Executive Summary

CalHEERS Feature Release 15.5 (deployed on 05/04/2015) contains the following:

- Budget Worksheet and Application History
- Federal Poverty Level (FPL) Tables
- SAWS Zip Files Transfer Process
- CalNOD62A (Original) Notice
- Increase the Federal Poverty Levels for Existing Pregnancy Aid Codes M9, M7, M0, and M8
- CALSTARS Interface
- Update "Tax Filing Attestation" on Arbitration Language
- Learn More Link for Former Foster Care
- Enrollment Assistance
- Federal and State Interfaces
- Individual Portal
- Updates to NOD01 Notice
- IRS Schema for Annual Response Processing
- Enable the Learn More Link
- Maintain Report a Change 2014 Link for Admins and Extend Batch Termination of 2014 Enrollments
- Remove SEP Event (Informed of Tax Penalty Risk)
- Plan and Enrollment Management
- Notices
- IRS 1095 Reporting
- NOD01-Appeal Language Update (English & Spanish) Snippet #260

The following **Key New Features** have been added or modified in this release:

- Budget Worksheet and Application History

The following **Key System Updates** have been deployed in this release:

- Federal Poverty Level (FPL) Table for MAGI
- Updates to NOD01 Notice
- IRS Schema for Annual Response Processing
- Additional Populations Identified for CalNOD62A (Original) Notice
- Enable the Learn More Link
- Update Learn More Link for Former Foster Care
- Increase the Federal Poverty Levels for Existing Pregnancy Aid Codes M9, M7, M0, and M8
- Maintain Report a Change 2014 Link for Admins and Extend Batch Termination of 2014 Enrollments
- Remove SEP Event (Informed of Tax Penalty Risk)
- Update "Tax Filing Attestation" on Arbitration Language
- Update CALSTARS Interface to Process Underpayments
- SAWS Zip Files Transfer Process
- NOD01-Appeal Language Update (English & Spanish) Snippet #260

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

- Enrollment Assistance
- Individual Portal
- Plan and Enrollment Management
- Notices
- IRS 1095 Reporting
- Federal and State Interfaces

The following **Alternate Procedures** have been provided with this release:

No Longer in Effect with this release

- Individual Portal

New with this release

- Individual Portal

Purpose and Scope

This document describes the contents of the CalHEERS Feature Release 15.5. 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.

Budget Worksheet and Application History

Ref ID	Type	Previous Design/Problem	New Functionality	Pages Impacted
9921	Change Request	This functionality did not previously exist.	Two new pages, *Budget Worksheet* and *Application History*, on the CalHEERS portal are now accessible to Admin users to assist them when manually reviewing a case for eligibility. The *Application History* page displays historical eligibility results and has accessible links to view the *Eligibility Results* page associated with each of the historical eligibility records. From the *Eligibility Results* page, Admin users can access the corresponding *Budget Worksheet* page.	• Budget Worksheet • Application History • Eligibility Results

Key System Updates

The following summarizes the modified features included in this release.

Federal Poverty Level (FPL) Table for MAGI

Ref ID	Type	Previous Design/Problem	New Functionality	Pages Impacted
	Request	Medi-Cal determinations.	From 01/01/2015 forward for MAGI Medi-Cal determinations. The Covered CA FPL table will retain the 2014 values for the remainder of 2015, but their table for 2016 has been updated now for the future open enrollment.	

Updates to NOD01 Notice

Ref ID	Type	Previous Design/Problem	New Functionality	Pages Impacted
9963	Change Request	Modifications were made to existing snippets and/or new snippets were created to support language changes to the CalNOD01 Covered California Eligibility Determination Notice, Redetermination, and Verification Inconsistencies Notice of Action. The release of this CR is a phased approach. With R11.2 implementation, 5 snippets with text changes were modified.	With this release, dynamic changes to the CalNOD01 notices have been made, including 15 snippet changes. All snippets in this release have been updated to include new advocate language provided by Covered California.	NA

NOD01-Appeal Language Update (English & Spanish) Snippet #260

Ref ID	Type	Previous Design/Problem	New Functionality	Pages Impacted
42513	Change Request	CalNOD01 Covered California Eligibility Determination Notice, Redetermination, and Verification Inconsistencies Notice of Action said: **If you think we made a mistake** If you think we made a mistake or you don't agree with our decision, you can appeal. To ask for an appeal, log on to **www.CoveredCA.com** and send an appeal request. Or call the Covered California Review Department at **1-800-300-1506**.	CalNOD01 Covered California Eligibility Determination Notice, Redetermination, and Verification Inconsistencies Notice of Action says: **If you think we made a mistake** If you think we made a mistake or you don't agree with our decision, you can appeal. You have 90 days from the date of the eligibility decision to file an appeal. If you	NA

Ref ID	Type	Previous Design/Problem	New Functionality	Pages Impacted
		Si piensa que hemos cometido un error Si usted piensa que hemos cometido un error o no está de acuerdo con nuestra decisión, usted puede apelar. Para pedir una apelación, ingrese a su cuenta en **www.CoveredCA.com** y envíe un pedido de apelación. O llame al Departamento de Revisión de Covered California al **1-800-300-0213.**	appeal and we agree with you, we may change our decision. If we change our decision, your family members' coverage decision may also change, even if they do not file their own appeal. You have the right to appeal any of the following: • I did not qualify for a Covered California health plan or premium assistance. • I did not qualify for Medi-Cal. • The amount of premium assistance (federal tax credits to help lower my monthly premium) I qualify for is not correct. • The level of cost-sharing reductions (help paying my co-payments and deductibles) I qualify for is not correct. • I did not get a decision about my application in a timely manner. (More than 10 days after receipt of a complete application if I qualify for Covered California or more than 45 days if I qualify for Medi-Cal). You can request an appeal in any of the following ways:	

Ref ID	Type	Previous Design/Problem	Modified Functionality	Pages Impacted
			• Go to www.CoveredCA.com to download and print a "Request for a State Fair Hearing to Appeal a Covered California Eligibility Determination" form. • Fax your appeal to the State Hearings Division at: (916) 651-2789 • Mail your appeal to: CA Department of Social Services Attn: ACA Bureau P.O. Box 944243 Mail Station 9-17-37 Sacramento, California 94244-2430 • Email your appeal to: SHDACABureau@DSS.CA.gov (please do not email private information such as your Social Security Number) • Request an appeal in person at your County Welfare Department • Call the State Hearings Division and submit your appeal over the phone: 1 (855) 795-0634. • You may choose to represent yourself, or be represented by an attorney or another representative. • If you have an immediate need for health services and a delay could seriously jeopardize your health, you can ask for	

Ref ID	Type	Previous Design/Problem	Modified Functionality	Pages Impacted
			an expedited appeal by calling CDSS at 1 (855) 795-0634.	
			• All hearings will be conducted by telephone, video conference, or in person.	
			• You may request continued enrollment in your Covered California health plan with your current level of premium assistance while your appeal for an eligibility redetermination is pending. You must continue to timely pay your share of premium to qualify for continued enrollment. If you request continued enrollment, please do not send your appeal by mail. Instead, call 1 (855)795-0634 or use fax or email.	
			• An appeal decision for you or other members of your household may result in a change in your eligibility or the eligibility of other members of your household. The change in eligibility may result in a redetermination of eligibility for all household members.	
			• For free local assistance with appeals, please call	

Ref ID	Type	Previous Design/Problem	Modified Functionality	Pages Impacted
			the Health Consumer Alliance: 1 (888) 804-3536.	
			Si usted piensa que hemos cometido un error Si usted piensa que hemos cometido un error o no está de acuerdo con nuestra decisión, usted puede apelar. Usted tiene 90 días a partir de la fecha de la decisión de elegibilidad para presentar una apelación. Si apela, y estamos de acuerdo con usted, es posible que cambiemos nuestra decisión. Si cambiamos nuestra decisión, la elegibilidad de los miembros de su familia también puede cambiar, incluso si no presentan su propia apelación.	
			Usted tiene el derecho de apelar a cualquiera de los siguientes: - No califiqué para un plan de salud de Covered California o ayuda con las cuotas. - No califiqué para Medi-Cal. - La cantidad de ayuda para las cuotas (crédito fiscal para ayudar a reducir la cuota mensual) no es correcta. - El nivel de la Reducción de los Costos Compartidos	

Ref ID	Type	Previous Design/Problem	Modified Functionality	Pages Impacted
			(ayuda para pagar mis co-pagos y deducibles) no es correcta	
			• No pude obtener una decisión sobre mi solicitud a tiempo. (Si califico para Covered California fue más de 10 días después de recibir una solicitud completa, o más de 45 días si califico para Medi-Cal).	
			Usted puede pedir una apelación de varias maneras:	
			• Puede ir a www.CoveredCA.com para descargar e imprimir un formulario de "Solicitud para una Audiencia imparcial del Estado para apelar una Determinación de Elegibilidad de Covered California"	
			• Por Fax a la División de Audiencias del Estado al: (916) 651-2789	
			• Envíe por Correo su apelación a: CA Department of Social Services Attn: ACA Bureau P.O. Box 944243 Mail Station 9-17-37 Sacramento, California 94244-2430	
			• Puede enviar su apelación por correo electrónico a: SHDACABureau@DSS.	

Ref ID	Type	Previous Design/Problem	Modified Functionality	Pages Impacted
			CA.gov (por favor no envíe por correo electrónico información privada tal como su número de Seguro Social)	
			• Puede solicitar una apelación en persona en su Departamento de Bienestar del Condado	
			• Puede llamar a la División de Audiencias del Estado y enviar su apelación por teléfono al: 1 (855) 795-0634	
			• Usted puede optar por representarse a sí mismo, o ser representado por un abogado u otro representante.	
			• Si usted tiene una necesidad inmediata de servicios de salud y una demora podría poner en grave riesgo su salud, usted puede solicitar una apelación acelerada llamando a CDSS al 1 (855) 795-0634.	
			• Todas las audiencias se llevarán a cabo por teléfono, video conferencia, o en persona.	
			• Usted puede solicitar la inscripción continua en su plan de salud de Covered California con su nivel actual de ayuda con las cuotas mientras su apelación	

Ref ID	Type	Previous Design/Problem	Modified Functionality	Pages Impacted
			para una nueva determinación de elegibilidad está pendiente. Usted debe seguir pagando puntualmente su cuota para calificar en la inscripción continua. Si usted solicita inscripción continua, por favor no envíe su apelación por correo. En cambio, llame al 1 (855)795-0634 o use el fax o correo electrónico. • Una decisión de apelación para usted u otros miembros en su hogar, podría resultar en un cambio de su elegibilidad o de elegibilidad para otros miembros de su hogar. El cambio en elegibilidad puede resultar en una redeterminación de elegibilidad para todos los miembros del hogar. • Para obtener asistencia local gratuita con las apelaciones, por favor llame al Health Consumer Alliance, al: 1 (888) 804-3536.	

IRS Schema for Annual Response Processing

Ref ID	Type	Previous Design/Problem	Modified Functionality	Pages Impacted
39985	Change Request	The CalHEERS IRS annual response processing job pointed to an October 2014 schema file.	The CalHEERS IRS annual response processing job points to a December 2014 schema file.	NA

Additional Populations Identified for CalNOD62A (Original) Notice

Ref ID	Type	Previous Design/Problem	Modified Functionality	Pages Impacted
40809	Change Request	Specific populations of consumers were not receiving the CalNOD62A IRS 1095-A Health Insurance Marketplace Statement (Original).	The batch job for the CalNOD62A IRS 1095-A Health Insurance Marketplace Statement (Original) notices has been modified so that Consumers will receive the CalNOD62A. • New rules defined to address Duplicate Spouses – defect 11683 • New rules defined to address Duplicate Addresses – defect 20231 • New rules defined to address Duplicate Primary tax filer – defect 20229	NA

Enable the Learn More Link

Ref ID	Type	Previous Design/Problem	Modified Functionality	Pages Impacted
42255	Change Request	The **Learn More** links were disabled on all application pages, the *Report a Change Summary* page, and the *Application Signature for Reported Changes* page.	The **Learn More** links are enabled on all application pages, the *Report a Change Summary* page, and the *Application Signature for Reported Changes* page.	• All application pages • Report a Change Summary • Application Signature for Reported Changes

Update Learn More Link for Former Foster Care

Ref ID	Type	Previous Design/Problem	Modified Functionality	Pages Impacted
42173	Change Request	**Learn More** links displayed on all application pages, the *Report a Change Summary* page, and the *Application Signature for Reported Changes* page. On the *Apply for Benefits – Get Help with Costs* page, when Users clicked on the **If you are applying for someone who was previously in foster care, click** <u>here</u> **to learn more** link, the *Former Foster Care* popup did not include a URL.	**Learn More** links have been removed on all application pages, the *Report a Change Summary* page, and the *Application Signature for Reported Changes* page. On the *Apply for Benefits – Get Help with Costs* page, when Users click on the **If you are applying for someone who was previously in foster care, click** <u>here</u> **to learn more** link, the *Former Foster Care* popup includes **http://www.dhcs.ca.gov/services/medi-cal/eligibility/Pages/FFY.aspx**.	• All application pages • Report a Change Summary • Application Signature for Reported Changes • Changes Apply for Benefits – Get Help with Costs

Increase the Federal Poverty Levels for Existing Pregnancy Aid Codes M9, M7, M0, and M8

Ref ID	Type	Previous Design/Problem	Modified Functionality	Pages Impacted
30041	Change Request	The Federal Poverty Level (FPL) for the following pregnancy aid codes was: • M9 (Pregnant Women: Citizen/Lawfully Present; limited scope)-60-213% • M7 (Pregnant Women: Citizen/Lawfully Present; full-scope)-0-60% • M0 (Pregnant Women: Citizen/Lawfully present; undocumented)-60-213% • M8 (Pregnant Women: Citizen/Lawfully Present; undocumented)-0-60%	With SB 857, the Federal Poverty Level (FPL) for the following pregnancy aid codes has increased to: • M9 (Pregnant Women: Citizen/Lawfully Present; limited scope)-138%-213% • M7 (Pregnant Women: Citizen/Lawfully Present; full-scope)-0-138% • M0 (Pregnant Women: Citizen/Lawfully present; undocumented)-138-213% • M8 (Pregnant Women: Citizen/Lawfully	NA

Maintain Report a Change 2014 Link for Admins and Extend Batch Termination of 2014 Enrollments

Ref ID	Type	Previous Design/Problem	Modified Functionality	Pages Impacted
41431	Change Request	The special enrollment period was scheduled to end on March 31, 2015. The **Report a Change 2014** link would have been disabled on the Admin view of the *Individual homepage* starting on March 31, 2015. 2014 active enrollments were scheduled to be terminated at the end of the special enrollment period on March 31, 2015.	The special enrollment period has been extended to October 31, 2015. The **Report a Change 2014** link will remain accessible to Service Center staff to allow for the 1095 correction process until October 31, 2015. 2014 active enrollments will now be terminated after October 31, 2015.	Individual homepage

Remove SEP Event (Informed of Tax Penalty Risk)

Ref ID	Type	Previous Design/Problem	Modified Functionality	Pages Impacted
41429	Change Request	The **Do any of the following qualifying life events or situations apply to you?** dropdown list contained an **Informed of Tax Penalty Risk** dropdown value.	The **Do any of the following qualifying life events or situations apply to you?** dropdown list no longer contains an **Informed of Tax Penalty Risk** dropdown value.	Application Signature for Reported Changes Application Signature

Update "Tax Filing Attestation" on Arbitration Language

Ref ID	Type	Previous Design/Problem	Modified Functionality	Pages Impacted
39963	Change Request	The *Provide eSignature* page said, "**I agree to file a (2015) tax return <u>before </u>(April 15, 2016) to claim the Premium Tax Credit**."	The *Provide eSignature* page says, "**I agree to file a (2015) tax return <u>on or before </u>(April 15, 2016) to claim the Premium Tax Credit**."	Provide eSignature

Update CALSTARS Interface to Process Underpayments

Ref ID	Type	Previous Design/Problem	Modified Functionality	Pages Impacted
39961	Change Request	ABE created a manual work item in order to process partial payments from Carriers on the Individual PMPM invoice.	ABE can now process partial payments from Carriers on Individual PMPM invoice automatically.	NA

SAWS Zip Files Transfer Process

Ref ID	Type	Previous Design/Problem	Modified Functionality	Pages Impacted
40699	Change Request	The original design in the CalHEERS SAWS outbound SFTP process called for a single zip, specific to County and Case, to deliver both images and notices. As the volumes surpassed the performance limitations, a mitigation strategy to manually bundle the singleton zips into a further bundled zip had been implemented upon every deployment to react to the volume.	The original design has been updated to make the bundling process a part of the base functionality. As such, no human intervention on the part of the Release Management and Build/Deploy teams is needed to configure this process. This process is now automated. Also, Image transfer has been removed from this process, and will be addressed in CR # 10020.	NA

Key Fixes

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

Enrollment Assistance

Ref ID	Type	Previous Design/Problem	Modified Functionality	Pages Impacted
20328	Defect Fix	The "**How would you like us to contact you?**" question on the *Certified Enrollment Counselor* page did not have a default answer (the radio button was not prepopulated).	The "**How would you like us to contact you?**" question on the *Certified Enrollment Counselor* page defaults to **Phone** (the radio button is prepopulated).	Certified Enrollment Counselor

Individual Portal

Ref ID	Type	Previous Design/Problem	Modified Functionality	Pages Impacted
20756	Defect Fix	When a User clicked on the **Edit** button in the **Household Relationships** section on the *Household Summary* page, the system did not navigate the User to the *Relationships* page, but stayed on the *Household Summary* page.	When a User clicks on the **Edit** button in the **Household Relationships** section on the *Household Summary* page, the *Relationships* page displays.	Household Summary

Ref ID	Type	Previous Design/Problem	Modified Functionality	Pages Impacted
19709	Defect Fix	After C-IV completed a RAC on a continuing case via SAWS (income amount change and new pregnancy), the new income of $1,716 plus the ended income of $1,364 were combined for a total of $3,080, which displayed, but was not counted in the benefit calculation	Only the new income of $1,716 is displayed as that is the countable income for benefit calculation. Note: This was a display only issue.	• Employment Income • Income Summary
20841	Defect Fix	Deprecated income values were returned for existing cases in unsolicited DERs.	Deprecated income values are no longer returned for existing cases in unsolicited DERs.	NA
19711	Defect Fix	The **Transactions Table** and **Change Log table** on the *Transaction History* page appeared blank for a withdrawn case.	The **Transactions Table** and **Change Log table** on the *Transaction History* page display data for a withdrawn case.	Transaction History

Plan and Enrollment Management

Ref ID	Type	Previous Design/Problem	Modified Functionality	Pages Impacted
20793	Defect Fix	For cases with two enrollments (one terminated and one enrolled) that had the same subscriber ID and CMS_plan_ID, when a User tried to terminate the active enrollment, a "**No active enrollment found**" error message displayed.	For cases with two enrollments (one terminated and one enrolled) that have the same subscriber ID and CMS_plan_ID, a User is able to terminate the active enrollment.	Terminate Participation

Ref ID	Type	Previous Design/Problem	Modified Functionality	Pages Impacted
20490	Defect Fix	When a User clicked on the **X** (close) button in the Spanish version of the *Premium Assistance* popup on the *Your Cart* page, another popup containing incorrect text (**'** and **&iguest;**) displayed that said, "**Usted ha hecho cambios la cantidad de 'la ayuda con los primas'que usted toma. &iguest;Quiere guarder estos cambios?**" and the **OK** and **Cancel** buttons displayed in English.	When a User clicks on the **X** (close) button in the Spanish version of the *Premium Assistance* popup on the *Your Cart* page, another popup containing correct text displays that says, "**Usted ha hecho cambios la cantidad de la ayuda con los primas que usted toma. Quiere guarder estos cambios?**" and the **OK** and **Cancel** buttons display in Spanish.	Your Cart

Ref ID	Type	Previous Design/Problem	Modified Functionality	Pages Impacted
20489	Defect Fix	The Spanish version of the first and third *Premium Assistance* popups on the *Your Cart* page displayed commas instead of decimal points and vice versa in the APTC amount (e.g., $113,00 instead of $113.00 and $1.934,24 instead of $1,934.24).	The Spanish version of the first and third *Premium Assistance* popups on the *Your Cart* page display commas and decimal points where appropriate in the APTC amount (e.g., $113.00 and $1,934.24).	Your Cart
8975	Defect Fix	The Spanish version of the *Your Cart* popup contained a button that displayed English and Spanish and said, "**Continue comprando**."	The Spanish version of the *Your Cart* popup contains a button that displays only Spanish and says, "**Seguir comprando**."	Your Cart
19821	Defect Fix	With regard to ADA compliance, the following issues were present on the *Change Applied Premium Assistance* popup on the *Plan Enrollment Summary by Program* page: • Alignment of text when zoomed in/out was not consistent using the commonly used browsers (IE, Google Chrome, Mozilla	The following items are now ADA compliant on the *Change Applied Premium Assistance* popup on the *Plan Enrollment Summary by Program* page: • Alignment of text when zooms in/out is consistent using the commonly used	Plan Enrollment Summary by Program

Ref ID	Type	Previous Design/Problem	Modified Functionality	Pages Impacted
		and Safari). • Missing borders of the table in the popup in Google Chrome and Safari. • The popup did not display in greyscale • **Cancel** button appeared as text instead of appearing as a button. • **OK** button appeared as text instead of appearing as a button. • "**The function has encountered an error and will not work on this page**" error message displayed.	browsers (IE, Google Chrome, Mozilla and Safari). • Borders are present on the table in the popup in Google Chrome and Safari. • The popup displays in greyscale • **Cancel** button appears as a button. • **OK** button appears as a button. • **No** error message displays.	
20149	Defect Fix	The Spanish version of the *Provide eSignature* page displayed incorrect text, "**Me Comprometo A Presentar Una Declaraci?n De Impuestos (2014), En O Antes Del (April 15, 2015).**"	The Spanish version of the *Provide eSignature* page displays the correct text, "**Me Comprometo A Presentar Una Declaracion de Impuestos En o antes del (15 de Abril 2015).**"	Provide eSignature
20233	Defect Fix	After reporting a change, a household member was terminated from the plan. The incorrect generic maintenance reason code of "AI" passed for the terminated member.	After reporting a change, a household member was terminated from the plan. The correct maintenance reason code of "07" passes for the terminated member, which designates a change in health coverage.	NA
20312	Defect Fix	During reinstatement for 2014 enrollments, the system was populating coverage end date as **31-Dec-2015** in Plan Members tables.	During reinstatement for 2014 enrollments, the system is populating coverage end date as **31-Dec-2014** in Plan Members tables.	NA

Notices

Ref ID	Type	Previous Design/Problem	Modified Functionality	Pages Impacted
20247	Defect Fix	After submitting an unsubsidized application, the user reported a change in order to switch the application type to subsidized. Before submitting the change report, they clicked on the **Save & Exit** button on the *Household Introduction* page and they were navigated to the *Individual homepage*. From there, they clicked on the **Resume** button and were navigated to the *Review Application* page instead of the *Household Introduction* page where they left off.	When a User clicks on the **Resume** button on the *Individual homepage*, they are navigated to the last page they visited.	Individual homepage

IRS 1095 Reporting

Ref ID	Type	Previous Design/Problem	Modified Functionality	Pages Impacted
20671	Defect Fix	IRS-1000-DD-02: The **Monthly Premium Amount of Second Lowest Cost Silver Plan (SLCSP)** on the 1095-A only included the Medi-C al plan pricing.	IRS-1000-DD-02: The **Monthly Premium Amount of Second Lowest Cost Silver Plan (SLCSP)** on the 1095-A includes the Medi-C al and dental plan pricing.	NA
20860	Defect Fix	The Associated Policy section in the IRS - 2015 Monthly XML file was repeated twice.	The Associated Policy section in the IRS - 2015 Monthly XML file displays only once.	NA
20717	Defect Fix	The 1007 batch job failed to delete the decrypted monthly file from the encrypted folder.	The 1007 batch job deletes the decrypted monthly file from the encrypted folder.	NA
17991	Defect Fix	IRS-1003-DD-01: The Response Manifest File was incorrectly named as a nack.xml file.	IRS-1003-DD-01: The Response Manifest File is correctly named as a manifest.xml file.	NA
18100	Defect Fix	IRS-1003-DD-01 - Content files were processing ack/nack file.	IRS-1003-DD-01 - Content files no longer process ack/nack file.	NA

Ref ID	Type	Previous Design/Problem	Modified Functionality	Pages Impacted
18793	Defect Fix	IRS-1003-DD-01 – When processing the response files received by CMS, IRS-1003 job did not keep the error files separate, which made it difficult for the User to easily identify the error files.	IRS-1003-DD-01 – When processing the response files received by CMS, IRS-1003 now keeps the error files separate, which makes it easy for the User to identify the error files.	NA
19608	Defect Fix	IRS-2003-DD-01: Did not point to IRS schema received in December for annual response job.	IRS-2003-DD-01: Points to IRS schema received in December for annual response job.	NA
20128	Defect Fix	IRS-2003-DD-01: This batch job was not updating IRS_ACK_FLAG.	IRS-2003-DD-01: This batch job now updates IRS_ACK_FLAG.	NA

Federal and State Interfaces

Ref ID	Type	Previous Design/Problem	Modified Functionality	Pages Impacted
20321	Defect Fix	Fields in the Verification and Individual Eligibility Determination (VIED) response to capture Budget Worksheet and Application History did not exist.	New fields have been added in the VIED response to display Budget Worksheet and Application History	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.

Individual Portal

#	New Alternate Procedures	Ref ID	Planned Release
154	The **Edit** Button in the **Household Relationships** section on the *Household Summary* Page Does Not Work	Defect 20756	15.5

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
157	After RAC, clicking on the **Save & Exit** Button on the *Application Signature for Reported Changes* Page, and returning to complete the RAC, the **Your Changes** section does not display.	Defect 20987	15.7

Individual Portal

#	New Alternate Procedures	Ref ID	Planned Release
161	When Application is Withdrawn and User Reapplies, the *Relationships* Page Displays When the User Clicks on the **Continue** Button on the *Household Primary Contact* Page	Defect 21211	TBD
162	**Manage Verification** Link Does Not Display on the *Individual Homepage*	Defect 21152	TBD

Detailed Alternate Procedures

The following provides detailed alternate procedures for known issues:

Alternate Procedure 157 – After RAC, clicking on the **Save & Exit** Button on the *Application Signature for Reported Changes* page, and returning to complete the RAC, the **Your Changes** section does not display.

Users Impacted	All Users -Consumers (Individuals), Admins, CECs
Area Impacted	Individual Portal
What's Happening Now	When a Report a Change (RAC) is initiated and the user clicks on the **Save & Exit** button on the *Application Signature for Reported Changes* page and then returns to the page to finish processing the RAC, the **Your Changes** section does not display. After the User submits the RAC, the change displays on the Individual application pages, but the change indicator is set to 'N' when sent to SAWS partners.

Alternate Procedure 157 – After RAC, clicking on the **Save & Exit** Button on the *Application Signature for Reported Changes* page, and returning to complete the RAC, the **Your Changes** section does not display.

Actions to Take	Options

	1. If the **Save & Exit** button has been clicked on and the User does not see the **Your Changes** section on the *Application Signature for Reported Changes* page when they return to complete the RAC:
	    a. From the *Application Signature* page, click on the Covered California logo in the header (Admins: Click on the **Consumer Home** button in the header.). The *Individual homepage* displays.
	    b. Click on the **Withdraw Change Report** link. The *Withdraw Change Report Confirmation* popup displays.
	    c. Click on the **Yes** button. The popup closes.
	    d. Click on the **Report a Change** link. The *Report a Change Summary* page displays.
	    e. Click on the **Edit** button in the section for which a change needs to be reported. The corresponding page displays.
	    f. Make the needed change.
	    g. Click on the **Return to Summary** button. If the *Confirm Your Address* popup displays, select the correct address and then click on the **OK** button.
	    h. The *Report a Change Summary* page displays.
	    i. Click on the **Continue** button. The *Application Signature for Reported Changes* page displays.
	    j. Enter information in all required fields.
	    k. Click on the **Submit** button. The *Eligibility Results* page displays.
	
	 2. If the RAC has already been submitted even though the User did not see the **Your Changes** section on the *Application Signature* page:
	    Follow steps d – k above to report the same change as before. This will ensure that the change indicator is set to 'Y' when sent to SAWS partners.

SCR/Defect	Defect #20987
Planned Release	15.7

Alternate Procedure 161 – When the application is withdrawn and user reapplies, the *Relationships* Page Displays When the User Clicks on the **Continue** Button on the *Household Primary Contact* Page.

Users Impacted	Consumers (Individuals), Admins, CECs, etc.
Area Impacted	Individual Portal
What's Happening Now	After withdrawing an application and reapplying, when Users click on the **Continue** button on the *Household Primary Contact* page, the *Relationships* page displays instead of the *Household Members* page.

Alternate Procedure 161 – When the application is withdrawn and user reapplies, the *Relationships* Page Displays When the User Clicks on the **Continue** Button on the *Household Primary Contact* Page.

Actions to Take	1. From the *Relationships* page, click on the **Back** button. The *Household Members* page displays. 2. Complete all required fields on the *Household Members* page. 3. Complete the remaining pages in the application. 4. Submit the application.
SCR/Defect	Defect #21211
Planned Release	TBD

Alternate Procedure 162 – **Manage Verification** Link Does Not Display on the *Individual Homepage.*

Users Impacted	Consumers (Individuals), Admins, CECs, etc.
Area Impacted	Individual Portal
What's Happening Now	The **Manage Verifications** link does not display on the *Individual homepage* for Users who are Conditionally Eligible to MAGI Medi-Cal due to attesting to having an "SSN waiver". Therefore, Users are not able to submit verification documents when an Admin has already modified some of the verification statuses.
Actions to Take	1. After an Admin modifies (passes/fails) verification statuses on the *Personal Verification* page and clicks on the **Save** button, the *Household Verifications* page displays. 2. Click on the **Redetermine Eligibility** button. Eligibility is redetermined. 3. Click on the **Consumer Home** button in the header. The *Individual homepage* displays and the **Manage Verifications** link now displays.
SCR/Defect	Defect # 21152
Planned Release	TBD