CalHEERS 24-Month Roadmap
2020 Initiatives – DRAFT – By Category
(as of 12/7/2018)

#	Initiative Name and Brief Description	Suggested Target Release Timeline	Category
1	Renewals 2020 - *The objective of this initiative is to enhance the Renewals/Open Enrollment process for 2020.*	2019 Q3	Annual Renewals
2	Override eligibility determination functionality (BREfS - *Phase C Part 2*) – *The objective of this initiative is to enable CEWs to manually override CalHEERS eligibility determinations, which will be subject to existing county case management processes for effectuating correct MAGI Medi-Cal eligibility. This initiative would also provide the override capability via the CalHEERS portal for use by Covered CA SCRs and designated state staff for state managed programs in CalHEERS, such as MCIEP.*	2019 Q3	Business Rule Exposure for SAWS (BREfS)
3	SB 1341 AB 617 - BREfS Phase B – *The objective of this initiative is to align CalHEERS with Senate Bill 1341 and Assembly Bill 617 and examine methods to consolidate and send notices for Mixed Households.*	2020	Business Rule Exposure for SAWS (BREfS)
4	Next day eligibility determination/remediation (BREfS - Phase C Part 3) – *The objective of this initiative is to allow remediation to occur after eligibility was finalized the day prior.*	2020	Business Rule Exposure for SAWS (BREfS)
5	Eligibility Preview/Standby (BREfS - Phase C Part 4) – *The objective of this initiative is to modify the eHIT architecture to add an Eligibility Preview and also provide the preview capability via the CalHEERS portal for use by Covered CA SCRs and designated state staff for state managed programs in CalHEERS, such as MCIEP.*	2020	Business Rule Exposure for SAWS (BREfS)
6	Verifications Only Service and Separation of Verifications by Source (BREfS - Phase D) – *The objective of this initiative is to modify both the CalHEERS portal and the eHIT architecture to add a separate Verifications Only service, as well as to integrate the document imaging verification solution with the SAWS via eHIT.*	2020	Business Rule Exposure for SAWS (BREfS)

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7	Streamline the Covered CA Annual Renewal Notice (NOD12) – *The objective of this initiative is to update the notice language and enhance the process to reduce the number of variations of NOD12s.*	2019 Q3	CalHEERS - Efficiency Improvements
8	Automation of the Application Missing Information Notice (NOD16) – *The objective of this initiative is to allow admin roles to skip required fields and automatically send the consumer notification of missing information.*	2020	CalHEERS - Efficiency Improvements
9	Automate and Streamline the Annual FPL Updates – *The objective of this initiative is to automate functionality for the Annual FPL Updates, without requiring a production release to make this annual process more efficient. This initiative will not make any changes to the consumer facing application.*	2020	CalHEERS - Efficiency Improvements
10	100% Mobile Capability – *The objective of this initiative is to update the online application to be fully mobile compatible.*	2020	Infrastructure Enhancements
11	County Inmate Program – *The objective of this initiative is to allow CalHEERS to accept applications for the County Medi-Cal Inmate Program (MCIEP) from the SAWS access channel. County staff will be able to process eligibility for County Inmate Program and County Compassionate Release/Medical Probation Program.*	2020	New Programs
12	Mega mandatory aid determination/remediation (BREfS - Phase C Part 5) – *The objective of this initiative is to align CalHEERS with the mega mandatory program and determine the remediation process.*	2021	New Programs

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13	CalACES/CalSAWS Migration Testing Support – *The objective of this initiative is to facilitate the CalHEERS system interface testing needs as C-IV and LRS migrate to CalACES and the future CalSAWS migration.*	2019	Partner Interface Updates
14	Eligibility Notice (NOD01) Enhancements – *The objective of this initiative is to improve the eligibility notice language, structure, and generation. This initiative will be implemented on a continuous basis through the release-based change requests.*	2019 Q3	Notice Updates
15	EDD Interface - Employer Address Information – *The objective of this initiative is to enhance the EDD interface to collect employer addresses. This will reduce the need for consumers to enter employer contact information. This will ensure CCA has accurate information to send the required employer notifications.*	2020	Partner Interface Updates
16	Implementation of GI PCP Selection Module and Provider Map – *The objective of this initiative is to add functionality to the existing Provider Directory for physicians designated as Primary Care Providers (PCPs). The new functionalities are part of the GI PCP Module:* 1) PCP Assignment for QHP 2) Network Density Tools: This feature will allows consumers to search an area where they desire coverage and determine in real-time how many providers are active in an area for a health plan issuer.	2020	Partner Reconciliation Improvements
17	County of Responsibility/Case Linkage Updates – *The objective of this initiative is to address the remaining scenarios that require a Help Desk ticket to update the County of Responsibility linkage with SAWS.*	2020	Partner Reconciliation Improvements
18	CalHEERS - SAWS Reconciliation – *The objective of this initiative is to develop a reconciliation process, at a frequency to be determined, of Case Eligibility data between CalHEERS and SAWS.*	2020	Partner Reconciliation Improvements

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19	Medi-Cal Plan Selection – *The objective of this initiative is to provide the ability for MAGI Medi-Cal consumers to select a plan within CalHEERS.*	2020	Program Updates
20	Individual Level Eligibility – *The objective of this initiative is to enhance functionality when a household member fails to verify their income which impacts other household members who are dependent on that income and are not e-verified.*	2020	Program Updates
21	Enhance Medi-Cal Deemed Infant and Medi-Cal Access Infant Program Functionality - *The objective of this initiative is to enhance functionality for Eligibility of Medi-Cal Deemed Infants, provide ability to register Medi-Cal Access Program infants in CalHEERS, and add MCAIP E6/E7 infant's eligibility and renewal functionality to CalHEERS.*	2019 Q3	Program Updates
22	Implementation of Code of Federal Regulations (CFR) 435.603(i) in CalHEERS – *The objective of this initiative is to modify the current Bounce Back Rule functionality. This modification will ensure consumers meet the qualifications for Advanced Premium Tax Credits before granting eligibility based on the bounce back rule as defined in 42 CFR 435.603(I).*	2019 Q3	Program Updates
23	Federal Tax Changes – *The objective of this initiative is to add the court order date for alimony to align CalHEERS with the Tax Cuts and Jobs Act, which no longer allows alimony as an income type or deduction if the order is made after 12/31/2018.*	2019 Q3	Program Updates
24	Plan Dependent Definition – *The objective of this initiative is to update the CalHEERS System to allow multiple primary tax filers on the same case/application and to update the rules associated with Covered CA enrollment grouping for plan dependents.*	2020	Program Updates

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25	Consumer Protection (CEC, TMC, CE for Pregnant Women, FMC) – *The objective of this initiative is to determine eligibility for the Consumer Protection Programs (CPPs) in the event a consumer lose eligibility in their coverage group.*	2020	Program Updates
26	Advance Availability of RAC (Loss of MEC) – *The objective of this initiative is to ensure all users have the functionality to report a qualifying life event in advance.*	2020	Report a Change (RAC)/Special Enrollment Period (SEP)
27	SEP Dropdowns and Workflow – *The objective of this initiative is to update the SEP reasons in the online application and also update eHIT/SAWS accordingly.*	2020	Report a Change (RAC)/Special Enrollment Period (SEP)
28	CalHEERS Webservice Update to Support IVR Flow for Multiple Enrollments – *Currently, the Covered California IVR system experiences an error when it attempts to authenticate a caller who has multiple enrollments in CalHEERS. This results in the consumer having to speak to an SCR to be authenticated. The intended outcome is for CalHEERS and the IVR to authenticate a caller who has multiple enrollments in CalHEERS.*	2019 Q3	User Experience Updates
29	IAP Transition Enhancements – *The objective of this initiative is to improve the transition process for consumers moving between Covered CA and Medi-Cal programs.*	2019 Q3	User Experience Updates
30	Changes to the Account Home Page – *The objective of this initiative is to redesign the Account Home Page to provide consumers with the information that is most important or relevant to their situation and provide guidance for next steps. The redesign will enhance the consumer experience and reduce consumer confusion.*	2019 Q3	User Experience Updates

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31	Consumer Friendly Document Names for CalHEERS Notices – *The objective of this initiative is to update the display name for notices in consumers' Secure Mailbox to increase understanding.*	2019 Q3	User Experience Updates
32	Enhancements to Documents & Correspondence Page and the Consumer's Secure Mailbox – *The objective of this initiative is to update the Document & Correspondence pages to improve the user experience.*	2019 Q3	User Experience Updates
33	Updates to Immigration Document Error Message – *The objective for this initiative is to simplify system error messages to end users in a more succinct and readable format.*	2019 Q3	User Experience Updates