Distribution Date:	June 27, 2014	**CIT # 0112-14**
Subject:	**Hold Change Reports to Remove Members from Effectuated Plans**	
From:	CalHEERS Project Team	
To:	Covered California Exchange, Covered California Service Centers, SHOP Service Center, CEC Assistance Service Center, Counties, SAWS, CWDA and OSI SPOCS	
SPOC to Forward:	**Please forward to appropriate impacted staff, contacts, or leads in your organization:**	

☒ General
☐ Contract/MOU/IAA
☐ Budget/Fiscal
☐ Policy
    ☐ Eligibility   ☐ Plan Management   ☐ Financial Management
    ☐ Enrollment   ☐ Assister Management   ☐ Web Portal
    ☐ SHOP   ☐ Navigators/Brokers   ☐ Customer Service
    ☐ Notices   ☐ Usability/ADA   ☐ Languages/Translation
    ☐ Reports (☐ Fiscal ☐ Caseload Movement ☐ Management ☐ ACA-specific)
    ☐ Other _____
☐ Application Development
☐ Technical
☐ Conversion
☐ Batch and Interfaces
☐ Testing
☐ Implementation
☐ Organizational Change Management
☐ Training
☐ Education and Outreach
☐ Service Center
☐ Other _____

Description:	**Purpose**

Purpose
The purpose of this CIT is to inform staff who perform Change Reports in CalHEERS or SAWS that reporting a change to remove a member from an effectuated plan will end-date the removed member's coverage to the effectuation date. **Staff are instructed <u>NOT to use the Report a Change function to remove a member from an effectuated plan</u> until this issue is resolved.** The issue is expected to be fixed in a priority release next week (*exact date TBD*). There is currently no system workaround to avoid this from occurring.

Background
System Design: When a user elects to remove a member from an effectuated plan outside of Open Enrollment, the system <u>**should**</u> set the coverage end date to a date that is one day less than the life event date specified by the user. This same date should be sent on the 834 to the Carrier. Take the following scenario as an example:

Household Composition: Mom, Dad, and Child
Coverage Period: 1/1/2014 to 12/31/2014
Enrollment Status: Enrolled

User performs a change report on 6/25/2014 to remove the child that left the home on 4/9/14. User selects 4/10/2014 as life event date.

Expected Results: CalHEERS **should** set the coverage end date for the child to 4/9/2014 (life event date minus 1 day). This same date should be sent to the carrier.

Actual Results: CalHEERS incorrectly sets the child's coverage end date to the end of the month in which the change was reported, in this case 6/30/2014, and passes a date of 1/1/2014 (effectuation date) for that member removal to the 834 which is sent to the carrier.

The issue is expected to be fixed in a priority release next week (exact date TBD). There is currently no automated workaround to prevent this issue from occurring, but the CalHEERS Development team will be monitoring production cases to identify impacted cases so they can apply the appropriate fix prior to the 834 being sent. They will also work with the carriers to resolve any cases that have been sent with the incorrect coverage end date as a result of this issue.

Impact
Although different carriers may handle this issue differently, some may choose to refund the monies paid towards premium and let the consumer cover the full cost of all services rendered.

Instructions
Please distribute this CIT to the appropriate CalHEERS users within your organization. If you have any questions regarding this CIT, please contact the Primary or Backup Project Contact.

If you have any questions regarding this CIT, please contact the primary or backup project contact.

Primary Project Contact:	*Contact this person for questions about the contents of this CIT.* Lonnie Perez (916) 999-2396 lonnie.perez@calheers.ca.gov
Backup Project Contact:	Panduranga Palavalli panduranga.palavalli@calheers.ca.gov
Attachments:	None
SharePoint Link:	CIT Folder OR You may also retrieve the CIT document and attachments by following these steps: 1. In the left menu, click the "Shared Documents" hyperlink 2. Click the "Communications" folder icon 3. Click the "CIT" folder icon 4. Click the "2014" folder icon 5. Click the appropriate CIT # folder icon