

CalHEERS Project
 CalHEERS Information Transmittal (CIT)

Distribution Date:	June 23, 2014	Updated CIT # 0104-14																		
Subject:	CalHEERS Updated Job Aids: 1. <i>Special Enrollment Processing</i> 2. <i>Special Enrollment, Administrative Review</i>																			
From:	CalHEERS Project																			
To:	Covered California, DHCS, Service Centers, SHOP Service Centers, CEC Assistance Service Center, Counties, SAWS, CWDA, and OSI SPOCs																			
	<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 colspan="2"></td> </tr> <tr> <td colspan="3"><input type="checkbox"/> Other _____</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 checked="" type="checkbox"/> Organizational Change Management <input checked="" 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 provide updated CalHEERS Job Aids, dated June 23, 2014:</p> <ol style="list-style-type: none"> Special Enrollment Processing Special Enrollment, Administrative Review <p>Background Previously, these published Job Aids specified only a Supervisor-Enhanced role could complete the review necessary to approve Special Enrollment "Other qualifying life event." The updated Job Aids reflect Service Center Representatives have permissions to perform these functions.</p> <p>Job Aids illustrate functionality and serve as desk references and training material for CalHEERS users. As changes in functionality are implemented, Job Aids are updated and distributed. Job Aids are also accessible from the Covered California LMS.</p> <p>If you have any questions regarding this CIT, please contact the primary or backup project contact.</p>																			

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Primary Project Contact:	<p>Contact this person for questions about the contents of this CIT.</p> <p>Jane Watson (916) 999-3755 jane.a.watson@calheers.ca.gov</p>
Backup Project Contact:	<p>Lonnie Perez (916) 999-2396 Lonnie.Perez@CalHEERS.ca.gov</p>
Attachments:	<p>Job_Aid_-_Special_Enrollment_Processing.pdf Job_Aid_-_Special_Enrollment_Administrative_Review.pdf</p>
SharePoint Link: NOTE: SharePoint access is not available to counties	<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" hyperlink2. Click the "Communications" folder icon3. Click the "CIT" folder icon4. Click the "2014" folder icon5. Click the appropriate CIT # folder icon