

Executive Summary

CalHEERS Feature Release 19.3 (to be deployed on 03/25/2019) contains updates to the following:

Key New Features that have been added or modified in this release:

- None

Key System Updates that have been deployed in this release:

- Eligibility & Enrollment

Key Fixes that have been updated or resolved in this release:

- None

Alternate Procedures that have been provided with this release:

No Longer in Effect with this release

- None

New with this release

- None

Purpose and Scope

This document describes the content of the CalHEERS Feature Release 19.3. 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
None				

Key System Updates

The following summarizes the modified features included in this release.

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
Eligibility & Enrollment				
Convert Account Transfer Dependent Pages to REACT				
130380	Change Request	The following pages resided on the legacy architecture:	The following pages are updated to REACT to align	Manage Delegates Application History

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		<ul style="list-style-type: none"> • <i>Manage Delegates</i> • <i>Application History</i> • <i>Transaction History</i> • <i>Transaction History - No Search Results Found</i> • <i>Transaction History - Eligibility Determination</i> • <i>Transaction History - Transaction Details</i> • <i>Terminate Participation</i> • <i>Additional Program Options</i> <ul style="list-style-type: none"> ○ The Additional Program Information link was not part of the More Actions section on the Individual Home page. ○ The following text "Other than you" was not underlined in the following statement Here is the list of users who have access to manage your Individual Account other than you. Select a row to view details of a currently delegated user. Click the Remove link to remove a user from the delegates list on the <i>Manage Delegates</i> page. 	<p>with the Single Streamlined Application design:</p> <ul style="list-style-type: none"> • <i>Manage Delegates</i> • <i>Application History</i> • <i>Case Transaction History</i> • <i>Case Transaction History - No Search Results Found</i> • <i>Case Transaction History - Eligibility Determination</i> • <i>Case Transaction History - Transaction Details</i> • <i>Terminate Participation</i> • <i>Additional Program Options</i> <p>The navigation links on the following classic pages are updated to point to the respective SApp redesigned pages:</p> <ul style="list-style-type: none"> • <i>Admin Case Closure</i> • <i>Admin Budget</i> • <i>Admin Case Note</i> <ul style="list-style-type: none"> ○ The Additional Program Information link is added under the More Actions section on the Individual Home page ○ The following text "Other than you" is underlined in the following statement Here is the list of users who have access to manage your Individual Account other than you. 	<p>Case Transaction History</p> <p>Case Transaction History - No Search Results Found</p> <p>Case Transaction History - Eligibility Determination</p> <p>Case Transaction History - Transaction Details</p> <p>Terminate Participation</p> <p>Additional Program Options</p> <p>Admin Case Closure</p> <p>Admin Budget</p> <p>Admin Case Notes</p>

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		<ul style="list-style-type: none"> ○ The following text If you are not registered to vote where you live now, would you like to apply to register to vote today? was displayed on the <i>Additional Program Information</i> page. 	<p>Select a row to view details of a currently delegated user. Click the Remove link to remove a user from the delegates list on the <i>Manage Delegates</i> page.</p> <ul style="list-style-type: none"> ○ The name of the <i>Transaction History</i> page is changed to <i>Case Transaction History</i>. ○ The dropdown values for Transaction Name field on <i>Case Transaction History</i> page are updated as follows: <ul style="list-style-type: none"> ▪ The following values are added: <ul style="list-style-type: none"> ➤ Add Household Member ➤ Admin Verified ➤ Citizenship/ Immigration Status Change ➤ Complete Application ➤ Incarceration Status ➤ Remove Household Member ➤ Tax Information Change ▪ The following values are removed: <ul style="list-style-type: none"> ➤ Admin Update ➤ Admin Verification ➤ Application Expired ➤ Auto Plan Termination 	

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
			<ul style="list-style-type: none"> ➤ Carrier Cancellation ➤ Carrier Effectuation ➤ Carrier Termination ➤ Change APTC Applied Amount ➤ Change Plan Selection ➤ Duplicate Case Closure ➤ Eligibility Determination - DIVS ➤ Employer Contact Information ➤ Enrollment Override Transaction ➤ Keep/Switch Coverage ➤ ROP ➤ Reasonable Opportunity Period ➤ SOGI Information ➤ Update Current Plan <p>○ The spelling of where is corrected in the following text If you are not registered to vote where you live now, would you like to apply to register to vote today? on the <i>Additional Program Information</i> page.</p>	

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
Account Transfer Phase 1				
119170	Change Request	<p>CalHEERS served part of the enrollment process through the following SSApp pages.</p> <ul style="list-style-type: none"> • <i>Choose Enrollment Groups</i> • <i>Select Adults Who Need Dental Coverage</i> • <i>Next, You Can Enroll Each Group in a Plan</i> <p>The remaining part of enrollment process was completed by CalHEERS serving the following GI pages from CalHEERS IFrame (An IFrame (Inline Frame) is an HTML document embedded inside another HTML document on a website).</p> <ul style="list-style-type: none"> • <i>Tell us about your health care needs</i> • <i>Health Plans / Dental Plans</i> • <i>Confirm Your Plan Selection</i> • <i>Provide eSignature</i> • <i>Confirmation</i> 	<p>CalHEERS now uses GI pages only to complete the enrollment process. The GI pages are no longer served from the CalHEERS IFrame (An IFrame (Inline Frame) is an HTML document embedded inside another HTML document on a website). The following pages are accessed directly from the GI servers to fulfill the enrollment process.</p> <ul style="list-style-type: none"> • <i>Enrollment Dashboard</i> • <i>Household Grouping</i> • <i>Tell us about your health care needs</i> • <i>Health Plans / Dental Plans</i> • <i>Confirm Your Plan Selection</i> • <i>Provide eSignature</i> • <i>Confirmation</i> <p>This change carries no impact to users view.</p>	<p>Enrollment Dashboard</p> <p>Household Grouping</p> <p>Tell us about your health care needs</p> <p>Health Plans / Dental Plans</p> <p>Confirm Your Plan Selection</p> <p>Provide eSignature Confirmation</p>

Key Fixes

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

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
None				

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
None			

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
None			

Glossary			
Acronym	Full Form	Acronym	Full Form
ABE	Accenture Billing Engine	IRS	Internal Revenue System
ADA	Americans with Disabilities Act	ISO	Information Security Officer
AHBX	Accenture Health Benefit Exchange	IVR	Interactive Voice Response
AI	American Indian	JAWS	Job Access with Speech (JAWS is a computer screen reader program for Microsoft Windows that allows blind and visually impaired users to read the screen either with a text-to-speech output or by a Refreshable Braille display)
ALM	Application Lifecycle Management	LFP	Lawful Presence
AN	Alaskan Native	LV	Life event needs verification
APTC	Advance Premium Tax Credits	MCAP	Medi-Cal Access Program
BOB	Book of Business	MCIEP	Medi-Cal Inmate Eligibility Program
BPM	Business Process Management	MEC	Minimal Essential Coverage
BRE	Business Rules Engine	MEDS	Medi-Cal Eligibility Determination System
CCHCS	California Correctional Health Care Services	MNE	Manual Eligibility
CCHIP	County Children’s Health Initiative Program	NHeLP	National Health Law Program
CCP	Covered California Programs	NIST	National Institute of Standards and Technology
CDCR	California Department of Corrections and Rehabilitation	NMEC	Non-MAGI MEC AID Code
CEC	Certified Enrollment Counselor	NQI	New Qualified Immigrants
CEE	Certified Enrollment Entities	OAM	Oracle Access Manager

Glossary			
Acronym	Full Form	Acronym	Full Form
CEW	County Eligibility Worker	OBIEE	Oracle Business Intelligence Enterprise Edition
CFS	Carry Forward Status	OIM	Oracle Identity Manager
CIN	Client Index Number	OPA	Oracle Policy automation
CMI	Current Monthly Income	PAI	Projected Annual Income
CMS	Centers for Medicare & Medicaid Services	PBE	Plan Based Enroller
COR	County of Responsibility	PBPS	Pitney Bowes Presort Services
CR	Change Requests	PDF	Portable Document Format
CSR	Cost Share Reduction	PLR	Policy Level Reporting
CSS	Cascading Style Sheets (CSS is a style sheet language used for describing the look and formatting of a document written in a markup language)	QDP	Qualified Dental Plan
CSV	Comma Separated Value	QHP	Qualified Health Plan
DER	Determination of Eligibility Response	RDP	Registered Domestic Partner
DHCS	Department of Health Care Services	ROP	Reasonable Opportunity Period
DIVS	Document Imaging and Verification Solution	RTC	Rational Team Concert
DWH	Data Warehouse	SA	Subject Area
ECM	Electronic Content Management System	SAWS	Statewide Automated Welfare Systems
EDD	Employment Development Department	SCIN	Statewide Client Index Number
EDI	Electronic Data Interchange	SCR	Service Centre Representative
EDR	Eligibility Determination Request	SFTP	Secured File Transfer Protocol
EERC	Eligibility Evaluation Reason Code	SIR	Service Investigation report
EPO	Exclusive Provider Organization	SLCSP	Second Lowest cost silver plan
ESI	Employer Sponsored Insurance	SNOW	Service Now
ETL	Extract, Transform and Load	SQL	Structure Query Language
FDSH	Federal Data Services Hub	SSA	Social Security Administration
FFY	Former Foster Youth	SSApp	Single Streamlined Application
FIPS	Federal Information Processing Standard	SSN	Social Security Number
FPL	Federal Poverty Level	STNA	Short Term Negative Action
FTB	Franchise Tax Board	UAT	User Acceptance Test
FTI	Federal Tax Information	UPW	Unplanned Pregnant Woman
FTR	Failure to Reconcile	URL	Uniform Resource Locator
GI	Get Insured	USPS	United States Postal Service
HHM	Household Member name	VLP	Verify Lawful Presence
High Dated	The record/data end date is set far off into the future with a pseudo date, such as the year 2500.	WAT	Web Accessibility Toolbar
IAP	Insurance Affordability Programs	WCC	Web Center Content
ICT	Inter County Transfer	WP	Work Products

Glossary			
Acronym	Full Form	Acronym	Full Form
IDD	Interface Definition Document	WSDL	Web Services Descriptor Language
IMM	Immigrant	XML	Extensible Markup Language

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