

Executive Summary

CalHEERS Feature Release 16.7 (to be deployed on 08/01/2016) contains updates to following:

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

- Eligibility & Enrollment
- State Request
- Technology

Key System Updates that have been deployed in this release:

- Eligibility & Enrollment
- Interfaces
- Technology
- eHIT
- Project

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

- eHIT
- Eligibility
- Enrollment-Financial Management
- MEDS
- Notices
- Online Application
- Security

Alternate Procedures that have been provided with this release:

No Longer in Effect with this release

- Online Application
- Enrollment-Financial Management
- eHIT
- Security

New with this release

- Online Application

Purpose and Scope

This document describes the content of the CalHEERS Feature Release 16.7. 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
Eligibility & Enrollment				
Newly Qualified Immigrants Medi-Cal Affordability Wrap				
3124	Change Request	This functionality did not exist previously.	<p>This will not be operational with implementation of release 16.7. Users will be notified prior to operationalizing.</p> <p>A New Qualified Immigrant (NQI) is eligible to the NQI Wrap when the conditions for eligibility are met for MAGI-Medi-Cal and APTC.</p> <ul style="list-style-type: none"> • 21 years of age or older and less than 65 years of age, and • not pregnant, and • has no minor child(ren) determined eligible for Medi-Cal, and <ul style="list-style-type: none"> • A minor child is defined as: <ul style="list-style-type: none"> ○ a child under 21 who is a biological or adopted child ○ sharing the same physical address as the parent • have income that meets the following requirements: <ul style="list-style-type: none"> • at or below 138% of the Federal Poverty Level (FPL) for the MAGI Medi-Cal evaluation, and • greater than 100% and at or below 150% of the FPL for Exchange evaluation, and • A qualified alien who is subject to the 5 year bar, and • A qualified alien that has not met the 5 year bar. <p>The NQI qualifies for MAGI Medi-Cal aid code L9, which is defined as State-Funded full scope Medi-Cal, but is not Minimum Essential Coverage (MEC), which serves as the payer of last resort for Medi-Cal covered services when the individual's Qualified Health Plan (QHP) does not pay</p>	NA

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
			for medical services. Eligibility to the NQI Wrap requires enrollment in a QHP within the Open Enrollment and Special Enrollment timeframes established for QHP eligibility.	
Eligibility for IAP Based on Immigration Status				
32277	Change Request	This functionality did not exist previously	<p>CalHEERS will determine the level of benefits for Medi-Cal eligibility based on lawful presence, qualified alien status, and PRUCOL status using the latest data from the federal hub as a result of Verify Lawful Presence (VLP) interface updates, Admin verified, or attested data. The “Are you an eligible Immigrant” question will be removed from the CalHEERS Portal however maintained and used via eHIT.</p> <p>CalHEERS is adding an additional drop-down item under Document Types which is Document or status not listed.</p> <p>CalHEERS is adding an additional drop-down menu for “Immigrant Statuses” which will list 15 statuses, and one additional for Document or status not listed</p> <p>Immigration status and Class of Admission (COA) codes taken into consideration for eligibility purposes. SAWS will not implement any schema changes until a future date; therefore, COA codes and Immigration statuses will not be exchanged via the CalHEERS/SAWS eHIT interface.</p> <p>CalHEERS/SAWS implemented logic to continue to determine eligibility initiated from SAWS based on the Eligible immigrant status of Y or N.</p>	NA

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State Request				
CalHEERS “Integration of Other Non-Health Services Programs” Option				
34752	Change Request	This functionality did not exist previously.	<p>CalHEERS has updated the “View Additional Benefit Options” link on the Eligibility Results Page, which now offers an option for the user to request a referral or to apply for other social service programs (CalWORKs or CalFresh). See below for the changes on the CalHEERS Portal:</p> <ul style="list-style-type: none"> A user is provided with an <i>Additional Benefit Options</i> page when they select the link on the <i>Eligibility Results Page</i> “View Additional Benefit Options.” CalHEERS provides the user with the ability to apply for CalWORKs/CalFresh via www.benefitscal.org/CH from the <i>Additional Benefit Options</i> page. <p>Clicking the Apply Now button on the <i>Additional Benefit Options</i> page will do two things the first time this button is selected:</p> <ul style="list-style-type: none"> Trigger eHIT to send the applicant's information to SAWS (as a referral) when the checkbox is checked for CalFresh and/or CalWORKs (one DER with multiple selections). This is existing functionality; however, the page has been modified. A new child window launches that allows the user to complete their CalWORKs/CalFresh application via www.benefitscal.org/CH. 	Additional Benefit Options
Technology				
Add error message to be displayed when a logged in user tries to access the CalHEERS site in a new tab on the same browser window				
62725	Change Request	This functionality did not previously exist.	In order to minimize multiple browsing issues (e.g. case data getting mixed up), when a logged in user tries to access CoveredCA.com in a new tab on the same browser window, a popup displays that says, “ We have detected that you are	NA

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
			logged in to your account in more than one window or tab. We cannot support more than one log in session open at the same time. Please close one to continue.”	

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				
Enable Custom Grouping functionality for APTC households				
3262	Change Request	APTC household members did not have access to the Custom Grouping option on the <i>Plan Selection</i> page. Husband/wife displayed in the dropdown list on the <i>Relationships</i> page.	APTC household members now have access to the Custom Grouping option on the <i>Plan Selection</i> page. Spouse displays in the dropdown list on the <i>Relationships</i> page.	Plan Selection
Remote Identity proofing (RIDP) verbiage changes				
31943	Change Request	RIDP reference language had not clearly stated that the primary contact’s identity will be verified via Experian. Additionally, online help had not been added to help consumers navigate through the RIDP process.	RIDP reference language has been updated to clearly state that the primary contact’s identity will be verified via Experian. Additionally, online help was added to help consumers navigate through the RIDP process.	<ul style="list-style-type: none"> • Household Introduction • Household Primary Contact • Confirm Identity • Household Members • Relationships • Household Summary
Disregard Pregnant Teen income				
52341	Change Request	CalHEERS did not disregard the household income in an unmarried pregnant teen’s individual MAGI	CalHEERS now disregards the household income for an unmarried Individual’s MAGI Medi-Cal budget who is not eligible for any other	NA

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		Medi-Cal budget when they met a certain criteria.	<p>mandatory or optional categorically needy coverage group (includes MCAP or CCHIP), and who is either:</p> <p>(a) under age 21, living with her parents, and not going to file a tax return for the taxable year, or</p> <p>(b) under age 21 and is going to be claimed as a tax dependent by her parents in the taxable year as a dependent child.</p> <p>CalHEERS will not apply soft pause for unmarried pregnant teens under the age of 21, who meet the above condition who reports a marriage.</p>	
Interfaces				
Electronic verification of Medicare enrollment from Social Security Administration via the federal hub				
12055	Change Request	CalHEERS used applicant's self-attestation to verify individuals' Medicare enrollment.	<p>CalHEERS system will continue to use self-attestation, and with this change will also use electronic verification from the Social Security Administration via the federal hub to verify individuals' Medicare enrollment.</p> <p>Additional Eligibility Evaluation reasons were added and will be passed via eHIT.</p> <p>Medicare Ineligible- Records indicate applicant is not entitled to Medicare benefits</p> <p>Medicare Eligible - Records indicate applicant is entitled to Medicare benefits.</p> <p>Medicare Pending – System Down Records indicate applicant is pending entitlement to Medicare</p>	NA

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			benefits because the system is down. Medicare Pending – Inconsistent Verification Records indicate applicant is pending entitlement to Medicare benefits because verification is inconsistent with the consumer’s attestation value.	
CalHEERS to send three alien fields to MEDS				
29176	Change Request	The below-mentioned alien fields were not sent to the Medi-Cal Eligibility Determination System (MEDS) <ul style="list-style-type: none"> Alien/INS Entry Date Citizen/Alien Indicator Alien Eligibility Code 	CalHEERS now sends the below-mentioned alien fields to MEDS. These fields are sent to MEDS via HX18, HX20, HX12 and HX34 transactions when Qualified Non-Citizen status is verified by either the hub or administrator. <ul style="list-style-type: none"> Alien/INS Entry Date Citizen/Alien Indicator Alien Eligibility Code 	NA
Technology				
Admin access restrictions to Coveredca.com				
12191	Change Request	Admin users were able to access the CoveredCA.com website from any location.	Admin users can now access the CoveredCA.com website only from Information Security Officer (ISO) approved IP Addresses.	NA
EDR-C Mitigation of Near Consecutive Eligibility Determination Request submissions				
42378	Change Request	When CalWIN/LEADER sent multiple companion EDR sets for the same case at the same time or with minimal time difference, the CalHEERS system picked each record from the multiple companion set concurrently for the processing , which	When CalWIN/LEADER sends multiple companion EDR sets for the same case at the same time or with minimal time difference, the CalHEERS system will process those companion EDR sets sequentially , which avoids table contentions, duplicate case creations, and performance issues.	NA

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		caused table contention, duplicate case creation, and performance issues.		
Create New Organizations in OIM for Agents and CECs				
62250	Change Request	All users created through the portal's self-service pages had the same organization in OIM. Because OIM defines all its password expiration policies at the organization level, when passwords for Agents, CECs, and CEEs were expired, Individual account passwords were also expired.	New organizations have been created in OIM for all different types of users created through the portal's self-service pages. Passwords for Agents, CECs, and CEEs can now expire without expiring passwords for individuals.	NA
eHIT				
eHIT and MEDS Schema Changes - eHIT v.5.0				
57936	Change Request	Release 16.7 MEDS Schema and - eHIT v.4.1 restoration.	Release 16.7 MEDS Schema and - eHIT v.4.1 restoration. This change enhances the SAWS and MEDS schema with multiple changes. The following key changes are highlighted: SAWS eHIT updates <ul style="list-style-type: none"> Eligibility Evaluation reasons to support CR 12055 - Electronic verification of Medicare enrollment from Social Security Administration via the federal hub (Amend) are added. MEDS update <ul style="list-style-type: none"> County of responsibility was added as a required 	NA

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			field for the HX18 and HX20 web services. <ul style="list-style-type: none"> Fields 2081 and 2086 for HX18 and HX20 web services will now be populated with Citizenship Document Type -3E (“U.S. Citizenship verified via CalHEERS via SSA”) and 3F (“U.S. Citizenship verified via CalHEERS via VLP”) as the result of CR 29176. 	
Project				
Updates to Online Help Pages				
47367	Change Request	The <i>Online Help</i> popup for the pages impacted did not include updates.	The <i>Online Help</i> popup for the pages below has been updated: <ul style="list-style-type: none"> Understand the Role of Enrollment Entity (Spanish) Enrollment Summary Employment Income Other Income Renewal Summary Use of this Website Household Primary Contact Self-Employment Income Income Summary Application Signature Expected Income for <Year> Personal Data – Tax Information Personal Data – Health Care Information Announcements Additionally, hover text has been updated based on text length limitations of browsers.	<ul style="list-style-type: none"> Understand the Role of Enrollment Entity (Spanish) Enrollment Summary Employment Income Other Income Renewal Summary Use of this Website Household Primary Contact Self-Employment Income Income Summary Application Signature Expected Income for <Year> Personal Data – Tax Information

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
				<ul style="list-style-type: none">• Personal Data – Health Care Information• Announcements

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
eHIT				
26894	Defect Fix	CalHEERS was creating duplicate cases from one Intake SAWS Eligibility Determination Request (EDR).	CalHEERS does not create duplicate cases from one Intake SAWS EDR.	NA
27571	Defect Fix	Update Inbound failed due to number format exception.	Update Inbound processes successfully.	NA
27495	Defect Fix	EDR sent postpartum period had Pregnancy Ind set to Y.	EDR sent postpartum period has Pregnancy Ind set to N.	NA
27165	Defect Fix	Unsolicited Determination of Eligibility Response (DER-U) initiated from CalHEERS access channel errored out due to OSB validation issue.	Unsolicited DER initiated from CalHEERS access channel is generated with required element, and sent out to SAWS successfully.	NA
27193	Defect Fix	An EDR from Statewide Automated Welfare Systems (SAWS) with Gender Code = U (Unknown) completed successfully; however, the subsequent DER failed due to a schema validation error. (CalHEERS system does not accept Gender Code = U, an EDR with this gender code does not save the user information in CalHEERS)	An EDR from SAWS with Gender Code = U returns the following validation error message "EDR cannot be processed with Unknown Gender Code in CalHEERS system for SAWS case person number: XX."	NA
27933	Defect Fix	When a user clicked the Save & Exit button on the <i>Personal Data – Health Insurance Information</i> page, an exception error was displayed.	When a user clicks the Save & Exit button on the <i>Personal Data – Health Insurance Information</i> page, entries on the page are saved.	Personal Data – Health Insurance Information

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Eligibility				
27789	Defect Fix	Users were able to enroll into a 2015 plan during the 2016 open enrollment period without a Special Enrollment Reason.	Users are not able to enroll into a 2015 plan during the 2016 open enrollment period without a Special Enrollment Reason.	NA
27984	Defect Fix	When a consumer previously determined eligible for MCAP reports a change with a decrease in income and becomes MAGI-Medi-Cal eligible, and then reports another change with an increase in income and a pregnancy end date, the individual was MAGI Medi-CAL soft pause and found MCAP eligible.	When a consumer previously determined eligible for MCAP reports a change with a decrease in income and becomes MAGI-Medi-Cal eligible, and then reports another change with an increase in income and a pregnancy end date, the individual will be found MAGI Medi-CAL soft pause only.	NA
Enrollment-Financial Management				
27614	Defect Fix	When a user reported a change to Home Address & Mailing Address and clicked the Submit button on the <i>Application Signature for Reported Changes</i> page, an exception error message is displayed.	When a user reports a change to Home Address & Mailing Address and clicks the Submit button on the <i>Application Signature for Reported Changes</i> page, the <i>Eligibility Results</i> page is displayed.	Application Signature for Reported Changes
27649	Defect Fix	The Gross Premium amount on the <i>Current Enrollment</i> page did not re-rate after mid-year plan change.	The Gross Premium amount on the <i>Current Enrollment</i> page re-rates after mid-year plan change.	Current Enrollment
28188	Defect Fix	When a user clicked the Choose a Health Plan button on the <i>Eligibility Results</i> page, an exception error displayed.	When a user clicks the Choose a Health Plan button on the <i>Eligibility Results</i> page, the <i>Plan Selection Date</i> popup window displays.	Eligibility Results

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27640	Defect Fix	<p>Suffix provided displayed as numbers on the following pages:</p> <ul style="list-style-type: none"> • <i>Enrollment Introduction</i> • <i>Plan Selection</i> • <i>Enrollment Summary</i> 	<p>Suffix provided displays correctly on the following pages:</p> <ul style="list-style-type: none"> • <i>Enrollment Introduction</i> • <i>Plan Selection</i> • <i>Enrollment Summary</i> 	<p>Enrollment Introduction</p> <p>Plan Selection</p> <p>Enrollment Summary</p>
28405	Defect Fix	<p>When a user clicked the Choose Health Plan Update button on the <i>Household Introduction</i> page, the <i>Coverage Overlap</i> popup window was displayed with the following text “You Already Have Coverage”</p>	<p>When a user clicks the Choose Health Plan Update button on the <i>Household Introduction</i> page, the <i>Plan Selection</i> page is displayed.</p>	Household Introduction
27160	Defect Fix	<p>The hbx_app_coordinator_history table had only 2 records (1 record for new agent and 1 record for previous agent) which resulted in inaccurate data in DWH.</p>	<p>The hbx_app_coordinator_history table has 3 records (1 record for new agent and 2 records for previous agent) resulting in accurate data in DWH.</p>	NA
27257	Defect Fix	<p>Intermittent error notice on GI Batch Jobs returned a “HTTP 500” error.</p>	<p>GI Batch jobs completes successfully without any errors.</p>	NA
27469	Defect Fix	<p>IRS-3000-DD-03 batch was overriding the Second Lowest Cost Silver Plan (SLCSP) amount for previous records when there was a change in coverage start date.</p>	<p>IRS-3000-DD-03 batch does not override the SLCSP amount for previous records when there is a change in coverage start date.</p>	NA
27653	Defect Fix	<p>When an admin terminated participation of a user, GI database terminated as never effective with “Cancel” status, but HBX database had different dates for coverage start date and</p>	<p>When an admin terminates participation of a user, both GI & HBX database updates the status to “Cancel” with same date for coverage start date and end date in HBX.</p>	NA

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		end date with "Cancel" status.		
24847	Defect Fix	When an admin attempted to change the Change Plan Effective Date and clicked the Enroll button on the <i>Provide eSignature</i> page, a "We Apologize" error message was displayed.	When an admin attempts to change the Change Plan Effective Date and clicks the Enroll button on the <i>Provide eSignature</i> page, the application navigates to the <i>Confirmation Page</i> .	Provide eSignature
27777	Defect Fix	When the middle name was left blank on the <i>Flexible Application</i> page, the <i>Review Application / Report a Change Summary</i> page displayed middle name as "null."	When the middle name is left blank on the <i>Flexible Application</i> page, the <i>Review Application / Report a Change Summary</i> page displays the same.	Review Application Report a Change Summary
MEDS				
26493	Defect Fix	MEDS HX20 job returned an exception error.	MEDS HX20 job completes successfully.	NA
27057	Defect Fix	MEDS HX20U job did not update the Caltex table with the latest skipped data.	MEDS HX20U job updates the Caltex table with the latest skipped data.	NA
26886	Defect Fix	MEDS HX12 job updated inconsistent date format in old_value for HM_DOB change in hbx_case_change_log table.	MEDS HX12 job updates consistent date format in old_value for HM_DOB change in hbx_case_change_log table.	NA
27309	Defect Fix	When a user was determined ineligible for both Medi-Cal and other exchange programs for an application submitted through the SAWS access channel, CalHEERS staged HX34 transactions to be sent to MEDS.	When a user is determined ineligible for both Medi-Cal and other exchange programs for an application submitted through the SAWS access channel, SAWS sends AP34 to MEDS indicating the reason for denied Medi-Cal.	NA
27606	Defect Fix	When a user reported negative income, HX18 job reported the Applicant	When a user reports negative income, both HX18 & HX20 jobs report	NA

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		Income and Application Income as Zero (0), whereas HX20 job reported negative income.	the Applicant Income and Application Income as negative.	
28619	Defect Fix	MEDS HX20 batch job failed due to deadlock issue.	MEDS HX20 batch job processes successfully.	NA
Notices				
27256	Defect Fix	When an admin clicked the Submit button on the <i>Application Signature for Reported Changes</i> page after reporting changes to income and removing a family member, an exception error was displayed.	When an admin clicks the Submit button on the <i>Application Signature for Reported Changes</i> page after reporting changes to income and removing a family member, the <i>Eligibility Results</i> page with the Choose Health Plan button enabled is displayed.	Application Signature for Reported Changes
25445	Defect Fix	The alignment of Case Number and License Number on NOD50 notice was not as per design.	The alignment of Case Number and License Number on NOD50 notice is per design.	NA
27096	Defect Fix	Notice NOD01 - Snippet 166 (Spanish) had space missing in the second and third paragraph after comma (,).	Notice NOD01 - Snippet 166 (Spanish) has space in the second and third paragraph after comma (,).	NA
27722	Defect Fix	The daily NOD61 batch job generated NOD61A and/or NOD61B notices multiple times equal to the number of updates made to Preferred method of communication on that day.	The daily NOD61 batch job generates NOD61A or NOD61B notices only once, based on the latest update to Preferred method of communication on that day.	NA
Online Application				
25521	Defect Fix	When a user/admin accessed the application on multiple tabs in the same browser and clicked on the Continue button on the <i>Household</i> page, a	When a user/admin accesses the application on multiple tabs in the same browser and clicks on the Continue button on the <i>Household</i> page, the	NA

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		“We Apologize” error message displayed.	following message displays: “We have detected that you are logged in to your account in more than one window or tab. We cannot support more than one log in session open at the same time. Please close one to continue.”	
28570	Defect Fix	When an admin updated Date of Birth without selecting the Preferred Method of Communication on the <i>Administration Home – Settings</i> page, Date of Birth entered was updated in AHBX but OIM was not updated.	When an admin updates Date of Birth without selecting the Preferred Method of Communication on the <i>Administration Home – Settings</i> page, the validation message to select Preferred Method of Communication is displayed.	Administration Home – Settings
27912	Defect Fix	Below mentioned were display issues on different browsers: <ul style="list-style-type: none"> • Safari <ul style="list-style-type: none"> ○ The bullets overlapped into Skip Questions and Forgot Answer? Links on <i>Answer Question</i> page. ○ Hovering over Forgot Answer? Link displayed the question mark (?) twice on <i>Answer Question</i> page. ○ Additional space was displayed at the middle of the sentence for the question “What 	Below mentioned are fixes on different browsers: <ul style="list-style-type: none"> • Safari <ul style="list-style-type: none"> ○ The bullets don’t overlap into Skip Questions and Forgot Answer? Links on <i>Answer Question</i> page. ○ Hovering over Forgot Answer? Link displays the question mark (?) only once on <i>Answer Question</i> page. ○ No additional space is displayed at the middle of the sentence for the question “What does the 	Answer Question Start – Overview Household Primary Contact Household Members Personal Data – Address & Contact Personal Data – Optional Data Personal Data Summary Household Income – Employment Income

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		<p>does the link at the top of the page do?" in the <i>Overview</i> help popup on the <i>Start – Overview</i> page.</p> <ul style="list-style-type: none"> ○ Vertical scroll bar was missing for online help popups on the below mentioned pages: <ul style="list-style-type: none"> ▪ <i>Household Primary Contact</i> ▪ <i>Household Members</i> ▪ <i>Personal Data – Address & Contact</i> ▪ <i>Personal Data – Optional Data</i> ▪ <i>Personal Data Summary</i> ▪ <i>Household Income – Employment Income</i> ▪ <i>Household Income – Other Income</i> ▪ <i>Household Income – Income Deductions</i> ○ Hover icon and asterisk (*) sign overlapped for the question "Are you Currently Enrolled in any of these Plans/Coverage?*" on the <i>Personal</i> 	<p>link at the top of the page do?" in the <i>Overview</i> help popup on the <i>Start – Overview</i> page.</p> <ul style="list-style-type: none"> ○ Vertical scroll bar are displayed for online help popups on the below mentioned pages: <ul style="list-style-type: none"> ▪ <i>Household Primary Contact</i> ▪ <i>Household Members</i> ▪ <i>Personal Data – Address & Contact</i> ▪ <i>Personal Data – Optional Data</i> ▪ <i>Personal Data Summary</i> ▪ <i>Household Income – Employment Income</i> ▪ <i>Household Income – Other Income</i> ▪ <i>Household Income – Income Deductions</i> ○ Hover icon and asterisk (*) sign don't overlap for the question "Are you Currently Enrolled in any of these Plans/Coverage?*" on the <i>Personal Data – Health</i> 	<p>Household Income – Other Income</p> <p>Household Income – Income Deductions</p> <p>Report a Change Summary</p> <p>Personal Data – Health Insurance Information</p> <p>Income Introduction</p> <p>Expected Income for 2016</p> <p>Eligibility Results</p> <p>Report a Change Summary</p>

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		<p><i>Data – Health Insurance Information</i> page.</p> <ul style="list-style-type: none"> ○ When None of the Above was selected for the question “Does this person have or has this person been offered affordable minimum standard health insurance for 2016?*,” the hover text “Even though you were not offered insurance through an employer, we want you to answer a few optional questions” was not aligned on the <i>Personal Data – Health Insurance Information</i> page. ○ When Employer Sponsored Insurance outside Exchange was selected for the question “Does this person have or has this person been offered affordable minimum standard health insurance for 2016?*,” the hover text “If you have insurance 	<p><i>Insurance Information</i> page.</p> <ul style="list-style-type: none"> ○ When None of the Above is selected for the question “Does this person have or has this person been offered affordable minimum standard health insurance for 2016?*,” the hover text “Even though you were not offered insurance through an employer, we want you to answer a few optional questions” is aligned on the <i>Personal Data – Health Insurance Information</i> page. ○ When Employer Sponsored Insurance outside Exchange was selected for the question “Does this person have or has this person been offered affordable minimum standard health insurance for 2016?*,” the hover text “If you have insurance through an employer, we need you to answer a few 	

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		<p>through an employer, we need you to answer a few questions. Please list the lowest cost plan available to you, which may be different from your current plan” was not aligned on the <i>Personal Data – Health Insurance Information</i> page.</p> <ul style="list-style-type: none"> ○ “Check all that apply” text for the question “What is this person’s race” displayed twice on the <i>Personal Data – Optional Data</i> page. ○ Back and Save & Exit buttons on the <i>Income Introduction</i> page were not aligned. ○ Learn More text and Help icon on the <i>Expected Income for 2016</i> page were not aligned. ○ Close button in the <i>Eligibility Results</i> help popup on the <i>Eligibility Results</i> page was not displayed. ○ Help icon was displayed near the Add Household Member button 	<p>questions. Please list the lowest cost plan available to you, which may be different from your current plan” is aligned on the <i>Personal Data – Health Insurance Information</i> page.</p> <ul style="list-style-type: none"> ○ “Check all that apply” text for the question “What is this person’s race” is displayed only once on the <i>Personal Data – Optional Data</i> page. ○ Back and Save & Exit buttons on the <i>Income Introduction</i> page are aligned. ○ Learn More text and Help icon on the <i>Expected Income for 2016</i> page are aligned. ○ Close button in the <i>Eligibility Results</i> help popup on the <i>Eligibility Results</i> page was not displayed. ○ Help icon is not displayed near the Add Household Member button on the <i>Report a Change Summary</i> page. ○ Help icon does not overlap with the 	

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		<p>on the <i>Report a Change Summary</i> page.</p> <ul style="list-style-type: none"> ○ Help icon overlapped with the following question “Is this person of Hispanic, Latino or Spanish origin?” on the <i>Personal Data – Optional Data</i> page. ● Mozilla Firefox <ul style="list-style-type: none"> ○ Edit buttons on the <i>Report a Change Summary</i> page were not aligned. ○ Help icon was displayed near the Add Household Member button on the <i>Report a Change Summary</i> page. ○ Help icon overlapped with the following question “Is this person of Hispanic, Latino or Spanish origin?” on the <i>Personal Data – Optional Data</i> page. ● Internet Explorer <ul style="list-style-type: none"> ○ Help icon was displayed near the Add Household Member button on the <i>Report a</i> 	<p>following question “Is this person of Hispanic, Latino or Spanish origin?” on the <i>Personal Data – Optional Data</i> page.</p> <ul style="list-style-type: none"> ● Mozilla Firefox <ul style="list-style-type: none"> ○ Edit buttons on the <i>Report a Change Summary</i> page are aligned. ○ Help icon is not displayed near the Add Household Member button on the <i>Report a Change Summary</i> page. ○ Help icon does not overlap with the following question “Is this person of Hispanic, Latino or Spanish origin?” on <i>Personal Data – Optional Data</i> page. ● Internet Explorer <ul style="list-style-type: none"> ○ Help icon is not displayed near the Add Household Member button on the <i>Report a Change Summary</i> page. ○ Help icon does not overlap with the following question “Is this person of Hispanic, Latino or Spanish origin?” 	

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		<p><i>Change Summary</i> page.</p> <ul style="list-style-type: none"> ○ Help icon overlapped with the following question “Is this person of Hispanic, Latino or Spanish origin?” on the <i>Personal Data – Optional Data</i> page. ● Chrome <ul style="list-style-type: none"> ○ Help icon was displayed near the Add Household Member button on the <i>Report a Change Summary</i> page. ○ Help icon overlapped with the following question “Is this person of Hispanic, Latino or Spanish origin?” on the <i>Personal Data – Optional Data</i> page. 	<p>on the <i>Personal Data – Optional Data</i> page.</p> <ul style="list-style-type: none"> ● Chrome <ul style="list-style-type: none"> ○ Help icon is not displayed near the Add Household Member button on the <i>Report a Change Summary</i> page. ○ Help icon does not overlap with the following question “Is this person of Hispanic, Latino or Spanish origin?” on the <i>Personal Data – Optional Data</i> page. 	
27255	Defect Fix	When an admin reported changes and clicked the Submit button on the <i>Application Signature for Reported Changes</i> page, an exception error message was displayed.	When an admin reports changes and clicks the Submit button on <i>Application Signature for Reported Changes</i> page, the <i>Eligibility Results</i> page is displayed.	Application Signature for Reported Changes
27431	Defect Fix	The below-mentioned were issues related to Job Access with Speech (JAWS) on the <i>Flexible Application</i> page.	The below-mentioned are fixes related to JAWS on the <i>Flexible Application</i> page.	Flexible Application

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		<ul style="list-style-type: none"> The Expand/Collapse link was not read. Fields corresponding to radio buttons were not read. 	<ul style="list-style-type: none"> The Expand/Collapse link is read. Fields corresponding to radio buttons are read. 	
27556	Defect Fix	Zip Code field on the <i>Flexible Application</i> page allowed more than 5 characters to be entered.	Zip Code field on the <i>Flexible Application</i> page allows only 5 characters to be entered.	Flexible Application
27727	Defect Fix	Asterisk (*) sign was missing for the Hours Per Week field in the <i>Add Employment Income</i> popup on the <i>Flexible Application</i> page. This is a mandatory field on this page.	Asterisks (*) sign is present for the Hours Per Week field in the <i>Add Employment Income</i> popup on the <i>Flexible Application</i> page.	Flexible Application
27737	Defect Fix	The below mentioned were issues on the <i>Flexible Application</i> page: <ul style="list-style-type: none"> Validation message for Document Type* field was not displayed when a value was not selected from the dropdown. No Validation message was displayed when the email address entered for the Email* and Re-Enter Your Email Address* fields did not match. Validation message for the question To Which State does the tribe belong to?* field was not displayed when a value was not selected from the dropdown. 	The below mentioned are fixes on the <i>Flexible Application</i> page: <ul style="list-style-type: none"> Validation message for Document Type* field is displayed when a value is not selected from the dropdown. Validation message is displayed when the email address entered for the Email* and Re-Enter Your Email Address* fields don't match. Validation message for the question To Which State does the tribe belong to?* is displayed when a value is not selected from the dropdown. 	Flexible Application
27931	Defect Fix	Below-mentioned were issues related to JAWS on	Below-mentioned are fixes related to JAWS on the <i>Flexible Application</i> page:	Flexible Application

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		<p>the <i>Flexible Application</i> page:</p> <ul style="list-style-type: none"> • Focus does not reach the <i>Delete</i> popup in the Income Deduction panel. • Upon clicking Close, Ok or Cancel button in the Delete link on the Other Income panel, focus reached the Primary Contact panel. • Upon clicking the Ok button in any <i>Delete</i> popup on the below mentioned panels, JAWS read the entire content simultaneously. <ul style="list-style-type: none"> ○ Employment ○ Self-Employment ○ Other Income ○ Add Deduction • Upon clicking the Delete link in the below-mentioned panels, JAWS read out the delete dialogue as “All changes made will be lost. Are you sure to cancel all the updates?” <ul style="list-style-type: none"> ○ Self-Employment ○ Other Income ○ Income Deduction 	<ul style="list-style-type: none"> • Focus reaches the <i>Delete</i> popup in the Income Deduction panel. • Upon clicking Close or Cancel button in the Delete link on the Other Income panel, focus remains on the Delete link. <ul style="list-style-type: none"> ○ Upon clicking Ok button in <i>Delete</i> link on the Other Income panel, focus reaches the Add Income panel. • Upon clicking the Ok button in any <i>Delete</i> popup on the below mentioned panels, JAWS does not read the entire content simultaneously. <ul style="list-style-type: none"> ○ Employment ○ Self-Employment ○ Other Income ○ Add Deduction • Upon clicking the Delete link in the below-mentioned panels, JAWS reads the delete dialogue as “Delete” <ul style="list-style-type: none"> ○ Self-Employment ○ Other Income ○ Income Deduction 	
27008	Defect Fix	The selection made for the following question “What is the Country of issuance for this passport?*” on the <i>Flexible Application</i> page reflected as “Select One”	The selection made for the following question “What is the Country of issuance for this passport?*” on the <i>Flexible Application</i> page reflects the same on the <i>Household Members</i> page.	Household Members

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		on the <i>Household Members</i> page.		
27186	Defect Fix	The Date of Birth entered on the <i>User Information</i> page did not pre-populate on the <i>Household Members</i> page.	The Date of Birth entered on the <i>User Information</i> page pre-populates on the <i>Household Members</i> page.	Household Members
27433	Defect Fix	When a user clicked the Continue button on the <i>Household Primary Contact</i> page, without filling the mandatory fields for the Primary Contact – Mailing Address panel after selecting “No” for the following question “Is this person’s mailing address the same as the home address?,” the radio button value for this question was set to “Yes,” along with a validation message to update the address.	When a user clicks the Continue button on the <i>Household Primary Contact</i> page, without filling the mandatory fields for the Primary Contact – Mailing Address panel after selecting “No” for the following question “Is this person’s mailing address the same as the home address?,” the radio button value for this question does not set to “Yes”; however, validation message to update address is displayed.	Household Primary Contact
27550	Defect Fix	The validation message to update Street Address 1 and Street Address 2 displayed twice on the <i>Household Primary Contact</i> page for the Primary Contact – Home Address panel.	The validation message to update Street Address 1 and Street Address 2 displays only once on the <i>Household Primary Contact</i> page for the Primary Contact – Home Address panel.	Household Primary Contact
28078	Defect Fix	The inbox table on the <i>Inbox</i> page were not aligned for agents.	The inbox table on the <i>Inbox</i> page is aligned for agents.	Inbox
27517	Defect Fix	Buttons and Text on the <i>Income Introduction</i> page were not aligned.	Buttons and Text on the <i>Income Introduction</i> page are aligned.	Income Introduction
26905	Defect Fix	The below-mentioned were alignment issues on the <i>Individual Homepage</i> .	The below-mentioned are fixes on the <i>Individual Homepage</i> .	Individual Homepage

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		<ul style="list-style-type: none"> The following text “Please check your manage verification page for details” was cropped on Internet Explorer 11, Safari, and Firefox browsers. Summary tracks icons were not aligned on Safari browsers. You Tube video links did not play on Internet Explorer 11 and Safari browsers. You Tube video links were not properly aligned under the Apply for health coverage section on Internet Explorer 11, Safari, and Firefox browsers. 	<ul style="list-style-type: none"> The following text “Please check your manage verification page for details” is displayed completely on Internet Explorer 11, Safari, and Firefox browsers. Summary tracks icons are aligned on Safari browsers. You Tube video links play on Internet Explorer 11 and Safari browsers. You Tube video links are aligned under the Apply for health coverage section on Internet Explorer 11, Safari, and Firefox browsers. 	
27061	Defect Fix	The <i>Individual Homepage</i> of an enrolled user displayed the following text “Almost Done” in the application progress track.	The <i>Individual Homepage</i> of an enrolled user displays the following text “Covered as of (Date of coverage will be displayed in MM/DD/YYYY format)” in the application progress track.	Individual Homepage
27977	Defect Fix	The links on the <i>Log in or Create an Account</i> page were not aligned.	The links on the <i>Log in or Create an Account</i> page are aligned.	Log in or Create an Account
28206	Defect Fix	When a user clicked the Apply Now button on the <i>My Options</i> page, an exception error message was displayed.	When a user clicks the Apply Now button on the <i>My Options</i> page, the <i>Log In or Create an Account</i> page is displayed.	My Options
27273	Defect Fix	eHIT outbound unsolicited DERs failed due to OSB validations.	eHIT outbound unsolicited DERs are processed and sent out to SAWS successfully.	NA

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
28212	Defect Fix	Unsolicited DER failed when the Suffix was not selected on the <i>Household Members</i> page.	Unsolicited DER processes successfully even when the Suffix is not selected on the <i>Household Members</i> page.	NA
28326	Defect Fix	Eligibility batch job returned an exception error for a few records.	Eligibility batch job processes successfully.	NA
28323	Defect Fix	Eligibility batch job returned an exception error for a few records.	Eligibility batch job processes successfully	NA
26749	Defect Fix	When an admin selected the Group Recipients on the <i>Notice-Distribution</i> page, and clicked the Save button, an exception error message was displayed.	When an admin selects the Group Recipients on the <i>Notice-Distribution</i> page, and clicks the Save button, details entered are saved and the user is navigated to the <i>Create Notice</i> page.	Notice-Distribution
27333	Defect Fix	When a user clicked the Return To Summary button on the <i>Personal Data – Address & Contact Information</i> page, the user was navigated to the <i>Personal Data-Demographic Information</i> page.	When a user clicks the Return To Summary button on the <i>Personal Data – Address & Contact Information</i> page, the user is navigated to the <i>Report a Change Summary</i> page.	Personal Data – Address & Contact Information
28183	Defect Fix	When a user clicked the Save & Exit button on the <i>Personal Data - Health Insurance Information</i> page, an exception error message was displayed.	When a user clicks the Save & Exit button on the <i>Personal Data - Health Insurance Information</i> page, details entered on the page are saved.	Personal Data - Health Insurance Information
27700	Defect Fix	The Return To Summary and Continue buttons on the <i>Personal Data – Tax Information</i> page were of different dimensions on different browsers.	The Return To Summary and Continue buttons on the <i>Personal Data – Tax Information</i> page are of same dimension on all browsers.	Personal Data – Tax Information
27691	Defect Fix	When a user entered an incorrect employer mailing address on the <i>Personal Data- Health Insurance Information</i> page, the	When a user enters an incorrect employer mailing address on the <i>Personal Data- Health Insurance Information</i> page, the	Personal Data- Health Insurance Information

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		<i>Confirm Your Address</i> popup with a red banner was not displayed.	<i>Confirm Your Address</i> popup with a red banner is displayed.	
27960	Defect Fix	The panels on the <i>Personal Data Summary</i> page were not aligned.	The panels on the <i>Personal Data Summary</i> page are aligned.	Personal Data Summary
28141	Defect Fix	When a user clicked the Share My Information button on the <i>Referral to Other Programs</i> page, an exception error message was displayed.	When a user clicks the Share My Information button on the <i>Referral to Other Programs</i> page, the <i>Share My Information</i> page is displayed.	Referral to Other Programs
25681	Defect Fix	The dropdown selection for the following question "How did you hear about Covered California?" displayed either blank (no value) or non-accepted values on the <i>Report a Change Summary</i> page.	The dropdown selection for the following question "How did you hear about Covered California?" displays the chosen value on the <i>Report a Change Summary</i> page.	Report a Change Summary
28207	Defect Fix	When a user clicked the Continue button on the <i>Security Questions</i> page after answering the security questions, an exception error message was displayed.	When a user clicks the Continue button on the <i>Security Questions</i> page after answering the security questions, the <i>Individual Homepage</i> is displayed.	Security Questions
28260	Defect Fix	When a user clicked the Continue button on the <i>Start - Overview</i> page, an exception error message was displayed.	When a user clicks the Continue button on the <i>Start - Overview</i> page, the <i>Apply For Benefits – Get Help with Costs</i> page is displayed.	Start Overview
27325	Defect Fix	When an admin removed a spouse from a policy through the <i>Flexible Application</i> page, the Transaction Name in the Transactions Table on the <i>Transaction History</i> page displayed as "Applying for Health Coverage."	When an admin removes a spouse from a policy through the <i>Flexible Application</i> page, the Transaction Name in the Transactions Table on the <i>Transaction History</i> page displays as "Remove the member from both the policy and tax filing household."	Transaction History

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
Security				
28186	Defect Fix	When a user clicked the Validate button after entering the one time passcode (OTP) for Cell Phone Number Registration on the <i>Login Assistance - Register Email and Phone Number</i> page, an exception error was displayed.	When a user clicks the Validate button after entering the OTP for Cell Phone Number Registration on the <i>Login Assistance - Register Email and Phone Number</i> page, the Cell Phone Number is validated.	Login Assistance - Register Email and Phone Number
28177	Defect Fix	When a user clicked the Send Text button after entering the Cell Phone Number for Cell Phone Number Registration on the <i>Login Assistance - Register Email and Phone Number</i> page to generate an OTP, an exception error was displayed.	When a user clicks the Send Text button after entering the Cell Phone Number for Cell Phone Number Registration on the <i>Login Assistance - Register Email and Phone Number</i> page to generate an OTP, the OTP is sent to the cell phone number.	Login Assistance - Register Email and Phone Number

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
Online Application			
193	When a user/admin clicks on Report a Change link on <i>Individual Homepage</i> , a “We Apologize” error message is displayed.	27047 (fixed as part of CR 62725)	16.7
197	When a user/admin clicks Continue button on <i>Household</i> page, a “We Apologize” error message is displayed.	25521	16.7
198	When a user/admin clicks on Report a Change link on <i>Individual Homepage</i> , a “We Apologize” error message is displayed when the application is in Renewal mode.	27050 (Fixed as part of CR 62725)	16.7
204	When a user attempts to save an application, a “We Apologize” error message is displayed upon clicking Save & Exit button on the <i>Personal Data - Health Insurance Information</i> page.	28183	16.7
208	When a user corrects their Date of Birth on the <i>Settings</i> page and clicks on the Update button without selecting a <i>Preferred Method of Communication</i> , their Date of Birth is not corrected and they are unable to continue to the <i>Administration Homepage</i> because the <i>Contact Us</i> page displays instead.	28570	16.7
Enrollment-Financial Management			
189	After updating the QHP and QDP effective start dates and clicking on the Enroll button on the <i>Provide eSignature</i> page, the system displays a 227 error message.	24847 (fixed as part of CR 3262)	16.7
eHIT			
199	When a user/admin clicks Save & Exit button on the <i>Personal Data - Health Insurance Information</i> page, a We Apologize error is displayed.	26917 27933 (retested and no longer occurring)	NA
Security			
206	When a user clicks the Send Text button on the <i>Login Assistance - Register Email And Phone Number</i> page to generate a One Time Passcode (OTP), a “We Apologize” error message is displayed.	28177 (fixed under defect 28115)	16.4.1

#	Alternate Procedures No Longer in Effect	Ref ID	Release Delivered
207	When a user attempts to validate the phone number after entering the OTP in the <i>Cell Phone Number</i> registration section on the <i>Login Assistance - Register Email And Phone Number</i> page, a “We Apologize” error message displays.	28186 (fixed under defect 28115)	16.4.1

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			
209	The Document Type and Immigration Status dropdowns on the <i>Household Members</i> page have display issues (Firefox browser only)	28783	16.9

Alternate Procedure #209: The Document Type and Immigration Status dropdowns on the <i>Household Members</i> page have display issues (Firefox browser only)	
Users Impacted	All users
Area Impacted	Online Application
What’s Happening Now	<p>When a user selects the No radio button for Is this person a U.S. Citizen or National? the Document Type dropdown (among other fields) displays. Once a document type is selected, the Please select the Immigration Status that best applies dropdown (among other fields) displays.</p> <p>When a user clicks on either dropdown, the dropdown values do not fully display when viewed in Firefox. In addition, the scroll bar does not display within the Please select the Immigration Status that best applies dropdown list.</p>
Actions to Take	<ol style="list-style-type: none"> 1. From the <i>Household Members</i> page, click on the Return button in the header. The <i>Search Individual</i> page displays. 2. Click on the Sign Out link in the header. The <i>Covered California homepage</i> displays. 3. Close the Firefox browser window. 4. Open a Microsoft Internet Explorer browser window. NOTE: A Google Chrome browser window will also display correctly, but is not the advised browser for SCRs. 5. Navigate to CoveredCA.com.

<p>Alternate Procedure #209: The Document Type and Immigration Status dropdowns on the <i>Household Members</i> page have display issues (Firefox browser only)</p>	
	<ol style="list-style-type: none"> 6. Click on the Account Sign In link. The <i>Log In or Create an Account</i> page displays. 7. Enter Username and Password and click on the Log In button. The <i>Administration Home</i> page displays. 8. Search for the Individual. 9. Navigate to the <i>Household Members</i> page. 10. The Document Type and Please select the Immigration Status that best applies dropdown lists display correctly.
SCR/Defect	Defect 28783
Planned Release	16.9