual, their **Enrollment Status** now matches on the *Summary* page regardless if it's accessed by searching for the Individual or opening from the client list.	Summary
18553	Defect Fix	In a household of four, where two members were CCP eligible, one member was CCP/APTC/CSR eligible, and one member was Medi-Cal eligible, only the CCP/APTC/CSR member was able to choose a health plan.	In a household of four, where two members are CCP eligible, one member is CCP/APTC/CSR eligible, and one member is Medi-Cal eligible, all non-Medi-Cal members are able to choose a health plan.	Household Plan Selection – In Progress
18973	Defect Fix	For cases on which Covered California initiated a cancellation/termination via IND 56, when the Consumer tried to select a plan, an E-006 error displayed because the change in the enrollment record did not persist in Covered California.	For cases on which Covered California initiates a cancellation/termination via IND 56, Consumers will need to reapply before selecting a plan because the change in the enrollment record persists in Covered California.	Plan Selection

IRS 1095 Reporting

20313	Defect Fix	IRS-2002-DD-01 and IRS-3002-DD-01: Batch runs were failing in AutoSys.	IRS-2002-DD-01 and IRS-3002-DD-01: Batch runs process successfully in AutoSys.	NA

Individual Portal

17662	Defect	The *Confirm Your Address* popup	The *Confirm Your Address*	• Contact

	Fix	with the yellow message saying, "**We could not find the address you entered in the postal data we checked. We found addresses that closely match the one you entered. Please pick one of the options that best matches the correct address. Then click OK to continue**." contained incorrect formatting on the following pages for both home and mailing address: • *Contact Information* page: o The closest address match was mislabeled as "**Closest Match 1st**". o The **Street Address** header was not centered on top of the street addresses. o For the address entered by the User, two commas displayed between the street and the city. • *Primary Contact* page: o The closest address match was mislabeled as "**Closest Match 1st**". o The **Street Address** header was not centered on top of the street addresses. o For the address entered by the User, two commas displayed between the street and the city. o The **Street Address** header was in orange font. o The **County** header had a grey background. o The radio buttons displayed underneath the address options.	popup with the yellow message saying, "**We could not find the address you entered in the postal data we checked. We found addresses that closely match the one you entered. Please pick one of the options that best matches the correct address. Then click OK to continue**." contains correct formatting on the following pages for both home and mailing address: • *Contact Information* page: o The closest address match is correctly labeled as "**Closest Match**". o The **Street Address** header is now centered on top of the street addresses. o For the address entered by the User, one comma displays between the street and the city. • *Primary Contact* page: o The closest address match is correctly labeled as "**Closest Match**". o The **Street Address** header is now centered on top of the street addresses. o For the address	Information • Primary Contact • Address & Contact

		• *Address & Contact* page: o The closest address match was mislabeled as "**Closest Match 1st**". o The **Street Address** header was not centered on top of the street addresses. o The **Street Address** header was in black font o The **County** header was in black font. o The radio buttons displayed underneath the address options. o The **Cancel** button displayed directly under the address entered by the User. o The **Ok** button displayed directly under the address entered by the User.	entered by the User, one comma displays between the street and the city. o The **Street Address** header is in grey font. o The **County** header has a white background. o The radio buttons display to the left of the address options. • *Address & Contact* page: o The closest address match is correctly labeled as "**Closest Match**". o The **Street Address** header is now centered on top of the street addresses. o The **Street Address** header is in grey font o The **County** header is in grey font. o The radio buttons display to the left of the address options. o The **Cancel** button displays at the bottom of popup. o The **Ok** button displays at the bottom of the popup.	
18255	Defect Fix	On the Spanish version of the *Upload Documents* page, when	On the Spanish version of the *Upload Documents*	Upload Documents

		a User clicked on the **Remove** link, the *Remove Document* popup displayed in English.	page, when a User clicks on the **Remove** link, the *Remove Document* popup displays in Spanish (Retirar el documento).	
17164	Defect Fix	When Users clicked on the **Upload** button in the *Upload Document* popup on the *Upload Documents* page, a "**We Apologize**" error displayed.	When Users click on the **Upload** button in the *Upload Document* popup on the *Upload Documents* page, the file uploads successfully.	Upload Documents
18655	Defect Fix	The **Change Log table** on the *Transaction History* page did not display all changes made.	The **Change Log table** on the *Transaction History* page now displays all changes made.	Transaction History
18267	Defect Fix	After an Admin submitted an application on behalf of an Individual, cleared their cache, and redetermined eligibility, the **Change Log table** on the *Transaction History* page displayed **New Values** as the code values instead of the actual values.	After an Admin submits an application on behalf of an Individual, clears their cache, and redetermines eligibility, the **Change Log table** on the *Transaction History* page displays **New Values** as the actual values.	Transaction History
19064	Defect Fix	After an SCR terminated a Consumer's participation, the *Transaction History* page did not display the termination transaction.	After an SCR terminates a Consumer's participation, the *Transaction History* page displays the termination transaction.	Transaction History
17434	Defect Fix	On the *Tax Information* page, the **Who expects to claim this person as a tax dependent?** dropdown list included **Someone who is not listed on this Application** as a dropdown value.	On the *Tax Information* page, the **Who expects to claim this person as a tax dependent?** dropdown list includes **A Non-Custodial Parent not listed on this Application** as a dropdown value.	Tax Information
17214	Defect Fix	On the Spanish version of the *Tax Information* page, the hover text for the **Espera algun cambio en su cobertura actual de atencion de salud?** question did not display.	On the Spanish version of the *Tax Information* page, the hover text for the **Espera algun cambio en su cobertura actual de atencion de salud?** question now reads, "**Mientras que usted no puede recibir ayuda con**	Tax Information

			las cuotas mientras que usted está recibiendo cobertura con valor mínimo estándar de otra fuente, usted será elegible para comenzar poco después de que cambie su cobertura. Introduzca la fecha que su cobertura va a cambiar."	
18282	Defect Fix	When a household member had duplicate information in the database for document verification, the database record displaying the "**DOC CATEGORY**" as "**Not Applicable**" displayed on the *Submit Verification* page with the **Document Category** as **??????**.	A household member no longer has duplicate information in the database for document verification. Therefore, the *Submit Verification* page displays the correct **Document Category** (Proof of Income, etc.).	Submit Verification
18057	Defect Fix	The *Submit Verification* page displayed the **Document Category** multiple times (**Proof of Income**, etc.).	The *Submit Verification* page displays the **Document Category** once (**Proof of Income**, etc.).	Submit Verification
19999	Defect Fix	The *Report a Change Summary* page was missing the page title, page information below the title, **Cancel all changes** link, and the **Add Household Member** button.	The *Report a Change Summary* page now displays the page title, page information below the title, **Cancel all changes** link, and the **Add Household Member** button.	Report a Change Summary
19361	Defect Fix	From the *Report a Change Summary* page, when the User selected the **Remove** checkbox to remove a household member, a "**We apologize**" error displayed.	From the *Report a Change Summary* page, when the User selects the **Remove** checkbox to remove a household member, the User is able to successfully remove the household member and complete the change report.	Report a Change Summary
17895	Defect Fix	On the *Report a Change Summary* page in the **Household** section, the household members were not aligned properly under the section header.	On the *Report a Change Summary* page in the **Household** section, the household members are now aligned properly under the section header.	Report a Change Summary

9979	Defect Fix	On the *Plan Enrollment by Program* page, when the User clicked on the **Program Eligibility by Person** left navigation button, a "**We Apologize**" error displayed.	On the *Plan Enrollment by Program* page, when the User clicks on the **Program Eligibility by Person** left navigation button, the *Program Eligibility by Person* page displays.	Program Eligibility by Person
19680	Defect Fix	On the *Program Eligibility by Person* page, when an Admin clicked on the **Viewing Enrollment Information for** dropdown, a "**We Apologize**" error displayed.	On the *Program Eligibility by Person* page, when an Admin clicks on the **Viewing Enrollment Information for** dropdown, the dropdown list displays.	Program Eligibility by Person
19946	Defect Fix	Both household members were CCP eligible. After reporting a change, one household member became CCP eligible/APTC conditionally eligible, and the other household member became conditionally eligible for Medi-Cal, but both members were disenrolled from their CCP.	Only the Medi-Cal eligible member will be disenrolled from their current CCP.	Plan Enrollment Summary by Program
18463	Defect Fix	On the *Plan Enrollment Summary by Program* page for the **Gross Premium** and **Net Premium** fields, if the digit in the tenth place was a number greater than zero and the hundredth place was a zero, the zero in the hundredths place did not display (639.3).	On the *Plan Enrollment Summary by Program* page for the **Gross Premium** and **Net Premium** fields, if the digit in the tenth place is a number greater than zero and the hundredth place is a zero, the zero in the hundredths place displays (639.30).	Plan Enrollment Summary by Program
17294	Defect Fix	On the *Plan Enrollment Summary by Program* page, when the User selected **2014** from the **Viewing Enrollment Information** dropdown list, a "**We Apologize**" error displayed.	On the *Plan Enrollment Summary by Program* page, when the User selected **2014** from the **Viewing Enrollment Information** dropdown list, the 2014 enrollment information displays successfully.	Plan Enrollment Summary by Program
17606	Defect Fix	On the *Plan Enrollment Summary by Program* page, the	On the *Plan Enrollment Summary by Program*	Plan Enrollment Summary by

		Household Member names were overlapping the **Carrier** name.	page, the **Household Member** names and the **Carrier** name are now aligned correctly.	Program
17154	Defect Fix	A null pointer error was preventing HX18/HX20 web service transactions from being sent to MEDS.	HX18/HX20 web service transactions are sent successfully to MEDS.	NA
13755	Defect Fix	A Consumer was initially eligible for CCP, and after reporting a change for loss of MEC became eligible for APTC along with CCP, no new HX20 was posted to the interface events table.	When there is a change in eligibility, a new HX20 is posted to the interface events table.	NA
17124	Defect Fix	HX20 ESAC-1 and ESAC-2 transactions were both being sent to MEDS when a household member was added to the case. In addition, there was no code to differentiate when a member was added to a case from all records that had a 'Continue' code of 3194.	Only HX20 ESAC-1 transactions are being sent to MEDS when a household member is added to the case. In addition, there is now a code to differentiate when a member is added to a case from all records that have a 'Continue' code of 3194.	NA
17824	Defect Fix	When a User clicked on the **Remove** link on the *Manage Delegates* page, a "**We apologize"** error displayed.	When a User clicks on the **Remove** link on the *Manage Delegates* page, the delegate is removed successfully.	Manage Delegates
18196	Defect Fix	After removing a delegate from the Spanish view of the *Manage Delegates* page and clicking on the **English** link in the header of the page, a "**We Apologize**" error displayed.	After removing a delegate from the Spanish view of the *Manage Delegates* page and clicking on the **English** link in the header of the page, the page displays in English.	Manage Delegates
18009	Defect Fix	After withdrawing an application, the *Withdraw Application Confirmation* popup displayed on the *Individual homepage* and had a colon after the question mark (**Do you want to Withdraw the Application?:**).	After withdrawing an application, the *Withdraw Application Confirmation* popup displays on the *Individual homepage* and no longer has a colon after the question mark (**Do you want to Withdraw**	Individual homepage

			the Application?).	
18334	Defect Fix	After an Individual was determined Medi-Cal pending eligible, on the Spanish version of the *Individual homepage* under the **WE NEED A FEW MORE ITEMS** section, the text saying "**Consulte la pagina de Rusumen de Cuenta para obtener mas detalles"** (Please check your Manage Verifications page for details) was missing.	After an Individual is determined Medi-Cal pending eligible, on the Spanish version of the *Individual homepage* under the **WE NEED A FEW MORE ITEMS** section, the text saying "**Consulte la pagina de Rusumen de Cuenta para obtener mas detalles"** (Please check your Manage Verifications page for details) displays.	Individual homepage
19655	Defect Fix	The *Individual homepage* displayed "**Your Application is Complete**".	The *Individual homepage* displays "**Covered as of (date)**".	Individual homepage
15513	Defect Fix	On the *Individual homepage*, the **Report a Change** link was enabled, but the **Terminate Participation** link was disabled. In addition, the application progress track was disabled.	On the *Individual homepage*, the **Report a Change** link and the **Terminate Participation** link are enabled. In addition, the application progress track is enabled.	Individual homepage
17539	Defect Fix	From the *Individual homepage*, when a User clicked on the **Renew** button, a "**We Apologize**" error displayed.	From the *Individual homepage*, when a User clicks on the **Renew** button, the *Renewal Summary* page displays.	Individual homepage
15920	Defect Fix	After terminating participation, on the *Individual homepage*, the *Terminate Participation* popup displayed behind the **How Do I Navigate Covered California** video.	After terminating participation, on the *Individual homepage*, the *Terminate Participation* popup can be moved so that it no longer covers the **How Do I Navigate Covered California** video.	Individual homepage
17968	Defect Fix	After the User clicked on the **Save & Exit** button on the *Voter Registration* page and navigated to the *Individual homepage*, the page read, "**You can jump right back to where you left off in your application: ??????**"	After the User clicks on the **Save & Exit** button on the *Voter Registration* page and navigates to the *Individual homepage*, the page reads, "**You can jump right back to where you left off in your**	Individual homepage

			application: Voter Registration Page".	
18847	Defect Fix	On the *Household Primary Contact* page, when the User clicked on the **Upload Documents** button, the *Document Upload* popup displayed and read, "**ERROR. Sorry, An Error Has Occurred In The System**".	On the *Household Primary Contact* page, when the User clicks on the **Upload Documents** button, the *Document Upload* popup displays and the User is able to successfully upload a file.	Household Primary Contact
18932	Defect Fix	From the *Household Primary Contact* page, when the User clicked on the **Upload Documents** button, the *Document Upload* popup was not allowing files with a capitalized file extension (PDF instead of pdf) to upload.	From the *Household Primary Contact* page, when the User clicks on the **Upload Documents** button, the *Document Upload* popup now allows files with a capitalized or lower case file extension (PDF or pdf) to upload.	Household Primary Contact
17950	Defect Fix	When a Certified Enrollment Counselor was completing an application on behalf of an Individual and clicked on the **Submit** button on the *Household Primary Contact* page, a "**We Apologize**" error displayed.	When a Certified Enrollment Counselor completes an application on behalf of an Individual and clicks on the **Submit** button on the *Household Primary Contact* page, the *Confirm Your Address* popup displays, and after clicking on the **Ok** button, the *Household Members* page displays.	Household Primary Contact
18354	Defect Fix	On the *Household Members* page, after the User entered an invalid **Document Expiration Date** (14 numbers in the wrong format), a validation error message displayed and said, "**Document Expiration Date: Should be greater than or equal to system date.**"	On the *Household Members* page, after the User enters an invalid **Document Expiration Date** (14 numbers in the wrong format), a validation error message displays and says, "**Document Expiration Date: Enter a valid date in the format mm/dd/yyyy.**"	Household Members
19702	Defect Fix	On the *Household Members* page, after a User selected the **No** radio button for **Does this person have a Social Security**	On the *Household Members* page, after a User selects the **No** radio button for **Does this**	Household Members

		Number?, selected the **No** radio button for **Is this person a U.S. Citizen or National?**, filled out the rest of the information on the page, and clicked on the **Continue** button, a validation error message displayed that said, "**Institute Additional Verification**".	**person have a Social Security Number?**, selects the **No** radio button for **Is this person a U.S. Citizen or National?**, fills out the rest of the information on the page, and clicks on the **Continue** button, the Relationships page displays.	
18235	Defect Fix	On the *Household Members* page, after 06/31/1981 was entered in the **Date of Birth** field and the User clicked on the **Continue** button, a validation error message displayed that read, "**Date Of Birth: Cannot be in the future**".	On the *Household Members* page, after 06/31/1981 is entered in the **Date of Birth** field and the User clicks on the **Continue** button, a validation error message displays that says, "**Enter valid date of birth**". (There are only 30 days in June.)	Household Members
18320	Defect Fix	When Users entered Ctrl + P on their keyboard while on the *Household Members* page, the print preview and printed page did not clearly display the Application # and Case #.	When Users enter Ctrl + P on their keyboard while on the *Household Members* page, the print preview and printed page clearly display the Application # and Case #.	Household Members
18358	Defect Fix	On the *Health Care Information* page, the **Does this person have or has this person been offered affordable, minimum, standard value health insurance for 2015?** dropdown list contained **Indian Health Service** as a dropdown value.	On the *Health Care Information* page, the **Does this person have or has this person been offered affordable, minimum, standard value health insurance for 2015?** dropdown list no longer contains **Indian Health Service** as a dropdown value.	Health Care Information
17206	Defect Fix	On the *Health Care Information* page, when **Yes** was selected for **Are you currently enrolled in any of these Plans/Coverage?**, or when a value other than **None of the Above** was selected from the **Does this person have**	On the *Health Care Information* page, when **Yes** is selected for **Are you currently enrolled in any of these Plans/Coverage?**, or when a value other than **None of the Above** is	Health Care Information

		or has this person been offered affordable, minimum standard value health insurance for 2014? dropdown list, the **Are you expecting any changes to your current health care coverage?** question did not display.	selected from the **Does this person have or has this person been offered affordable, minimum standard value health insurance for 2014?** dropdown list, the **Are you expecting any changes to your current health care coverage?** question displays.	
17213	Defect Fix	On the *Health Care Information* page, when a User selected the **Yes** radio button for the **Are you expecting any changes to your current health care coverage?** question, the **What is the termination date, if applicable, of your current or offered coverage?** question/field did not display.	On the *Health Care Information* page, when a User selects the **Yes** radio button for the **Are you expecting any changes to your current health care coverage?** question, the **What is the termination date, if applicable, of your current or offered coverage?** question/field displays.	Health Care Information
16528	Defect Fix	The first household member's eligibility result was displaying for the other two household members on the *Eligibility Results* page.	Each household member's eligibility is displayed correctly on the *Eligibility Results* page.	Eligibility Results
18608	Defect Fix	On the *Eligibility Results* page for Medi-Cal eligible household members, when Users clicked on the **Eligibility Confirmation** link, a blank page displayed that said, "**You've selected a URL in error. Please login again**."	On the *Eligibility Results* page for Medi-Cal eligible household members, when Users click on the **Eligibility Confirmation** link, the Medi-Cal Eligibility Confirmation PDF displays.	Eligibility Results
18023	Defect Fix	After submitting a renewal, the *Eligibility Results* page displayed the year 2015 with a comma (**Premium Assistance, a federal tax credit that can be used to lower your monthly premium: Eligible. John Doe: Up to $3,084 for 2,015**).	After submitting a renewal, the *Eligibility Results* page no longer displays the year 2015 with a comma (**Premium Assistance, a federal tax credit that can be used to lower your monthly premium: Eligible. John**	Eligibility Results

			Doe: Up to $3,084 for 2015).	
18230	Defect Fix	On the *Confirm Identity* page, when the User clicked on the **Find Help Near You** link and the **electronically upload** link, nothing happened.	On the *Confirm Identity* page, when the User clicks on the **Find Help Near You** link, they are directed to the *Find Help Near You* page. When the User clicks on the **electronically upload** link, the *Upload Document* popup displays.	Confirm Identity
18441	Defect Fix	After answering the questions and clicking on the **Continue** button on the *Confirm Identity* page, a message displayed that read "**The Federal Data Services Hub is not accessible at this time to confirm your identity. Please come back later to finish your application**."	After answering the questions and clicking on the **Continue** button on the *Confirm Identity* page, the *Household Members* page displays.	Confirm Identity
19961	Defect Fix	When a User started a 2014 application, but did not submit it, later submitted a 2015 application, and then tried to submit the 2014 application, a "**We apologize**" error message displayed when they clicked on the **Submit** button on the *Application Signature* page.	When a User starts a 2014 application, but does not submit it, later submits a 2015 application, returns to complete the 2014 application, and clicks on the **Submit** buttonon the *Application Signature* page, the *Eligibility Results* page displays.	Application Signature
17013	Defect Fix	During renewals, when a User clicked on the **Submit** button on the *Application Signature* page, a "**We apologize**" error displayed.	During renewals, when a User clicks on the **Submit** button on the *Application Signature* page, the *Eligibility Results* page displays.	Application Signature
18842	Defect Fix	During renewals, when the User clicked on the **Submit** button on the *Application Signature* page, an error message displayed reading, "**No eligible programs to display.**"	During renewals, when the User clicks on the **Submit** button on the *Application Signature* page, the Eligibility Results page displays.	Application Signature
17394	Defect Fix	When a User clicked on the **Submit** button on the *Application Signature* page, a "**We Apologize**" error displayed.	When a User clicks on the **Submit** button on the *Application Signature* page, the *Eligibility Results*	Application Signature

			page displays.	
18428	Defect Fix	On the Spanish version of the *Application Signature* page, the *Access Code* popup displayed in English.	On the Spanish version of the *Application Signature* page, the *Access Code* popup displays in Spanish.	Application Signature
17786	Defect Fix	The *Your application is saved* popup displayed at the very top of the *Application Signature* page, and was only visible when the User scrolled down.	The *Your application is saved* popup displays further down the *Application Signature* page, and is visible even when the User has not scrolled down.	Application Signature
19299	Defect Fix	When the User clicked on the **Submit** button on the *Application Signature for Reported Changes* page, a "**We Apologize**" error displayed.	When the User clicks on the **Submit** button on the *Application Signature for Reported Changes* page, the *Eligibility Results* page displays.	Application Signature for Reported Changes
19599	Defect Fix	After reporting a change to remove a household member from the policy due to death, the *Application Signature for Reported Changes* page displayed a **Miscellaneous Information** change even though the only change made was to remove the deceased household member.	After reporting a change to remove a household member from the policy due to death, the *Application Signature for Reported Changes* page displays only the *Remove Household Member* change.	Application Signature for Reported Changes
19522	Defect Fix	When a primary contact with multiple applications reported a change and clicked on the **Submit** button on the *Application Signature for Reported Changes* page, the *Eligibility Results* page displayed.	When a primary contact with multiple applications reports a change and clicks on the **Submit** button on the *Application Signature for Reported Changes* page, a "**We Apologize**" error displays.	Application Signature for Reported Changes
15561	Defect Fix	After clicking on the **Submit** button on the *Application Signature for Reported Changes* page, a "**We Apologize**" error displayed.	After clicking on the **Submit** button on the *Application Signature for Reported Changes* page, the *Eligibility Results* page displays.	Application Signature for Reported Changes
17304	Defect Fix	When the User clicked on the **Submit** button on the *Application Signature for Reported Changes* page, a "**We**	When the User clicks on the **Submit** button on the *Application Signature for Reported Changes* page,	Application Signature for Reported Changes

		Apologize" error displayed.	the *Eligibility Results* page displays.	
17024	Defect Fix	When the User clicked on the **Submit** button on the *Application Signature for Reported Changes* page, a "**We Apologize**" error displayed.	When the User clicks on the **Submit** button on the *Application Signature for Reported Changes* page, the *Eligibility Results* page displays.	Application Signature for Reported Changes
17306	Defect Fix	When Users clicked on the **Submit** button on the *Application Signature for Reported Changes* page, a "**We Apologize**" error displayed.	When Users click on the **Submit** button on the *Application Signature for Reported Changes* page, the *Eligibility Results* page displays.	Application Signature for Reported Changes
17634	Defect Fix	When a case with three household members reported a change to add another household member, a "**We apologize**" error displayed when the **Submit** button on the *Application Signature for Reported Changes* page was clicked.	When a case with three household members reports a change to add another household member, and clicks on the **Submit** button on the *Application Signature for Reported Changes* page, the *Eligibility Results* page displays.	Application Signature for Reported Changes
18466	Defect Fix	When a User completed a change report to add a household member and clicked on the **Submit** button on the *Application Signature for Reported Changes* page, a "**We apologize**" error displayed.	When a User completes a change report to add a household member and clicks on the **Submit** button on the *Application Signature for Reported Changes* page, the *Eligibility Results* page displays.	Application Signature for Reported Changes
19358	Defect Fix	Initially an application was submitted with the same address for the residence and mailing address. Later, the User reported a change to add a different mailing address and when they clicked on the **Submit** button on the *Application Signature for Reported Changes* page, a "**We apologize**" error displayed.	Initially an application is submitted with the same address for the residence and mailing address. Later, the User reports a change to add a different mailing address and when they click on the **Submit** button on the *Application Signature for Reported Changes* page, the *Eligibility Results* page displays.	Application Signature for Reported Changes

18951	Defect Fix	After completing a change report, entering the incorrect PIN, and clicking on the **Submit** button on the *Application Signature for Reported Changes* page, the correct validation error message displayed and read, "**Incorrect PIN**", but the **Your Changes** section no longer displayed correctly.	After completing a change report, entering the incorrect PIN, and clicking on the **Submit** button on the *Application Signature for Reported Changes* page, the correct validation error message displays and reads, "**Incorrect PIN**", and the **Your Changes** section still displays correctly.	Application Signature for Reported Changes
19633	Defect Fix	For Individuals with at least one minor child, the *Personal Data – Demographic Information* page asked, "**Does this child have a parent living outside the home?**"	For Individuals with at least one minor child, the *Personal Data – Demographic Information* page asks, "**Does this child have a parent living outside the home, a deceased parent, or is this child adopted by a single parent?**"	Personal Data – Demographic Information
19244	Defect Fix	After clicking on the **EXPLORE What's Right For You** top navigation tab in the header of Covered California, when Users clicked on the **Announcements** left navigation button, a blank page displayed.	After clicking on the **EXPLORE What's Right For You** top navigation tab in the header of Covered California, when Users click on the **Announcements** left navigation button, the page now displays "**There are no announcements available**" if there is nothing to display.	Announcements
17310	Defect Fix	On the *Personal Data - Health Insurance Information* page when **Employer Sponsored Insurance outside Exchange** was selected from the **Does this person have or has this person been offered affordable, minimum standard value health insurance for 2014?** dropdown list, the **How much does the person pay in monthly premiums?** field still displayed.	On the *Personal Data - Health Insurance Information* page when **Employer Sponsored Insurance outside Exchange** is selected from the **Does this person have or has this person been offered affordable, minimum standard value health insurance for 2014?** dropdown list, the	Personal Data – Health Insurance Information

			How much does the person pay in monthly premiums? dropdown has been replaced with the **How much would an individual employee pay in premiums under the lowest cost plan the employer offers?** Field, and the **How often are premiums taken out of an employee's paycheck?** dropdown.	
9989	Defect Fix	From the *Submit Verification* page, when Users clicked on the **Manage Verifications** left navigation button, a "**We Apologize**" error displayed.	From the *Submit Verification* page, when Users click on the **Manage Verifications** left navigation button, the *Manage Verifications* page displays.	Manage Verifications
9975	Defect Fix	When Users clicked on the **SUMMARY** application progress track checkbox, a "**We Apologize**" error displayed.	When Users click on the **SUMMARY** application progress track checkbox, the *Plan Enrollment by Program* page displays.	Plan Enrollment by Program
18760	Defect Fix	The **Viewing Enrollment Information for** dropdown on the *Program Eligibility Summary by Person* page contained 2013 and 2015 as the dropdown values.	The **Viewing Enrollment Information for** dropdown on the *Program Eligibility Summary by Person* page contains 2014 and 2015 as the dropdown values.	Program Eligibility Summary by Person
9978	Defect Fix	On the *Plan Enrollment by Program* page, when Users clicked on the **Plan Enrollment by Person** left navigation button, a "**We Apologize**" error displayed.	On the *Plan Enrollment by Program* page, when Users click on the **Plan Enrollment by Person** left navigation button, the *Plan Enrollment Summary by Person* page displays.	Plan Enrollment Summary by Person
16046	Defect Fix	In instances where a 2014 application was submitted or enrollment was in progress and a 2015 application was withdrawn, the case status was set to inactive and the application status was set to withdrawn, so when an Admin	In instances where a 2014 application was submitted or enrollment was in progress and a 2015 application was withdrawn, the case status and application status are no longer	Household Enrollment Introduction

		clicked on the **Choose Health Plan** button on the *Household Enrollment Introduction* page, a "**We Apologize**" error displayed.	changed, so when an Admin clicks on the **Choose Health Plan** button on the *Household Enrollment Introduction* page, the *Shop For Health Plans* page displays.	
17346	Defect Fix	On the *Personal Data Summary* page in the **Demographic Data** section, question marks displayed next to **Disability**. In addition, on the *Review Application* page, the household members were not aligned under the **Household** section.	On the *Personal Data Summary* page in the **Demographic Data** section, **Yes** or **No** displays next to **Disability**. In addition, on the *Review Application* page, the household members are now aligned under the **Household** section.	• Personal Data Summary • Review Application
17501	Defect Fix	A father, mother, and son submitted an application and their eligibility results showed the father and mother as APTC eligible and the son as CCP eligible, but during plan selection, the *Your Cart* page and the *Confirmation* page showed the son receiving the same APTC as his parents received.	A father, mother, and son submit an application and their eligibility results show the father and mother as APTC eligible and the son as CCP eligible, and during plan selection the *Your Cart* page and the *Confirmation* page show only the parents receiving APTC, and the son paying the full premium.	• Your Cart • Confirmation
17188	Defect Fix	The *Review Application* page read, "**If you would like to see if you qualify for free or low-cost Medi-Cal or tax credits with Covered California, make sure you selected (special characters) to Financial Assistance. You can click (special characters) to go back and change your answer to this question in the Start Application section**."	The *Review Application* page reads, "**If you would like to see if you qualify for free or low-cost Medi-Cal or tax credits with Covered California, make sure you selected "Yes" to Financial Assistance. You can click "Edit" to go back and change your answer to this question in the Start Application section**."	Review Application
17433	Defect Fix	After submitting an application, but before selecting a plan, a User reported a change on the	After submitting an application, but before selecting a plan, when a	Help With Costs

		Help With Costs page by changing their answer from **Yes** to **No** for the **Do you want to see if you qualify for free or low-cost Medi-Cal or tax credits with Covered CA?** question. The **Return to Summary** button displayed on the bottom of the page.	User reports a change on the *Help With Costs* page by changing their answer from **Yes** to **No** for the **Do you want to see if you qualify for free or low-cost Medi-Cal or tax credits with Covered CA?** question, the **Return to Summary** button does not display on the bottom of the page.	
~~17355~~	~~Defect Fix~~	~~While completing an application, a User added $4000/month on the *Other Income* page and added $500/month on the *Income Deductions* page, but the *Income Summary* page displayed **Other Income** as $4500 and **Deductions** as $0.00, and when the User navigated back to the *Other Income* page it also displayed $4500.~~	~~While completing an application, a User adds $4000/month on the *Other Income* page and adds $500/month on the *Income Deductions* page. The *Income Summary* page displays **Other Income** as $4000 and **Deductions** as $500, and when the User navigates back to the *Other Income* page it displays $4000.~~	~~• Income Summary~~ ~~• Other Income~~ ~~• Income Deductions~~
17635	Defect Fix	The *Address & Contact* page, *Health Care Information* page, and *Optional Data* page were missing "*Personal Data*" from the beginning of the page name. In addition, according to design, the *Health Care Information* page should have been titled as the *Health Insurance Information* page.	The *Address & Contact* page, *Health Care Information* page, and *Optional Data* page now include "*Personal Data*" at the beginning of the page name. In addition, the *Health Care Information* page is now titled as the *Personal Data - Health Insurance Information* page.	• Personal Data – Address & Contact • Personal Data – Health Insurance Information • Personal Data – Optional Data
17195	Defect Fix	On the *Search Individual* page, when an Admin searched for an Individual, clicked on the **Manual Verification** button, selected the **Clear Verification** checkbox for **Date of Birth** on the Individual's *Personal Verification* page, verified that	On the *Search Individual* page, when an Admin searches for an Individual, clicks on the **Manual Verification** button, selects the **Clear Verification** checkbox for **Date of Birth** on the	• Household Summary • Application Signature for Reported Changes

		the **Verification Status** changed from **E-Verified** to **Not Verified,** and reported a change in DOB from **09/01/1970** to **09/01/1971**, the *Household Summary* page still displayed the DOB as **09/01/1970** and the *Application Signature for Reported Changes* page did not display any changes. Even when the Admin completed the blank change report, the DOB remained **09/01/1970**.	Individual's *Personal Verification* page, verifies that the **Verification Status** changed from **E-Verified** to **Not Verified,** and reports a change in DOB, the *Household Summary* page displays the new DOB, and the *Application Signature for Reported Changes* page displays the DOB change.	
17207	Defect Fix	On the *User Information* page, the **Preferred method of communication** dropdown list included **In Person** as a dropdown value.	On the *User Information* page, the **Preferred method of communication** dropdown list no longer includes **In Person** as a dropdown value.	User Information
18220	Defect Fix	An **Edit** button and **Continue** button displayed on the view mode of the *Household Summary* page.	An **Edit** button and **Continue** button no longer display on the view mode of the *Household Summary* page.	Household Summary
18020	Defect Fix	The Admin view of the *Terminate Participation* page did not display the **Review and Sign** checkboxes.	The Admin view of the *Terminate Participation* page now displays the **Review and Sign** checkboxes.	Terminate Participation
18084	Defect Fix	For an initial application, on the *Demographic Data* page for female household members, the **Is this person pregnant?** radio button was defaulted to **No**.	For an initial application, on the *Demographic Data* page for female household members, the **Is this person pregnant?** radio button remains blank until the User selects **Yes** or **No**.	Demographic Data
18645	Defect Fix	On the *Household Introduction* page and the *Plan Enrollment by Program* page, when Users clicked on the **Pay Now** button, a "**We Apologize**" error displayed. This happened for Users who were enrolled for 2015 with either Blue Shield or	On the *Household Introduction* page and the *Plan Enrollment by Program* page, when Users click on the **Pay Now** button, the *Individual: Payment Box* popup displays saying,	Household Introduction

		Kaiser.	**"You are about to proceed to an external site for payment options…"**	
18609	Defect Fix	An Individual entered an annual income of **$50000.00** on the *Employment Income* page, but the *Income Summary* page displayed the **Total Projected Annual Household Income** as **$50000.04**.	The annual income now matches on the *Employment Income* page and the *Income Summary* page. No extra cents are being added to the total on the *Income Summary* page.	Income Summary
17355	Defect Fix	While completing an application, a User added $4000/month on the *Other Income* page and added $500/month on the *Income Deductions* page, but the *Income Summary* page displayed **Other Income** as $4500 and **Deductions** as $0.00, and when the User navigated back to the *Other Income* page it also displayed $4500.	While completing an application, a User adds $4000/month on the *Other Income* page and adds $500/month on the *Income Deductions* page. The *Income Summary* page displays **Other Income** as $4000 and **Deductions** as $500, and when the User navigates back to the *Other Income* page it displays $4000.	• Income Summary • Other Income Income Deductions
18059	Defect Fix	During renewals, a household added a baby and added additional employment income. The additional income did not display on the *Income Summary* page, but eligibility was calculated~~ing~~ based on the updated income as displayed on the *Eligibility Results* page.	The additional income displays on the *Income Summary* page, and eligibility continues to calculate based on the updated income as displayed on the *Eligibility Results* page.	Income Summary
18406	Defect Fix	After filling out the *Authorized Representative Information* page and clicking on the **Delegate Access** button, a "**We apologize**" error displayed.	After filling out the *Authorized Representative Information* page and clicking on the **Delegate Access** button, the User is able to successfully delegate access to their Authorized Representative.	Authorized Representative Information
18336	Defect Fix	When a User clicked on the **Subject** line to read a message in their **Secure Mailbox**, the	When a User clicks on the **Subject** line to read a message in their **Secure**	Message

		Message page was not aligned correctly.	**Mailbox**, the *Message* page is now aligned correctly.	
17814	Defect Fix	On the *Change Plan Effective Dates \ Reinstate Coverage* page, the **Updated Start Date** field was greyed out even though it was editable.	On the *Change Plan Effective Dates \ Reinstate Coverage* page, the **Updated Start Date** field displays the text in black as it is editable.	Change Plan Effective Dates \ Reinstate Coverage
17390	Defect Fix	On the *Personal Data - Health Care* page, when the User selected **No** for the question **Are you expecting any changes to your current health care coverage?**, the *Application Summary* page displayed **Coverage Changing** as **Yes** instead of **No**.	On the *Personal Data - Health Care* page when the User selected **No** for the question **Are you expecting any changes to your current health care coverage?**, the *Application Summary* page displays **Coverage Changing** as **No**.	Application Summary
18761	Defect Fix	When a User was not logged in, completed the *Preview Plans* page, and clicked on the **See My Results** button, a "**We Apologize**" error displayed.	When a User is not logged in, completes the *Preview Plans* page, and clicks on the **See My Results** button, their results display.	Preview Plans
18417	Defect Fix	On the Spanish version of the *Primary Contact* page, the written language dropdown list contained **InglA's** as a dropdown value.	On the Spanish version of the *Primary Contact* page, the written language dropdown list contains **Ingles** as a dropdown value.	Primary Contact
18544	Defect Fix	A Certified Enrollment Counselor was completing an application on behalf of an Individual, and on the *Personal Data – Optional Data* page their origin and race selections did not display on the *Personal Data – Summary* page.	When a Certified Enrollment Counselor completes an application on behalf of an Individual, their origin and race selections on the *Personal Data – Optional Data* page now display on the *Personal Data – Summary* page.	Personal Data - Summary
17046	Defect Fix	When Users clicked on the **View** link on the *Documents and Correspondence* page, the *Windows Internet Explorer* popup displayed and said, "**Unable to download ecm from**	When Users click on the **View** link on the *Documents and Correspondence* page, the document displays successfully.	Documents and Correspondence

		v.calheers.ca.gov. Unable to open this Internet site. The requested site is either unavailable or cannot be found. Please try again later."		
18079	Defect Fix	After a Consumer completed an unsubsidized application and enrolled in a plan for 2015, an Admin was able to submit a change report for 2014 where they were able to add employment income to an unsubsidized application. When the Admin went to select a new plan, the *Plan Selection – Per Person* page displayed only one **Choose Health Plan** button for both household members.	After a Consumer completes an unsubsidized application and enrolls in a plan for 2015, an Admin is no longer able to submit a change report for 2014 where they are able to add employment income to an unsubsidized application. When the Admin goes to select a new plan, the *Plan Selection – Per Person* page displays a **Choose Health Plan** button for each household member.	Plan Selection – Per Person
17800	Defect Fix	When an SCR completed an application on behalf of a Consumer, the application progress tracks did not display on the top of the application pages.	When an SCR completes an application on behalf of a Consumer, the application progress tracks display on the top of the application pages.	All application pages
16564	Defect Fix	On the Spanish version of the *Tutorials* page, the **Link to transcript** displayed in English, as did the transcript itself.	On the Spanish version of the *Tutorials* page, the **Link to transcript** displays in Spanish (Enlace a Transcripcion), as does the transcript itself.	Tutorials
19948	Defect Fix	After an Admin searched for an Individual and clicked on the **View Case** button on the *Search Individual* page, a "**We apologize**" error displayed.	After an Admin searches for an Individual and clicks on the **View Case** button on the *Search Individual* page, the *Plan Enrollment Summary by Program* page displays.	Search Individual
16622	Defect Fix	On the Spanish version of the *Search Individual* page, the following buttons displayed in English: **View Home**, **View Case**, **View Application, Log**	On the Spanish version of the *Search Individual* page, the following buttons now display in Spanish: **View Home**	Search Individual

		Inquiry/Complaint, **Change Plan Effective Date**, **Return**, **Apply for Individual,** and **View Access Code**.	**(Volver al principio)**, **View Case (Ver caso)**, **View Application (Ver la solicitud), Log Inquiry/Complaint (Inicie Sesion/Queja)**, **Change Plan Effective Date (Cambiar la fecha efectiva del Plan)**, **Return (Volver)**, **Apply for Individual (Solicitar para un individuo),** and **View Access Code (Ver codigo de acceso)**.	
17387	Defect Fix	Question marks displayed on the following pages: • *Application Review* page - **Tax Information** section – **Expected to be required to file Taxes** field - **??????** • *Application Review* page – **Health Care** section – **Coverage Changing** field - **??????** • *Apply for Benefits – Get Help With Costs* page - **???helpWithCosts.message.p4.infantSecond???here to learn more.** • *Health Care Information* page - **???individual.healthCareInfo.textDisplay1???** • *Individual homepage* - **???individualHome.actionpanel.message.changePlanTitle???**	Question marks no longer display on the following pages: • *Application Review* page - **Tax Information** section – **Expected to be required to file Taxes** field - **Yes** • *Application Review* page – **Health Care** section – **Coverage Changing** field - **No** • *Apply for Benefits – Get Help With Costs* page – **Click here to learn more.** • *Health Care Information* page – **Medicare part A coverage requiring payment of premiums.** • *Individual homepage* – **Change Plan**	• Application Review • Apply for Benefits – Get Help With Costs • Health Care Information • Individual homepage

MEDS

17923	Defect Fix	The MED-1000-DD-03 batch job, that sends HX20 (ESAC 2) transactions to MEDS for Individuals with updated program eligibility on subsidy only (non-Medi-Cal) programs,	The MED-1000-DD-03 batch job, that sends HX20 (ESAC 2) transactions to MEDS for Individuals with updated program eligibility on	NA

		did not always accurately report scenarios in which an Individual, upon redetermination of eligibility, experiences an update in program eligibility to an existing program.	subsidy only (non-Medi-Cal) programs, always accurately reports scenarios in which an Individual, upon redetermination of eligibility, experiences an update in program eligibility to an existing program.	
18365	Defect Fix	HX12 - File creation job (MED-1005-DD-06) failed in production because of a NullPointerException.	HX12 - File creation job (MED-1005-DD-06) is deployed successfully to production.	NA
17718	Defect Fix	HX40 was not picking up Individuals discontinued from APTC/CCP/CSR due to Non-MAGI eligibility.	HX40 is now picking up Individuals discontinued from APTC/CCP/CSR due to Non-MAGI eligibility.	NA
19048	Defect Fix	New members added to the case were sent on HX20 batch.	New members added to the case are no longer sent on HX20 batch.	NA
18448	Defect Fix	HX18 and HX20 jobs failed due to OSB connection exception.	HX18 and HX20 jobs process successfully.	NA
17838	Defect Fix	Suffix as VI was not generated in HX12 file.	Suffix as VI is now generated in HX12 file.	NA
17790	Defect Fix	RelationshipToApplicantCode was displayed incorrectly on the HX18 transaction.	RelationshipToApplicantCode is displayed correctly on the HX18 transaction.	NA
18222	Defect Fix	HX18 and HX20 web service transactions were failing due to missing information for Authorized Representative.	HX18 and HX20 web service transactions are being sent successfully as they contain all the necessary information for the Authorized Representative.	NA
16337	Defect Fix	On the HX12 transactions, the Individual in the household income updates did not display correct income frequency and dollar format.	On the HX12 transactions, the Individual in the household income updates displays correct income frequency and dollar format.	NA
16360	Defect Fix	On HX20 web service transactions, the request was reporting the income frequency data element when no	On HX20 web service transactions, the request no longer reports the income frequency data	NA

		application income was reported.	element when no application income is reported.	
16173	Defect Fix	Incorrect redetermination dates were included on HX20 web service transactions.	Correct redetermination dates are now included on HX20 web service transactions.	NA

Notices

19858	Defect Fix	The Spanish version of CalNOD01 Covered California Eligibility Determination Notice, Redetermination, and Verification Inconsistencies Notice of Action displayed, "**Envíe sus documentos de una de estas cuatro maneras**".	The Spanish version of CalNOD01 Covered California Eligibility Determination Notice, Redetermination, and Verification Inconsistencies Notice of Action displays, "**Envíe sus documentos de una de estas tres maneras**".	NA
18021	Defect Fix	On page 2 of the Spanish version of CalNOD01 Covered California Eligibility Determination Notice, Redetermination, and Verification Inconsistencies Notice of Action, the following bullet points did not contain underlined words: • Aplicar todo su crédito por adelantado para reducir la cantidad que paga cada mes, • Tomar algunos de los créditos fiscales cada mes y obtener el resto al final del año, o • Esperar hasta el fin del año para obtener el crédito como pago a usted después de presentar sus impuestos.	On page 2 of the Spanish version of CalNOD01 Covered California Eligibility Determination Notice, Redetermination, and Verification Inconsistencies Notice of Action, the following bullet points contain underlined words: • Aplicar **todo** su crédito por adelantado para reducir la cantidad que paga cada mes, • Tomar **algunos** de los créditos fiscales cada mes y obtener el resto al final del año, o • **Esperar** hasta el fin del año para obtener el crédito como pago a usted después de presentar sus impuestos.	NA
18287	Defect Fix	CalNOD08 Payment Confirmation – Pre Enrollment	CalNOD08 Payment Confirmation – Pre	NA

		Notice were generating twice for a plan change within the same Issuer.	Enrollment Notice only generates once for a plan change within the same Issuer.	
18939	Defect Fix	On the Spanish version of CalNOD12 Annual Open Enrollment Notice under the **Preguntas?** section, the text next to the last two bullet points overlapped.	On the Spanish version of CalNOD12 Annual Open Enrollment Notice under the **Preguntas?** section, the text next to the last two bullet points is aligned properly.	NA
17416	Defect Fix	On the Spanish version of CalNOD12 Annual Open Enrollment Notice, the notice generation month displayed in English.	On the Spanish version of CalNOD12 Annual Open Enrollment Notice, the notice generation month displays in Spanish.	NA
17480	Defect Fix	On the Spanish CalNOD12 Annual Open Enrollment Notice, the Certified Enrollment Counselor's phone number and email address were underlined.	On the Spanish CalNOD12 Annual Open Enrollment Notice, the Certified Enrollment Counselor's phone number and email address are no longer underlined.	NA
17407	Defect Fix	Spanish CalNOD12 Annual Open Enrollment Notice contained the following issues: • On page 1 under the **Note** (**Nota** in Spanish) section, there was no space between the first and second paragraphs. • On page 1 under the Note (**Nota** in Spanish) section, the 5th sentence of the 2nd paragraph said, "**Al calificar para assistencia con las cuotas, usted recibe el crédito fiscal por adelantado (antes de presentar los impuestos). Esto hace que sus cuotas mensuales sean más bajas. Hay tres maneras de usar su asistencia con las cuotas**".	Spanish CalNOD12 Annual Open Enrollment Notice fixed the previous issues as follows: • On page 1 under the **Note** (**Nota** in Spanish) section, there is now a space between the first and second paragraphs. • On page 1 under the Note (**Nota** in Spanish) section, the 5th sentence of the 2nd paragraph says, "**La asistencia con la cuota es un crédito fiscal federal que ayuda a que el seguro de salud sea de bajo costo. Cuando usted califica para ayuda con las**	NA

		• On page 2 under the heading "**La cantidad de ayuda con la cuota que recibe**", the following sentence was missing: "**El ingreso del hogar incluye a todas las personas que se listaron en su declaración de impuestos**." • On page 2 under the heading "**Los beneficios que recibe ¡Buenas Noticias sobre seguro dental!**", the 2nd bullet point said, "**El seguro dental estará disponible para los adultos con un costo adicional. Durante este periodo de inscripción abierta puede inscribirse en un plan dental**." • On page 4 under the heading **"¿Qué sucede si quiero cambiar de plan después del noviembre 21 de 2014?**", the 2nd bullet point in the 3rd paragraph said, "**Durante el periodo de inscripción abierta, las horas de atención al servicio al cliente son extendidas**." • On the last page under the **"¿Preguntas?"** heading, the 3rd bullet point said, "**Durante el periodo de Inscripción abierta las horas de atención en el Centro de servicio al cliente son extendidas. Lunes a viernes de 8 a.m. a 8 p.m.**"	**cuotas, existen tres maneras que puede utilizar su asistencia con las cuotas**". • On page 2 under the heading "**La cantidad de ayuda con la cuota que recibe**", the following sentence is now included: "**El ingreso del hogar incluye a todas las personas que se listaron en su declaración de impuestos**." • On page 2 under the heading "**Los beneficios que recibe ¡Buenas Noticias sobre seguro dental!**", the 2nd bullet point says, "**A principios de <next benefit year>, Covered California ofrecerá el seguro dental familiar con un costo adicional. Usted puede inscribirse en un plan dental. El seguro dental familiar es opcional**." • On page 4 under the heading **"¿Qué sucede si quiero cambiar de plan después del noviembre 21 de 2014?**", the 2nd bullet point in the 3rd paragraph says, "**A partir de ahora y durante el periodo de inscripción abierta, las**	

			horas de atención en el Centro de Servicio al cliente son extendidas." • On the last page under the **"¿Preguntas?"** heading, the 3rd bullet point says, "**A partir de ahora y durante el periodo de Inscripción abierta las horas de atención en el Centro de servicio al cliente son extendidas. Lunes a viernes de 8 a.m. a 8 p.m.**"	
17783	Defect Fix	On the Spanish CalNOD12 Annual Open Enrollment Notice, the **"¿Preguntas?"** section contained an extra sentence that said, "**Lunes a viernes de 8 a.m. a 6 p.m. y los sabados de 8 a.m. a 5 p.m.**"	On the Spanish CalNOD12 Annual Open Enrollment Notice, the **"¿Preguntas?"** section no longer contains the extra sentence.	NA
20110	Defect Fix	Page 1 of the Korean version of CalNOD62B IRS 1095-A Health Insurance Marketplace Statement (Corrected) displayed the following formatting problems: • **2014** 년 세금을 신고하기 전에 필요할 수 있는 중요한 정보 (characters were not bolded) • 2015□ 2□ 18□ (empty boxes displayed) • 질문이 있으십니까**?** (characters were not bolded) • 양식 **1095-A** 또는 **8962**에 도움이 필요하신 경우**:** (characters were not	Page 1 of the Korean version of CalNOD62B IRS 1095-A Health Insurance Marketplace Statement (Corrected) displays the formatting correctly as: • **2014 년 세금을 신고하기 전에 필요할 수 있는 중요한 정보** (characters are bolded) • 2015년 2월 23일 (characters display instead of empty boxes) • **질문이 있으십니까?** (characters are bolded)	NA

		bolded) 본 공지문에 대해 질문이 있으시면: (characters were not bolded)	• **양식 1095-A 또는 8962에 도움이 필요하신 경우:** (characters are bolded) **본 공지문에 대해 질문이 있으시면:** (characters are bolded)	
20307	Defect Fix	In CalNOD62A (Original) and CalNOD62B (Corrected) IRS 1095-A Health Insurance Marketplace Statement, the addendum page (an extra page displayed for policies covering more than 5 household members) displayed only 22 characters, frequently truncating the last two characters of the "Marketplace-assigned policy number."	In CalNOD62A (Original) and CalNOD62B (Corrected) IRS 1095-A Health Insurance Marketplace Statement, the addendum page displays all 24 characters of the "Marketplace-assigned policy number."	NA

Plan and Enrollment Management

19137	Defect Fix	Admins were unable to retro terminate 2014 enrollments.	Admins are able to retro terminate 2014 enrollments.	Terminate Participation
20295	Defect Fix	In a three-member household where each member enrolled into a different plan, after reporting a change, member three chose to keep their current plan, but then the *Plan Selection – Per Person* page displayed member three grouped with member one and member two.	The same household members remain in the custom grouping after reporting a change.	Plan Selection – Per Person
18314	Defect Fix	After reporting a change to a 2015 enrollment in order to add a household member, the original two household members were eligible for CCP/APTC and the new member was eligible for CCP. The original household members kept their previous plan, but the	After reporting a change to a 2015 enrollment in order to add a household member, the original two household members are eligible for CCP/APTC and the new member is eligible for CCP. The original household	Household Enrollment Introduction

		Household Enrollment Introduction page no longer displayed a **Choose Health Plan** button for the new household member after the other household members had chosen their plan.	members keep their previous plan, and the *Household Enrollment Introduction* page displays a **Choose Health Plan** button for the new household member to choose their plan, even after the other household members have chosen their plans.	
19041	Defect Fix	When an Admin changed the plan effective date and the household member's date of birth fell between the original effective start date and the updated effective start date, the *Household Enrollment Summary* page, *Plan Enrollment Summary by Program* page, *Plan Enrollment Summary by Person* page, and the *Program Eligibility Summary by Person* page continued to display the original date even after the Admin changed the date.	When an Admin changes the plan effective date and the household member's date of birth falls between the original effective start date and the updated effective start date, the *Household Enrollment Summary* page, *Plan Enrollment Summary by Program* page, *Plan Enrollment Summary by Person* page, and the *Program Eligibility Summary by Person* page display the updated date.	• Household Enrollment Summary • Plan Enrollment Summary by Program • Plan Enrollment Summary by Person • Program Eligibility Summary by Person
18342	Defect Fix	After an Individual reported a change to their race (removed AI/AN), they were unable to select a new plan as there was no **Continue Health Plan Update** button displayed on the *Household Enrollment Summary* page.	After an Individual reports a change to their race (removed AI/AN), they are able to select a new plan by clicking on the **Continue Health Plan Update** button on the *Household Enrollment Summary* page.	Household Enrollment Summary
18440	Defect Fix	When a User clicked on the **Continue** button in the *Individual: Payment Box* popup on the *Household Enrollment Summary* page, a validation error message displayed that said, "**Payment service through Covered California is currently not available. Please try again later or contact customer**	When a User clicks on the **Continue** button in the *Individual: Payment Box* popup on the *Household Enrollment Summary* page, they are navigated to the payment page for their Carrier.	Household Enrollment Summary

		service".		
16877	Defect Fix	During the renewal period, the *Getting Started* page displayed **Shop for a different plan** and **Review** options for a User with a subsidized application.	During the renewal period, the *Getting Started* page displays **Keep the plan you have now** and **Shop for a different plan** options for a User with a subsidized application.	Getting Started
18525	Defect Fix	Two household members applied for 2015 and were CCP eligible. They later reported a change to their income as it decreased, and they became APTC/CSR eligible. When they clicked on the **Continue Health Plan Update** button on the *Eligibility Results* page, a "**We Apologize**" error displayed.	Two household members apply for 2015 and are CCP eligible. They later report a change to their income as it decreased, and they became APTC/CSR eligible. When they click on the **Continue Health Plan Update** button on the *Eligibility Results* page, the *Getting Started* page displays the **Keep Current plan** and **Shop All plans** options.	Getting Started
19464	Defect Fix	The system allowed two active enrollments, as displayed on the *Plan Enrollment Summary by Program* page.	The system allows one active enrollment, as displayed on the *Plan Enrollment Summary by Program* page.	Plan Enrollment Summary by Program
19013	Defect Fix	In a two-member household, household member A and B were enrolled for 2014 with separate plans. Only household member A was enrolled for 2015. After an Admin selected **Terminate All** from the **What year do you wish to terminate participation for?** dropdown list on the *Terminate Participation* page and clicked on the **Submit** button, the *Plan Enrollment Summary by Program* page still displayed household member B's **Enrollment Status** as **PENDING** for the 2014 plan.	After an Admin selects **Terminate All** from the **What year do you wish to terminate participation for?** dropdown list on the *Terminate Participation* page and clicks on the **Submit** button, the *Plan Enrollment Summary by Program* page displays household member B's **Enrollment Status** as **CANCELLED** for the 2014 plan because the member had not paid.	Plan Enrollment Summary by Program
19620	Defect Fix	After reinstating coverage, the *Change Plan Effective Dates* \	After reinstating coverage, the *Change Plan Effective*	Change Plan Effective Dates \

		Reinstate Coverage page still displayed the **Plan Enrollment Status** as **TERMINATED**.	*Dates \ Reinstate Coverage* page displays the **Plan Enrollment Status** as **ENROLLED**.	Reinstate Coverage
19788	Defect Fix	The *Provide eSignature* page read, "**'I Agree To File A (2014) Tax Return Before (April 15, 2015) To Claim The Premium Tax Credit**."	The *Provide eSignature* page says, "**'I Agree To File A (2014) Tax Return On Or Before (April 15, 2015) To Claim The Premium Tax Credit**."	Provide eSignature
18449	Defect Fix	When a User clicked on the **Terminate Participation** link on the *Individual homepage*, a "**We apologize**" error displayed.	When a User clicks on the **Terminate Participation** link on the *Individual homepage*, the *Terminate Participation* page displays.	Individual homepage
18151	Defect Fix	After a User removed a dental plan from their cart and clicked on the **Add** button on the *Find a Plan* page, an error message displayed that said, "**low Ehb msg. can not add multiple dental plans**".	After a User removes a dental plan from their cart and clicks on the **Add** button on the *Find a Plan* page, the plan is successfully added to their cart.	Find a Plan
19113	Defect Fix	IND 57 requests were sent for active and cancelled enrollments.	IND 57 requests are only sent for active enrollments.	NA
18195	Defect Fix	After a three-member household enrolled for 2015 into different plans, they terminated their application. They later reapplied with the same information, and when they clicked on the **Choose a Health Plan** button on the *Eligibility Results* page, the *Plan Selection – Per Person* page displayed.	After a three-member household enrolls for 2015 into different plans, they terminate their application. They later reapply with the same information, and when they click on the **Choose a Health Plan** button on the *Eligibility Results* page, the *Household Plan Selection – In Progress* page displays.	Eligibility Results

Reports

17903	Defect Fix	Report 1 included all members added over the course of the year.	Report 1 includes members added: - Who do not have a plan selected for 2014 - Who are in a household	NA

			with 'Custom Grouping' or '1 Plan Per Person' plan selection method - Have not selected a plan for 2015	

SAWS eHIT

19572	Defect Fix	Parent/child relationships were being sent incorrectly in DERs.	Parent/child relationships are being sent correctly in DERs.	NA
19390	Defect Fix	DER displayed generic JTA error in error log.	DER displays Monitor ID in error log.	NA
19095	Defect Fix	The DER contained an invalid person number in tax information.	The DER contains a valid person number in tax information.	NA
18960	Defect Fix	The EDR encountered an index out of bounds exception.	The EDR processes successfully.	NA
17358	Defect Fix	The DER errored out with the issue for string length for SEVIS ID.	The DER processes successfully.	NA
18587	Defect Fix	The DER encountered a null pointer exception when attempting to populate the Application Node of DER service.	The DER processes successfully when attempting to populate the Application Node of DER service.	NA
18984	Defect Fix	The DER encountered an incorrect portal endpoint URL error, and there was no error handling for null portal response.	The DER processes successfully.	NA
17453	Defect Fix	OfferedOtherHealthProgInd was sent in the unsolicited DER.	OfferedOtherHealthProgInd is not sent in the unsolicited DER.	NA
17491	Defect Fix	Life event code was not sent in the unsolicited DERs.	Life event code is sent as LI (Lost my health Insurance) or GM (Got Married or entered into domestic partnership) in the unsolicited DERs.	NA
18036	Defect Fix	Admin verifications were sent correctly as 'Y' in the <AdministrativeVerifications> node but, in the determination node, the Admin verification flag was not being sent correctly.	Admin verifications for all elements are sent as 'Y'.	NA

18667	Defect Fix	After a 2015 change report was submitted, the imprisoned flag defaulted to 'N' on the EDR.	After a 2015 change report is submitted, the imprisoned flag is null when the EDR is run.	NA
16966	Defect Fix	The DER was sent to a case the SAWS was not expecting or resulted in an error.	The EDR fails with a validation message.	NA
17428	Defect Fix	There were no Eligibility Evaluation Reason Codes displaying on the DERs.	Eligibility Evaluation Reason Codes display on the DERs.	NA
17481	Defect Fix	No income node displayed on the DER if SSA income type was selected.	The income node displays all persons and displays the SSA income source as Retirement, Disability, and Survivors on the DER.	NA
17343	Defect Fix	**First EDR run:** The DER was sent with no E-verifications for SSN, Income, Death, Citizenship, and Incarceration and was sent with both Admin and E-verification for CA Residency. **Second EDR run: The** DER was showing E-verifications for Incarceration, Death, and CA Residency.	**First EDR run:** The DER is sent with E-verifications for SSN, Income, Death, Citizenship, and Incarceration and is sent with Admin verification for CA Residency. **Second EDR run**: The DER is sent with Admin verifications for all the elements and no E-verifications.	NA
11065	Defect Fix	The failed DER events were missed and there was no way to retrieve them from the calext_interface_events table.	The DERs generation will fail and will not be persisted in the Calext_Interface_Events table. The same DERs will be stored in the HBX_DER_EVENTS table with the exception stack trace.	NA
16291	Defect Fix	The signed date on the DER was getting changed to display the current system date.	The signed date on the DER is now the same as what was sent on the EDR.	NA
16427	Defect Fix	The SAWS were receiving EDRs for cases created before the SAWS go-live, and the application source code was updated as SAWS.	The application source code retains the original application source code.	NA
15180	Defect Fix	The EDR was bypassing the validation when the end date	The EDR throws a validation error when the	NA

		was not submitted, and the EDR was either getting processed or throwing a benchmark exception intermittently.	physical address zip code and FipsCounty code do not match.	
16610	Defect Fix	EDRS were sending applicants' address in Address line 2 instead of Address line 1.	EDRS are sending applicants' address in Address line 1.	NA
18423	Defect Fix	The EDRs were using Eastern Standard Time.	The EDRs are using Pacific Standard Time.	NA

Security - IAM

18721	Defect Fix	On the *Login or Create an Account* page, after a User entered their username, the entered text was automatically highlighted, and as the User continued to type, the highlighted text was erased.	On the *Login or Create an Account* page, after a User enters their username, the entered text is no longer automatically highlighted and erased.	Login or Create an Account

Alternate Procedures

Summary of Alternate Procedures

This section summarizes Alternate Procedures **No Longer in Effect** as of this release. Except for the following (and those noted in previous release notes), all other Alternate Procedures from previous releases remain in effect.

#	Alternate Procedures No Longer in Effect	Ref ID	Release Delivered

Security - IAM

135	The "**We apologize**" error displays on *Account Summary* Page.	Defect 18269	15.3

Eligibility

110	Residency Admin Verifications sent from CalHEERS Manual Verifications page are not being sent out correctly in DERs.	Defect 17020	15.3
121	Unable to get Eligibility for 2014 Enrollment after Enrolling & Terminating 2015 Enrollment	Defect 18366	15.3

Individual Portal

132	The **See My Results** button does not display on *Preview Plans* Page.	Defect 18761	15.3
107	All transcript links on the English and Spanish Tutorials page open a new window that displays the "Create Your Employer Account" transcript in English.	Defect 16564	15.3
133	*Report a Change Summary* page is not displaying header	Defect	15.3

	message, **Cancel all changes** link, Help icon, and **Add Household Member** button.	19999	

This section summarizes the **NEW** Alternate Procedures for known issues agreed to be resolved in a future release.

#	New Alternate Procedures	Ref ID	Planned Release
Individual Portal			
141	No Validation Error Message for Invalid Termination Date on the *Health Care Information* Page	Defect 20074	15.4
142	During Report a Change, Validation Error Displays on the *Household Members* Page for New Member	Defect 20049	15.4
144	Incorrect Validation Error Message for Date of Birth on the *Household Members* Page	Defect 20132	TBD
145	Issue with Calendar Widget on *User Information* Page	Defect 20275	TBD
146	Error Message Displays While Trying To Add One-time Lump Sum Amount on the Other Income Page	Defect 20215	15.4
Plan and Enrollment Management			
143	Page Navigation Issue After Declining Dental Plan	Defects 20134, 20155, 20087	15.4
147	*Household Enrollment Introduction* Page Displays "You are not eligible to enroll at this time…No plan has been selected" for an Enrolled Consumer	Defect 20062	15.4
Enrollment Assistance			
148	Filter For Conditional Eligible Does Not Function	Defects 16836, 19533	15.4

Alternate Procedure 141: No Validation Error Message for Invalid Termination Date on the *Health Care Information* Page

Users Impacted	SCRs/Individuals

Area Impacted	Individual Portal
What's Happening Now	When a User, who indicated they currently have affordable, minimum standard health insurance, entered an invalid date (e.g. 06/31/2015) into the **What is the termination date, if applicable, of your current or offered coverage?** field on the *Health Care Information* page and clicked on the **Continue** button, they were able to continue to the *Optional Information* page.
Actions to Take	If the application is in-Progress: 1. Return to the *Health Care Information* page. 2. Enter a valid termination date into the **What is the termination date, if applicable, of your current or offered coverage?** field. 3. Click on the **Continue** button to proceed with the application. If the application is Submitted: 1. From the *Individual* homepage, click on the **Report a Change** button. 2. Enter a valid termination date on the *Health Care Information* page. 3. Click on the **Continue** button to proceed with the change report.
SCR/Defect	Defect 20074
Planned Release	15.4

Alternate Procedure 142: During Report a Change, Validation Error Displays on the *Household Members* Page for New Member

Users Impacted	SCRs/Individuals
Area Impacted	Individual Portal
What's Happening Now	When processing a Report a Change to add a household member and upon completing entry of new member information on the *Household Members* page and clicking on the **Continue** button, CalHEERS displays the following validation error to User: "**The update you are trying to do has conflicted with an update made by another user….**"
Actions to Take	When receiving the validation error message that says, "**The update you are trying to do has conflicted with an update made by another user. Please review your entry and try again…**", click on the **Continue** button again. CalHEERS will allow the User to bypass the error message and navigate them to the *Relationships* page.

SCR/Defect	Defect 20049
Planned Release	15.4

Alternate Procedure 144: Incorrect Validation Error Message for Date of Birth on the *Household Members* Page

Users Impacted	Individuals, Admins
Area Impacted	Individual Portal
What's Happening Now	On the *Household Members* page, when Users enter a date of birth in an incorrect format (mm/dd) and click on the **Continue** button, a validation error message displays that says, "**Date Of Birth: Cannot be in the future**" instead of saying, "**Enter Date of Birth in mm/dd/yyyy format**".
Actions to Take	1. Enter a date of birth in the correct format (mm/dd/yyyy). 2. Click on the **Continue** button.
SCR/Defect	Defect 20132
Planned Release	TBD

Alternate Procedure 145: Issue with Calendar Widget on *User Information* Page

Users Impacted	Individuals
Area Impacted	Individual Portal
What's Happening Now	During account creation, on the *User Information* page, when the User clicks on the calendar widget next to the **Date of Birth** field and selects the date before selecting the year, the calendar widget closes and the **Date of Birth** field is auto-filled with the current year (2015).
Actions to Take	1. Click on the calendar widget. 2. First, select the year from the dropdown list. 3. Next, select the month from the dropdown list. 4. Last, select the day from the calendar.

SCR/Defect	Defect 20275
Planned Release	TBD

Alternate Procedure 146: Error Message Displays While Trying To Add One-time Lump Sum Amount on the Other Income Page

Users Impacted	Individuals or Admins assisting with the Individual Application
Area Impacted	Individual Portal
What's Happening Now	While adding a new **One-time Lump Sum** on the *Other Income* page, if the User does not enter the **One-time Lump Sum Pay Date** (which is mandatory, however it does not show the red asterisk [*] indicating it is a required field), then the User gets an error message saying, "**Date: The expected format is MM/DD/YYYY format**". However, after the error message gets displayed, the **One-time Lump Sum Pay Date** is not visible on the page, which is why the error message keeps getting displayed to user.
Actions to Take	If you see the error "**Date: The expected format is MM/DD/YYYY format**" for one time lump sum income on the *Other Income* page, follow the below steps: 1. Click on the **Cancel** button which takes the user back to *Other Income* page. 2. Click on the **Add Income** button. 3. Fill in all the mandatory fields (Select **One-time Lump Sum** from the **How often** dropdown list). 4. Enter **One-time Lump Sum Pay Date** and click on the **OK** button. **NOTE**: Do not enter a date in the **First Date Paid** or **Last Date Paid** fields since this is a one-time lump sum. Only the **One-time Lump Sum Pay Date** field should be completed. The User is now able to go ahead to the next page with the income added.
SCR/Defect	Defect 20215
Planned Release	15.4

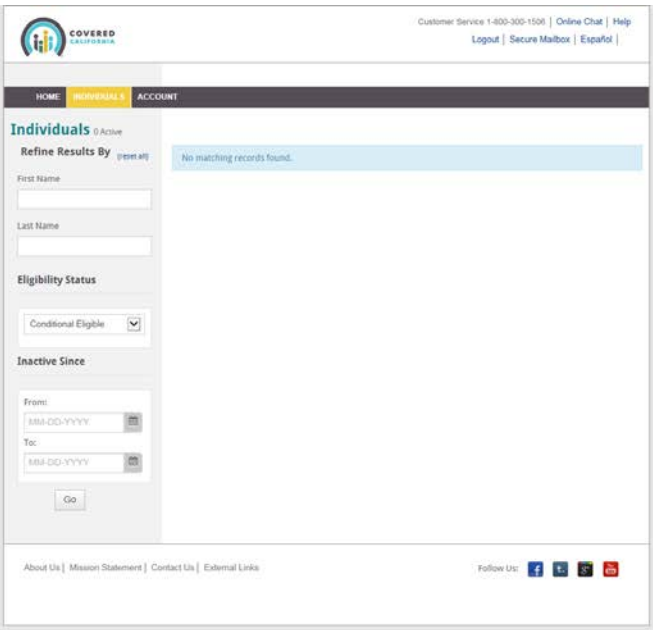
Alternate Procedure 143: Page Navigation Issue After Declining Dental Plan

Users Impacted	Consumers (Individuals)
Area Impacted	Plan and Enrollment Management
What's Happening Now	After Users decline to choose a dental plan, they are navigated to the *Household Enrollment Introduction* page instead of the *Household Enrollment Summary* page, which allows Users to click on the **Done** button and navigates them to their *Individual homepage*.
Actions to Take	From the *Household Enrollment Introduction* page, click on the Covered California logo to navigate to the *Individual homepage*.
SCR/Defect	Defects 20134, 20155, and 20087
Planned Release	15.4

Alternate Procedure 147: *Household Enrollment Introduction* Page Displays "You are not eligible to enroll at this time…No plan has been selected" for an Enrolled Consumer

Users Impacted	SCRs, Admins
Area Impacted	Plan and Enrollment Management
What's Happening Now	When a Consumer submits an application during special enrollment and is found to be conditionally eligible because they need to submit proof of lawful presence, proceeds to select and pay for a plan, submits proof of lawful presence, and then an SCR/Admin passes their lawful presence and redetermines eligibility so that their eligibility status is now eligible, the *Household Enrollment Introduction* page displays "**You are not eligible to enroll at this time…No plan has been selected**", even though the Consumer is already enrolled.
Actions to Take	1. From the *Household Enrollment Introduction* page, click on the **Consumer Home** button. 2. Click on the **SUMMARY** application progress track checkbox. 3. From the *Plan Enrollment Summary by Program* page, User can see that the Consumer is enrolled.
SCR/Defect	Defect 20062
Planned Release	15.4

Alternate Procedure 148: Filter For Conditional Eligible Does Not Function

Users Impacted	Certified Enrollment Counselors and Agents
Area Impacted	Enrollment Assistance
What's Happening Now	When the Eligibility Status is filtered on "Conditional Eligible", the page displays "No matching records found". 
Actions to Take	Select the **Individuals** tab and then the **Active** link. All the active records for Individuals will display. Sort on the **Eligibility Status** column on the *Active Delegations* page, which will bring all the Contingent Eligible to the top of the list.
SCR/Defect	16836 & 19533
Planned Release	15.4