

Executive Summary

CalHEERS Feature Release 18.12 (deployed on 12/17/2018) contains updates to following:

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

- Eligibility & Enrollment

Key System Updates that have been deployed in this release:

- Reporting
- Notices
- Online Application

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

- Enrollment-Financial Management
- Online Application
- Reports
- EHIT
- Eligibility

Alternate Procedures that have been provided with this release:

- | | |
|--|--|
| No Longer in Effect with this release | New with this release |
| <ul style="list-style-type: none"> • None | <ul style="list-style-type: none"> • None |

Purpose and Scope

This document describes the content of the CalHEERS Feature Release 18.12. 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				
UI Updates for State Inmate Renewals (UCD)				
130855	Change Request	This functionality did not previously exist.	CalHEERS now incorporates the MCI EP renewal process into the flow implemented in release 18.9 in CR 90113. The renewal flow for State Inmates is updated to display	All Renewal pages

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
			only the required screens to complete the application renewal.	

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
Reporting				
IRS annual XML schema update for the coverage year 2018				
107627	Change Request	The XML Schema Definition for IRS was on year 2015.	The XML Schema Definition for IRS is updated to year 2018 to match the most recent version of schema published by IRS.	NA
Notices				
2018 18.12 Notice Change Request				
123314	Change Request	<ul style="list-style-type: none"> CalHEERS generated 2017 CalNOD62A notice in PDF format labeled: "CalNOD62A_IRSForm1095A_2017". This notice was accessible from the consumer's <i>Documents and Correspondence</i> page. CalHEERS generated 2017 CalNOD62B notice in PDF format labeled: "CalNOD62B_IRSRevisedForm1095A_2017". This notice was accessible from the consumer's <i>Documents and Correspondence</i> page. 	<ul style="list-style-type: none"> CalHEERS now labels the CalNOD62A notice for 2018 as: "2018_Tax_Form_1095A". The notice is accessible from the consumer's <i>Secure Mailbox</i> and the <i>Documents and Correspondence</i> page. CalHEERS now labels the CalNOD62B notice for 2018 as: "2018_Tax_Form_1095A_Revised". The notice is accessible from the consumer's <i>Secure Mailbox</i> and the <i>Documents and Correspondence</i> page. 	Secure Mailbox Documents and Correspondence
Online Application				
43668	System Enhancement	The Cancel change report for [year] link did not display on the Individual Home page under the Manage My Application section	The Cancel change report for [year] link displays on the Individual Home page under the Manage My Application section when a Report	Individual Home page

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		when a Report a Change for current year was in-Progress after the next benefit year had been established by either an application or a renewal.	a Change for current year is in-Progress after the next benefit year has been established by either an application or a renewal.	
44752	System Enhancement	When a user Reported a Change for the current year, the Individual Home page did not display the Choose health and dental plan for [year] link under the Manage My Application section.	When a Consumer Reports a Change for the current year between the beginning of renewals and 12/31 of the current year, and is able to choose a plan as a result, the Individual Home page displays the Choose health and dental plan for [year] link under the Manage My Application section. An admin will see the link year-round if a plan can be selected for that year.	Individual Home page

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
Enrollment – Financial Management				
46421	Defect Fix	When a Broker Admin updated the Business Name field with more than 50 characters and clicked on the Next button on the <i>Agent Information</i> page, the following business validation message displayed: Please enter no more than 50 characters.	When a Broker Admin updates the Business Name field with more than 50 characters and clicks on the Next button on the <i>Agent Information</i> page, the <i>Profile</i> page displays.	Agent Information
46179	Defect Fix	After an enrollment in a plan failed due to the session timing out, the SCR successfully completed an enrollment for the consumer. However, the <i>Enrollment History</i> page displayed dual, active enrollment	After an enrollment in a plan fails due to the session timing out, the SCR successfully completes an enrollment for the consumer. The <i>Enrollment History</i> page displays only one active enrollment record	Enrollment History

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		records were created in CalHEERS (AHBX database).	created in CalHEERS (AHBX database).	
41202	Defect Fix	The IRS-2015-OB-01 (IRS yearly XML file generation job) batch job returned an exception error.	The IRS-2015-OB-01 (IRS yearly XML file generation job) batch job now completes successfully.	NA
46166	Defect Fix	When an Agency Manager transferred in-bulk consumer applications from one Agent to another, incorrect case details were inserted in the HBX_GENERATE_DOC table.	When an Agency Manager transfers in-bulk consumer applications from one Agent to another, the correct case details are now inserted in the HBX_GENERATE_DOC table.	NA
45921	Defect Fix	The status of Agent Delegation remained Active in both the AHBX and GHIX databases even after the Head of the Household was changed.	The status of Agent Delegation is changed to Inactive in both the AHBX and GHIX databases when the Head of the Household is changed.	NA
Online Application				
46488	Defect Fix	<ul style="list-style-type: none"> A MCIEP user was able to add deductions under the Tuition and Fees Paid and Domestic Production Activities sections on the <i>[HHM] Tax Deductions</i> page. The tooltip text for Moving Expenses section on the <i>[HHM] Tax Deductions</i> page was not displayed for a MCIEP user. 	<ul style="list-style-type: none"> A MCIEP user can no longer add deductions under the Tuition and Fees Paid and Domestic Production Activities sections on the <i>[HHM] Tax Deductions</i> page. These deduction categories are no longer seen under the list of deductions on the page. The tooltip text for Moving Expenses section on the <i>[HHM] Tax Deductions</i> page is displayed for a MCIEP user. 	[HHM] Tax Deductions
46323	Defect Fix	When a certified agent attempted to create an account (Agent /Certified Insurance Agent & Approved Admin Staff/ CEC) using a delegation code, clicking on the Continue button on the <i>Account Summary</i> page displayed a We Apologize error message.	When a certified agent attempts to create an account (Agent /Certified Insurance Agent & Approved Admin Staff/ CEC) using a delegation code, clicking on the Continue button on the <i>Account Summary</i> page displays the <i>Create Account Confirmation</i> popup.	Account Summary

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
46217	Defect Fix	When an MCIEP admin entered a valid facility address on the <i>Facility Name</i> page, the following business validation message Please enter a valid city name was displayed for the City field on the page.	When an MCIEP admin enters a valid facility address on the <i>Facility Name</i> page, the Next button on the page is enabled.	Facility Name
46265	Defect Fix	The Receipt or card number field incorrectly displayed 123 instead of the receipt or card number entered, under the Citizenship & Immigration Information section on the <i>HHM</i> page.	The Receipt or card number correctly displays the receipt or card number entered, under the Citizenship & Immigration Information section on the <i>HHM</i> page.	HHM
46100	Defect Fix	When an MCIEP user clicked on the Redetermine Eligibility button on the <i>Household Verifications</i> page a We Apologize error message was displayed.	When an MCIEP user clicks on the Redetermine Eligibility button on the <i>Household Verifications</i> page the <i>Retroactive Eligibility</i> popup displays.	Household Verifications
46139	Defect Fix	The Individual Home page did not display the Click here to learn more about qualifying life events during the Special Enrollment period.	The Individual Home page now displays the Click here to learn more about qualifying life events during the Special Enrollment period.	Individual Home page
46192	Defect Fix	The Individual Home page incorrectly displayed the Continue Plan Update button instead of the Begin Application button during the 2019 Sign-Ups when a case was pending a plan update for year 2018.	The Individual Home page correctly displays the Begin Application button during the 2019 Sign-Ups when a case is pending a plan update for year 2018.	Individual Home page
46351	Defect Fix	The Individual Home page did not display the Discontinue from County Children’s Health Initiative Program link under the Manage My Application section for Conditionally Eligible CCHIP cases.	The Individual Home page now displays the Discontinue from County Children’s Health Initiative Program link under the Manage My Application section for Conditionally Eligible CCHIP cases.	Individual Home Page
46530	Defect Fix	When a CEW, Authorized Representative, SCR Supervisor Enhanced, Agency Manager,	When a CEW, Authorized Representative, SCR Supervisor Enhanced, Agency Manager,	Individual Home page

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		Assister, Admin Verification or an Admin Supervisor user clicked on the Cancel Coverage link under the More Actions section on the Individual Home page a We Apologize error message was being displayed.	Assister, Admin Verification or an Admin Supervisor user now clicks on the Cancel Coverage link under the More Actions section on the Individual Home page the <i>Terminate Participation</i> page displays.	
46088	Defect Fix	When a user clicked on the Apply button on the <i>Your Cart</i> page and entered the credentials on the <i>Log In or Create an Account to get Covered</i> page, the Individual Home page incorrectly displayed the Begin Application button for a case in renewal mode.	When a user clicks on the Apply button on the <i>Your Cart</i> page and enters the credentials on the <i>Log In or Create an Account to get Covered</i> page, the Individual Home page correctly displays the Continue button for a case in renewal mode.	Individual Home page
46762	Defect Fix	Clicking on the Choose health and dental plan link on the Individual Home page displayed a <i>We Apologize</i> popup.	Clicking on the Choose health and dental plan link on the Individual Home page displays the <i>More Employer Information is Required</i> page.	Individual Home page
43769	Defect Fix	The CalNOD66 and CalNOD68 notices incorrectly displayed ampersand as “&” in the legal business name field.	The CalNOD66 and CalNOD68 notices now correctly display the ampersand as “&” in the legal business name field.	NA
46047	Defect Fix	The SCR’s encountered an exception error when attempted to download the submitted documents for Paper Applications and Manual Verification documents > 7 megabytes (MB) in size using a direct URL.	The SCR’s can download the submitted documents for Paper Applications and Manual Verification documents > 7 megabytes (MB) in size using a direct URL.	NA
46096 46095	Defect Fix	The DIVS batch job ARC-1000-DIV-01 returned the following exception error “DIVS Verification Result Process Exception occurred” when a transaction included SSN.	The DIVS batch job ARC-1000-DIV-01 returns DIVS verification for all transactions.	NA
46540	Defect Fix	Some of the EDR’s failed due to result returning more than one element.	All EDR’s are processed successfully.	NA

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
46205	Defect Fix	Clicking on the Update button on the <i>Special Enrollment</i> page after entering all the required details displayed a <i>We Apologize</i> popup for a case where a renewal was in the state of In Progress.	Clicking on the Update button on the <i>Special Enrollment</i> page after entering all the required details displays the <i>Review Household Information</i> page for a case where renewal is In Progress.	Special Enrollment
46136	Defect Fix	Clicking on the Continue button on the <i>Username & Password</i> page after entering a password without a special character and/or an uppercase letter did not display the business validation message to enter a password with a special character and/or an uppercase letter accordingly.	Clicking on the Continue button on the <i>Username & Password</i> page after entering a password without a special character and/or an uppercase letter now displays the business validation message to enter a password with a special character and/or an uppercase letter accordingly.	Username & Password
45687	Defect Fix	The date for the question What is the date of incarceration? on the <i>What is the county of responsibility?</i> page was not editable during renewal.	The date for the question What is the date of incarceration? on the <i>What is the county of responsibility?</i> page is editable during renewal.	What is the county of responsibility?
Reports				
45775	Defect Fix	The Dual Enrollment Different Carrier report was extracted based on the enrollment_status_lkp values. Impacted SA: NA Impacted Attributes: NA	The Dual Enrollment Different Carrier report is now extracted based on the enrollment status description.	NA
46001	Defect Fix	The following columns were missing in the ODS HBX_Attachment table. <ul style="list-style-type: none"> REPRINT_FLAG REPRINT_REQUESTED_DTM MOVE_FLAG VERIFICATION_DOC_FLAG 	The following columns are present in the ODS HBX_Attachment table. <ul style="list-style-type: none"> REPRINT_FLAG REPRINT_REQUESTED_DTM MOVE_FLAG VERIFICATION_DOC_FLAG 	NA

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		<ul style="list-style-type: none"> DELIVERABLE_STATUS_CD ECM_ID_EN ECM_HASH_VALUE_EN <p>Impacted SA: NA</p> <p>Impacted Attributes: NA</p>	<ul style="list-style-type: none"> DELIVERABLE_STATUS_CD ECM_ID_EN ECM_HASH_VALUE_EN 	
EHIT				
46290 46306 46321	Defect Fix	Some of the EDR's failed due to result returning more than one element.	All EDR's are processed successfully.	NA
Eligibility				
46675	Defect Fix	The CalNOD01 notice incorrectly displayed snippet 844 (users ineligible for APTC or CSR and are not planning to file taxes) even when a user planned to file taxes	The CalNOD01 notice does not display snippet 844 (notice for user's ineligible for APTC or CSR and are not planning to file taxes) for users planning to file taxes	NA
46432	Defect Fix	The CalNOD01 notice displayed incorrect due date to select a plan under the Take Action Now! And What to do next section.	The CalNOD01 notice displays the correct due date to select a plan under the Take Action Now! And What to do next section.	NA

Alternate Procedures

Summary of Alternate Procedures

This section summarizes Alternate Procedures **No Longer in Effect** as of this release. Except for the following (and those noted in previous release notes), all other Alternate Procedures from previous releases remain in effect.

#	Alternate Procedures No Longer in Effect	Ref ID	Release Delivered
None			

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 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

Glossary			
Acronym	Full Form	Acronym	Full Form
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
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