Executive Summary

CalHEERS Feature Release 17.9 (to be deployed on 9/25/2017) contains updates to following:

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

- MEDS
- eHIT
- Eligibility & Enrollment

Key System Updates that have been deployed in this release:

- Eligibility & Enrollments
- Cross-Business Area
- Project
- Online Application
- eHIT
- Eligibility
- Notices

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

- Eligibility
- Enrollment-Financial Management
- MEDS
- Notices
- Reports
- Service Center
- Consumer Assistance
- Online Application

Alternate Procedures that have been provided with this release:

No Longer in Effect with this release

- Enrollment-Financial Management

New with this release

- Online Application
- Online Application

Purpose and Scope

This document describes the content of the CalHEERS Feature Release 17.9. 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
			MEDS	
			Modify CalHEERS to send Web Service responses and batch transaction Alerts to a user-friendly console	
7536	Change Request	This functionality did not previously exist.	CalHEERS receives Web Service messages and Batch Alerts generated from online and batch transactions sent to MEDS. These messages and alerts are now visible on the *MEDS Message and Alert Search* and *MEDS Message and Alert Detail* pages. Access to these pages are restricted to those with the appropriate user role. A new link, "Search MEDS Messages and Alerts", on the Admin Dashboard allows users to access the MEDS Message and Alert Search page.	MEDS Message and Alert Search MEDS Detail
			The Web Service messages and batch alerts indicate an issue which needs correcting to keep MEDS and CalHEERS in sync.	
			MEDS Messages and Alerts are processed daily (7 days a week). The messages are accessible in CalHEERS the following day. CalHEERS displays MEDS messages and alert records for up to 120 days from the date the MEDS message or alert was generated.	
			The *MEDS Message and Alert Search* page provides the user with two search options:	
			Basic Search • CalHEERS Case Number • CIN • MEDS ID / SSN • Message ID	
			Advanced Search • Message Date (From, To) (Date range is a maximum of 5-days from current date and must be within the last 4 months) • Transaction Type • Status • Message Category	

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
			• Number • County Code • Aid Code Search results default to display in descending order by Message ID. Clicking the Message ID link will navigate the user to the MEDS Message and Alert Detail page. The newly created MEDS Message or Alert will have a status of "Open" and a Status Date of the date the MEDS message or alert was processed in CalHEERS. CalHEERS allows a User to update the status on the MEDS Message and Alert Detail page. Options include Open, Deferred, In Progress, or Closed for each MEDS message or alert. Only the current message or alert status is displayed to the user.	
CalHEERS-MEDS Reconciliation for CalHEERS Managed Programs				
82343	Change Request	This functionality did not previously exist.	This change implements the CalHEERS-MEDS Reconciliation process for programs managed by CalHEERS. (APTC, CSR, CCP, MCAP, & CCHIP). A new batch transaction (RX20) file is generated on the first weekend of every month for Active cases with individuals who are Eligible or Conditionally Eligible to CalHEERS managed programs (APTC, CSR, CCP, MCAP, & CCHIP). This file will exclude Individuals who are Pending, Ineligible, and Discontinued. The 8E aid code will be excluded from the Reconciliation (Recon) file. The termination date will be sent for specific types of programs in the Recon file. Example: If a program is set to discontinue during the Recon month, such as MCAP which terminates on the last day of the 60-day postpartum, or the child's 19th birthday for CCHIP.	NA
Eligibility & Enrollment				
2018 Renewals CR				

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
82949	Change Request	This functionality did not previously exist.	This CR includes multiple enhancements to improve the consumer experience during renewals. The following changes have been made: • CalHEERS now has the functionality to discontinue APTC/CSR when the 009 or 010 tax filing codes are received from IRS. • CalHEERS updates the *Eligibility Results* page with new language reflecting the reason for the action that was taken with the 009 and 010 tax filing codes received from IRS. • When processing a renewal, the CFS is retained into the next benefit year until CFS is lifted. • CalHEERS shall evaluate both benefit years instantaneously when Carry Forward is active across two benefit years and a redetermination results in Carry Forward ending in the current benefit year. • CalHEERS always calls the income services for Insurance Affordability Program cases during active renewals. • CalHEERS has a crosswalk for members aging out of a Catastrophic plan enrollment for passive renewals • CalHEERS picks up the aged out Catastrophic plans in the last batch sweep. • The Admin portal now includes a link for a designated user role to access the new *Extend Enrollment Date* page to extend the open enrollment end date. This page allows the user to update the enrollment coverage start date for the OE benefit year. • When an Open Enrollment extension is processed, CalHEERS records the update on the Extend Enrollment Date page and displays the Open Enrollment extension dates on the *Eligibility Results* and *Enrollment Introduction* pages. • CalHEERS sets the enrollment status to **Enrolled** for **active** renewals in custom group cases where the subscriber remains with the same carrier and the status is enrolled.	Eligibility Results Enrollment Introduction

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
			• CalHEERS excludes a case with custom grouping from passive enrollment when an active renewal has started and custom grouping has changed with plan selection complete for at least one of the groups. • CalHEERS auto-determines eligibility for the next benefit year when **Report a Change** occurs between system dates 11/1 and 12/31 for the current benefit year when a MAGI Medi-Cal only case results in at least 1 household member being ineligible/discontinued for all programs for the current benefit year and the case is not part of the Exchange Renewal population.	
**eHIT**			
**County of Responsibility (COR) Release Update- Part C**			
91521	Change Request	This functionality did not previously exist.	This CR enhances the county case management for CalHEERS referral processing and COR Release Enablement batch sweep. • CalHEERS maintains the lock to existing COR for cases where a disposition is received for the Medi-Cal program (includes Non-MAGI) and the program eligibility status is not discontinued or ineligible for all individuals on the case. • CalHEERS COR enablement sweep maintains the lock to existing COR for CalHEERS Non-MAGI Medi-Cal Program referrals until a disposition is received for the Medi-Cal program (includes Non-MAGI) and the program eligibility status is provided. • CalHEERS COR enablement sweep enables a COR reassignment based on the latest disposition received provided the disposition has a Medi-Cal program (includes Non-MAGI) eligibility status update of discontinued or ineligible for all individuals on the case. • CalHEERS SAWS Interface COR enablement sweep no longer considers a 90-day cure period as part of the evaluation criteria for the enablement of COR release. • CalHEERS SAWS Interface COR enablement sweep does not consider the referral identifier in to enable County reassignment.	NA

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**			
**Update CalHEERS to automatically discontinue members/cases**			
6614	Change Request	Cases with consumers who were APTC conditionally eligible due to income inconsistency did not have an automated process to evaluate their income inconsistency at the end of the Reasonable Opportunity Period.	This CR will have an automated process to identify consumers who are conditionally eligible for APTC due to verification inconsistencies in household income-subsidy, and update a consumer's enrollment under the outcomes from Reasonable Opportunity Period. CalHEERS updates the budget worksheet to reflect calculations based on income provided by electronic source. The business rules and conditionally eligible snippets are updated on Eligibility Results page to include income.	Eligibility Results
**Eligibility for IAP Based on Immigration Status**			
69974	Change Request	CalHEERS did not include the mentioned immigration status to determine eligibility for MAGI Medi-Cal. • Lawful Presence • Qualified Non-Citizens • Five Year Bar applies • Five Year Bar met	CalHEERS now includes the mentioned immigration status to determine eligibility for MAGI Medi-Cal. • Lawful Presence • Qualified Non-Citizens • Five Year Bar applies • Five Year Bar met The *Household – Personal Verification* page has the dropdown values for Immigration Status updated and re-worded as mentioned below. • Lawful Permanent Resident (LPR/Green Card holder) • A non-citizen with an approved visa petition, who has a pending application for adjustment to LPR status	Household – Personal Verification Household Members Eligibility Results

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
			• A non-citizen, without a visa petition, who has a pending application for adjustment to LPR Status, with Employment Authorization • A non-citizen who has a pending application for adjustment to LPR status, without Employment Authorization • Refugee • Asylee • Cuban/Haitian Entrant • American Immigrant • Granted withholding of deportation or removal • Granted a stay of deportation • Granted suspension of deportation whose departure USCIS does not contemplate enforcing • Conditional Entrant granted before 1980 • Paroled into the United States for one year or more • Paroled into the United States for less than one year • Battered non-citizen, or parent or child of battered non-citizen • Granted Deferred Action (but not under Deferred Action for Childhood Arrivals - DACA) • Granted Deferred Action for Childhood Arrivals – (DACA) • Granted Order of Supervision, with Employment Authorization • Granted Order of Supervision, without Employment Authorization • An immigrant who entered and has continuously resided in the United States since before January 1, 1972, who would be eligible for an adjustment of status to lawful permanent resident (eligible as a Registry immigrant)	

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
			• Registry applicant, with Employment Authorization • Pending application for Creation of Record of Lawful Admission for Permanent Residence, with Employment Authorization • Granted voluntary departure and awaiting issuance of a visa • A non-citizen on whose behalf an immediate relative petition (I-130) has been approved and who is entitled to voluntary departure • Granted withholding of removal under the Convention against Torture – CAT • Granted a Victim of Trafficking visa (T visa), or spouse, child, sibling, or parent • Pending application for a Victim of Trafficking visa (T visa), or spouse, child, sibling, or parent • Taking steps to apply for a T visa or for certification by the Office of Refugee Resettlement • Granted U visa • Filed for a U visa • Granted Student Visa (e.g. F or M visa) • Granted Work Visa (e.g. H-1, J-1, O, R, P visa) • Granted Visitor Visa (e.g. B visa) • Lawful Temporary Resident (special agricultural workers, or certain immigrants admitted into the U.S. before 1982) • Granted Temporary Protected Status (TPS), or pending applicants for TPS (pending applicants must have Employment Authorization) • Family Unity Beneficiary • Granted Deferred Enforced Departure • Resident of American Samoa	

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
			• Citizen of Micronesia, the Marshall Islands, or Palau • Administrative order staying removal issued by the Department of Homeland Security • Pending application for legalization under Immigration Reform and Control Act - IRCA, with Employment Authorization • Pending application for asylum with Employment Authorization or is under the age of 14 and has had a pending application for asylum for at least 180 days • Pending application for withholding of removal with Employment Authorization, or is under the age of 14 and has had a pending application for withholding of removal for at least 180 days • Pending application for legalization under the LIFE Act, with Employment Authorization • Pending application for suspension of deportation, or cancellation of removal or special rule cancellation of removal, with Employment Authorization • Pending application for Special Immigrant Juvenile Status • Document or Status Not Listed CalHEERS uses the immigration statuses to determine lawful presence and eligibility for APTC/CSR/CCP. If one of the immigration statuses is selected but there is no document information sufficient for electronic verification of immigration status, eligibility shall be conditional until electronic or admin verification is provided.	

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
			CalHEERS grants conditional full scope MAGI Medi-Cal eligibility (without requiring immigration document and Alien Number information) for otherwise eligible consumers who attest to any of the immigration statuses listed. Conditional eligibility status is removed once verified. CalHEERS determines a user not eligible for APTC/CSR when eligible or conditionally eligible to full-scope MAGI Medi-Cal, household income is less than or equal to 138% of FPL, and who attest to any of the immigration statuses. CalHEERS grants restricted scope to MAGI Medi-Cal eligibility (without requiring immigration document and Alien Number information) for otherwise eligible consumers who attest to any of the immigration statuses and if the individual is known to be 21 years or older and not pregnant. CalHEERS grants conditional (if not verified) full scope MAGI Medi-Cal to consumers otherwise eligible and known to be under 21 or pregnant for the following immigration statuses or CalHEERS determines eligible or conditionally eligible (if not verified) for APTC/CSR/CCP when a consumer is eligible or conditionally eligible to restricted-scope MAGI Medi-Cal, if household income is less than or equal to 138% of FPL, for the following immigration statuses. Pending MAGI Medi-Cal eligibility shall not allow	

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
			eligibility or conditional eligibility for APTC/CSR/CCP. • Pending application for Creation of Record of Lawful Admission for Permanent Residence, with Employment Authorization • Granted withholding of removal under the Convention against Torture – CAT • Student Visa – Granted a student visa (e.g. F or M visa) • Work Visa – Granted a work visa (e.g. H-1, J-1, O, R, P visa) • Visitor Visa – Granted a visitor visa (e.g. B visa) • Lawful Temporary Resident (special agricultural workers, or certain immigrants admitted into the U.S. before 1982) • Granted Temporary Protected Status (TPS), or pending applicants for TPS (pending applicants must have Employment Authorization) • Family Unity Beneficiary • Granted Deferred Enforced Departure • Resident of American Samoa • Citizens of Micronesia, the Marshall Islands, and Palau • Administrative order staying removal issued by the Department of Homeland Security • Registry applicant, with Employment Authorization • Pending application for legalization under Immigration Reform and Control Act - IRCA, with Employment Authorization • Pending application for asylum with Employment Authorization or is under the age of 14 and has had a pending	

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
			application for asylum for at least 180 days • Pending application for withholding of removal with Employment Authorization, or is under the age of 14 and has had a pending application for withholding of removal for at least 180 days • Pending application for legalization under the LIFE Act, with Employment Authorization • Pending application for suspension of deportation, or cancellation of removal or special rule cancellation of removal, with Employment Authorization • Pending application for Special Immigrant Juvenile Status The text above the **Immigration Status** and **Document Type** dropdown menus on the *Household Members* page is updated to read the following "Please select your current immigration document and status. We can process your application faster if you enter your immigration document information now. If you cannot provide that information now, you will have the chance to provide it at a later date.". CalHEERS provides sample read-only greyed-out text preview samples in the input boxes for **Card Number** and **Receipt** fields on the *Household Member* Page corresponding to the VLP service specification. The **First Name on the Document** & **Last Name on the Document** fields are re-worded to **First Name/Given Name on the Document** & **Last Name/Surname on the Document** respectively on the *Household Member* page.	

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
			The **Are you a Qualified Non-Citizen** radio button is removed on the *Household Member* page. The Cuban/Haitian Entrant, Document indicating withholding of removal is split into two separate documents in the **Document Type** dropdown menu on *Household Member* page and CalHEERS SAWS interface as mentioned: • Document indicating Cuban/Haitian Entrant • Document indicating withholding of removal CalHEERS does not request verification through the VLP interface for the following immigration statuses even if a document provided is with sufficient information to make a call to VLP: • A non-citizen who has a pending application for adjustment to LPR status, without Employment Authorization • Granted Deferred Action for Childhood Arrivals – (DACA) • Granted Order of Supervision, without Employment Authorization • An immigrant who entered and has continuously resided in the United States since before January 1, 1972, who would be eligible for an adjustment of status to lawful permanent resident (eligible as a Registry immigrant) • Granted voluntary departure and awaiting issuance of a visa • A non-citizen on whose behalf an immediate relative petition (I-130) has	

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
			been approved and who is entitled to voluntary departure • Taking steps to apply for a T visa or for certification by the Office of Refugee Resettlement • Filed for a U visa The Wrap text option is now available for all **Document Types** and **Immigration Statuses.** CalHEERS displays the following message on the *Eligibility Results* page to consumers who are eligible or conditionally eligible for restricted-scope MAGI Medi-Cal and eligible or conditionally eligible for APTC/CSR with household income less than or equal to 138% of FPL" You may qualify for limited Medi-Cal coverage. You also qualify for full health care coverage in a Covered California plan with financial assistance. If you would like to buy a Covered California plan, click on the 'Choose Your Health Plan' button". The CalHEERS SAWS Interface has the Qualified Non-Citizen indicator removed from the EHIT EDR transaction. The eHIT schema is updated to include all the documents from the document list and Grant Date. CalHEERS sends to SAWS an individual's immigration status and corresponding verification information via eHIT transactions.	
MCAP/CCHIP Transition to MAGI Medi-Cal				
83395	Change Request	Transition of a user from MCAP/CCHIP to MAGI Medi-Cal may have resulted in a coverage gap when the previous	Transition of a user from MCAP/CCHIP to MAGI Medi-Cal has no coverage gap now with the coverage for MAGI Medi-Cal starting the day after MCAP/CCHIP expires.	Eligibility Results Individual Homepage

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		coverage (MCAP/CCHIP) would expire by the end of the month if the new coverage (MAGI Medi-Cal) did not start from the beginning of the following month.	CalHEERS limits the transition from MCAP to MAGI Medi-Cal once per pregnancy. CalHEERS suppresses the text that contains the option to switch on the *Eligibility Results* page after user elects to keep or switch eligibility after the last date to switch has passed. If a consumer is still eligible to switch, user will have the option to switch on the **Individual homepage**. CalHEERS now allows admins to return consumers who have elected to transition to MAGI Medi-Cal back to MCAP. Users who transition from MCAP/CCHIP into MAGI Medi-Cal, HX20 ESAC 1 transaction is sent to MEDS upon an eligibility determination that results in a user being either eligible or Conditionally eligible for the MAGI Medi-Cal program. CalHEERS follows the 15-day rule for all MCAP and CCHIP discontinuances.	
Modify the online Single Streamline Application (SSApp) to meet regulatory and statutory requirements				
70497	Change Request	The online **Single Streamline Application (SSApp)** was not in line with CMS SPA 13-0022-MM2, various federal and state requirements, or the paper SSApp.	The online **Single Streamline Application (SSApp)** is updated to meet the requirements of the CMS SPA 13-0022-MM2, various federal and state requirements, and the paper SSApp. Online SSApp is also redesigned for simplicity and enhanced user experience. • CalHEERS now collects additional AI/AN information where other demographic information (*Personal Data – Demographic Information* page) is collected. • CalHEERS now collects if a consumer has a service from an Indian Health Service, a tribal health program, or an urban	All pages

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
			Indian health program or through a referral from one of these programs.	
			• CalHEERS now collects if a consumer is eligible to get services from an Indian Health Service, a tribal health program, or an urban Indian health program or through a referral from one of these programs.	
			• CalHEERS now collects military service information for referral to the county.	
			• CalHEERS updates the race and ethnicity options collected.	
			• CalHEERS now collects Third Party Liability information.	
			• CalHEERS now informs the consumer when a SSN is required or not.	
			• CalHEERS now requires the SSN information only when required by policy.	
			• CalHEERS informs the consumer how to switch to Spanish on the CalHEERS Portal.	
			• CalHEERS ensures the option of written/spoken languages collected accurately reflects the threshold languages.	
			• CalHEERS updates *Summary* pages with all questions displayed to the user.	
			• CalHEERS now has estate recovery information on all signature pages.	
			• CalHEERS updates the PDF application with all questions displayed to the user.	
			• CalHEERS utilizes the determination of an applicant's potential eligibility to MAGI Medi-Cal to suppress questions related to affordability and minimum value standard of employer sponsored health insurance. This does not apply to MCAP or CCHIP.	
			• CalHEERS single streamlined application messaging, hover text, and collection	

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			screens improves the application flow (user experience) for the end user. • CalHEERS now adds non-discrimination information to all signature pages. • CalHEERS now adds Medi-Cal 10-day reporting requirement information to all *Application signature* pages	
Dynamic App				
76084	Change Request	CalHEERS asked all users the same set of questions (even when the questions were not relevant to a user) to determine eligibility i.e. a user had to navigate through the complete application to view the eligibility results.	CalHEERS now dynamically displays to a consumer the minimum set of applicable questions necessary to determine eligibility.	All pages
Project				
R17.9 Carriers integration test				
96832	Change Request	Carriers integration test with CalHEERS for 2017 Renewal & Open enrollment was complete.	This CR supports Carriers integration test with CalHEERS for 2018 Renewal & Open enrollment preparation. Carriers will be informed of renewal enhancements and processing of 834 transactions will be tested. The testing will be done in 2 phases, detailed below. • Phase 1: 2018 Renewal (validation of active and passive renewals for one plan for all and Custom Grouping) • Phase 2: 2018 Open Enrollment (validation of enrollment in 2018 plans, changing plans) The integration test includes the following schedule:	NA

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
			• CalHEERS shall retest the connectivity with all existing Carriers (Health and Dental) and correct any connectivity issues identified during the test. • CalHEERS shall conduct kick-off meeting with all existing carriers. • CalHEERS shall provide integration test related documentation (Test Plan, Test Templates, Test Scenarios, Companion Guide etc.) to all existing Carriers. • CalHEERS shall provide response to all existing carriers regarding questions related to integration testing. • CalHEERS shall perform limited scope integration test (As mentioned in scope of services) with all existing carriers. • Integration test shall ensure that carriers can accept, process and provide response to CalHEERS transactions (including 834, TA1, 999). • CalHEERS shall have meetings twice a week with all existing carriers to discuss testing status, testing issues, next steps and answer carrier questions. • CalHEERS shall provide daily test status report to Covered CA regarding carriers testing progress.	
			eHIT	
R17.9 EHIT Schema Technical Update				

87983	Change Request	CalHEERS SAWS EHIT schema interface was on version 8.0.	CalHEERS SAWS EHIT schema interface is updated to version 9.1.
			
			Below are the modifications with this change request:
			
			• The Business Validations (BV)are enhanced.
			  o BV # 48, 50, 51, 52, 53, 54, 55, 56, 57, 58 are turned off.
			  o BV # 170, 171 & 172 are added.
				NA

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
			▪ BV# 170 - Admin Verification for Immigration Status & PRUCOL - CalHEERS validates the roll-up verification of an individual's immigration status cannot be provided at the same time as the verification of PRUCOL ▪ BV#171 - Individual's Immigration Without At least a Document - CalHEERS does not accept a SAWS administrative verification of Individuals Immigrations status without an immigration status or a document type. ▪ BV#172 - Invalid Immigration Status Code - The code provided for ImmigrationStatusCode does not exist for SAWS Case Person: XXXXX • The EligibleImmigrationInd/ QualifiedNonCitizenAttestationInd is removed and ImmigrationStatusCode is added. • The DocDescReq under DocumentInfo is removed. • The QualifiedCitizenInd and FiveYearBarInd under Eligibility node are removed. • The QualifiedNonCitizenInd, LawfulPresenceInd, PRUCOLInd, FiveYearBarExemptMetInd and PRUCOLLastCategoryInd are added under Eligibility node. • The FDSH complex node under Case Member node which contains VerifyLawfulPresence\VLP response is added. This enhances the DER that provides VLP response data to SAWS. • The new SAWS Admin verifications IMM and PCL are added. IMM admin verification provides rollup category	

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
			information to Portal for non-citizen verifications i.e., LFP/FYB/QNC/PRU. • The DocumentTypeCode and ImmigrationStatusCode reference table is added in AHBX database for non-citizen verifications and VLP call required flag.	

			Notices	

2017 17.9 Notice Change Request				
81795	Change Request	CalHEERS notices are missing verbiage and other information.	This CR includes various changes to some of the existing CalHEERS notices. Below are the modifications with this change request: • CalHEERS will add verbiage to the eligibility determination notice to inform MCAP eligible consumers in a MCAP pregnancy hold when they are eligible to switch to Medi-Cal. • CalHEERS will add verbiage informing the consumer that they are aging out of a catastrophic plan and for when a consumer is reinstated in MCAP after an administrative error. • CalHEERS will add the ROP date where the income documents are required by as a dynamic field. • CalHEERS will add verbiage for when the financial assistance amount or program eligibility is changed by the ROP batch. • CalHEERS will add the benefit year as a dynamic field to snippets in the eligibility determination notice. • CalHEERS will inform consumers if the ROP batch changes the eligibility because of death or incarceration on the eligibility determination and benefits reminder notice.	Notices

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
			• CalHEERS will add verbiage for when a consumer's current plan is not available for the next benefit year.	
Cross-Business Area				
User Interface Updates for Renewals				
90113	Change Request	When a user came back to their application during renewals to renew the coverage, they found it difficult to navigate through the application, sometimes resulting in a confused experience.	CalHEERS now provides a better user experience with improved options for collecting consumer data during Renewals. Beginning with the Consumer's Home, the renewal application process is focused on why the consumer is returning. Consumers have the option to walkthrough their information to make changes or to proceed directly to the final review of their application before submission. If selecting to report changes, the consumer will be navigated into the new consumer flow introduced with CR 70497, also included in Release 17.9. If the Consumer wants to proceed directly to verify their information, they will be directed to a list of summary pages they can review before submitting their renewal.	All Renewal pages
Online Application				
34745 (CR 79504)	New Functionality	Spanish Translations on the following Admin pages were incorrect: • *Administration Homepage* • *Search Individual* • *Announcement*	Spanish translations on the following admin pages are correct. • *Administration Homepage* • *Search Individual* • *Announcement* • *Create Announcement* • *Notice-Waiting for Approval*	Administration Homepage Search Individual Announcement Create Announcement Notice-Waiting for Approval
33970 (CR 79504)	Functionality Update	The **Make Payment Now** link in the left navigation bar on *Application History* page was grayed out.	The **Make Payment Now** link in the left navigation bar on *Application History* page has been removed.	Application History

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
33772 (CR 79504)	Functionality Update	When an admin updated the **ROP Expiration Date** which did not match the conditions on *Outstanding Verification* page, the following validation message was displayed **The Reasonable Opportunity Expiration Date must be greater than the current value, cannot be moved more than 60 days from the current value, and cannot be backdated from the initial assigned value**.	When an admin updates the **ROP Expiration Date** which does not match the conditions on *Outstanding Verification* page, the following validation message displays **The Reasonable Opportunity Expiration Date must be greater than the current system date, cannot be moved more than 60 days from the current system date, and cannot be backdated from the initial assigned value**.	Outstanding Verification
27310 (CR 79504)	Functionality Update	When a user clicked the **Cancel** button on *My Profile* page, the following text **All Updates are ignored by user** was displayed in the *Update Profile Information* popup.	When a user clicks the **Cancel** button on *My Profile* page, the following text **Do you wish to cancel your current changes?** Displays in the *Update Profile Information* popup.	My Profile
Eligibility				
34270 (CR 79504)	Functionality Update	When a request to re-determine, eligibility was sent, the SAWS referral indicator sent true for both DER-U's (initial & re-run).	When a request to re-determine, eligibility is sent, the SAWS referral indicator sends true only for the initial DER-U. CalHEERS will no longer send multiple DER-U's when a non-MAGI referral was set to Yes in the portal.	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
Eligibility				
38531	Defect Fix	The Carry Forward Transition end date did not persist as the last day of the month resulting in the	The Carry Forward Transition end date persists as the last day of the month resulting in the	NA

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		APTC/CSR/CCP eligibility ending sooner due to CFS ending.	APTC/CSR/CCP eligibility ending correctly.	
38533	Defect Fix	The Carry Forward Transition begin date was before the Carry Forward Transition entry date.	The Carry Forward Transition begin date is after the Carry Forward Transition entry date.	NA
37346	Defect Fix	The MAGI Medi-Cal ineligible carry forward end reason persisted in the database for the mentioned scenarios. • When a user reported a change for the MAGI Medi-Cal transition month in CFS and remained eligible for MAGI Medi-Cal. • When a user discontinued from APTC/CSR/CCP in CFS and was re-determined eligible for MAGI Medi-Cal.	The MAGI Medi-Cal eligible end reason persists in the database for the mentioned scenarios. • When a user reports a change for the MAGI Medi-Cal transition month in CFS and remains eligible for MAGI Medi-Cal. • When a user discontinues from APTC/CSR/CCP in CFS and is re-determined eligible for MAGI Medi-Cal.	NA
38218	Defect Fix	When a user reported a change, and checked the option **Update Consent for Verification and Tax Filing Attestation**, *Eligibility Results* page displayed the user eligible for CCP.	When a user reports a change, and checks the option **Update Consent for Verification and Tax Filing Attestation**, *Eligibility Results* page displays the user eligible for APTC.	Eligibility Results
MEDS				
36854	Defect Fix	Transaction HX34 was not generated when a household member was denied MAGI Medi-Cal.	Transaction HX34 is generated when a household member is denied MAGI Medi-Cal.	NA
Notices				
34259	Defect Fix	Notices CalNOD50, CalNOD53, CalNOD56, CalNOD58 & CalNOD59 were generated in CalHEERS.	Notices CalNOD50, CalNOD53, CalNOD56, CalNOD58 & CalNOD59 are no longer generated in CalHEERS.	NA
Service Center				
37408	Defect Fix	When a user attempted to create an account, a *We Apologize* popup was displayed after filling the **Password** field on *Create an*	When a user attempts to create an account, no popup is displayed after filling the **Password** field on *Create an Account to Apply* page	Create an Account to Apply

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		Account to Apply page accessed on Internet Explorer 10 browser.	accessed on Internet Explorer 10 browser.	
Online Application				
37416	Defect Fix	The *Additional Demographic Information* page displayed **Household Eligibility Results Summary** link text in English for a Spanish user.	The *Additional Demographic Information* page displays **Household Eligibility Results Summary** link text in Spanish for a Spanish user.	Additional Demographic Information
38219	Defect Fix	When a user clicked the **Calfresh** link on *Additional Benefit Options* page, a We Apologize error message was displayed.	When a user clicks the **Calfresh** link on *Additional Benefit Options* page, C4's *Department of Social Services* page displays.	Additional Benefit Options
37503	Defect Fix	When a user clicked **View Application PDF** link *on Application History* page, the downloaded pdf returned an error when attempted to open.	When a user clicks **View Application PDF** link *on Application History* page, the downloaded pdf opens without any error.	Application History
37770	Defect Fix	When a user reported a change, and was eligible for MCAP, clicking the **Submit** button on *Application Signature for Reported Changes* pages displayed *Report a Change Summary* page.	When a user reports a change, and is eligible for MCAP, clicking the **Submit** button on *Application Signature for Reported Changes* pages displays *Eligibility Results* page.	Application Signature for Reported Changes
40276	Defect Fix	When a user clicked the **Confirm** button on *Basic Information* page, *Basic Information* page continued to display.	When a user clicks the **Confirm** button on *Basic Information* page, *Voter Registration* page displays.	Basic Information
37438	Defect Fix	When a user selected **Mail** for the question **If we need to get in touch with you, how do you want us to contact you?** On *Create an Account to Apply* page, the heading to enter address read **Mail** in English and **Por correo** in Spanish.	When a user selects **Mail** for the question **If we need to get in touch with you, how do you want us to contact you?** On *Create an Account to Apply* page, the heading to enter address reads **Enter Your Mailing Address** in English and **Ingrese su dirección postal** in Spanish.	Create an Account to Apply
36983	Defect Fix	When a user answered the question **If we need to get in touch with you, how do you want us to contact you?** after filling all other details on *Create an Account to*	When a user answers the question **If we need to get in touch with you, how do you want us to contact you?** after filling all other details on *Create an Account to*	Create an Account to Apply

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		Apply page, the **Next** button on the page was disabled even after filling all the required details.	*Apply* page, the **Next** button on the page is enabled since all the required details are filled.	
37819	Defect Fix	When a user attempted to create an account with existing details in the database, upon clicking the **Next** button on *Create an Account to Apply* page, *Please Review your information* page displayed however clicking the **Create Account** button does not navigate the user any further.	When a user attempts to create an account with existing details in the database, *This Account Already Exists* popup displays on *Create an Account to Apply* page when the mentioned details match. • First Name • Last Name • Date of birth • Social Security Number (SSN) • Email address	Create an Account to Apply
37023	Defect Fix	The **First Name** and **Last Name** fields on *Create and Account to Apply* page accepted other special characters in addition to the permitted characters mentioned below. • Apostrophe (') • Space ( ) • Period (.)	The **First Name** and **Last Name** fields on *Create and Account to Apply* page accepts only the permitted special characters mentioned below. • Apostrophe (') • Space ( ) • Period (.)	Create and Account to Apply
37419	Defect Fix	When a user clicked the **Need Help?** link on *Create an Account to Apply* page or *Additional Demographic Information* page, the help information continued to display even after the user moved to a different field on the page.	When a user clicks the **Need Help?** link on *Create an Account to Apply* page or *Additional Demographic Information* page, the help information does not display once the user moves to a different field on the page.	Create an Account to Apply Additional Demographic Information
36447	Defect Fix	When an admin clicked the **close** (X) button in *Reprint Notice* popup on *Documents and Correspondence* page, the *Documents and Correspondence* page refreshed displaying 25 transactions per page against the previously selected 50 transactions per page.	When an admin clicks the **close** (X) button in *Reprint Notice* popup on *Documents and Correspondence* page, the *Documents and Correspondence* page displays the transactions previously selected.	Documents and Correspondence

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
37710	Defect Fix	When a user clicked on **Continue Health Plan Update** button on *Eligibility Results* page, a We Apologize error message displayed.	When a user clicks on **Continue Health Plan Update** button on *Eligibility Results* page, *Household Enrollment Introduction* page displays.	Eligibility Results
39917	Defect Fix	When a user clicked the **Continue Health Plan Update** button on *Eligibility Results* page, a We Apologize error message was displayed.	When a user clicks the **Continue Health Plan Update** button on *Eligibility Results* page, *Household Enrollment Introduction* page displays.	Eligibility Results
38435	Defect Fix	The text in *Are you sure you want to delete?* popup on *Employment & Self-Employment Income* and *Deductions* page were incorrect in both English and Spanish.	The text in *Are you sure you want to delete?* popup on *Employment & Self-Employment Income* and *Deductions* page are correct in both English and Spanish.	Employment & Self-Employment Income Deductions
36892	Defect Fix	When a user reported a change to income through SAWS, the response to the question **Is this Person American Indian or Alaska Native? *** did not persist in *Flexible Application* page.	When a user reports a change to income through SAWS, the response to the question **Is this Person American Indian or Alaska Native? *** persists in *Flexible Application* page.	Flexible Application
37697	Defect Fix	When an admin selected a language other than English/Spanish for the following questions **In what language should we write to you?** and **In what language should we speak to you?** on *Flexible Application* page, the *Confirm Identity* popup displayed all the questions in Spanish.	When an admin selects a language other than English/Spanish for the following questions **In what language should we write to you?** and **In what language should we speak to you?** on *Flexible Application* page, the *Confirm Identity* popup displays all the questions in English.	Flexible Application
38032	Defect Fix	The dropdown list for written language options on *Flexible Application* page had **Traditional Chinese character** missing.	The dropdown list for written language options on *Flexible Application* page has **Traditional Chinese character**.	Flexible Application
37470	Defect Fix	The text in *Confirmation* popup on *Flexible Application* page was not aligned correctly.	The text in *Confirmation* popup on *Flexible Application* page is aligned correctly.	Flexible Application
36469	Defect Fix	The asterisk (*) symbol for all mandatory questions in **Personal Data – Demographic Information**	The asterisk (*) symbol for all mandatory questions in **Personal Data – Demographic Information**	Flexible Application

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		panel on *Flexible Application* page was not aligned correctly.	panel on *Flexible Application* page is aligned correctly.	
37504	Defect Fix	When a user clicked the **Choose Health & Dental Plans** button on *Household Enrollment Introduction* page, *Tell us about your health care needs* page displayed.	When a user clicks the **Choose Health & Dental Plans** button on *Household Enrollment Introduction* page, *Plan Selection Date* popup displays.	Household Enrollment Introduction
37718	Defect Fix	When an admin clicked the **Login** button on *Log in or Create an Account* page after entering the credentials, an exception error message was displayed.	When an admin clicks the **Login** button on *Log in or Create an Account* page after entering the credentials, *Legal Notice* page displays.	Log in or Create an Account
36576	Defect Fix	The text for **Age of Household** and **Needs Coverage** fields on *My Options* page overlapped.	The text for **Age of Household** and **Needs Coverage** fields on *My Options* page do not overlap.	My Options
34472	Defect Fix	When a user attempted to access the mentioned URLs without logging in, a We Apologize error message was displayed. • https://apply.coveredca.com/static/lw-web/income/summary • https://apply.coveredca.com/static/lw-web	When a user attempts to access the mentioned URLs without logging in, *Log in or Create an Account* page displays. • https://apply.coveredca.com/static/lw-web/income/summary • https://apply.coveredca.com/static/lw-web	NA
35964	Defect Fix	When a user renewed manually and added a household member eligible for MAGI Medi-Cal, the MAGI Medi-Cal Coverage Start Date was set to 1st January of the following year.	When a user renews manually and adds a household member eligible for MAGI Medi-Cal, the MAGI Medi-Cal Coverage Start Date is set to the start of open enrollment period for that year.	NA
36120	Defect Fix	The **Ok** button in *Invalid Access Code* popup on *Please Review Your Information* page was enabled even before filling all the required details in the popup.	The **Ok** button in *Invalid Access Code* popup on *Please Review Your Information* page is enabled only after filling all the required details in the popup.	Please Review Your Information
37235	Defect Fix	When a user entered a dictionary word for the **Password** and **Re-enter password** fields on *Create an Account to Apply* page and clicked the **Next** button, *Please Review*	When a user enters a dictionary word for the **Password** and **Re-enter password** fields on *Create an Account to Apply* page, the **Next** button on the page is disabled with	Please Review your information

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		your information page displayed, upon clicking the **Create Account** button on *Please Review your information* page, a We Apologize popup displayed.	the following validation message **Password cannot contain a dictionary word** for **Password** field.	
39685	Defect Fix	When a user unchecked the checkbox for **I received premium assistance to help lower my costs for health insurance. The tax filer for my household filed a federal income tax return for that benefit year** on *Update Consent and Attestation* page, the status for **Premium Assistance (Tax Credit)** field displayed **Eligible** on *Program Eligibility Summary by Person* page.	When a user unchecks the checkbox for **I received premium assistance to help lower my costs for health insurance. The tax filer for my household filed a federal income tax return for that benefit year** on *Update Consent and Attestation* page, the status for **Premium Assistance (Tax Credit)** field displays **Discontinue** on *Program Eligibility Summary by Person* page.	Program Eligibility Summary by Person
36745	Defect Fix	When an admin clicked the **View Access Code** button on *Search Individual* page, an exception error message was displayed.	When an admin clicks the **View Access Code** button on *Search Individual* page, a popup with access code displays.	Search Individual
37113	Defect Fix	The mentioned were issues in Forgot Password flow. • The phone number **in Send a One Time Passcode text message to my cell phone number – (phone number)** option on *Verification Method* page was not masked. • The button color for **Back** and **Validate** buttons on *Validate One Time Passcode* page was incorrect.	The mentioned are fixes in Forgot Password flow. • The phone number **in Send a One Time Passcode text message to my cell phone number – (phone number)** option on *Verification Method* page is masked. • The button color for **Back** and **Validate** buttons on *Validate One Time Passcode* page is correct.	Verification Method Validate One Time Passcode
Enrollment-Financial Management				
38178	Defect Fix	The contrast ratio for the mentioned fields on *Active Consumers* page was 3.9 • **Phone** • **Email**	The contrast ratio for the mentioned fields on *Active Consumers* page is >= 4.5 • **Phone** • **Email**	Active Consumers

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		• **Current Status** • **Application Year** • **Next Steps**	• **Current Status** • **Application Year** • **Next Steps**	
38701	Defect Fix	When an agent searched on *Active Consumers* page, no results were displayed.	When an agent searches on *Active Consumers* page, the corresponding results display.	Active Consumers
38716	Defect Fix	When an admin (Broker Admin) clicked the **Edit** button on *Agent Information* page, response to **Preferred method of communication*** field read **Select** and when **Mail** was selected from the dropdown, **Fax Number** field was displayed as a mandatory field.	When an admin (Broker Admin) clicks the **Edit** button on *Agent Information* page, response to **Preferred method of communication*** field has the previously selected response.	Agent Information
38697	Defect Fix	When an agent searched for consumer (Active / Inactive) details on *Agent Portal* page, an exception error message was displayed.	When an agent searches for consumer (Active / Inactive) details on *Agent Portal* page, details are displayed without any error.	Agent Portal
38184	Defect Fix	The color contrast ratio on *Certification Status* page was 2.0:1.	The color contrast ratio on *Certification Status* page is >=4.5.	Certification Status
37951	Defect Fix	The **Enrollment Counselor Number** field on *Certified Enrollment Counselors* page accepted more than 100 characters.	The **Enrollment Counselor Number** field on *Certified Enrollment Counselors* page does not accept more than 100 characters.	Certified Enrollment Counselors
37134	Defect Fix	When an admin updated the **AHBX Enrollment End (mm/dd/yyyy)** and **GI Enrollment End (mm/dd/yyyy)** on *Complete Enrollment Override Updates* page and clicked the **Update Enrollment** button, an exception error message was displayed.	When an admin updates the **AHBX Enrollment End (mm/dd/yyyy)** and **GI Enrollment End (mm/dd/yyyy)** on *Complete Enrollment Override Updates* page and clicks the **Update Enrollment** button, the save is successful.	Complete Enrollment Override Updates
38340	Defect Fix	When an admin updated the **Gross Premium** amount on *Complete Enrollment Override Updates* page and clicked the **Update Enrollment** button, an exception error message was displayed.	When an admin updates the **Gross Premium** amount on *Complete Enrollment Override Updates* page and clicks the **Update Enrollment** button, the save is successful.	Complete Enrollment Override Updates
32915	Defect Fix	The **CSR Amount** on *Current Enrollment* page and 834 XML file	The **CSR Amount** on *Current Enrollment* page and 834 XML file	Current Enrollment

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		displayed **$0.00** when a user was eligible for CSR plans.	displays the correct amount when a user is eligible for CSR plans.	
38408	Defect Fix	When a user clicked **the View Eligibility Results** link on *Application History* page after renewal prep batch job was run, *Eligibility Results* page displayed eligibility for the current year.	When a user clicks **the View Eligibility Results** link on *Application History* page after renewal prep batch job is run, *Eligibility Results* page displays eligibility for next year.	Eligibility Results
37663	Defect Fix	When a user navigated to *Household Enrollment Summary* page after completing Plan Selection, a We Apologize error message was displayed.	When a user navigates to *Household Enrollment Summary* page after completing Plan Selection, *Current Enrollment* page displays without any error.	Household Enrollment Summary
37731	Defect Fix	The *Household Enrollment Summary* page did not display $ symbol for APTC amount.	The *Household Enrollment Summary* page displays $ symbol for APTC amount.	Household Enrollment Summary
35736	Defect Fix	When a user added a new member to the household during renewals and the passive renewals batch job renewed the existing users, Dental plan selection was not available for the new member (**Individual Homepage** and *Household Enrollment Introduction* page displayed **Choose Health Plan button** only.).	When a user adds a new member to the household during renewals and the passive renewals batch job renews the existing users, Health and Dental plan selection is available for the new member (**Individual Home page** and *Household Enrollment Introduction* page displayed **Choose Health & Dental Plan button**.).	Individual Home page Household Enrollment Introduction
35691	Defect Fix	When an admin reinstated an enrollment, the **Individual Homepage** displayed **Apply Now** button.	When an admin reinstates an enrollment, the **Individual Homepage** displayed **Report a Change** button.	Individual Homepage
37326	Defect Fix	When a user reported a change to income and was eligible for MAGI Medi-Cal, **Individual Homepage** displayed **Report a Change** button.	When a user reports a change to income and is eligible for MAGI Medi-Cal, **Individual Homepage** displays **Continue Dental Plan Update** button.	Individual Homepage
38166	Defect Fix	The below mentioned were issues on *Location and Hours* page when CSS was disabled.	The below mentioned are fixes on *Location and Hours* page when CSS is disabled.	Location and Hours

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		• **Document Upload** displayed as a link and was clickable (loading on the same page) • **Certification Status** displayed as a link and was clickable (loading on the same page) • **Agency Manager Information** was clickable (redirects to the page) • **Public Profile** was clickable (redirects to the page) • Unrecognizable links appeared on the page	• **Document Upload** is not displayed as a link and is not clickable • **Certification Status** is not displayed as a link and is not clickable • **Agency Manager** Information is not clickable • **Public Profile** is not clickable • There are no unrecognizable links on the page	
37894	Defect Fix	The *My Security Profile* page for an agent displayed in English for a Spanish user.	The *My Security Profile* page for an agent displays in Spanish for a Spanish user.	My Security Profile
36674	Defect Fix	The enrollmentEDIMonitoringOut batch job did not update EDI_Status column for all records in GI DB.	The enrollmentEDIMonitoringOut batch job updates EDI_Status column for all records in GI DB.	NA
38064	Defect Fix	The CMS outbound batch job returned CSM XML files with same value for new and changed rating area.	The CMS outbound batch job returns CSM XML files with different value for new and changed rating area.	NA
37406	Defect Fix	CC-1001-OB-01 batch job deleted CC transfer folder.	CC-1001-OB-01 batch job only deletes files older than 7days.	NA
36905	Defect Fix	Passive Renewals batch job renewed an incorrect household member during passive renewals.	Passive Renewals batch job renews the correct household member during passive renewals.	NA
37950	Defect Fix	When a user reported a change, application allowed enrollment updates in all scenarios and re-calculated APTC.	When a user reports a change, application allows enrollment and re-calculates APTC in the following scenarios. • APTC is not recalculated when application is submitted • If report a change includes Adding a member / Removing a member / Residence address change, then application allows the user to update enrollments	NA

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
			/ choose plans. If the user decides to continue enrollment updates, APTC amount is re-calculated. • If report a change includes Adding a member / Removing a member / Residence address change, then application does not allow any updates to enrollments.	
38617	Defect Fix	When a user in CFS reported a change to the address with same zip code, the APTC amount was recalculated.	When a user in CFS reports a change to the address with same zip code, the APTC amount is not recalculated.	NA
39997	Defect Fix	The GI enrollment CMS Outbound batch Job failed when executed for multiple carriers in parallel.	The GI enrollment CMS Outbound batch Job completes successfully when executed for multiple carriers in parallel.	NA
32061	Defect Fix	VER-2004-IB-01 batch job did not complete within the expected timeframe and ACK files were not processed.	VER-2004-IB-01 batch job completes within the expected timeframe and ACK files are processed.	NA
38194	Defect Fix	Extra web elements were displayed on *Pending Delegation Requests* page when CSS was disabled.	No extra web elements are displayed on *Pending Delegation Requests* page when CSS is disabled.	Pending Delegation Requests
37813	Defect Fix	The word **Update** was repeated twice in a statement *on Pick a New Plan* page.	The word **Update** is not repeated twice in any statement *on Pick a New Plan* page.	Pick a New Plan
37288	Defect Fix	When an admin clicked the **Enroll** button on *Provide eSignature* page, a blank page was displayed.	When an admin clicks the **Enroll** button on *Provide eSignature* page, *Confirmation* page displays.	Provide eSignature
38019	Defect Fix	When a user searched for a doctor's name with special characters on *Tell us about your health care needs* page, **No results found** message was displayed.	When a user searches for a doctor's name with special characters on *Tell us about your health care needs* page, results display without any error.	Tell us about your health care needs
38300	Defect Fix	The *Tell us about your health care needs* page did not allow users to enter Zip Code.	The *Tell us about your health care needs* page allows users to enter Zip Code.	Tell us about your health care needs

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
38060	Defect Fix	When a user attempted to fill **Doctor** name field on *Tell us about your health care needs* page using arrow keys on the keyboard, the text box was filled with the dropdown values along with code.	When a user attempts to fill **Doctor** name field on *Tell us about your health care needs* page using arrow keys on the keyboard, the text box is only filled with the dropdown values without code.	Tell us about your health care needs
38237	Defect Fix	The mentioned were issues on *Tell us about your health care needs* page. • The results disappear if the backspace key was pressed or a click on the page. • The results collapsed when clicked on the scroll bar. • When scrolled using arrow keys from the bottom of the list, the scroll bar reached the first search result.	The mentioned are fixes on *Tell us about your health care needs* page. • The results do not disappear if the backspace key is pressed or a click on the page. • The results do not collapse when clicked on the scroll bar. • When scrolled using arrow keys from the bottom of the list, the scroll bar reaches the previous result.	Tell us about your health care needs
38566	Defect Fix	When a user clicked **Back to Preferences** link on *View Plans* page, *Tell us about your health care needs* page displayed with the hospital address outside the box.	When a user clicks **Back to Preferences** link on *View Plans* page, *Tell us about your health care needs* page displays with the hospital address inside the box.	Tell us about your health care needs
38529	Defect Fix	There was no space between Dr & First Name and the first alphabet in First Name was in lower case on *Tell us about your health care needs* page.	There is a space between Dr & First Name and the first alphabet in First Name is in upper case on *Tell us about your health care needs* page.	Tell us about your health care needs
38239	Defect Fix	When a user clicked the **edit** link under **Doctor's and Facilities** on *View Health Plan Details* page, *Tell us about your health care needs* page (page to enter medical service use) incorrectly displayed.	When a user clicks the **edit** link under **Doctor's and Facilities** on *View Health Plan Details* page, *Tell us about your health care needs* page (page to enter Doctor, Dentist and Hospital) correctly displays.	Tell us about your health care needs
38193	Defect Fix	The agent list on *View Agent List* page was not aligned correctly when accessed on Internet Explorer or Firefox browser.	The agent list on *View Agent List* page is aligned correctly when accessed on Internet Explorer or Firefox browser.	View Agent List
38238	Defect Fix	When a user attempted to compare plans on *View Plans* page,	When a user attempts to compare plans on *View Plans* page, the	View Plans

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		the comparison popup displayed on the right-hand side of the page.	comparison popup displays on the middle of the page.	
Reports				
38846	Defect Fix	The detection strategy was set to "Not exists" in SCN_LOAD_DW_CASE_TRANS_ INDV_UPDATE job resulted in performance issues. **Impacted SA** Transaction SA **Impacted Attributes** NA	The detection strategy is set to "None" in SCN_LOAD_DW_CASE_TRANS_ INDV_UPDATE job, thereby improving the performance.	NA
36507	Defect Fix	SCN_LOAD_DW_CE_INDV_UPDATE batch job took more than 5 hours to complete and processed both today's and previous day's data. **Impacted SA** NA **Impacted Attributes** NA	SCN_LOAD_DW_CE_INDV_UPDATE batch job completes in 3 hours and processes today's data only.	NA
38605	Defect Fix	The AHBX Carry Forward extract report did not populate the CFS Transition attributes. **Impacted SA** NA **Impacted Attributes** NA	The AHBX Carry Forward extract report populates the CFS Transition attributes.	NA
36788	Defect Fix	The Discrepancy Report for Delegation Fact Records displayed negative value for discrepancy. **Impacted SA** Delegations SA, Enrollee SA, Enrollment SA, Submitted Indv SA	The Discrepancy Report for Delegation Fact Records displays only positive value for discrepancy.	

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		Impacted Attributes NA		
Consumer Assistance				
38957	Defect Fix	When an admin (Broker admin) attempted to update **Federal Tax Id** field for an agency on *Agency Information* page with an existing Id in the database, the save was successful.	When an admin (Broker admin) attempts to update **Federal Tax Id** field for an agency on *Agency Information* page with an existing Id in the database, the following validation message displays **Number already exists**.	Agency Information

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
Enrollment-Financial Management			
251	A "We Apologize" error occurs on the Household Enrollment Summary page when user abandons a RAC and starts plan selection	37663	17.9
237	Home page displaying Apply Now button after reinstating Participation in a Plan.	35691	17.9
246	When a user reported a change to income and is eligible for MAGI Medi-Cal, Individual Homepage displays Report a Change button instead of Continue Dental Plan Update button.	37326	17.9
Online Application			
238	When creating an account, the OK button in the Invalid Access Code popup may be enabled even though the user has not completed the re-CAPTCHA.	36120	17.9
247	When creating an account, the Done button may not be enabled when the user edits the Preferred Contact Method and the Additional Contact Information.	37255	17.9
240	When creating an account, an individual may encounter a We Apologize error if they input a duplicate username.	37289	17.9
239	When an admin applies on behalf of a user on Flexible Application page, the Review Application page does not display Household Annual Income details under Monthly Household Income panel.	37125	17.9

#	Alternate Procedures No Longer in Effect	Ref ID	Release Delivered
244	When creating an account, the system automatically indicates 'Cannot contain a dictionary word' when the user starts typing into the Password field.	37332	17.9

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
Online Application			
253	After clicking the **Report a Change** button and selecting the **Flexible Admin View** button in the *View Confirmation* popup, a new *Apply for Health Insurance* page or a We Apologize error message displays.	40014	17.9.1
254	Clicking the **Find Local Help** link on any page of the application displays the *Free Confidential Help in Your Area* page instead of the *Find Local Help* page.	38810	17.10
255	The *Sign and Submit your changed Application* page does not reflect the change made to the Primary Contact's home address when processing a Report a Change via the **Flexible Admin View**.	40083	17.9.1
256	User successfully terminates their CalHEERS Application and is redirected to the **Individual Home** page.	40134	Unassigned
257	The system is incorrectly displaying a *We Apologize* error popup when a user inputs an incorrect PIN on the *Sign and Submit Your Application/Sign and Submit Your Changed Application* page and attempts to submit the CalHEERS application.	40319	17.9.1
258	Service Center Representatives, Service Center Representative Supervisor Enhanced, County Eligibility Workers and Security Administrators are not able to unblock and reset user accounts and passwords for their members in the *User Accounts Administration* page using the Internet Explorer browser.	40326	17.9.1
260	The **Claimed as a dependent** section on *Tax Information Review* page incorrectly displays a Household member claimed by **Nobody Files taxes** instead of **Someone else.**	40178	17.10
261	A household member's income is not being recalculated after being edited on the *Review Individual's Income* page and *Estimate 2017 Household Income* page.	40206	17.9.1
262	The CalHEERS Online Application is providing the incorrect MAGI eligibility status for users who have re-submitted via the Single Streamline Application. This only occurs after Negative Action has been taken to release the user's case from their current County of Responsibility.	40262	17.9.1

Version 5

Alternate Procedure 253: After clicking the **Report a Change** button and selecting the **Flexible Admin View** button in the *View Confirmation* popup, a new *Apply for Health Insurance* page or a We Apologize error message displays.

Users Impacted	SCR, SCR Sup-Enhanced, CEW
Area Impacted	Online Application
What's Happening Now	The user clicks on the **Report a Change** button on the **Individual Home** page and selects the **Flexible Admin View** button in the *View Confirmation* popup. A new *Apply for Health Insurance* page displays. Or The user clicks on the **Report a Change** button on the **Individual Home** page after having canceled the previous change report and selects the **Flexible Admin View** button in the *View Confirmation* popup. A *We Apologize* error message displays.
Actions to Take	1) Click on the **Consumer Home** button in the header to return to the **Individual Homepage**. 2) Click on the **Continue Report a Change** button on the **Individual Home** page*.* 3) Select the **Consumer View** button from the *View Confirmation* popup.
Defect #	40014
Planned Release	17.9.1

Alternate Procedure #254 - Clicking the **Find Local Help** link on any page of the application displays the *Free Confidential Help in Your Area* page instead of the *Find Local Help* page.

Users Impacted	All Users
Area Impacted	Online Application
What's Happening Now	Clicking the **Find Local Help** link on any page of the application displays the *Free Confidential Help in Your Area* page instead of the *Find Local Help* page.
Actions to Take	1) On the Consumer Home page, scroll to the bottom of the page and click the **Manage Delegates** link under the **More Actions** section. The page displays with the old version of the global header. 2) Hover over **Get Help** in the global header and click the **Find Local Help** link. Proceed as usual in locating an Agent or CEC delegate.

Alternate Procedure #254 - Clicking the **Find Local Help** link on any page of the application displays the *Free Confidential Help in Your Area* page instead of the *Find Local Help* page.

Defect #	38810
Planned Release	17.10

Alternate Procedure #255: The *Sign and Submit your changed Application* page does not reflect the change made to the Primary Contact's home address when processing a Report a Change via the **Flexible Admin View**.

Users Impacted	SCR, SCR Sup-Enhanced, CEW
Area Impacted	Online Application
What's Happening Now	After updating the Primary Contact's home address and clicking the **Full Validation** and **Continue** button via the **Flexible Admin View**, the *Sign and Submit your Changed Application* page displays but does not reflect the update to the address.
Actions to Take	1) Click the **Save and Exit** button to return to the **Individual Home** page. 2) Click on the **Continue Report a Change** button on the **Individual Home** page*.* 3) Select the **Consumer View** button in the *View Confirmation* popup to process the change to the Primary Contact's home address.
Defect #	40083
Planned Release	17.9.1

Alternate Procedure #256: User successfully terminates their CalHEERS Application and is redirected to the **Individual Home** page.

Users Impacted	All Users
Area Impacted	Online Application
What's Happening Now	User successfully terminates their CalHEERS Application and is redirected to the **Individual Home** page.
Actions to Take	To confirm successful termination of the CalHEERS Application:

Version 5

Alternate Procedure #256: User successfully terminates their CalHEERS Application and is redirected to the **Individual Home** page.	
	1) Click on the *View Case History* link on the **Individual Home** page; the *Enrollment History* page displays.
	2) The **Enrollment Status** field on *Enrollment History* page displays the status of the Enrollment.
	Or
	1) Click on the *Transaction History* link on the Individual home page; the **Transaction History** page displays.
	2) The Transactions Table will display the Terminate Participation transaction.
Defect #	40134
Planned Release	Unassigned

Alternate Procedure #257: The system is incorrectly displaying a *We Apologize* error popup when a user inputs an incorrect PIN on *Sign and Submit Your Application/ Sign and Submit Your Changed Application* page and attempts to submit the CalHEERS application	
Users Impacted	All Users
Area Impacted	Online Application
What's Happening Now	The system is incorrectly displaying a *We Apologize* error popup when a user inputs an incorrect PIN on the *Sign and Submit Your Application/Sign and Submit Your Changed Application* page and attempts to submit the CalHEERS application.
Actions to Take	1) Click on the **Close** button in the *We Apologize* popup.
	2) Click on the **Back** button on *Sign and Submit Your Application/ Sign and Submit Your Changed Application* page, *Voter Registration* page displays.
	3) Click on the **Next** button on *Voter Registration* page, *Sign and Submit Your Application/ Sign and Submit Your Changed Application* page displays.
	4) The user may now enter the required information and the correct PIN on the *Sign and Submit Your Application/ Sign and Submit Your Changed Application* page and click the **Submit Application** button to submit the CalHEERS Application.
	Note: If the User cannot remember their PIN, they can change the PIN from their My Profile or My Settings page.

Alternate Procedure #257: The system is incorrectly displaying a *We Apologize* error popup when a user inputs an incorrect PIN on *Sign and Submit Your Application/ Sign and Submit Your Changed Application* page and attempts to submit the CalHEERS application

Defect #	40319
Planned Release	17.9.1

Alternate Procedure #258: Service Center Representatives, Service Center Representative Supervisor Enhanced, County Eligibility Workers and Security Administrators are not able to unblock and reset user accounts and passwords for their members in the *User Accounts Administration* page using the Internet Explorer browser.

Users Impacted	Service Center Representatives, Service Center Representative Supervisor Enhanced, County Eligibility Workers and Security Administrator.
Area Impacted	Online Application
What's Happening Now	Service Center Representatives, Service Center Representative Supervisor Enhanced, County Eligibility Workers and Security Administrators are not able to unblock and reset user accounts and passwords for their members in the *User Accounts Administration* page using the Internet Explorer browser.
Actions to Take	To unblock or reset user accounts and password, advise the user to: 1) Login using the Chrome or Firefox browser to access the *User Accounts Administration* page.
Defect #	40326
Planned Release	17.9.1

Alternate Procedure #260: The **Claimed as a dependent** section on *Tax Information Review* page incorrectly displays a Household member claimed by **Nobody Files taxes** instead of **Someone else.**

Users Impacted	All Users
Area Impacted	Online Application

Alternate Procedure #260: The **Claimed as a dependent** section on *Tax Information Review* page incorrectly displays a Household member claimed by **Nobody Files taxes** instead of **Someone else.**

What's Happening Now	The **Claimed as a dependent** section on *Tax Information Review* page incorrectly displays a Household member claimed by **Nobody Files taxes** instead of **Someone else.**
Actions to Take	Advise the user to: 1) Proceed with submitting the CalHEERS Online Application as this is a display only issue. **Note**: There are no downstream impacts to the CalHEERS Online Application as the database records the correct information.
Defect #	40178
Planned Release	17.10

Alternate Procedure #261: A household member's income is not being recalculated after being edited on the *Review Individual's Income* page and *Estimate 2017 Household Income* page.

Users Impacted	All Users
Area Impacted	Online Application
What's Happening Now	A household member's income is not being recalculated after being edited on the *Review Individual's Income* page and *Estimate 2017 Household Income* page.
Actions to Take	1) Click on the household member's **dropdown** button on the *Estimate 2017 Household Income* page. 2) Click on the **Edit** button and the *Review Individual's Income* displays. 3) Click **Edit** on the income type you wish to modify; the *Edit Individual's Income* popup displays. 4) Select the **No** radio button for the *Did individual get paid from this job before January 1, 2017?* question. 5) Type the **"first paid date"** in the **When did individual first get paid from this job?** field. 6) Select the **No** radio button for the *Does individual still have this job?* question. 7) Type the **"last paid date"** in the **When was the last time Individual got paid from this job?** field.

Alternate Procedure #261: A household member's income is not being recalculated after being edited on the *Review Individual's Income* page and *Estimate 2017 Household Income* page.	
	8) Click on the **Save** button and income is now recalculated on the *Review Individual's Income* page and *Estimate 2017 Household Income* page.
Defect #	40206
Planned Release	17.9.1

Alternate Procedure 262: The CalHEERS Online Application is providing the incorrect MAGI eligibility status for users who have re-submitted via the Single Streamline Application. This only occurs after Negative Action has been taken to release the user's case from their current County of Responsibility.	
Users Impacted	All Users
Area Impacted	CalHEERS Single Streamline Application
What's Happening Now	The CalHEERS Online Application is providing the incorrect MAGI eligibility status for users who have re-submitted via the Single Streamline Application. This only occurs after Negative Action has been taken to release the user's case from their current County of Responsibility.
Actions to Take	For the CalHEERS Online Application to receive the correct MAGI eligibility status, advise the user to: 1) Re-submit the CalHEERS Online Application through the Flexi-App view. Or 2) Contact a County Eligibility Worker who can remove the Negative Action and re-determine eligibility for the consumer's CalHEERS Online Application.
Defect #	40262
Planned Release	17.9.1

Glossary			
Acronym	**Full Form**	**Acronym**	**Full Form**
ABE	Accenture Billing Engine	IMM	Immigrant
ADA	Americans with Disabilities Act	IRS	Internal Revenue System
AHBX	Accenture Health Benefit Exchange	ISO	Information Security Officer
AI	American Indian	IVR	Interactive Voice Response

Glossary			
Acronym	**Full Form**	**Acronym**	**Full Form**
ALM	Application Lifecycle Management	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)
AN	Alaskan Native	LFP	Lawful Presence
APTC	Advance Premium Tax Credits	LV	Life event needs verification
BOB	Book of Business	MCAP	Medi-Cal Access Program
BPM	Business Process Management	MEDS	Medi-Cal Eligibility Determination System
BRE	Business Rules Engine	MNE	Manual Eligibility
CCHIP	County Children's Health Initiative Program	NMEC	Non-MAGI MEC AID Code
CCP	Covered California Programs	NQI	New Qualified Immigrants
CEC	Certified Enrollment Counselor	OBIEE	Oracle Business Intelligence Enterprise Edition
CEE	Certified Enrollment Entities	OPA	Oracle Policy automation
CEW	County Eligibility Worker	PAI	Projected Annual Income
CFS	Carry Forward Status	PBE	Plan Based Enroller
CIN	Client Index Number	PDF	Portable Document Format
CMI	Current Monthly Income	PLR	Policy Level Reporting
CMS	Centers for Medicare & Medicaid Services	QDP	Qualified Dental Plan
COR	County of Responsibility	QHP	Qualified Health Plan
CR	Change Requests	RDP	Registered Domestic Partner
CSR	Cost Share Reduction	ROP	Reasonable Opportunity Period
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)	RTC	Rational Team Concert
CSV	Comma Separated Value	SA	Subject Area
DER	Determination of Eligibility Response	SAWS	Statewide Automated Welfare Systems
DHCS	Department of Health Care Services	SCIN	Statewide Client Index Number
DWH	Data Warehouse	SCR	Service Centre Representative
ECM	Electronic Content Management System	SFTP	Secured File Transfer Protocol
EDD	Employment Development Department	SIR	Service Investigation report

Glossary			
Acronym	**Full Form**	**Acronym**	**Full Form**
EDI	Electronic Data Interchange	SLCSP	Second Lowest cost silver plan
EDR	Eligibility Determination Request	SNOW	Service Now
EERC	Eligibility Evaluation Reason Code	SQL	Structure Query Language
EPO	Exclusive Provider Organization	SSA	Social Security Administration
ETL	Extract, Transform and Load	SSN	Social Security Number
FDSH	Federal Data Services Hub	STNA	Short Term Negative Action
FIPS	Federal Information Processing Standard	UAT	User Acceptance Test
FPL	Federal Poverty Level	UPW	Unplanned Pregnant Woman
FTB	Franchise Tax Board	URL	Uniform Resource Locator
FTI	Federal Tax Information	VLP	Verify Lawful Presence
GI	Get Insured	WAT	Web Accessibility Toolbar
IAP	Insurance Affordability Programs	WCC	Web Center Content
ICT	Inter County Transfer	WP	Work Products
IDD	Interface Definition Document	WSDL	Web Services Definition Language