

Executive Summary

CalHEERS Priority Feature Release 18.3 (deployed on 3/12/2018) contains updates to following:

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

- None

Key System Updates that have been deployed in this release:

- Project
- Cross-Business Area
- Eligibility & Enrollment
- Interfaces
- Online Application
- Enrollment-Financial Management
- EHIT

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

- Eligibility
- Enrollment- Financial Management
- Notices
- Online Application
- Reports
- Security

Alternate Procedures that have been provided with this release:

No Longer in Effect with this release

New with this release

- Online Application
- Online Application

Purpose and Scope

This document describes the content of the CalHEERS Priority Feature Release 18.3. Any known issues are described together with key features of the release contents, alternate procedures, and actions required.

Key New Features

The following summarizes the new features included in this release.

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

Key System Updates

The following summarizes the modified features included in this release.

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
83522	Change Request	The Secure Mailbox pages (Inbox, Message, and Archive) resided on the legacy architecture.	The Secure Mailbox pages (Inbox, Message, Archive) are migrated to utilize the SSApp Responsive Design architecture.	Inbox Message Archive
93908	Change Request	The MAGI Medi-Cal Federal Poverty Level (FPL) table contained 2017 values.	The MAGI Medi-Cal FPL table contains 2018 values. The table will be effective from 01/01/2018 forward. MAGI Medi-Cal cases determined during the 01/01/2018 to 03/11/2018 period must be re-determined to use the updated 2018 FPL table.	NA
70497	Change Request	The Eligibility and Enrollment flows were on the legacy architecture and displayed the classic web pages.	<p>The Eligibility and Enrollment pages are migrated to utilize the SSApp Responsive Design architecture. All Eligibility and Enrollment pages now use the new Single Streamlined Application page design.</p> <p>The summary of Eligibility Results is displayed on the <i>Household Eligibility Results Summary</i> page and complete Eligibility details for a household member on the <i>Individual Eligibility Details</i> page.</p>	<p>Enrollment pages</p> <ul style="list-style-type: none"> • Choose Enrollment Groups • Choose Dental Group • Dental Only Renewal Confirmation • Choose Plan • Change Plan Selection <p>Eligibility pages</p> <ul style="list-style-type: none"> • Household Eligibility Results Summary • Individual Eligibility Details • Keep or Switch Coverage • Employer Information • Additional Benefit Options • Medi-Cal Eligibility Confirmation Letter
107740	Change Request	The ESI-MEC schema was on version 1.	The ESI-MEC schema is on version 2 and CalHEERS has made the necessary changes for all the interfaces to support the new version.	NA

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
35023 (CR 96123)	Defect Fix	The validation messages on the <i>Security Questions</i> page were aligned incorrectly.	The validation messages on the <i>Security Questions</i> page are aligned correctly.	Security Questions
35816 (CR 96123)	Defect Fix	Clicking on the Submit Application button on the <i>Sign and Submit Your Changed Application</i> page after reporting a change to the income displayed a <i>We Apologize</i> popup.	Clicking on the Submit Application button on the <i>Sign and Submit Your Changed Application</i> page after reporting a change to the income displays the <i>Program Eligibility</i> page.	Sign and Submit Your Changed Application
35078 (CR 96123)	Defect Fix	The HBX_INDV_ADDR table had duplicate high dated records for the same individual id leading to incorrect Address details in Data warehouse SA.	The HBX_INDV_ADDR table has one record for an individual id.	NA
34862 (CR 96123)	Defect Fix	The alignment of Agents, Certified Enrollment Counsellors and County Human Services Agencies section were incorrect with inconsistent color for the following buttons Find an Agent, Find Certified Enrollment Counsellor and Find County Office on the <i>Locate Assistance</i> page.	The alignment of Agents, Certified Enrollment Counsellors and County Human Services Agencies section are correct with consistent color for the following buttons Find an Agent, Find Certified Enrollment Counsellor and Find County Office on the <i>Locate Assistance</i> page.	Locate Assistance
33287 (CR 96123)	Defect Fix	Clicking on the Continue button after entering the required details on the <i>Enter Username</i> page for a disabled account displayed the <i>Answer Question</i> page.	Clicking on the Continue button after entering the required details on the <i>Enter Username</i> page for a disabled account displays the <i>Contact Us</i> page.	Enter Username
38916 (CR 96123)	Defect Fix	The earliest possible coverage start date displayed on <i>Browse Health Plans</i> page is first of the first month of the year.	The earliest possible coverage start date displayed on <i>Browse Health Plans</i> page is the current date.	Browse Health Plans
34722 (CR 96123)	Defect Fix	The header of the IMPORTANT: This is not an application for coverage popup on the <i>Preview Plans</i> page was incorrectly displayed as a link.	The header of the IMPORTANT: This is not an application for coverage popup on the <i>Preview Plans</i> page displays as text.	Preview Plans
41302 (CR 96123)	Defect Fix	The Coverage Start Date and Plan Selection Due Date displayed in the CalNOD01 notice was incorrect.	The Coverage Start Date and Plan Selection Due Date displayed in the CalNOD01 notice is correct.	NA

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
42721 (CR 79500)	Defect Fix	Business Validation 86 displayed the following message “CalHEERS cannot process the EDR. Current County of Responsibility is <FIPS Code> for the CalHEERS case number XXXXXXXXXXXX”	Business Validation 86 displays the following message “CalHEERS cannot process the EDR. Current County of Responsibility is <County Name> for the CalHEERS case number XXXXXXXXXXXX”	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
41325	Defect Fix	When an MSMCAP (Consumer elected to switch from MCAP to MAGI Medi-Cal) user reported an increase in income, the <i>Program Eligibility</i> page displayed incorrect eligibility results.	When an MCAP user reports an increase in income, the <i>Program Eligibility</i> page displays the correct eligibility results.	Program Eligibility
42588	Defect Fix	Clicking on the Next button on the <i>Active Consumers</i> page displayed a few records from the previous page and the Case Details and Coverage information for the first and last consumer was displayed as blank.	Clicking on the Next button on the <i>Active Consumers</i> page displays no records from the previous page and the Case Details and Coverage information for the first and last consumer is displayed.	Active Consumers
42022 42499	Defect Fix	The Quality Rating Disclaimer text on <i>Browse Health Plans</i> page was incorrect and did not display completely when accessed on Internet Explorer browser.	The Quality Rating Disclaimer text on <i>Browse Health Plans</i> page is incorrect and displays completely when accessed on Internet Explorer browser.	Browse Health Plans
43133	Defect Fix	Clicking on the Continue Plan Update button on the Individual Home page displayed the <i>Plan Selection Not Available</i> popup.	Clicking on the Continue Plan Update button on the Individual Home page displays the <i>Health Coverage</i> page.	Individual Home page
36636	Defect Fix	Data Integrity batch job (ENR-2000-DD-02) returned incorrect data for Enrollment Status mismatch and Financial records mismatch fields.	Data Integrity batch job (ENR-2000-DD-02) returns correct data for Enrollment Status mismatch and Financial records mismatch fields.	NA
42485	Defect Fix	The IRS batch job IRS-3000-DD-01 inserted Dental Enrollment records into HBX_IRS_1095_FIN_AMT_STAGING table but did not update Health Enrollment records.	The IRS batch job IRS-3000-DD-01 inserts both Dental and Health Enrollment records into HBX_IRS_1095_FIN_AMT_STAGING table.	NA

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
41700	Defect Fix	The <i>Shop for a Dental Plan</i> page incorrectly displayed the following text Your Plan, [Plan Name], does not include dental coverage for [Household Member Name under 19years of age]. Get it here! Without a link to click.	The <i>Shop for a Dental Plan</i> page does not display the following text Your Plan, [Plan Name], does not include dental coverage for [Household Member Name under 19years of age]. Get it here! Since all children under the age of 19 have dental coverage embedded in the health plan.	Shop for a Dental Plan
42579	Defect Fix	The NOD61a batch job ARC-1058-NG-01 failed to generate CALNOD61a notice for consumers who changed their preferred method of communication.	The NOD61a batch job ARC-1058-NG-01 successfully generates CALNOD61a notice for consumers who changed their preferred method of communication.	NA
42262	Defect Fix	The following text Select the option that best describes your current gender identity was not enclosed in a parenthesis for the question What is your gender? On the <i>Additional Demographic Information</i> page.	The following text Select the option that best describes your current gender identity is enclosed in a parenthesis for the question What is your gender? On the <i>Additional Demographic Information</i> page.	Additional Demographic Information
42812	Defect Fix	Clicking on the Documents and Correspondence link on the <i>Application History</i> page for a Consumer with only 2017 application displayed a <i>We Apologize</i> error message.	Clicking on the Documents and Correspondence link on the <i>Application History</i> page for a Consumer with only 2017 application displays the <i>Documents and Correspondence</i> page.	Application History
42651	Defect Fix	Got It button in the Waiting Room popup displayed incorrect text for a Spanish user on the <i>Great! Now we need to ask a few questions to confirm [Household Member Name] identity and Sign and Submit Your Application</i> pages.	Got It button in the Waiting Room popup displays correctly for a Spanish user on the <i>Great! Now we need to ask a few questions to confirm [Household Member Name] identity and Sign and Submit Your Application</i> pages.	Great! Now we need to ask a few questions to confirm [Household Member Name] identity Sign and Submit Your Application pages.
39565	Defect Fix	Clicking on the Keep or switch coverage link under the Manage My Application section on the Individual Home page displayed the <i>Keep of Switch Coverage</i> page.	Clicking on the Keep or switch coverage link under the Manage My Application section on the Individual Home page displays the <i>"Which person do you need to switch coverage for?"</i> page.	Individual Home page
42829	Defect Fix	Clicking on the Review Application link under the Manage My Application section on the Individual Home page displayed a <i>We Apologize</i> popup.	Clicking on the Review Application link under the Manage My Application section on the Individual Home page	Individual Home page

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
			displays the <i>Review Household Information</i> page.	
42766	Defect Fix	Clicking on the View link under the Documents Uploaded section on the <i>Manage Verifications</i> page displayed a Not Found error message.	Clicking on the View link under the Documents Uploaded section on the <i>Manage Verifications</i> page displays the respective document.	Manage Verifications
42545	Defect Fix	Clicking on Create Account button on the <i>Please Review Your Information</i> page displayed an <i>Invalid Access Code</i> popup for users whose first name, last name or middle name were entered with leading or trailing spaces on the <i>Add Household Member</i> page.	Clicking on Create Account button on the <i>Please Review Your Information</i> page displays <i>Thank you for creating an account</i> popup for users whose first name, last name or middle name are entered with leading or trailing spaces on the <i>Add Household Member</i> page.	Please Review Your Information
42429	Defect Fix	The following text You must select a plan within 60 days from the qualifying life event. You must select a plan by <date>. So your health coverage can start, you must pay your first premium by the due date. You may contact your health plan directly, or you can wait for them to bill you. Please do not send your payment to Covered California displayed multiple times (once per eligibility) on the <i>Program Eligibility</i> page.	The following text You must select a plan within 60 days from the qualifying life event. You must select a plan by <date>. So your health coverage can start, you must pay your first premium by the due date. You may contact your health plan directly, or you can wait for them to bill you. Please do not send your payment to Covered California displays only once on the <i>Program Eligibility</i> page.	Program Eligibility
41264	Defect Fix	Clicking on the Report a Change button on the Individual Home page for a case where report a change was in progress for the previous year (2017) displayed the <i>Review Household Information</i> page with previous year's changes.	Clicking on the Report a Change button on the Individual Home page for a case where report a change is in progress for the previous year (2017) displays the <i>Review Household Information</i> page with current year (2018) changes.	Review Household Information
42767	Defect Fix	Clicking on the Continue button on the <i>Welcome Back to Your Account</i> page after renewals did not display the Home Address in the Primary Contact section and incorrectly displayed the Active duty/honorably discharged military section on the <i>Review Household Information</i> page.	Clicking on the Continue button on the <i>Welcome Back to Your Account</i> page after renewals displays the Home Address in the Primary Contact section on the <i>Review Household Information</i> page.	Review Household Information
42814	Defect Fix	Clicking on the View Access Code button on the <i>Search Individual</i> page displayed an exception error message.	Clicking on the View Access Code button on the <i>Search Individual</i> page displays the access code in a popup.	Search Individual
42514	Defect Fix	Clicking on Reset button in the <i>Reset Password</i> popup on the <i>Search Users</i>	Clicking on Reset button in the <i>Reset Password</i> popup on the <i>Search Users</i>	Search Users

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		page after entering a dictionary word for the New Password and Confirm New Password fields did not display the validation error message.	page after entering a dictionary word for the New Password and Confirm New Password fields displays the validation error message.	
42687	Defect Fix	Clicking on the Submit button on the <i>Submit Verification</i> page after uploading the documents displayed a <i>We Apologize</i> popup.	Clicking on the Submit button on the <i>Submit Verification</i> page after uploading the documents displays the <i>Verification Pop Up</i> message.	Submit Verification
41281	Defect Fix	Adding a new member to a household after removing the fifth household member displayed incorrect avatar and color for the added member on the <i>Tell us About the People in Your Household</i> page.	Adding a new member to a household after removing the fifth household member displays correct avatar and color for the added member on the <i>Tell us About the People in Your Household</i> page.	Tell us About the People in Your Household
42480	Defect Fix	The Overage Dependent Report displayed the date in YYYYMMDD format and included consumers in terminated status as well. Impacted Attributes: NA Impacted Subject Area: NA	The Overage Dependent Report displays the date in MM/DD/YYYY format and does not include consumers in terminated status.	NA
42746	Defect Fix	The script Effectuated Members Report returned an exception error message. Impacted Attributes: NA Impacted Subject Area: NA	The script Effectuated Members Report completes successfully.	NA
42616	Defect Fix	DW_ENRLEE_ID and DW_ENRLMNT_ID tables were not getting updated correctly. Impacted SA: Transaction Impacted Attributes: <ul style="list-style-type: none"> DW_ENRLEE_ID DW_ENRLMNT_ID 	DW_ENRLEE_ID and DW_ENRLMNT_ID tables are getting updated correctly.	NA
41113	Defect Fix	Clicking on the Login button on the <i>Log In Or Create An Account</i> page for a case with first name or last name having a	Clicking on the Login button on the <i>Log In Or Create An Account</i> page for a case with first name or last name having a	Log In Or Create An Account

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		length of 50 characters displayed validation error message.	length of 50 characters displays <i>Welcome to Your Account</i> page.	

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
264	The user clicks on the Flexible Admin View button in the <i>View Confirmation</i> popup on the Individual Home page, a???error.page.message.txt??? Error message displays.	40529	18.3

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

#	New Alternate Procedures	Ref ID	Planned Release
276	Users receive a “We Apologize” popup when attempting to view previous eligibility results via the View eligibility results link via the Manage my Application section for an in-progress application.	43343	18.3.0.0.1
277	Clicking on the “View PDF” link on the <i>Household Eligibility Results Summary</i> page is not downloading the application PDF file.	43341	TBD

Users Impacted	All Users
Area Impacted	Online Application
What’s Happening Now	A “We Apologize” error displays on the consumer home page when users with former eligibility results click on the View eligibility results link on the home page via the <i>Manage my Application</i> section for an in-progress application.

Actions to Take	<p>The user is recommended to:</p> <ol style="list-style-type: none"> 1. Withdraw the in-progress application to view their previous eligibility results. <ol style="list-style-type: none"> a. On the Individual Home page, click on the Withdraw application or Cancel change report link under the <i>Manage my Application</i> section. b. The user can now click on the View eligibility results link to view their previous eligibility results. <p>Or</p> <ol style="list-style-type: none"> 2. Submit the in-progress application to view the previously submitted eligibility results on the <i>Household Eligibility Results Summary</i> page. <ol style="list-style-type: none"> a. The user can also access the new eligibility results through the View eligibility results link.
Defect #	43343
Planned Release	18.3.0.0.1

Alternate Procedure #277: Clicking on the “View PDF” link on the *Household Eligibility Results Summary* page is not downloading the application PDF file.

Users Impacted	All Users
Area Impacted	Online Application
What’s Happening Now	Clicking on the “View PDF” link on the <i>Household Eligibility Results Summary</i> page is not downloading the application PDF file.
Actions to Take	<p>The user is advised to:</p> <ol style="list-style-type: none"> 1. Click on the Done button or on the “Account Home” link on the <i>Household Eligibility Results Summary</i> page. 2. On the Individual Home page, click on the “View Past Application” link. The <i>Application History</i> page is now displayed. 3. The user can click on the “View Application PDF” link for any of their previously submitted applications.
Defect #	43341
Planned Release	TBD

Glossary

Acronym	Full Form
ABE	Accenture Billing Engine
ADA	Americans with Disabilities Act
AHBX	Accenture Health Benefit Exchange
AI	American Indian
ALM	Application Lifecycle Management
AN	Alaskan Native
APTC	Advance Premium Tax Credits
BOB	Book of Business
BPM	Business Process Management
BRE	Business Rules Engine
CCHCS	California Correctional Health Care Services
CCHIP	County Children’s Health Initiative Program
CCP	Covered California Programs
CDCR	California Department of Corrections and Rehabilitation
CEC	Certified Enrollment Counselor
CEE	Certified Enrollment Entities
CEW	County Eligibility Worker
CFS	Carry Forward Status
CIN	Client Index Number
CMI	Current Monthly Income
CMS	Centers for Medicare & Medicaid Services
COR	County of Responsibility
CR	Change Requests
CSR	Cost Share Reduction
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)
CSV	Comma Separated Value
DER	Determination of Eligibility Response

Acronym	Full Form
IRS	Internal Revenue System
ISO	Information Security Officer
IVR	Interactive Voice Response
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)
LFP	Lawful Presence
LV	Life event needs verification
MCAP	Medi-Cal Access Program
MCIEP	Medi-Cal Inmate Eligibility Program
MEC	Minimal Essential Coverage
MEDS	Medi-Cal Eligibility Determination System
MNE	Manual Eligibility
NHeLP	National Health Law Program
NIST	National Institute of Standards and Technology
NMEC	Non-MAGI MEC AID Code
NQI	New Qualified Immigrants
OBIEE	Oracle Business Intelligence Enterprise Edition
OPA	Oracle Policy automation
PAI	Projected Annual Income
PBE	Plan Based Enroller
PBPS	Pitney Bowes Presort Services
PDF	Portable Document Format
PLR	Policy Level Reporting
QDP	Qualified Dental Plan
QHP	Qualified Health Plan
RDP	Registered Domestic Partner
ROP	Reasonable Opportunity Period
RTC	Rational Team Concert

Acronym	Full Form
DHCS	Department of Health Care Services
DWH	Data Warehouse
ECM	Electronic Content Management System
EDD	Employment Development Department
EDI	Electronic Data Interchange
EDR	Eligibility Determination Request
EERC	Eligibility Evaluation Reason Code
EPO	Exclusive Provider Organization
ESI	Employer Sponsored Insurance
ETL	Extract, Transform and Load
FDSH	Federal Data Services Hub
FIPS	Federal Information Processing Standard
FPL	Federal Poverty Level
FTB	Franchise Tax Board
FTI	Federal Tax Information
FTR	Failure to Reconcile
GI	Get Insured
IAP	Insurance Affordability Programs
ICT	Inter County Transfer
IDD	Interface Definition Document
IMM	Immigrant

Acronym	Full Form
SA	Subject Area
SAWS	Statewide Automated Welfare Systems
SCIN	Statewide Client Index Number
SCR	Service Centre Representative
SFTP	Secured File Transfer Protocol
SIR	Service Investigation report
SLCSP	Second Lowest cost silver plan
SNOW	Service Now
SQL	Structure Query Language
SSA	Social Security Administration
SSN	Social Security Number
STNA	Short Term Negative Action
UAT	User Acceptance Test
UPW	Unplanned Pregnant Woman
URL	Uniform Resource Locator
USPS	United States Postal Service
VLP	Verify Lawful Presence
WAT	Web Accessibility Toolbar
WCC	Web Center Content
WP	Work Products
WSDL	Web Services Descriptor Language