

Distribution Date:	07/03/2014	CIT # 0118-14																		
Subject:	Case Notes Not Working as Expected																			
From:	CalHEERS Project																			
To:	Covered California Exchange, Covered California Service Centers, SHOP Service Center, CEC Assistance Service Center, SAWS, CWDA, and OSI SPOCs																			
SPOC to Forward:	<p>Please forward to appropriate impacted staff, contacts, or leads in your organization:</p> <p><input checked="" type="checkbox"/> General <input type="checkbox"/> Contract/MOU/IAA <input type="checkbox"/> Budget/Fiscal <input type="checkbox"/> Policy</p> <table border="0"> <tr> <td><input type="checkbox"/> Eligibility</td> <td><input type="checkbox"/> Plan Management</td> <td><input type="checkbox"/> Financial Management</td> </tr> <tr> <td><input type="checkbox"/> Enrollment</td> <td><input type="checkbox"/> Assister Management</td> <td><input type="checkbox"/> Web Portal</td> </tr> <tr> <td><input type="checkbox"/> SHOP</td> <td><input type="checkbox"/> Navigators/Brokers</td> <td><input type="checkbox"/> Customer Service</td> </tr> <tr> <td><input type="checkbox"/> Notices</td> <td><input type="checkbox"/> Usability/ADA</td> <td><input type="checkbox"/> Languages/Translation</td> </tr> <tr> <td><input type="checkbox"/> Reports (<input type="checkbox"/> Fiscal <input type="checkbox"/> Caseload Movement <input type="checkbox"/> Management <input type="checkbox"/> ACA-specific)</td> <td></td> <td></td> </tr> <tr> <td><input type="checkbox"/> Other _____</td> <td></td> <td></td> </tr> </table> <p><input type="checkbox"/> Application Development <input type="checkbox"/> Technical <input type="checkbox"/> Conversion <input type="checkbox"/> Batch and Interfaces <input type="checkbox"/> Testing <input type="checkbox"/> Implementation <input type="checkbox"/> Organizational Change Management <input type="checkbox"/> Training <input type="checkbox"/> Education and Outreach <input checked="" type="checkbox"/> Service Center <input type="checkbox"/> Other _____</p>		<input type="checkbox"/> Eligibility	<input type="checkbox"/> Plan Management	<input type="checkbox"/> Financial Management	<input type="checkbox"/> Enrollment	<input type="checkbox"/> Assister Management	<input type="checkbox"/> Web Portal	<input type="checkbox"/> SHOP	<input type="checkbox"/> Navigators/Brokers	<input type="checkbox"/> Customer Service	<input type="checkbox"/> Notices	<input type="checkbox"/> Usability/ADA	<input type="checkbox"/> Languages/Translation	<input type="checkbox"/> Reports (<input type="checkbox"/> Fiscal <input type="checkbox"/> Caseload Movement <input type="checkbox"/> Management <input type="checkbox"/> ACA-specific)			<input type="checkbox"/> Other _____		
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Description:	<p>Purpose The purpose of this CIT is to inform staff who use Case Notes in CalHEERS that the ability to select or copy text from case notes is not currently working due to a defect. Users are also unable to easily make corrections when adding a new note. The CalHEERS project team is working to resolve this defect, but the target date for resolution has not yet been determined.</p> <p>Impact</p> <ol style="list-style-type: none"> 1. Users are <u>not</u> able to select or copy existing case notes. <ol style="list-style-type: none"> a. If a user attempts to click into the Case Notes box, the page is refreshed. This is occurring because the case notes are being added as a hyperlink to the Case Notes page. b. Alternate procedure: None 2. Users are <u>not</u> able to highlight/select text in the field for adding a new note. <ol style="list-style-type: none"> a. When using a mouse, if a user attempts to select text in the field for adding a new note, the system does not respond. b. Alternate procedure: The user can hold the SHIFT key on the keyboard and use the arrow keys to select text. This will allow the user to copy text using CTRL+C, and paste it using CTRL+V. 3. Users are <u>not</u> able to easily make corrections in the field to add a new note. <ol style="list-style-type: none"> a. If a user types an error when adding a new note, the user is unable to click the cursor on that error to correct it. 																			

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	<p>b. Alternate procedure: The user can make the correction by deleting all the text between the cursor or use the arrows on the keyboard to get to the location of the error to make the correction.</p> <p>Instructions Please distribute this CIT to the appropriate CalHEERS users within your organization.</p> <p>If you have any questions regarding this CIT, please contact the Primary or Backup Project Contact.</p>
<p>Primary Project Contact:</p>	<p><i>Contact this person for questions about the contents of this CIT.</i></p> <p>Carol Huot (916) 999-2369 carol.huot@calheers.ca.gov</p>
<p>Backup Project Contact:</p>	<p>Jane Watson (916) 999-3755 jane.a.watson@calheers.ca.gov</p>
<p>Attachments:</p>	<p>None.</p>
<p>SharePoint Link:</p>	<p>CIT Folder</p> <p>OR</p> <p>You may also retrieve the CIT document and attachments by following these steps:</p> <ol style="list-style-type: none"> 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