

### Executive Summary

CalHEERS Feature Release 19.3 (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
- Project
- Service Center

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

- Online Application
- Security
- Enrollment-Financial Management
- Notices
- EHIT
- MEDS

**Alternate Procedures** that have been provided with this release:

**No Longer in Effect** with this release

- Online Application

**New** with this release

- Online Application

### 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
<b>Eligibility &amp; Enrollment</b>				
<b>Convert Documents &amp; Correspondence to React</b>				
136028	Change Request	The <i>Documents and Correspondence</i> page resided on the legacy architecture	<p>The <i>Documents and Correspondence</i> page is updated to REACT to align with the Single Streamlined Application design.</p> <ul style="list-style-type: none"> <li>Clicking on column headers will alternate between sorting the records in that column in ascending and descending order</li> <li>The number of pages displayed will depend on the number of records that exist divided by the number of records selected to display per page</li> <li>The <i>Edit Document</i> popup is added to <i>Documents and Correspondence</i> page</li> </ul>	Documents and Correspondence
<b>Service Center</b>				
<b>Data exchange from CalHEERS to Salesforce Service Cloud</b>				
128196	Change Request	The Quick Sort functionality used by the SCRs to assist consumers resided on the Oracle CRM (Customer Relationship Management).	<p>The Quick Sort functionality used by the SCRs to assist consumers is now on the Salesforce Service Cloud.</p> <p>An interface between CalHEERS and Salesforce Service Cloud is established to achieve the following:</p> <ul style="list-style-type: none"> <li>CalHEERS receives and responds to requests from Salesforce</li> <li>CalHEERS passes consumer information and eligibility data to Salesforce</li> </ul>	NA

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
			<ul style="list-style-type: none"> <li>• CalHEERS accepts consumer search requests with the following search criteria:                             <ul style="list-style-type: none"> <li>○ Case ID</li> <li>○ App ID</li> <li>○ Indv ID</li> <li>○ First Name</li> <li>○ Last Name</li> <li>○ Last 4 digits of SSN</li> <li>○ Email</li> <li>○ Date of Birth (DOB)</li> <li>○ Zip Code</li> </ul> </li> </ul>	
<b>Project</b>				
<b>Application Maintenance Hours Allocation: 2019 FPL Table Update</b>				
122636	Change Request	The MAGI Medi-Cal Federal Poverty Level (FPL) table contained 2018 values.	The MAGI Medi-Cal FPL table contains 2019 values. The table is effective from 01/01/2019 forward. MAGI Medi-Cal cases determined during the 01/01/2019 to 03/25/2019 period must be re-determined to use the updated 2019 FPL table.	NA

### 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
<b>Online Application</b>				
47326	Defect Fix	The <i>Application History</i> page displayed the incorrect application submission date.	The <i>Application History</i> page displays the correct application submission date.	Application History
46223	Defect Fix	Clicking on the <b>Next</b> button on <i>Confirm Your Plan Selection</i> page displayed a <i>We Apologize</i> popup.	Clicking on the <b>Next</b> button on <i>Confirm Your Plan Selection</i> page displays the <i>Enrollment Summary</i> page.	Confirm Your Plan Selection
47624	Defect Fix	When a State MCIEP user applied Negative Action by choosing the reason as	When a State MCIEP user applies Negative Action by choosing the reason as	Consumer Home page

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		<b>Withdrew application for State MCIEP and requested to not be evaluated</b> on the <i>Personal Verification</i> page, the application remained in Renewal mode even after a Discontinuance.	<b>Withdrew application for State MCIEP and requested to not be evaluated</b> on the <i>Personal Verification</i> page, the Consumer Home page displays the <b>Begin Application</b> button. The case is discontinued during Renewal mode.	
47459	Defect Fix	The batch job for retrying an unsuccessful attempt for VLP Step 1 (CSV-1000-DD-01) is not automatically resending the failed transaction.	The batch job for retrying an unsuccessful attempt for VLP Step 1 (CSV-1000-DD-01) automatically resends the failed transaction.	N/A
48077	Defect Fix	The VLP Step1A retry batch job (NSV-1001-DD-02) incorrectly updated the time stamp in the HBX_VLP_NOTIFY_SAWS_EVENTS.TRAN_TIMESTAMP table for records previously updated by the Batch to call notify Step1A batch job (NSV-1001-DD-01).	The VLP Step1A retry batch job (NSV-1001-DD-02) does not update the time stamp in the HBX_VLP_NOTIFY_SAWS_EVENTS.TRAN_TIMESTAMP table for records previously updated by the Batch to call notify Step1A batch job (NSV-1001-DD-01).	NA
44678	Defect Fix	The physical notices were incorrectly sent to the Home address when a different Mailing address was present.	The physical notices are sent to the Mailing address.	NA
46171	Defect Fix	The <i>Value</i> for <i>American Indian / Alaskan Native</i> under the <i>Attribute Description</i> column on the <i>Personal Verification</i> page incorrectly displayed <i>No</i> .	The <i>Value</i> for <i>American Indian / Alaskan Native</i> under the <i>Attribute Description</i> column on the <i>Personal Verification</i> page displays <i>Yes</i> .	Personal Verification
46337	Defect Fix	Clicking on the <b>Confirm</b> button on the <i>Review Household Information</i> page incorrectly displayed a <i>We Apologize</i> popup when required information regarding Pregnancy was missing.	Clicking on the <b>Confirm</b> button on the <i>Review Household Information</i> page displays the <i>One more thing</i> popup when required information regarding Pregnancy is missing.	Review Household Information
43913	Defect Fix	Clicking on the <b>Submit</b> button on the <i>Sign and Submit Your</i>	Clicking on the <b>Submit</b> button on the <i>Sign and</i>	Sign and Submit Your

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		<i>Changed Application</i> page after making changes to the address and the income details of a user displayed a <i>We Apologize</i> popup.	<i>Submit Your Changed Application</i> page after making changes to the address and the income details of a user displays <i>Household Eligibility Results Summary</i> page	Changed Application
47157	Defect Fix	Clicking on the <b>Next</b> button on the <i>Welcome to Your Application</i> page without selecting a response for the optional question <b>How did you hear about Covered California?</b> displayed a <i>We Apologize</i> popup.	Clicking on the <b>Next</b> button on the <i>Welcome to Your Application</i> page without selecting a response for the optional question <b>How did you hear about Covered California?</b> displays the <i>Verification of Your Information</i> popup.	Welcome to Your Application
47015	Defect Fix	Clicking on the <b>Continue</b> button on the <i>Legal Notice</i> page incorrectly displayed the <i>You have been logged out</i> page when an Admin logged in by clicking the <b>Log In</b> button on the <i>You have been logged out</i> page.	Clicking on the <b>Continue</b> button on the <i>Legal Notice</i> page displays the <i>Administration Home</i> page when an Admin logs in by clicking the <b>Log In</b> button on the <i>You have been logged out</i> page.	You have been logged out
<b>Security</b>				
48189	Defect Fix	When an SCR clicked on the <b>Notes</b> link in the left navigation bar on the <i>Application History</i> page, a <i>We Apologize</i> error message was displayed.	When an SCR clicks on the <b>Notes</b> link in the left navigation bar on the <i>Application History</i> page the <b>Notes</b> page displays.	Application History
<b>Enrollment-Financial Management</b>				
44577	Defect Fix	The <b>Tax Credit Amount</b> displayed on the <i>Choose Enrollment Groups</i> page was incorrect for an HHM whose pregnancy had ended.	The <b>Tax Credit Amount</b> displayed on the <i>Choose Enrollment Groups</i> page is correct for an HHM whose pregnancy has ended.	Choose Enrollment Groups
45936	Defect Fix	The GHIX back fill batch job (PR1_GI2.0_MOTHLY_ENR_PREMIUM_ADHOC) was not creating an enrollment event for prior period terminated enrollments.	The GHIX back fill batch job (PR1_GI2.0_MOTHLY_ENR_PREMIUM_ADHOC) now creates an enrollment event for prior period terminated enrollments.	N/A

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
44483	Defect Fix	The HBX Member End Date did not match with the GHIX Member End Date when the Enrollment Start and End Dates were updated on the <i>Complete Enrollments Override Updates</i> page.	The HBX Member End Date matches with the GHIX Member End Date when the Enrollment Start and End Dates are updated on the <i>Complete Enrollments Override Updates</i> page.	NA
41200	Defect Fix	The IRS outbound batch job (IRS-2015-OB-01) generated XML files with incorrect Coverage Start and Coverage End dates.	The IRS outbound batch job (IRS-2015-OB-01) generates XML files with correct Coverage Start and Coverage End dates.	NA
48245	Defect Fix	The Monthly IRS generate content files batch job (IRS-1001-OB-01) returned an exception error.	The Monthly IRS generate content files batch job (IRS-1001-OB-01) completes successfully.	NA
<b>Notices</b>				
47943	Defect Fix	The CalNOD03 notice had formatting issues.	The CalNOD03 notice formats correctly.	NA
<b>EHIT</b>				
43610	Defect Fix	The EDRs without CalHEERS case person number for the Primary Contact returned an exception error.	The EDRs without CalHEERS case person number for the Primary Contact are processed successfully.	NA
47908	Defect Fix	The EDRs for cases having multiple INDV_CASE_ID for an HBX_CASE_INDV returned an exception error.	The EDRs for cases having multiple INDV_CASE_ID for an HBX_CASE_INDV are processed successfully.	NA
47844	Defect Fix	Clicking on the <b>Submit Application</b> button on the <i>Sign and Submit Your Changed Application</i> page after reporting a change to the immigration status displayed a <i>We Apologize</i> popup.	Clicking on the <b>Submit Application</b> button on the <i>Sign and Submit Your Changed Application</i> page after reporting a change to the immigration status now displays the <i>Household Eligibility Results Summary</i> page.	Sign and Submit Your Changed Application
<b>MEDS</b>				
43903	Defect Fix	The MEDS create application HX18 batch job (MED-1002-DD-01) returned an exception error.	The MEDS create application HX18 batch job (MED-1002-DD-01) completes successfully.	NA

## 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
<b>Online Application</b>			
297	Clicking on the <b>Log In</b> button on the <i>You have been logged out</i> page displayed on the <i>Log in or Create an Account to Get Covered</i> page. Entering the credentials on the <i>Log in or Create an Account to Get Covered</i> page and clicking on the <b>Log In</b> button incorrectly displayed the <i>You have been logged out</i> page on Safari browser.	47015	19.3
299	The Individual Home page for State Inmates incorrectly displays the <b>Continue</b> button for Renewal, upon requesting discontinuance from renewal.	47624	19.3

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

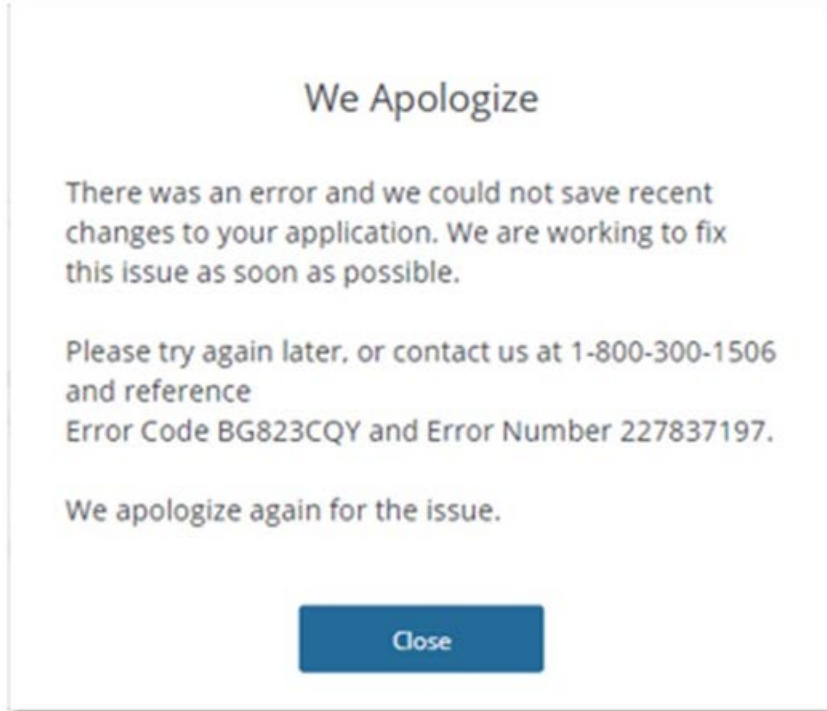
#	New Alternate Procedures	Ref ID	Planned Release
<b>Online Application</b>			
301	Users encounter Error Code BG823CQY when trying to upload documents greater than 7.15 MB on <i>Documents and Correspondence</i> page.	48395	19.3.0.1

### Alternate Procedure #301: Users encounter Error Code BG823CQY when trying to upload documents greater than 7.15 MB on *Documents and Correspondence* Page.

<b>Users Impacted</b>	All Users of the Documents and Correspondence Page
<b>Area Impacted</b>	Uploading Documents
<b>What's Happening Now</b>	Some users may encounter a <i>We Apologize</i> error message alerting them that <i>There was an error and we could not save recent changes to your application with Error Code BQ823CQY</i> when trying to upload a document greater than 7.15 MB on the <i>Documents and</i>

**Alternate Procedure #301: Users encounter Error Code BG823CQY when trying to upload documents greater than 7.15 MB on *Documents and Correspondence* Page.**

*Correspondence* page, despite the page indicating it allows uploads up to 7.15 MB.



**Actions to Take**

Users encountering the above error message can close the popup and follow the steps below to complete the upload:

1. Create a version of the document to upload that is less than 7.15 MB.
2. Re-upload the document.

**Defect**

48395

**Planned Release**

19.3



Glossary			
Acronym	Full Form	Acronym	Full Form
<b>ABE</b>	Accenture Billing Engine	<b>IMM</b>	Immigrant
<b>ADA</b>	Americans with Disabilities Act	<b>IRS</b>	Internal Revenue System
<b>Administrator (Admin)</b>	SCR and CEW user roles	<b>ISO</b>	Information Security Officer
<b>AHBX</b>	Accenture Health Benefit Exchange	<b>IVR</b>	Interactive Voice Response
<b>AI</b>	American Indian	<b>JAWS</b>	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)
<b>ALM</b>	Application Lifecycle Management	<b>LFP</b>	Lawful Presence
<b>AN</b>	Alaskan Native	<b>LV</b>	Life event needs verification
<b>APTC</b>	Advance Premium Tax Credits	<b>MAGI</b>	Modified Adjusted Gross Income
<b>BOB</b>	Book of Business	<b>MCAP</b>	Medi-Cal Access Program
<b>BPM</b>	Business Process Management	<b>MCIEP</b>	Medi-Cal Inmate Eligibility Program
<b>BRE</b>	Business Rules Engine	<b>MEC</b>	Minimal Essential Coverage
<b>CCHCS</b>	California Correctional Health Care Services	<b>MEDS</b>	Medi-Cal Eligibility Determination System
<b>CCHIP</b>	County Children's Health Initiative Program	<b>MNE</b>	Manual Eligibility
<b>CCP</b>	Covered California Programs	<b>NHeLP</b>	National Health Law Program
<b>CDCR</b>	California Department of Corrections and Rehabilitation	<b>NIST</b>	National Institute of Standards and Technology
<b>CEC</b>	Certified Enrollment Counselor	<b>NMEC</b>	Non-MAGI MEC AID Code
<b>CEE</b>	Certified Enrollment Entities	<b>NOA</b>	Notices of Action
<b>CEW</b>	County Eligibility Worker	<b>NQI</b>	New Qualified Immigrants
<b>CFS</b>	Carry Forward Status	<b>OAM</b>	Oracle Access Manager
<b>CIN</b>	Client Index Number	<b>OBIEE</b>	Oracle Business Intelligence Enterprise Edition
<b>CMI</b>	Current Monthly Income	<b>OIM</b>	Oracle Identity Manager
<b>CMS</b>	Centers for Medicare & Medicaid Services	<b>OPA</b>	Oracle Policy automation
<b>COR</b>	County of Responsibility	<b>PAI</b>	Projected Annual Income
<b>CR</b>	Change Requests	<b>PBE</b>	Plan Based Enroller
<b>CSR</b>	Cost Share Reduction	<b>PBPS</b>	Pitney Bowes Presort Services
<b>CSS</b>	Cascading Style Sheets (CSS is a style sheet language used	<b>PDF</b>	Portable Document Format

Glossary			
Acronym	Full Form	Acronym	Full Form
	for describing the look and formatting of a document written in a markup language)		
<b>CSV</b>	Comma Separated Value	<b>PLR</b>	Policy Level Reporting
<b>DER</b>	Determination of Eligibility Response	<b>QDP</b>	Qualified Dental Plan
<b>DER-U</b>	Determination of Eligibility Response Unsolicited	<b>QHP</b>	Qualified Health Plan
<b>DHCS</b>	Department of Health Care Services	<b>RDP</b>	Registered Domestic Partner
<b>DIVS</b>	Document Imaging and Verification Solution	<b>ROP</b>	Reasonable Opportunity Period
<b>DWH</b>	Data Warehouse	<b>RTC</b>	Rational Team Concert
<b>ECM</b>	Electronic Content Management System	<b>SA</b>	Subject Area
<b>EDD</b>	Employment Development Department	<b>SAWS</b>	Statewide Automated Welfare Systems
<b>EDI</b>	Electronic Data Interchange	<b>SCIN</b>	Statewide Client Index Number
<b>EDR</b>	Eligibility Determination Request	<b>SCR</b>	Service Center Representative
<b>EERC</b>	Eligibility Evaluation Reason Code	<b>SFTP</b>	Secured File Transfer Protocol
<b>EPO</b>	Exclusive Provider Organization	<b>SIR</b>	Service Investigation report
<b>ESI</b>	Employer Sponsored Insurance	<b>SLCSP</b>	Second Lowest cost silver plan
<b>ETL</b>	Extract, Transform and Load	<b>SNOW</b>	Service Now
<b>FDSH</b>	Federal Data Services Hub	<b>SQL</b>	Structure Query Language
<b>FFY</b>	Former Foster Youth	<b>SSA</b>	Social Security Administration
<b>FIPS</b>	Federal Information Processing Standard	<b>SSApp</b>	Single Streamlined Application
<b>FPL</b>	Federal Poverty Level	<b>SSN</b>	Social Security Number
<b>FTB</b>	Franchise Tax Board	<b>STNA</b>	Short Term Negative Action
<b>FTI</b>	Federal Tax Information	<b>UAT</b>	User Acceptance Test
<b>FTR</b>	Failure to Reconcile	<b>UPW</b>	Unplanned Pregnant Woman
<b>GI</b>	Get Insured	<b>URL</b>	Uniform Resource Locator
<b>GHIX</b>	Get Insured Health Insurance Exchange	<b>USPS</b>	United States Postal Service
<b>HBX</b>	Health Benefit Exchange	<b>VLP</b>	Verify Lawful Presence
<b>HHM</b>	Household Member name	<b>WAT</b>	Web Accessibility Toolbar
<b>High Dated</b>	The record/data end date is set far off into the future with a	<b>WCC</b>	Web Center Content

**Glossary**

<b>Glossary</b>		<b>Glossary</b>	
<b>Acronym</b>	<b>Full Form</b>	<b>Acronym</b>	<b>Full Form</b>
	pseudo date, such as the year 2500.		
<b>IAP</b>	Insurance Affordability Programs	<b>WP</b>	Work Products
<b>ICT</b>	Inter County Transfer	<b>WSDL</b>	Web Services Descriptor Language
<b>IDD</b>	Interface Definition Document	<b>XML</b>	Extensible Markup Language