

Executive Summary

CalHEERS Feature Release 19.2 (deployed on 02/11/2019) contains updates to the following:

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

- None

Key System Updates that have been deployed in this release:

- Technology
- Eligibility & Enrollment
- Notices
- MEDS
- Online Application

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

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

Alternate Procedures that have been provided with this release:

No Longer in Effect with this release

- Online Application

New with this release

- None

Purpose and Scope

This document describes the content of the CalHEERS Feature Release 19.2. 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
Technology				
Move Notices to the Cloud - Phase 2 (App Changes)				
127380	Change Request	Notices and documents were stored at an Oracle Web Content Center, an on premise storage.	Notices and documents are stored in the Cloud. With this Change Request CalHEERS now supports document retrieval and storage in the Cloud. No impact to Consumer viewing notices.	NA
FDSH VLP Interface Update to version 37 with Steps 2 and 3				
92295	Change Request	The CalHEERS - CMS Federal Data Services HUB Verify Lawful Presence interface schema was on version 33 service catalogue for the following verifications: Non-Citizenship verification of Lawful Presence, Qualified Non-Citizenship, and Naturalized Citizenship.	Admin VLP Dashboard – newly introduced with CR 92295 that provides the ability for admin users to perform below actions: <ul style="list-style-type: none"> • VLP Case Search • Filter Search Results • Export Search results • Initiate VLP Step 1, 1A, 1B, 2, 3, • Get Case Details, Close Case • View VLP Case Details based on existing transactions and next actions to be performed 	Enter [HHM]'s first name/given name on immigration document Please select your current immigration status and immigration document [Admin Name] Flexi-App Admin VLP Review and Submit Manual Verification- Personal Verifications Admin Dashboard- Admin Home Individual Info Eligibility

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Eligibility & Enrollment				
Update Treatment of a Tax Dependent's MAGI-Based Income in the Individual MAGI Medi-Cal Budget				
126279	Change Request	CalHEERS calculated a tax dependent's MAGI based income for their MAGI-Medi-Cal budget only when the tax dependent was claimed by the parent.	CalHEERS calculates a tax dependent's MAGI based income for their MAGI-Medi-Cal budget when the tax dependent is claimed by someone other than a parent; except when the tax-dependent's parent is in their MAGI Medi-Cal budget and the tax dependent is not expected to be required to file taxes.	NA
Release 19.2 CalHEERS SAWS EHIT Interface Schema Update Version 11				
121151	Change Request	The CalHEERS SAWS EHIT Interface Schema was on version 10.	The CalHEERS SAWS EHIT Interface Schema is now updated to version 11. This Schema supports the following CR's <ul style="list-style-type: none"> • CR 92298 • CR 109927 • CR 92295 	NA
Convert Remaining Pages to React part 2				
124966	Change Request	The following pages resided on the legacy architecture: <ul style="list-style-type: none"> • <i>Authorized Representative Information</i> • <i>Program Eligibility by Person</i> • <i>Learn - External Links</i> 	The following pages are migrated to utilize the SSApp Responsive Design architecture. The pages now use the new SSApp page design <ul style="list-style-type: none"> • <i>Authorized Representative Information</i> • <i>Program Eligibility by Person</i> • <i>Learn - External Links</i> <p>The following external pages (these pages resided on</p>	Authorized Representative Information Program Eligibility by Person Learn - External Links

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		<p><i>Authorized Representative Information</i> page</p> <ul style="list-style-type: none"> ▪ The dropdown values of Jr and Sr for the Suffix 	<p>Covered CA website) are removed:</p> <ul style="list-style-type: none"> • <i>Learn - Tutorials</i> • <i>Learn - Announcements</i> • <i>Learn - About Us</i> • <i>Learn - Mission Statement</i> • <i>Learn - Contact Us</i> <p><i>Authorized Representative Information</i> page</p> <ul style="list-style-type: none"> ▪ Upon adding an Authorized Representative an avatar with the First Name and Last Name of the Authorized Representative is displayed under the Summary of Authorized Representatives section on the page. ▪ A period (Jr. and Sr.) is added to the dropdown values of Jr and Sr for the Suffix field. ▪ The Phone Number field is now an optional field. ▪ The Return button on the page is now named as Back button. ▪ The Delegation Code in the <i>Delegate Access</i> popup is displayed in square brackets. 	<p>The following pages resided on Covered CA website:</p> <p>Learn – Tutorials</p> <p>Learn – Announcements</p> <p>Learn - About Us</p> <p>Learn - Mission Statement</p> <p>Learn - Contact Us</p>

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		field did not have a period (.). <ul style="list-style-type: none"> ▪ The Delegation Code in the <i>Delegate Access</i> popup was not displayed in square brackets. 		
SSA Title II Income and Disability Indicator Verifications				
92298	Change Request	CalHEERS contacted SSA for the following verifications: <ul style="list-style-type: none"> • Citizenship • SSN • Incarceration and • Death 	CalHEERS now contacts SSA for the following verifications: <ul style="list-style-type: none"> • Title II Income • Title II disability indicator • Citizenship • SSN • Incarceration and • Death • New Aid Codes L6 and L7 <p>This CR also introduced two new MAGI Medi-Cal aid codes, L6 and L7.</p> <p>The <i>Budget Worksheet</i> page is updated to display if an individual has a disability indicator.</p>	Budget Worksheet
Immigration Phase III				
109927	Change Request	<ul style="list-style-type: none"> • The Citizenship verification information received from VLP resided in CalHEERS - only. US citizenship indicator was not used to determine eligibility nor was it sent to MEDS when a consumer 	<ul style="list-style-type: none"> • The Citizenship verification information received from VLP is now transmitted to SAWS and/or MEDS from CalHEERS. 	NA

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		<p>was verified as a US Citizen from VLP. A CEW had to log into CalHEERS to view the Citizenship verification information.</p> <ul style="list-style-type: none"> ▪ The following three Immigration Statuses will be separate from the Immigration Status menu and will be used in determining MAGI Medi-Cal eligibility. ▪ Battered non-citizen, or parent or child of battered non-citizen ▪ Filed for a U Visa ▪ Taking Steps to apply for a T Visa or for certification by the office of Refugee Resettlement 	<ul style="list-style-type: none"> • The following status can now be attested to in addition to another status <ul style="list-style-type: none"> ▪ Battered non-citizen, or parent or child of battered non-citizen ▪ Filed for a U Visa ▪ Taking Steps to apply for a T Visa or for certification by the office of Refugee Resettlement 	
Updates to Immigration Document Error Messages (UCD)				
132014	Change Request	<ul style="list-style-type: none"> • The Error Messages displayed for the Non-US Citizenship section in the SSApp and Flexi- 	<ul style="list-style-type: none"> • The Error Messages displayed for the Non-US Citizenship section in the SSApp and Flexi-App are now updated to be more user friendly. 	Naturalized/Derived Citizenship Information

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		<p>App were detailed and unclear.</p> <ul style="list-style-type: none"> Users could only enter immigration document expiration dates in the future. 	<ul style="list-style-type: none"> Users can now enter past and future Citizenship document expiration dates. 	
Notices				
2019 19.2 Notice Change Request				
123315	Change Request	<p>These enhancements did not exist previously for the CalNOD01 and CalNOD03.</p>	<p>Special enrollment snippets notifying the consumer that they have 60 days to pick a plan were updated and consolidated.</p> <p>The cover page in the CalNOD01 and CalNOD03 notices will now trigger only when someone is conditionally eligible to the exchange programs.</p> <p>A page is added to the back of the cover page in the CalNOD01 and CalNOD03 notices outlining the list of acceptable documents that a consumer can send to CoveredCA based on what their outstanding verification is.</p> <p>The following are updates on CalNOD01 notice:</p> <ul style="list-style-type: none"> The snippets 791 & 121 are deleted. The special enrollment snippets 790, 792 & 322 are deleted and the information in these snippets are included in special enrollment snippet 321. 	NA

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			<ul style="list-style-type: none"> • The triggering conditions for the special enrollment snippet 321 is updated to include the conditions of snippets 790, 792 and 322. • The header snippets 719 & 291 are deleted and header snippet 829/450 are issued instead. • The header snippets 377 & 379 are deleted and the header snippet 450 is issued instead. • The header snippet 378 is deleted and the header snippet 373 is issued instead. • The header snippet 829 is issued instead of header snippet 450 outside of renewals regardless of eligibility determination. • The header snippet 450 is issued instead of header snippet 829 during renewals regardless of eligibility determination. 	
MEDS				
46309 (CR 96124)	Defect Fix	The Effective Date mentioned in HX20 transaction was incorrect when a user had dual eligibility.	The Effective Date for eligibility sent in the HX20 Transaction is correctly displayed and transmitted when a user has dual eligibility.	NA
46494 (CR 96124)	Defect Fix	The Alien Status Code was incorrectly updated as "U" instead of "2" when the VLP service had verified only the lawful presence and attested the	The Alien Status Code is correctly updated as "2" when the VLP service has verified only the lawful presence and attested the household member to "Document Type" as "Resident of Commonwealth	NA

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		household member to "Document Type" as "Resident of Commonwealth of the Northern Mariana Islands".	of the Northern Mariana Islands".	
46589 (CR 96124)	Defect Fix	The MEDS data element (3029) was incorrectly mapped to "V" instead of "X" when a household member was either a MCAP Eligible or Pending Eligible and the non-primary contact was a CCP Eligible in a two-member household case.	The MEDS data element (3029) is correctly mapped to "X" when a household member is either a MCAP Eligible or Pending Eligible and the non-primary contact is a CCP Eligible in a two-member household case.	NA
Online Application				
45294 (CR 98251)	System Enhancement	The Eligibility determination factors on the <i>Program Eligibility</i> page incorrectly displayed Our records indicate that you are incarcerated even when DIVS Pass the verification for Incarceration.	The Eligibility determination factors on the <i>Program Eligibility</i> page does not display Our records indicate that you are incarcerated after DIVS Passes the verification for Incarceration.	Program Eligibility
43667	System Enhancement	When a user attempted to apply for previous year without completing the Plan Selection for current year, the attempt to submit the application failed.	When a user attempts to apply for previous year without completing the Plan Selection for current year, the attempt to submit the application is successful.	NA
45242	System Enhancement	All the admin users were able to change the Application Date	No users have access to change the Application	Welcome to Your Application

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		for submitted applications on the <i>Welcome to Your Application</i> page.	Date for submitted applications.	

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				
46282	Defect Fix	The records with Enrollment Year saved as null in the AHBX database returned an exception error for EDR's.	All the records have been updated with actual value for Enrollment Year in the AHBX database. EDR's are processed successfully.	NA
45440	Defect Fix	The Alien Number displayed in the DER-C did not match the Alien Number mentioned in the EDR.	The Alien Number displayed in the DER-C matches the Alien Number mentioned in the EDR.	NA
38751	Defect Fix	Some of the EDR's returned an exception error.	All EDR's are processed successfully.	NA
40846	Defect Fix	Some of the EDR's returned a runtime error.	All EDR's are processed successfully.	NA
42101	Defect Fix	There were multiple high dated records per case in the HBX_INDV_CASE_SAWS table.	There is only one high dated record per case in the HBX_INDV_CASE_SAWS table.	NA
45984	Defect Fix	A DER-U sent an invalid CalHEERS case id to SAWS when the application was not submitted.	A DER-U sends a valid CalHEERS case id to SAWS when the application is submitted.	NA
Eligibility				
46059	Defect Fix	When a user entered 9 or more characters for the question Enter description for [HHM]'s Other document with an Alien number on the <i>Enter description for [HHM]'s Other</i>	When a user enters 9 or more characters for the question Enter description for [HHM]'s Other document with an Alien number on the <i>Enter description for [HHM]'s</i>	Enter description for [HHM]'s Other document with an Alien number

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		<i>document with an Alien number</i> page, the following validation message was displayed Alien registration number/USCIS number: Enter a 9 character combination of letters and numbers.	<i>Other document with an Alien number</i> page, no validation message is displayed.	
46387	Defect Fix	When a SCR updated the Citizenship Verification Status to Fail on the <i>Personal Verification</i> page and clicked on the Redetermine Eligibility button on the <i>Household Verifications</i> page, the Program Eligibility displayed on the <i>Household Eligibility Results Summary</i> page was incorrect.	When a SCR updates the Citizenship Verification Status to Fail on the <i>Personal Verification</i> page and clicks on the Redetermine Eligibility button on the <i>Household Verifications</i> page, the Program Eligibility displayed on the <i>Household Eligibility Results Summary</i> page is correct.	Household Eligibility Results Summary
43878	Defect Fix	Clicking on the Redetermine Eligibility button on the <i>Household Verifications</i> page displayed a We Apologize error message when the system did not soft delete the relationship with inactive members in the household.	Clicking on the Redetermine Eligibility button on the <i>Household Verifications</i> page now displays the <i>Redetermine Eligibility</i> popup when the system does not soft delete the relationship with inactive members in the household.	Household Verifications
46677	Defect Fix	A DER-U was not triggered when the eligibility of a household member changed for SAWS cases.	A DER-U is sent when the eligibility of a household member changes for SAWS cases.	NA
46462 (CR 96124)	Defect Fix	A second HX20ESAC1 transaction was incorrectly generated while renewing eligibility of a CCHIP eligible user.	A second HX20ESAC1 transaction is not generated while renewing eligibility of a CCHIP eligible user.	NA
Enrollment – Financial Management				

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
34424	Defect Fix	When a SCR Supervisor Operations user updated the Gross Premium amount on the <i>Complete Enrollments Override Updates</i> page, the 834-xml file generated did not display the updated Gross Premium amount.	When a SCR Supervisor Operations user updates the Gross Premium amount on the <i>Complete Enrollments Override Updates</i> page, the 834-xml file generated displays the updated Gross Premium amount.	Complete Enrollments Override Updates
46176 41001	Defect Fix	Clicking on the Update Enrollment button after making the required changes on the <i>Complete Enrollments Override Updates</i> page displayed a We Apologize error message.	Clicking on the Update Enrollment button after making the required changes on the <i>Complete Enrollments Override Updates</i> page displays the <i>Success</i> popup.	Complete Enrollments Override Updates
42411	Defect Fix	The Enrollment End Date for Terminated cases in the GHIX and AHBX databases did not match.	The Enrollment End Date for Terminated cases in the GHIX and AHBX databases match.	NA
42458	Defect Fix	The weekly agent batch job (GIA-1001-DD-01) staged duplicate records.	The weekly agent batch job (GIA-1001-DD-01) does not stage any duplicate records.	NA
41197	Defect Fix	The IRS XML generation batch job (IRS-2015-OB-01) returned an exception error.	The IRS XML generation batch job (IRS-2015-OB-01) completes successfully.	NA
34351	Defect Fix	The APTC effective date displayed in the 834-xml file was incorrect after the Coverage Start and Coverage End Dates were updated for a terminated case.	The APTC effective date displayed in the 834-xml file is correct after the Coverage Start and Coverage End Dates are updated for a terminated case.	NA
46825	Defect Fix	When a user clicked on the Choose Health and Dental Plan button on the <i>Next, You Can Enroll Each Group in a Plan</i> page after having selected Health & Dental plans in the Cart through the Shop and Compare link, the	When a user clicks on the Choose Health and Dental Plan button on the <i>Next, You Can Enroll Each Group in a Plan</i> page after having selected Health & Dental plans in the Cart through the Shop and Compare link, the <i>Confirm</i>	Next, You Can Enroll Each Group in a Plan Tell us about your health care needs

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		<i>Tell us about your health care needs</i> page displayed.	<i>Your Plan Selection</i> page displays.	Confirm Your Plan Selection
MEDS				
46329	Defect Fix	When a user reported a change to update a household member to be part of a Federally Recognized tribe, transaction HX12 was not generated.	When a user reports a change to update a household member to be part of a Federally Recognized tribe, transaction HX12 is generated.	NA
46434	Defect Fix	The HX18 and HX20 transactions incorrectly displayed the APTC amount as 0 instead of the actual value.	The HX18 and HX20 transactions displays the APTC amount the actual value.	NA
Notices				
43750	Defect Fix	The Kaiser Permanente Inbound Notices batch job (ARC-1050-IB-02) returned an exception error.	The Kaiser Permanente Inbound Notices batch job (ARC-1050-IB-02) completes successfully.	NA
42041	Defect Fix	The Business Name in the CalNOD66 notice was truncated.	The Business Name in the CalNOD66 notice is not truncated.	NA
47303	Defect Fix	The IRS Annual File Move batch job (IRS-2018-FM-01) did not zip the files before moving to the respective folders.	The IRS Annual File Move batch job (IRS-2018-FM-01) zip's the files before moving to the respective folders.	NA
44596	Defect Fix	The CalNOD64 (Carry Forward Information) notice was not generated for cases with multiple high dated active records in the HBX_INDV_CASE_SAWS table.	The CalNOD64 (Carry Forward Information) notice is generated for all eligible cases in Carry Forward Status.	NA
Online Application				
46848	Defect Fix	Clicking on the View Eligibility Results link in the Eligibility Request History table on the <i>Application History</i> page displayed a <i>We Apologize</i> popup.	Clicking on the View Eligibility Results link in the Eligibility Request History table on the <i>Application History</i> page displays the <i>Household</i>	Application History

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			<i>Eligibility Results Summary</i> page.	
45381	Defect Fix	When a user selected the Some TRICARE programs option for the question Is this person currently enrolled in any of these Health Plans/Health Coverage?* under the Health Insurance Information section on the <i>Apply for Health Insurance</i> page and clicked on the Full Validation button, the response for the question was incorrectly saved as None of the above .	When a user selects the Some TRICARE programs option for the question Is this person currently enrolled in any of these Health Plans/Health Coverage?* under the Health Insurance Information section on the <i>Apply for Health Insurance</i> page and clicks on the Full Validation button, the response selected for the question is saved.	Apply for Health Insurance
47257	Defect Fix	The Next button on the <i>Create an Account to Apply</i> page was enabled even when the Re-enter your email address field was not filled.	The Next button on the <i>Create an Account to Apply</i> page is enabled only after the Re-enter your email address field is filled.	Create an Account to Apply
46219	Defect Fix	When a SCR clicked on the View option for the Document Name under the Documents Uploaded table on the <i>Documents and Correspondence</i> page, the download operation did not complete.	When a SCR clicks on the View option for the Document Name under the Documents Uploaded table on the <i>Documents and Correspondence</i> page, the download operation completes.	Documents and Correspondence
46258	Defect Fix	The Update button was enabled even when a user did not provide the complete 13-digit alphanumeric receipt number for the question Enter HHM's Permanent Resident Card ("Green Card," I-551) Green Card receipt or card number on the <i>Enter HHM's Permanent Resident Card ("Green Card," I-551) Alien</i>	The Update button is enabled only after a user provides the complete 13-digit alphanumeric receipt number for the question Enter HHM's Permanent Resident Card ("Green Card," I-551) Green Card receipt or card number on the <i>Enter HHM's Permanent Resident Card ("Green Card," I-551) Alien</i>	Enter HHM's Permanent Resident Card ("Green Card," I-551) Alien registration number/USCIS number

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		<i>registration number/USCIS number page.</i>	<i>registration number/USCIS number page.</i>	
46833	Defect Fix	The following validation message We couldn't find an account with this information on file. Please try again continued to display when a user attempted to correct the incorrect Date of Birth or the Month and Day of Birth on the <i>Enter Your Information</i> or the <i>Forgot Your Password</i> page respectively.	The following validation message We couldn't find an account with this information on file. Please try again does not display when a user attempts to correct the incorrect Date of Birth or the Month and Day of Birth on the <i>Enter Your Information</i> or the <i>Forgot Your Password</i> page respectively.	Enter Your Information Forgot Your Password
46056	Defect Fix	Clicking on the Upload button on the <i>Great! Now we need to verify HHM's identity</i> page displays a <i>We Apologize</i> popup.	Clicking on the Upload button on the <i>Great! Now we need to verify HHM's identity</i> page displays the All files are uploaded successfully message on the page.	Great! Now we need to verify HHM's identity
46277	Defect Fix	The <i>Health Plans</i> page did not display CSR plans for a CSR eligible user.	The <i>Health Plans</i> page displays CSR plans for a CSR eligible user.	Health Plans
46416	Defect Fix	<ul style="list-style-type: none"> The <i>HHM</i> page incorrectly displayed the following questions under the Health Care Information section for a SCR Supervisor Enhanced user role reviewing a MCIEP application <ul style="list-style-type: none"> Served in the United States military? Spouse or parent served in the United States military? Clicking on the Back button on the <i>Review Household Income</i> page incorrectly displayed the 	<ul style="list-style-type: none"> The <i>HHM</i> page does not display the following questions under the Health Care Information section for a SCR Supervisor Enhanced user role reviewing a MCIEP application <ul style="list-style-type: none"> Served in the United States military? Spouse or parent served in the United States military? Clicking on the Back button on the <i>Review</i> 	HHM Review Tax Information

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		<i>Review Tax Information</i> page for a SCR Supervisor Enhanced user role reviewing a MCIEP application.	<i>Household Income</i> page does not display the <i>Review Tax Information</i> page for a SCR Supervisor Enhanced user role reviewing a MCIEP application.	
46692	Defect Fix	Clicking on the Redetermine Eligibility button on the <i>Household Verification</i> page displayed a <i>We Apologize</i> popup.	Clicking on the Redetermine Eligibility button on the <i>Household Verification</i> page displays the <i>Retroactive Eligibility</i> popup.	Household Verification
46405	Defect Fix	The Redetermine Eligibility button was incorrectly enabled on the <i>Household Verifications</i> page for cases which did not have a submitted application for either the current year or the next year.	The Redetermine Eligibility button is enabled on the <i>Household Verifications</i> page for cases which have a submitted application for either the current year or the next year.	Household Verifications
43914	Defect Fix	Clicking on the Redetermine Eligibility button on the <i>Household Verifications</i> page displayed a <i>We Apologize</i> error message.	Clicking on the Redetermine Eligibility button on the <i>Household Verifications</i> page now displays the <i>Redetermine Eligibility</i> popup.	Household Verifications
40439	Defect Fix	The Provide verifications link under the Manage My Application section on the Individual Home page was not displayed for a renewal cases.	The Provide verifications link under the Manage My Application section on the Individual Home page displays for all renewal cases.	Individual Home page
46981	Defect Fix	Clicking on the Upload eligibility documents under the Manage My Application section on the Individual Home page displayed a <i>We Apologize</i> popup.	Clicking on the Upload eligibility documents under the Manage My Application section on the Individual Home page displays the <i>Upload Eligibility Documents</i> page	Individual Home page
46195	Defect Fix	Clicking on the Cancel Coverage link under the	Clicking on the Cancel Coverage link under the	Individual Home page

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		More Actions section on the <i>Individual Home</i> page displayed a <i>We Apologize</i> popup.	More Actions section on the <i>Individual Home</i> page displays the <i>Terminate Participation</i> page.	
46423	Defect Fix	<ul style="list-style-type: none"> Clicking on the View Eligibility Results link under the Manage My Application section displayed a <i>We Apologize</i> popup. Clicking on the Upload Eligibility Documents link on the <i>Program Eligibility</i> page displayed a <i>We Apologize</i> popup. Clicking on the Submit button on the <i>Sign and Submit Your Changed Application</i> page displayed a <i>We Apologize</i> popup. 	<ul style="list-style-type: none"> Clicking on the View Eligibility Results link under Manage My Application section displays the <i>Household Eligibility Results Summary</i> page. Clicking on the Upload Eligibility Documents link on the <i>Program Eligibility</i> page displays the <i>Upload Eligibility Documents</i> page. Clicking on the Submit button on the <i>Sign and Submit Your Changed Application</i> page displays the <i>Household Eligibility Results Summary</i> page. 	<p>Individual Home page</p> <p>Program Eligibility</p> <p>Sign and Submit Your Changed Application</p>
46397	Defect Fix	The <i>Manual Eligibility Determination</i> page incorrectly displayed Ineligible for a discontinued CCHIP user upon re-determining eligibility.	The <i>Manual Eligibility Determination</i> page correctly displays discontinued for a discontinued CCHIP user upon re-determining eligibility.	Manual Eligibility Determination
46580	Defect Fix	Clicking on the Next Job or Done button on the <i>More Employer Information is Required</i> page displayed a <i>We Apologize</i> popup.	Clicking on the Next Job or Done button on <i>More Employer Information is Required</i> page displays the <i>More Employer Information is Required</i> or the <i>Next, You Can Enroll Each Group in a Plan</i> page respectively.	More Employer Information is Required

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44484	Defect Fix	<ul style="list-style-type: none"> When an Agent clicked on the Return to Dashboard link on the Individual Home page, the <i>Agent Portal</i> page incorrectly displayed in English when the language selected was Spanish. The <i>My Profile</i> page for an Agent did not display the header. 	<ul style="list-style-type: none"> When an Agent clicks on the Return to Dashboard link on the Individual Home page, the Agent Portal page correctly displays in Spanish when the language selected is Spanish. The <i>My Profile</i> page for an Agent displays the header. 	My Profile Agent Portal
44404	Defect Fix	Clicking on the Continue button in the <i>This isn't an application for health coverage</i> popup on the <i>Shop and Compare</i> page displayed the <i>My Options</i> page without the page name.	Clicking on the Continue button in the <i>This isn't an application for health coverage</i> popup on the <i>Shop and Compare</i> page displays the <i>My Options</i> page with the correct page name.	My Options
45820	Defect Fix	The Fact Sheet link incorrectly displayed as Factsheet on the <i>My Options</i> page.	The Fact Sheet link correctly displays as Fact Sheet on the <i>My Options</i> page.	My Options
45823	Defect Fix	The Potential Eligibility details and the Fact Sheet link for a Household Member displayed twice on the <i>My Options</i> page for a user who selected the Blind or Disabled? option on the <i>Shop and Compare</i> page.	The Potential Eligibility details and the Fact Sheet link for a Household Member displays once on the <i>My Options</i> page for a user who selected the Blind or Disabled? option on the <i>Shop and Compare</i> page.	My Options
42081	Defect Fix	The Delegation Status on the AHBX and GHIX databases did not match.	The Delegation Status on the AHBX and GHIX databases match.	NA
46240	Defect Fix	In some cases, an old ROP date is selected to populate on the CalNOD01 Notices, this leads to incorrect dates being displayed on the CalNOD01 notices for individuals who have been	The CalNOD01 notice displays the correct ROP date for individuals who have been conditional eligible for Exchange program in prior application and/or benefits years.	NA

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		conditional eligible for Exchange program in prior applications and/or benefits years.		
46527	Defect Fix	When a SCR processed a 2019 renewal application, CalHEERS incorrectly logged the first two transactions as a 2018 special enrollment transaction and marked the third attempt as a 2019 renewal transaction.	When a SCR processes a 2019 renewal application, CalHEERS correctly logs the first transaction as a 2019 renewal transaction.	NA
46097	Defect Fix	The DIVS batch jobs (ARC-1000-DIV-01 & ARC-1000-DIV-02) sent duplicate transactions to DIVS.	The DIVS batch jobs (ARC-1000-DIV-01 & ARC-1000-DIV-02) does not send duplicate transactions to DIVS.	NA
42355	Defect Fix	Clicking on the Choose Health Plan button on the <i>Next, You Can Enroll Each Group in a Plan</i> page displayed a <i>We Apologize</i> popup.	Clicking on the Choose Health Plan button on the <i>Next, You Can Enroll Each Group in a Plan</i> page displays the <i>Plan Selection Date</i> popup.	Next, You Can Enroll Each Group
44879	Defect Fix	Clicking on the Choose Health Plan button on the <i>Next, You Can Enroll Each Group in a Plan</i> page displayed a <i>We Apologize</i> popup.	Clicking on the Choose Health Plan button on the <i>Next, You Can Enroll Each Group in a Plan</i> page displays the <i>Plan Selection Date</i> popup.	Next, You Can Enroll Each Group
45168	Defect Fix	When a user clicked on the Choose Health and Dental Plan button on the <i>Next, You Can Enroll Each Group in a Plan</i> page after having selected Health & Dental plans in the Cart through the Shop and Compare link, the <i>Tell us about your health care needs</i> page displayed.	When a user clicks on the Choose Health and Dental Plan button on the <i>Next, You Can Enroll Each Group in a Plan</i> page after having selected Health & Dental plans in the Cart through the Shop and Compare link, the <i>Confirm Your Plan Selection</i> page displays.	Next, You Can Enroll Each Group in a Plan Tell us about your health care needs Confirm Your Plan Selection
46535	Defect Fix	The Citizenship field was not displayed in the	The Citizenship field displays in the Attribute	Personal Verification

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		Attribute Description on the <i>Personal Verification</i> page after the Immigration status was updated as Fail via SAWS EHIT.	Description on the <i>Personal Verification</i> page after the Immigration status is updated as Fail via SAWS EHIT.	
46673	Defect Fix	When a user provided the access code and clicked on the Create Account button on the <i>Please Review Your Information</i> page an <i>Invalid Access Code</i> popup was displayed for an application with a hyphen (-) in the name.	When a user provides the access code and clicks on the Create Account button on the <i>Please Review Your Information</i> page the <i>Thank you for Creating an Account!</i> popup displays for an application with a hyphen (-) in the name.	Please Review Your Information
45325	Defect Fix	When a user clicked on the Confirm button on the <i>Review Household Income</i> page after adding an income, a <i>We Apologize</i> popup was displayed.	When a user clicks on the Confirm button on the <i>Review Household Income</i> page after adding an income, the <i>HHM</i> page displays.	Review Household Income
46415	Defect Fix	The Espanol link was incorrectly enabled on the <i>Review Household Information</i> page for a SCR Supervisor Enhanced user role reviewing a MCIEP application.	The Espanol link is disabled on the <i>Review Household Information</i> page for a SCR Supervisor Enhanced user role reviewing a MCIEP application.	Review Household Information
46029	Defect Fix	When a user clicked on the Review Application link under the Manage My Application section, the <i>Review Household Information</i> page displayed only Tax Filing and Income tabs.	When a user clicks on the Review Application link under the Manage My Application section, the <i>Review Household Information</i> page displays all the following tabs Tax Filing, Household, Individual and Income .	Review Household Information
45831	Defect Fix	Clicking on the Review Application link under the Manage My Application section displayed a <i>We Apologize</i> popup.	Clicking on the Review Application link under the Manage My Application section displays the <i>Review Household Information</i> page.	Review Household Information

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
45967	Defect Fix	<ul style="list-style-type: none"> The <i>Review Household Information</i> page incorrectly displayed the following question Do all children have the same Primary Caretaker? for a single member FFY household. The <i>Review Household Information</i> page displayed blank for the Foster care location: field under the Former Foster Youth section when the Household member was either an American Indian or an Alaska Native. The <i>Program Eligibility</i> page incorrectly displayed a message to upload eligibility documents for a FFY. The <i>Program Eligibility</i> page displayed incorrect text in the Premium Assistance section after renewal for a household with a FFY. The response for the question Offered employer health insurance? under the Health Care Information section on the <i>HHM</i> page incorrectly displayed No instead of a blank when unanswered. 	<ul style="list-style-type: none"> The <i>Review Household Information</i> page does not display the following question Do all children have the same Primary Caretaker? for a single member FFY household. The <i>Review Household Information</i> page displays the location for the Foster care location: field under the Former Foster Youth section when the Household member is either an American Indian or an Alaska Native. The <i>Program Eligibility</i> page does not display any message to upload eligibility documents for a FFY. The <i>Program Eligibility</i> page does not display any incorrect text in the Premium Assistance section after renewal for a household with a FFY. The response for the question Offered employer health insurance? under the Health Care Information section on the <i>HHM</i> page correctly displays blank when unanswered. 	<p>Review Household Information</p> <p>Program Eligibility</p> <p>HHM</p>

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
45414 46051 45979	Defect Fix	Clicking on the View Home or the View Case buttons on the <i>Search Individual</i> page displayed a <i>We Apologize</i> popup or a We Apologize error message respectively.	Clicking on the View Home or the View Case buttons on the <i>Search Individual</i> page displays the Individual Home page or the <i>Application History</i> page respectively.	Search Individual
45999	Defect Fix	When a MCIEP admin searched for a case on the <i>Search Individual</i> page, the Application Status incorrectly displayed In-progress for a submitted application.	When a MCIEP admin searches for a case on the <i>Search Individual</i> page, the Application Status correctly displays Submitted .	Search Individual
46238	Defect Fix	When an admin searched either by the Case ID or the Combo option on the <i>Search Individual</i> page, a We Apologize error message was displayed.	When an admin searches either by the Case ID or the Combo option on the <i>Search Individual</i> page, the search results display.	Search Individual
46170	Defect Fix	When a user reported a change to the address & income and clicked on the Submit Application button on the <i>Sign and Submit Your Changed Application</i> page, a <i>We Apologize</i> popup displayed.	When a user reports a change to the address & income and clicks on the Submit Application button on the <i>Sign and Submit Your Changed Application</i> page the <i>Household Eligibility Results Summary</i> displays.	Sign and Submit Your Changed Application
45962	Defect Fix	Clicking on the Submit Application button on the <i>Sign and Submit Your Changed Application</i> page displayed a <i>We Apologize</i> popup.	Clicking on the Submit Application button on the <i>Sign and Submit Your Changed Application</i> page displays the <i>Household Eligibility Results Summary</i> page.	Sign and Submit Your Changed Application
46555	Defect Fix	Clicking on the Submit Application button on the <i>Sign and Submit Your Changed Application</i> page displayed a <i>We Apologize</i> popup.	Clicking on the Submit Application button on the <i>Sign and Submit Your Changed Application</i> page displays the <i>Household Eligibility Results Summary</i> page.	Sign and Submit Your Changed Application

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
45728	Defect Fix	JAWS did not navigate to the Enter today's date or the date of your qualifying life event, if you have one question when navigated using the down arrow key after selecting a qualifying life event on the <i>Special Enrollment/Open Enrollment</i> page.	JAWS navigates to the Enter today's date or the date of your qualifying life event, if you have one question when navigated using the down arrow key after selecting a qualifying life event on the <i>Special Enrollment/Open Enrollment</i> page.	Special Enrollment Open Enrollment
46385	Defect Fix	The <i>Transaction History</i> page displayed incorrect values for the Maintain My Consent for: field under the Change Element header in the Change Log table .	The <i>Transaction History</i> page displays the correct values for the Maintain My Consent for: field under the Change Element header in the Change Log table .	Transaction History
46771	Defect Fix	Clicking on the Get Started button on the <i>Welcome to Your Renewal Application!</i> page displayed a <i>We Apologize</i> popup.	Clicking on the Get Started button on the <i>Welcome to Your Renewal Application!</i> page displays the <i>Are you Sure?</i> popup.	Welcome to Your Renewal Application!
Reports				
45388	Defect Fix	The Inbound 834 - Termination Due to Non-Payment transactions received from Carriers with end date as 31-DEC-9999 returned an exception error. Impacted SA: NA Impacted Attributes: NA	The Inbound 834 - Termination Due to Non-Payment transactions received from Carriers with end date as 31-DEC-9999 are processed successfully.	NA
Service Center				
46071	Defect Fix	The Earlier, you said that HHM is a U.S citizen. Are they a Naturalized or Derived citizen? question on the <i>Earlier, you said that HHM is a U.S citizen. Are they a Naturalized or</i>	The Earlier, you said that HHM is a U.S citizen. Are they a Naturalized or Derived citizen? question on the <i>Earlier, you said that HHM is a U.S citizen. Are they a Naturalized or</i>	Earlier, you said that HHM is a U.S citizen. Are they a Naturalized or Derived citizen?

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		<i>Derived citizen?</i> page was not displayed in Consumer View.	<i>Derived citizen?</i> page is displayed in Consumer View.	

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			
285	Clicking on the View Past Application link under the More Actions header on the Individual Home page displays a We apologize error message.	37331	19.2
283	On <i>Program Eligibility</i> page, clicking the Upload Eligibility Documents or Submit Documents links, displays <i>We Apologize</i> message in a pop-up.	45265	19.2
295	We Apologize Error Code (0HPEQRO0) when Clicking the Next button on the <i>Who is your primary contact for your household?</i> Page.	46736	19.2

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
None			

Glossary

Acronym	Full Form	Acronym	Full Form
ABE	Accenture Billing Engine	IRS	Internal Revenue System
ADA	Americans with Disabilities Act	ISO	Information Security Officer
AHBX	Accenture Health Benefit Exchange	IVR	Interactive Voice Response
AI	American Indian	JAWS	Job Access with Speech (JAWS is a computer screen reader program for Microsoft Windows that allows blind

Glossary			
Acronym	Full Form	Acronym	Full Form
			and visually impaired users to read the screen either with a text-to-speech output or by a Refreshable Braille display)
ALM	Application Lifecycle Management	LFP	Lawful Presence
AN	Alaskan Native	LV	Life event needs verification
APTC	Advance Premium Tax Credits	MCAP	Medi-Cal Access Program
BOB	Book of Business	MCIEP	Medi-Cal Inmate Eligibility Program
BPM	Business Process Management	MEC	Minimal Essential Coverage
BRE	Business Rules Engine	MEDS	Medi-Cal Eligibility Determination System
CCHCS	California Correctional Health Care Services	MNE	Manual Eligibility
CCHIP	County Children’s Health Initiative Program	NHeLP	National Health Law Program
CCP	Covered California Programs	NIST	National Institute of Standards and Technology
CDCR	California Department of Corrections and Rehabilitation	NMEC	Non-MAGI MEC AID Code
CEC	Certified Enrollment Counselor	NQI	New Qualified Immigrants
CEE	Certified Enrollment Entities	OAM	Oracle Access Manager
CEW	County Eligibility Worker	OBIEE	Oracle Business Intelligence Enterprise Edition
CFS	Carry Forward Status	OIM	Oracle Identity Manager
CIN	Client Index Number	OPA	Oracle Policy automation
CMI	Current Monthly Income	PAI	Projected Annual Income
CMS	Centers for Medicare & Medicaid Services	PBE	Plan Based Enroller
COR	County of Responsibility	PBPS	Pitney Bowes Presort Services
CR	Change Requests	PDF	Portable Document Format
CSR	Cost Share Reduction	PLR	Policy Level Reporting
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)	QDP	Qualified Dental Plan
CSV	Comma Separated Value	QHP	Qualified Health Plan
DER	Determination of Eligibility Response	RDP	Registered Domestic Partner
DHCS	Department of Health Care Services	ROP	Reasonable Opportunity Period
DIVS	Document Imaging and Verification Solution	RTC	Rational Team Concert

Glossary			
Acronym	Full Form	Acronym	Full Form
DWH	Data Warehouse	SA	Subject Area
ECM	Electronic Content Management System	SAWS	Statewide Automated Welfare Systems
EDD	Employment Development Department	SCIN	Statewide Client Index Number
EDI	Electronic Data Interchange	SCR	Service Centre Representative
EDR	Eligibility Determination Request	SFTP	Secured File Transfer Protocol
EERC	Eligibility Evaluation Reason Code	SIR	Service Investigation report
EPO	Exclusive Provider Organization	SLCSP	Second Lowest cost silver plan
ESI	Employer Sponsored Insurance	SNOW	Service Now
ETL	Extract, Transform and Load	SQL	Structure Query Language
FDSH	Federal Data Services Hub	SSA	Social Security Administration
FFY	Former Foster Youth	SSApp	Single Streamlined Application
FIPS	Federal Information Processing Standard	SSN	Social Security Number
FPL	Federal Poverty Level	STNA	Short Term Negative Action
FTB	Franchise Tax Board	UAT	User Acceptance Test
FTI	Federal Tax Information	UPW	Unplanned Pregnant Woman
FTR	Failure to Reconcile	URL	Uniform Resource Locator
GI	Get Insured	USPS	United States Postal Service
HHM	Household Member name	VLP	Verify Lawful Presence
High Dated	The record/data end date is set far off into the future with a pseudo date, such as the year 2500.	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 Descriptor Language
IMM	Immigrant	XML	Extensible Markup Language