CalSAWS

California Statewide Automated Welfare System

Design Document

CA-208863 | CIV-1068

CalHEERS eHIT: Married Filing Jointly and Out-of-State Address

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Antony Lerner
	Reviewed By	Maksim Volf, Prashant Goel, William Baretsky, Chad Quan, Geetha Ramalingam, Michael Wu, Long Nguyen, Priya Sridharan, Steph Hugo

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
12/02/2019	0.1	Original Draft	Antony Lerner
12/13/2019	0.2	Added Online recommendations for Residency Detail page.	Erika Kusnadi-Cerezo
01/09/2020	0.3	Updated Draft based on JAD completion	Renee Gustafson
01/22/2020	0.4	Removed Online recommendations for Residency Detail page. Out of Country Indicator in eHIT will be determined by the Country selection in Address Detail.	Antony Lerner
01/28/2020	0.5	Completed most sections accordingly to most recent requirements and design approaches.	Antony Lerner
01/30/2020	0.6	Added C-IV changes to Address Detail page to include "Country"	Erika Kusnadi-Cereza
02/05/2020	0.7	Completed missing items prior to Build/Test review	Antony Lerner
02/07/2020	0.8	Removed Customer Options updates, removed validation for invalid country. Updated assumptions based on Committee feedback. Redesigned Tax Household Detail page	Antony Lerner
02/18/2020	0.9	Updated Eligibility Rules and eHIT	Antony Lerner
2/21/2020	.10	Updated current design, overviews, batch MAGI, overall formatting and editing	Renee Gustafson
02/25/2020	1.0	Version submitted to Committee for approval	Renee Gustafson
03/25/2020	1.1	Updated section 2.8.2.3 to include "Physical" addresses when considering the out-of-	Renee Gustafson and Erika Kusnadi-Cereza

		country indicator. Updated section 2.2.3.1.b to clarify in "Add" mode when the State and ZIP code will be required if the Country is changed.	

Table of Contents

1 OVERVIEW

The purpose of this document is to satisfy functional specification in support of changes with CalHEERS Change Request CH-153970 (Married Filing Jointly Spouse and Out of State).

With CH-153970, eHIT will now have functionality to specify a tax filing status association between the two individuals who attest to an expected filing status of 'Married Filing Jointly' with each other. CalHEERS and The Systems will perform a one-time data change for individuals with expected filing status of 'Married Filing Jointly' and relationship of 'spouse' to create the tax filing status association with each other. CalSAWS will provide a list to counties of cases in The Systems with at least one individual with 'Married Filing Jointly' expected filing status who is still missing the tax filing status association after the data change.

The Systems will add additional fields to the Tax Household Detail page to collect the tax filing status association. The Systems will allow the worker to indicate if the tax filer meets the Married Filing Jointly Exception; DHCS will provide guidance to counties when it is appropriate for the worker to apply the exception. The Systems will add page validations and batch skips that require the joint tax filer information on an EDR, unless the worker indicated the tax filer meets the Married Filing Jointly Exception to bypass these validations or there is a negative action or non-compliance. The Systems will prevent a parent or child to be selected as the joint tax filer.

The Systems will add a new non-compliance reason "Married Filing Jointly Spouse Information" to be used in conjunction with negative action 'Failure to Complete Determination' or 'Failure to Complete Redetermination' to deny or discontinue an individual from MAGI Medi-Cal and generate the new "Married Filing Jointly Spouse Information" NOA language. This non-compliance reason will not be communicated to CalHEERS in eHIT because it was out of scope for the CalHEERS Change Request (CH-153970) and will be known only in The System until a future CalHEERS Change Request update to include the new non-compliance reason in eHIT.

eHIT will now allow adding an individual to the application who resides out of the state or country. C-IV will add a "Country" dropdown to the Address Detail page to close a gap between C-IV and LRS/CalSAWS as LRS/CalSAWS already has this "Country" dropdown. When the residence address is not in California and the "Country" is not in the US (or US Territories), The Systems will communicate to CalHEERS in an EDR that the individual is living outside the US, but the address itself will not be sent in the EDR.

The CalHEERS Business Rules Engine (BRE) will deny or discontinue any individual who attests to residing out of California and will include an Eligibility Evaluation Reason Code (EERC) of 'Individual not a California Resident' on the Determination of Eligibility Response (DER). The Systems will update the triggers to generate the existing California Residence NOA language for individuals denied or discontinued with EERC of 'Individual not a California Resident'.

If all individuals on a CalHEERS portal application attest to residing out of California, CalHEERS will not send a DER to the counties and will directly send a Denial Notice to the applicants. The System will prevent sending an EDR to CalHEERS if the Primary Applicant has a residence address out of the country.

CalHEERS will establish the County of Responsibility (COR) for a new application on the CalHEERS portal based on the Primary Applicant's residence address if the Primary Applicant lives in California; otherwise, if the Primary Applicant lives outside of California, CalHEERS will establish the COR based on the first individual added to the case with a California residence address. That means, CalHEERS will send the DER to the county of the first individual on the application with a California residence address.

1.1 Current Design

The Systems send an Eligibility Determination Request (EDR) to CalHEERS without requiring both joint tax filers to be included on the Medi-Cal application when an individual specifies their "Expected Filing Status" as 'Married Filing Jointly'. C-IV requires spouses on the same Medi-Cal application to have the same "Expected Filing Status" when requesting MAGI from the MAGI Determination List page; LRS/CalSAWS does not have this requirement.

The Systems Tax Household Detail page does not have an option to indicate the joint tax filer on the same tax record for an individual with "Expected Filing Status" of 'Married Filing Jointly' nor a way for the worker to indicate the tax filer meets the 'Married Filing Jointly Exception'.

The Systems eHIT functionality prevents sending an EDR with a deceased person as a tax filer in the calendar year after they are deceased.

LRS/CalSAWS Address Detail page has a field to specify the "Country"; C-IV does not have this "Country" field.

The Systems eHIT functionality sends an EDR with a Federal Information Processing Standards (FIPS) code for addresses outside the state of California, but CalHEERS only reads the FIPS code as a California county; CalHEERS returns an error of a "FIPS code/ZIP Code mismatch" instead of a MAGI Determination.

US Territories are defined in The Systems as the US Territories recognized by MEDS. The current US Territories recognized by MEDS are: American Samoa, Guam, Puerto Rico, Virgin Islands (US) (CT_228, Refer_Table_5_Descr = Y).

The Systems do not have a non-compliance nor NOA language to populate when an individual is denied or discontinued from MAGI Medi-Cal for failure to provide information about the person with whom they file 'Married Filing Jointly'.

The Systems send non-compliances to CalHEERS in an EDR if The System non-compliance is mapped to a CalHEERS non-compliance in eHIT as implemented in Release 19.06 with CA-203096|CIV-10287. There is a many-to-one mapping of The System non-compliances to CalHEERS non-compliances in eHIT, so The System stores a reference to The System non-compliance reason that resulted in a non-compliance sent in an EDR to CalHEERS. Medi-Cal EDBC rules then refer to that non-compliance reference in the EDR corresponding to the DER used in Medi-Cal EDBC and then by the NOAs to generate the proper non-compliance language.

The Systems generate the California Residence reason on a MAGI Medi-Cal Change(C-IV) or Denial/Discontinuance NOA when the DER includes the EERC 'Residency – Admin Verification Failed' (RF). C-IV - California Residence NOA is available in all 13 C-IV-supported threshold languages; LRS/CalSAWS - California Residence NOA is currently available in: English, Armenian, Cambodian, Chinese, Korean, Russian, Spanish, Tagalog and Vietnamese.

1.2 Requests

1. Update the Tax Household page to require individuals who attest to an "Expected Filing status" of 'Married Filing Jointly' to specify the other individual with whom they file unless the tax filer meets the 'Married Filing Jointly Exception'. The other individual cannot be a grandparent, parent, child or grandchild of the tax filer.
2. Add a Medi-Cal non-compliance reason "Married Filing Jointly Spouse Information" to the 'Failure to Provide' category to generate the appropriate language on the MAGI Change(C-IV)/Denial/Discontinuance NOA as provided by DHCS.
3. Update the MAGI Determination List page and Batch MAGI to only send an EDR when the required information is included for joint tax filers.
    a. Allow an exception to these requirements when the tax filer is negative actioned, has a non-compliance or the worker indicates the individual meets the policy exception.
4. Perform a one-time data change for individuals with "Expected Filing Status" of 'Married Filing Jointly' and relationship of 'spouse' to create the "Tax Filing Status Association" with each other.
    a. Create a one-time list of cases with any active Medi-Cal individual who has "Expected Filing Status" of 'Married Filing Jointly' and is missing the "Tax Filing Status Association" after the one-time data change.
5. **C-IV only:** Add "Country" option to the Address Detail page.
6. Update The Systems to communicate an out-of-country indicator in eHIT for individuals who reside out of country. Do not communicate residence and mailing address in the EDR for that individual.
7. Add 'Individual is not a California Resident' EERC to The Systems.
8. Add the new Married Filing Jointly Spouse Information MAGI Medi-Cal Denial and Discontinuance NOA verbiage to The Systems in English and Spanish and generate when the individual has the status reason of 'FTP - Married Filing Jointly Spouse Information'.

9. Add the new Married Filing Jointly Spouse Information MAGI Medi-Cal Denial and Discontinuance NOA verbiage to The Systems in English and Spanish and generate when the individual has the status reason of 'Married Filing Jointly Spouse Information'.
10. Update the trigger conditions for the California Residence NOA to generate if the EERC 'Individual is not a California Resident' is on the DER and the individual is Discontinued or Denied from MAGI Medi-Cal.

    Note: CalSAWS will implement eHIT technical changes to The Systems to support the new tax filing status association and out-of-country indicator with CA-211616 | CIV-105575 in the same release.

1.3 Overview of Recommendations

1. Update the Tax Household Detail page to allow a Worker to establish the "Tax Filing Status Association" and/or indicate if the tax filer meets the "Married Filing Jointly Exception" for individuals with "Expected Filing Status" of 'Married Filing Jointly'.
2. **C-IV only:** Update the Address Detail page to include a new "Country" drop-down field to allow a worker to specify when an address is outside of the United States. This closes a design difference between LRS/CalSAWS and C-IV.
3. Update the MAGI Person Detail page to display "Tax Filing Status Association:" and "Residing Outside Country/US:" sent in the EDR or received in the DER via eHIT.
4. Update the MAGI Determination List page to require joint tax filers to both file as 'Married Filing Jointly' and to indicate with whom they file. The exceptions to these requirements are when the EDR includes a negative action or non-compliance for the tax filer, or if the worker has indicated the "Married Filing Jointly Exception" as 'Yes' in the Tax Household Detail Page.
5. Update the MAGI Determination List page to require both individuals who indicate they are joint tax filers to be on the EDR and prevent sending a deceased person as the joint tax filer in the calendar year after they are deceased.
6. Update the MAGI Determination List page to require the Primary Applicant to have a physical and mailing address within the United States or its Territories.
7. **C-IV only**: Remove the existing page validation which requires spouses to have the same tax filing status. This will allow one spouse to indicate they file as 'Married Filing Separate' and the other not file at all.
8. Update Batch MAGI to skip a case when a tax filer with "Expected Filing Status" 'Married Filing Jointly' is missing the "Tax Filing Association" selection to indicate with whom they file, or when both individuals are not on the EDR or when both individuals do not have "Expected Filing Status" 'Married Filing Jointly'. The exceptions to these requirements are when the EDR includes a negative action or non-compliance for the tax filer, or if "Married Filing Jointly Exception" indicated as 'Yes' for the tax filer.
9. Update the Batch MAGI to skip a case when the EDR would include a deceased person as the joint tax filer in the calendar year after they are deceased.

10. Update Batch MAGI to skip a case when the Primary Applicant has a physical and/or mailing address outside the United States or its Territories.
11. Add a non-compliance reason named, "Married Filing Jointly Spouse Information" to the 'Failed to Provide' type for the Medi-Cal program. This non-compliance is not used by Medi-Cal EDBC to close an individual or program, but it will be used together with the MAGI Medi-Cal negative action for 'Failure to Complete Determination' or 'Failure to Complete Redetermination' to generate additional language on the MAGI Medi-Cal Change(C-IV), Denial or Discontinuance NOA.
12. Update Medi-Cal EDBC rules to save 'FTP-Married Filing Jointly Spouse Information' person status reason when an individual is denied or discontinued from MAGI Medi-Cal for 'Failure to Complete Determination' or 'Failure to Complete Redetermination' and the 'Married Filing Jointly Spouse Information' non-compliance is referenced in the EDR corresponding to the DER used by Medi-Cal EDBC.
13. The Systems eHIT logic will communicate the "Tax Filing Status Association" and out-of-country indicator in the EDR to CalHEERS and save both values when received in a DER. The Systems eHIT logic will no longer send the FIPS code when the address is outside of California and will display the new EERC when CalHEERS determines an individual MAGI ineligible or discontinued because they have a physical address outside of California.
14. The Systems eHIT logic will save the non-compliance reason "Married Filing Jointly Spouse Information" in the background of the EDR when the non-compliance is high-dated and is effective for the individual for the entire EDR benefit month. "Married Filing Jointly Spouse Information" will not be sent to CalHEERS and will not display on the EDR for the worker in MAGI Person Detail.
15. Create a new MAGI Medi-Cal NOA reason for "Married Filing Jointly Spouse Information" to generate when an individual is denied or discontinued from MAGI Medi-Cal for the person status reason 'FTP-Married Filing Jointly Spouse Information'.
16. Update the trigger conditions for the California Residence NOA to generate if the EERC 'Individual is not a California Resident' is on the DER and the individual is Discontinued or Denied from MAGI Medi-Cal.
17. Perform a one-time data change for individuals with "Expected Filing Status" of 'Married Filing Jointly' and relationship of spouse (in the Relationship Detail page) to create the "Tax Filing Status Association" with each other. Create a Journal entry for the cases processed successfully in the one-time process.
18. Generate a one-time list of active Medi-Cal programs with at least one Medi-Cal program person active on a MAGI Medi-Cal aid code where the interpreted tax record for the come-up month has at least one individual with "Expected Filing Status" 'Married Filing Jointly', but the "Tax Filing Status Association" was not populated from the one-time data change. Include a column with known reasons the "Tax Filing Status Association" was not populated from the one-time data change.

1.4 Assumptions

1. C4Yourself and YourBenefitsNow will not be updated with the Tax Household and Out-of-Country changes. CIV-106420 | CA-213591 placeholder SCRs were created to address the functionality. The SCRs have not yet been prioritized.
2. CalHEERS Portal allows an individual to attest to the same individual specified as the Tax Filing Status Association to more than one tax filer who file Tax Filing Status of 'Married Filing Jointly'. The Systems will also allow this functionality per DHCS decision.

   For example:
   Person A attests to expected filing status 'Married Filing Jointly' with Person B.
   Person B attests to expected filing status 'Married Filing Jointly' with Person C.
   Person C attests to expected filing status 'Married Filing Jointly' with Person B.

   For each tax record itself, each person only selected they file with one other person, but both Person A and Person C attested to filing 'Married Filing Jointly' with B.

   While this is an unlikely scenario, DHCS decided that the applicant should have the ability to attest to their tax filing situation and the CalHEERS Portal and The Systems shall not restrict this scenario.
3. There will be no updates to eICT; any related changes to eICT will be in a separate effort.
4. There are no changes to the Tax Filing Information printed on the MC 216 (MAGI Pre-Pop Form) or the No Change Medi-Cal Renewal NOA.
5. Threshold translations for the "FTP - Married Filing Jointly Spouse Information" MAGI Medi-Cal Denial or Discontinuance NOA reason will be added as part of future SCR (CA-213726|CIV-106464).
6. **LRS/CalSAWS:** SCR CA-213833 will add Hmong and Lao threshold translations for Married Filing Jointly Spouse Information NOA and California Residence NOA.
7. A future SCR effort to add missing Templates and Fragments in Arabic and Farsi will add Arabic and Farsi to the California Residence NOA in as part of the.

2 RECOMMENDATIONS

2.1 Tax Household Detail Page

2.1.1 Overview

Update the Tax Household Detail page to allow a Worker to establish the "Tax Filing Status Association" and/or indicate if the tax filer meets the "Married Filing Jointly Exception" for individuals with "Expected Filing Status" of 'Married Filing Jointly'.

2.1.2 Tax Household Detail Page Mockup

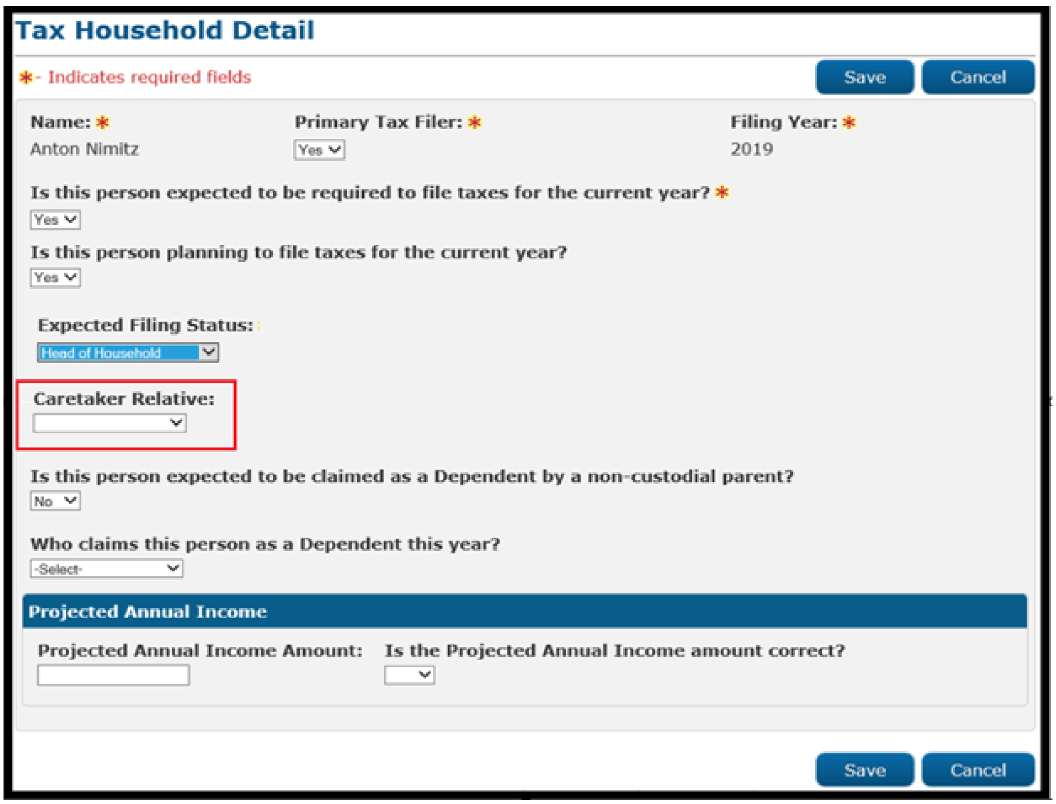

Figure 2.1.2.1 – 'Caretaker Relative:' field repositioned and displayed under 'Expected Filing Status:' field

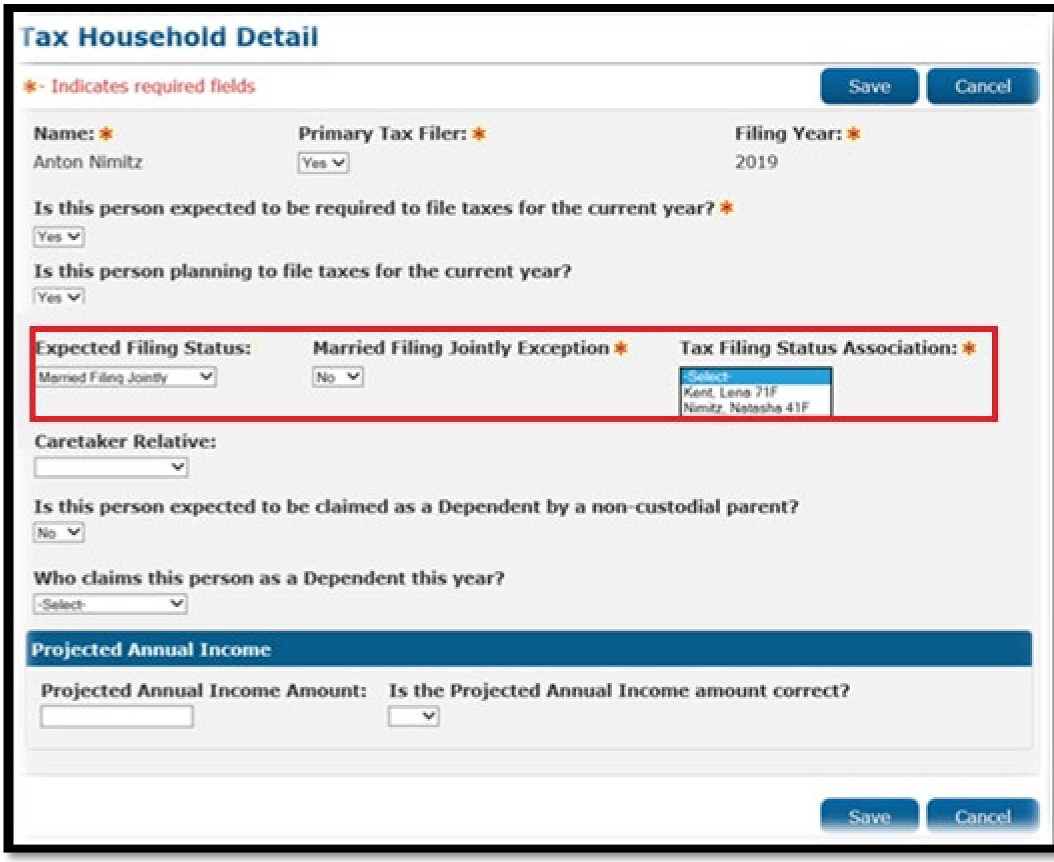

Figure 2.1.2.2 – "Tax Filing Status Association:" drop-down is required when "Married Filing Jointly Exception:" is 'No'

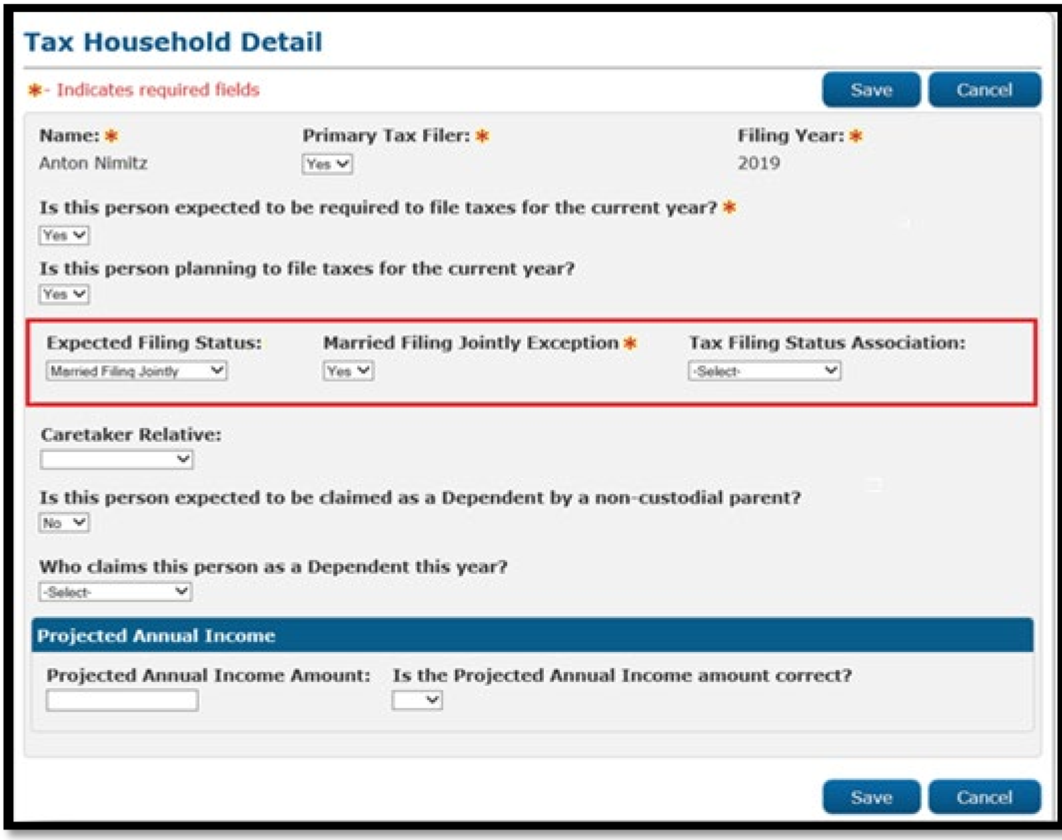

Figure 2.1.2.3 – "Tax Filing Status Association:" drop-down is not required when "Married Filing Jointly Exception:" is 'Yes'

2.1.3 Description of Changes

1. Reposition and display "Caretaker Relative:" drop-down field under the "Expected Filing Status:"' drop-down field as shown in Figure 2.1.2.1.
2. Add a new drop-down named "Married Filing Jointly Exception:" as shown in Figures 2.1.2.2 and 2.1.2.3.
    a. Display "Married Filing Jointly Exception:" to the right of "Expected Filing Status:" field.
    b. Possible values are 'Yes' or 'No'; default value is 'No'.
    c. Dynamically display "Married Filing Jointly Exception:" as a required field when "Expected Filing Status:" of 'Married Filing Jointly' is selected.

3. Add a new drop-down named "Tax Filing Status Association:" as shown in Figures 2.1.2.2 and 2.1.2.3.
    a. Display "Tax Filing Status Association:" to the right of "Married Filing Jointly Exception:" field.
    b. Drop-down options:
        i. List all case individuals excluding:
            - Duplicate Person
            - Hidden Person
            - Tax Filer
        ii. Include in the drop-down individuals who have any of the following relationships to the tax filer:
            - Aunt/Uncle (up to 3 greats)
            - Common Law **(LRS/CalSAWS only)**
            - Cousin (1st or 1st once removed)
            - Domestic Partner **(C-IV only)**
            - Registered Domestic Partner **(LRS/CalSAWS only)**
            - Niece/Nephew
            - Other Relative
            - Sibling (full or half)
            - Spouse
            - Stepsibling
            - Unrelated

        Note: The format for the drop-down values differ between LRS/CalSAWS and C-IV. Each system will display the options in their standard format for person drop downs on that page as below:
        i. LRS/CalSAWS: [Last Name], [First Name] Age (in years) Gender
        ii. C-IV: [First Name] [Last Name]
    c. Dynamically display "Tax Filing Status Association:" as a required field when the value of "Married Filing Jointly Exception:" field is set to 'No' as shown in Figure 2.1.2.3
    d. Dynamically display "Tax Filing Status Association:" as an optional field when the value of "Married Filing Jointly Exception:" field is set to 'Yes' as shown in Figure 2.1.2.4

Note: The Systems will remove the selection from "Married Filing Jointly Exception:" and "Tax Filing Status Association:" fields when the "Expected Filing Status:" field value is changed from 'Married Filing Jointly' to another value and "Married Filing Jointly Exception:" and "Tax Filing Status Association:" become hidden.

2.1.4 Page Location

- **Global:** Eligibility
- **Local:** Customer Information
- **Task:** Tax Household

2.1.5 Security Updates

None

2.1.6 Page Mapping

Update the Page Mapping to account for the new fields.

2.1.7 Page Usage/Data Volume Impacts

No impacts.

2.2 Address Detail Page (C-IV only)

2.2.1 Overview

Update the Address Detail page to include a new "Country" drop-down field to allow a worker to specify when an address is outside of the United States. This closes a design difference between LRS/CalSAWS and C-IV.

2.2.2 Address Detail Page Mockup

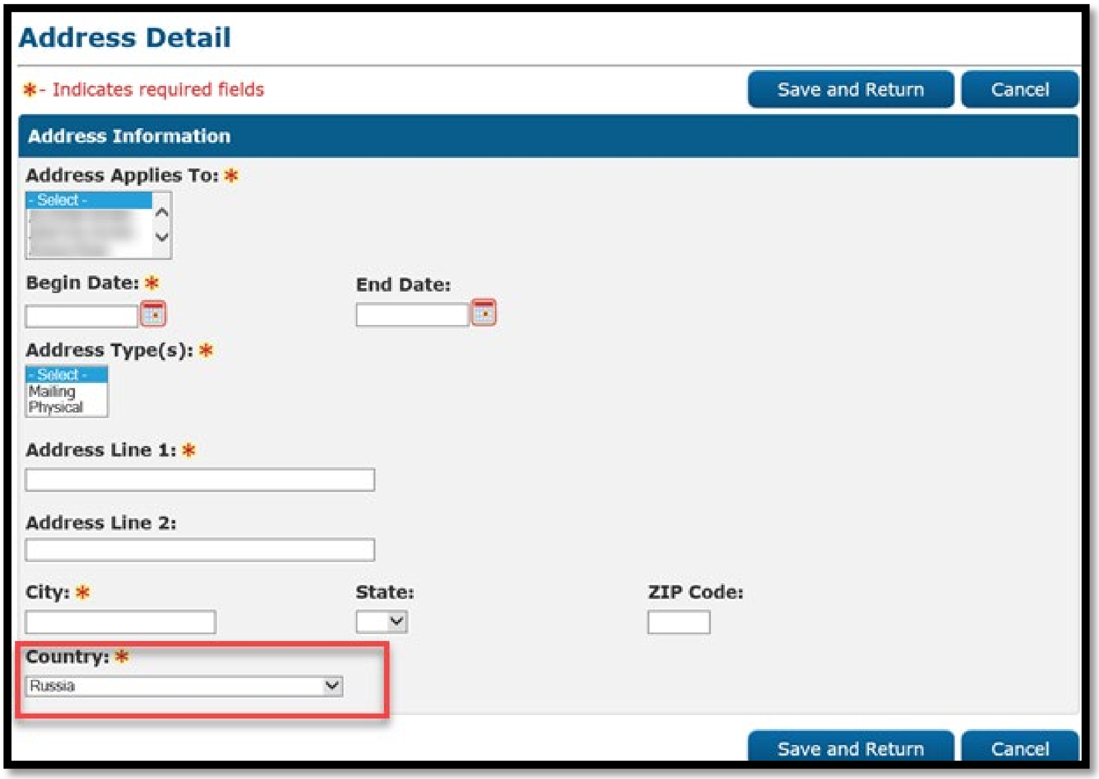

Figure 2.2.1 – Address Detail Page "Add" mode

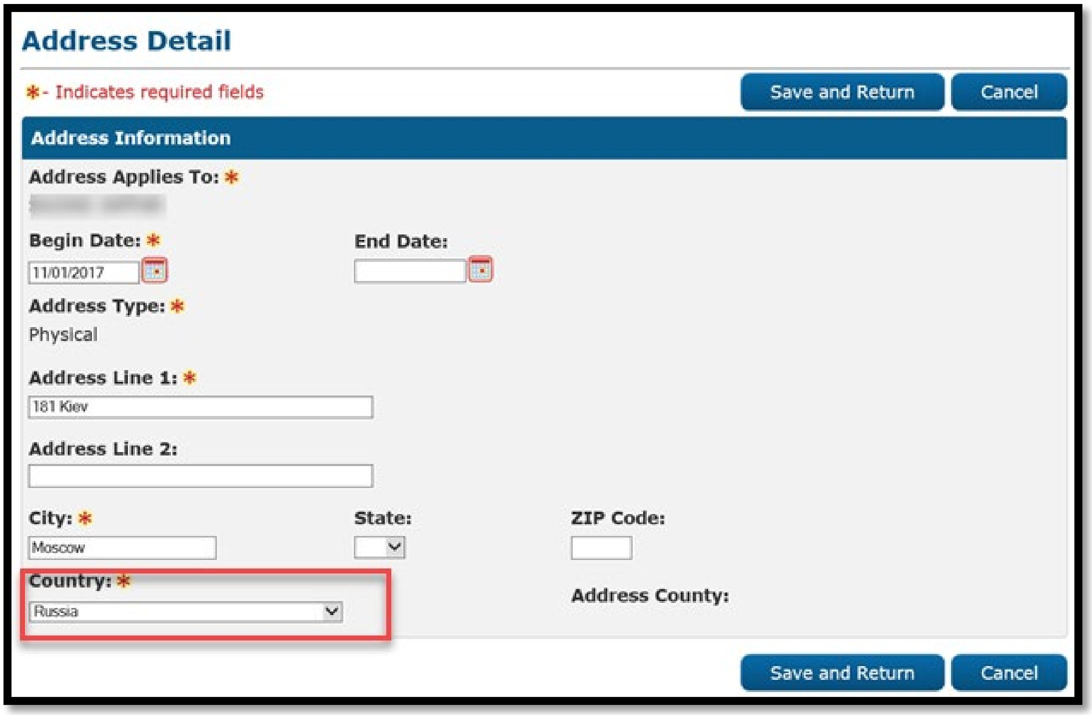

Figure 2.2.2 – Address Detail Page "Edit" mode

2.2.3 Description of Changes

1. Update the Address Detail page to include a new required drop-down field "Country:" as shown in Figure 2.2.1 and Figure 2.2.2.
    a. "Country:" field will display the same options that are currently available on the Individual Demographics Detail page under the "Birth Country:" drop-down field
    b. In "Add" mode the "Country:" field will default to 'United States' and the "State:" field will default to 'CA'
        i. When the "Country:" field is changed to another value other than 'United States', the page will refresh. Upon loading, the "State:" field will default to Blank.
        ii. If the "Country:" field is changed back to 'United States', the page will refresh. Upon loading, the "State:" field will default back to 'CA'.
    c. If the "Country:" field is set to anything other than 'United States', the "State:" and "ZIP Code:" fields are not required.

2.2.4 Page Location

- **Global:** Case Info
- **Local:** Case Summary
- **Task:** Contact

2.2.5 Security Updates

N/A

2.2.6 Page Mapping

Update the Page Mapping to account for the new field.

2.2.7 Page Usage/Data Volume Impacts

N/A

2.3 MAGI Person Detail page

2.3.1 Overview

Update the MAGI Person Detail page to display the "Tax Filing Status Association:" and "Residing Outside Country/US:" sent in the EDR or received in the DER via eHIT.

2.3.2 MAGI Person Detail Page Mockup

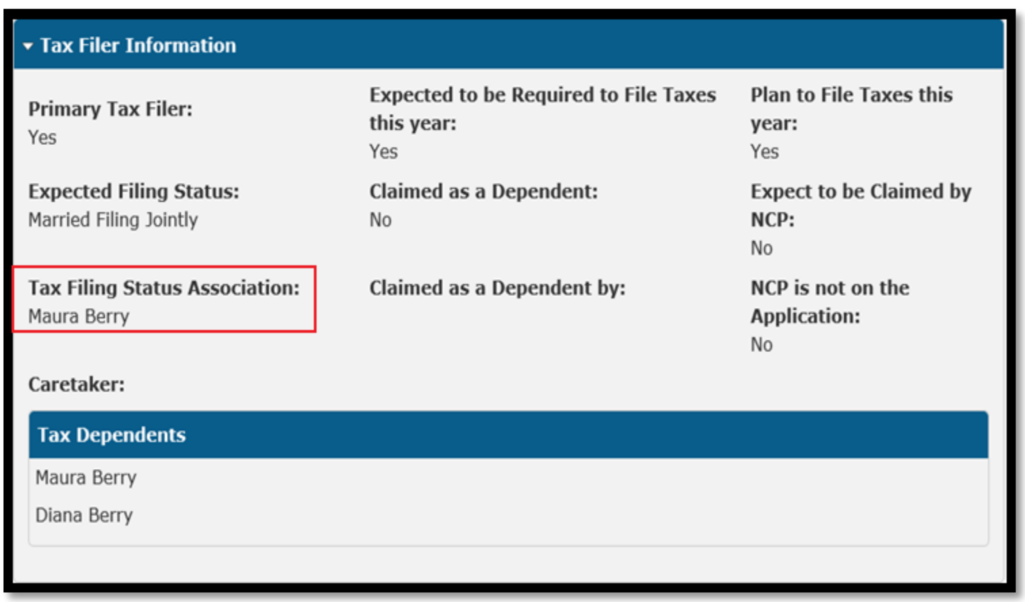

Figure 2.3.2.1 – "Tax Filing Status Association:" field denotes Married Filing Jointly association

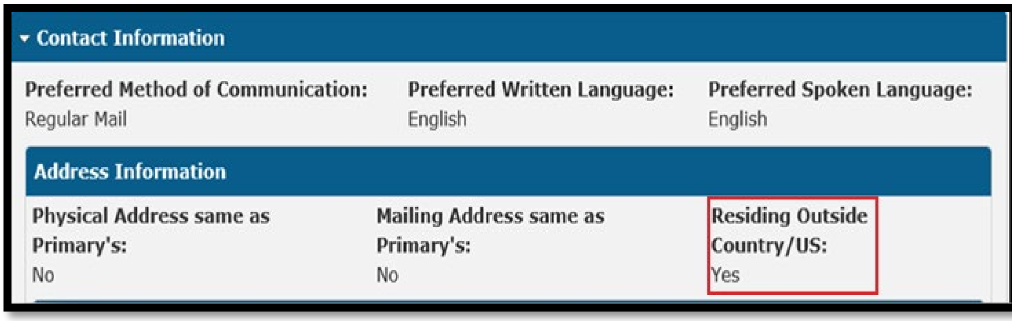

Figure 2.3.2.2 – "Residing Outside Country/US:" field denotes an out-of-country indicator

2.3.3 Description of Changes

1. Reposition and display the "Caretaker:" field under the "Tax Filing Status Association:" field of the 'Tax Filer Information' section on the MAGI Person Detail page as shown in Figure 2.3.2.1.
2. Add a field named "Tax Filing Status Association:" in the 'Tax Filer Information' section of the MAGI Person Detail page to display the value in the EDR or DER as shown in Figure 2.3.2.1.
    a. Display "Tax Filing Status Association:" field under "Expected Filing Status:" field.
    b. Possible values are Blank or an [individual's name].
3. Add a field named, "Residing Outside Country/US:" in the 'Address Information' panel of the 'Contact Information' section on the MAGI Person Detail page as shown on Figure 2.3.2.2
    a. Display "Residing Outside Country/US:" to the right of "Mailing Address same as Primary's:" field.
    b. Possible values are Blank or 'Yes'.

2.3.4 Page Location

- **Global:** Eligibility
- **Local:** Customer Information
- **Task:** MAGI Eligibility>MAGI Request Detail>MAGI Person Detail

2.3.5 Security Updates

No change.

2.3.6 Page Mapping

Update the Page Mapping to account for the new fields.

2.3.7 Page Usage/Data Volume Impacts

No impacts.

2.4 MAGI Determination List page

2.4.1 Overview

Update the MAGI Determination List page to require joint tax filers to both file as 'Married Filing Jointly' and to indicate with whom they file. The exceptions to these requirements are when the EDR includes a negative action or non-compliance for the tax filer, or when the Worker indicated "Married Filing Jointly Exception" as 'Yes' for the tax filer on the Tax Household Detail page.

Update the MAGI Determination List page to require both individuals who indicate they are joint tax filers to be on the EDR and prevent sending a deceased person as the joint tax filer in the calendar year after they are deceased.

Update the MAGI Determination List page to require the Primary Applicant to have a physical and mailing address within the United States or its Territories.

C-IV only: Remove the existing page validation which requires spouses to have the same tax filing status. This will allow one spouse to indicate they file as 'Married Filing Separate' and the other not file at all.

2.4.2 Description of Changes

Note: For the below changes, the eHIT logic that identifies the appropriate Tax Household or Address Detail record used for the EDR is not changed.

1. Add a validation to prevent sending an EDR when the individual selected in "Tax Filing Status Association" is deceased in the calendar year prior to the EDR benefit month.
    a. Criteria: The individual selected in "Tax Filing Status Association" became a verified deceased person in a calendar year prior to the EDR benefit month.
    b. Validation Trigger: "Request MAGI" button is clicked.
    c. Validation Message: "Joint Tax Filer [Tax Filing Status Association person name] is deceased in the prior calendar year. Please review Tax Household composition."
    d. Hard Stop Validation: Yes

2. Add a validation to prevent sending an EDR when the joint tax filer is missing on the EDR.
    a. Criteria: The tax filer indicated an individual in the "Tax Filing Status Association" who is not included in the EDR
    b. Validation Trigger: "Request MAGI" button is clicked.
    c. Validation Message: "Joint Tax Filer [Tax Filing Status Association person name] is not included in the EDR. Please review Tax Household composition."
    d. Hard Stop Validation: Yes
3. Add a validation to prevent sending an EDR when the Tax Filing Status Association is missing.
    a. Criteria: The tax filer has "Expected Tax Filing Status" 'Married Filing Jointly' but the "Tax Filing Status Association" individual not specified.
    b. Exception: Do not trigger this validation if any of the following are true:
        i. The EDR includes a negative action for the tax filer
        ii. The EDR includes a non-compliance for the tax filer
        iii. The value of "Married Filing Jointly Exception" field is set to 'Yes' for the tax filer.
    c. Validation Trigger: "Request MAGI" button is clicked.
    d. Validation Message: "Tax Filing Status Association is required for: [tax filer person name]. Please review Tax Household composition."
    e. Hard Stop Validation: Yes
4. Add a validation to prevent sending an EDR when joint tax filers do not both have "Expected Filing Status" of 'Married Filing Jointly'.
    a. Criteria: The tax filer and the individual indicated in "Tax Filing Status Association" do not both have "Expected Filing Status" 'Married Filing Jointly' for the tax household records considered for the EDR benefit month
    b. Exception: Do not trigger this validation if any of the following are true:
        i. The EDR includes a negative action for the tax filer
        ii. The EDR includes a non-compliance for the tax filer
        iii. The value of "Married Filing Jointly Exception" field is set to 'Yes' for the tax filer.
    c. Validation Trigger: "Request MAGI" button is clicked.
    d. Validation Message: "Tax Filing Status Association person [Tax Filing Status Association person name] does not file as Married Filing Jointly. Please review Tax Household composition."
    e. Hard Stop Validation: Yes

5. Add a validation to prevent sending an EDR when the Primary Applicant has a physical and/or mailing address outside the United States or US Territories. If the "State" for the address is 'California', consider the address within the United States regardless of the value in the "Country" field. If the "Country" field is null, consider that within the United States.
    a. Criteria: The "State" is not 'California' and the "Country" in the physical and/or mailing Address Detail record used for the EDR for the Primary Applicant is not null, 'United States' nor a US Territory.
    b. Validation Trigger: "Request MAGI" button is clicked.
    c. Validation Message: "Primary Applicant must have a physical and mailing address within the United States or US Territories."
    d. Hard Stop Validation: Yes
6. **C-IV only**: Remove 'Spouses must have the same Filing Status on the Tax Household Detail' validation which requires the same "Expected Filing Status" for spouses when requesting MAGI.

2.4.3 Page Location

- **Global:** Eligibility
- **Local:** Customer Information
- **Task:** MAGI Eligibility

2.4.4 Security Updates

No change.

2.4.5 Page Mapping

No change.

2.4.6 Page Usage/Data Volume Impacts

No impacts.

2.5 Batch MAGI

2.5.1 Overview

Update Batch MAGI to skip a case when a tax filer with “Expected Filing Status” ‘Married Filing Jointly’ is missing the “Tax Filing Association” selection to indicate with whom they file, or when both individuals are not on the EDR or when both individuals do not have “Expected Filing Status” ‘Married Filing Jointly’. The exceptions to these requirements are when the EDR includes a negative action or non-compliance for the tax filer, or if “Married Filing Jointly Exception” indicated as ‘Yes’ for the tax filer in the Tax Household Detail page.

Update the Batch MAGI to skip a case when the EDR would include a deceased person as the joint tax filer in the calendar year after they are deceased.

Update Batch MAGI to skip a case when the Primary Applicant has a physical and/or mailing address outside the United States or its Territories.

2.5.2 Description of Change

1. Add the following Batch MAGI skip reasons to the 'Not Processed Reason’ category (CT_707).

Not Processed Reason
Tax Filing Status Association individual is deceased
Joint tax filer is missing on the EDR
Tax Filing Status Association is missing
Joint tax filers must both file Married Filing Jointly
Primary Applicant has out-of-country address

2. Update Batch MAGI skip logic to skip a case for “Tax Filing Status Association Individual is deceased” when the individual indicated in the “Tax Filing Status Association” became a verified deceased person in a calendar year prior to the EDR benefit month.
3. Update Batch MAGI skip logic to skip a case for “Joint tax filer is missing on the EDR” when the tax filer indicated an individual in the “Tax Filing Status Association” who is not included in the EDR.
4. Update Batch MAGI skip logic to skip a case for “Tax Filing Status Association is missing” when the tax filer has “Expected Filing Status” of ‘Married Filing Jointly’ but an individual is not specified in “Tax Filing Status Association”.
    a. Exception: Do not skip if any of the following are true:
        i. The EDR includes a negative action for the tax filer
        ii. The EDR includes a non-compliance for the tax filer
        iii. “Married Filing Jointly Exception” indicated as ‘Yes’ for the tax filer.

5. Update Batch MAGI skip logic to skip a case for "Joint tax filers must both file Married Filing Jointly" when the tax filer and the individual indicated in "Tax Filing Status Association" do not both have "Expected Filing Status" 'Married Filing Jointly' for the Tax Household record considered for the EDR benefit month.
    a. Exception: Do not skip if any of the following are true:
        i. The EDR includes a negative action for the tax filer
        ii. The EDR includes a non-compliance for the tax filer
        iii. "Married Filing Jointly Exception" indicated as 'Yes' for the tax filer.
6. Update Batch MAGI skip logic to skip a case for "Primary Applicant has out-of-country address" when the "State" is not 'California' and the "Country" in the physical and/or mailing Address Detail record used for the EDR for the Primary Applicant is not null, 'United States' nor a US Territory.

2.5.3 Execution Frequency

No change.

2.5.4 Key Scheduling Dependencies

No change.

2.5.5 Counties Impacted

All counties

2.5.6 Data Volume/Performance

No significant performance impact is expected.

2.5.7 Failure Procedure/Operational Instructions

Batch Support Operations staff will evaluate transmission errors and failures and determine the appropriate resolution (i.e., manually retrieving the file from the directory and contacting the external partner if there is an account or password issue, etc.)

2.6 Eligibility Non-Compliance Detail page

2.6.1 Overview

Add a non-compliance reason named, "Married Filing Jointly Spouse Information" to the 'Failed to Provide' type for the Medi-Cal program. This non-compliance is not used by Medi-Cal EDBC to close an individual or program, but it will be used together with the MAGI Medi-Cal negative action for 'Failure to Complete Determination' or 'Failure to Complete Redetermination' to generate additional language on the MAGI Medi-Cal Denial, Discontinuance or Change NOA. (Change NOA is for C-IV only.)

2.6.2 Eligibility Non-Compliance Detail Mockup

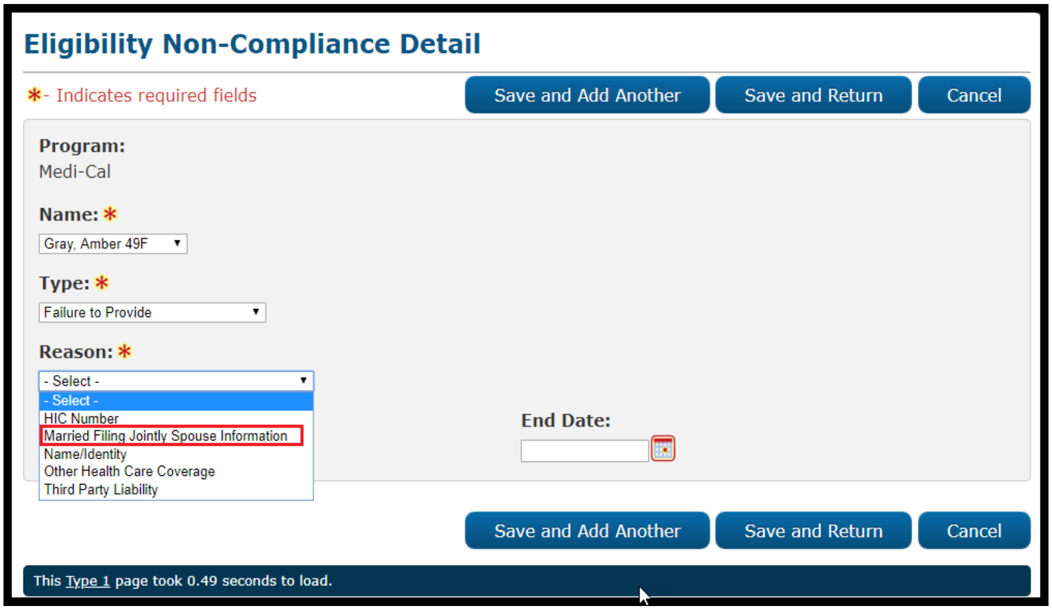

Figure 2.7.2.1 – Adding "Married Filing Jointly Spouse Information" Non-Compliance Reason

2.6.3 Description of Changes

1. Create a non-compliance reason (CT_365) named, "Married Filing Jointly Spouse Information" (as shown in Figure 2.7.2.1) for the Medi-Cal program and 'Failure to Provide' "Type".

2.6.4 Page Location

- **Global:** Eligibility
- **Local:** Customer Information
- **Task:** Non-Compliance

2.6.5 Security Updates

No change

2.6.6 Page Mapping

No change

2.6.7 Page Usage/Data Volume Impacts

No change

2.7 Eligibility Rules Updates

2.7.1 Overview

Update Medi-Cal EDBC rules to save 'FTP-Married Filing Jointly Spouse Information" person status reason when an individual is denied or discontinued from MAGI Medi-Cal for 'Failure to Complete Determination' or 'Failure to Complete Redetermination' and the "Married Filing Jointly Spouse Information" non-compliance is referenced in the EDR corresponding to the DER used by Medi-Cal EDBC.

2.7.2 Description of Changes

1. Add person status reason named, "FTP-Married Filing Jointly Spouse Information" (CT_73). The reason will not close an individual on its own, will not be communicated to MEDS and will not display on the Medi-Cal EDBC Summary page. The reason will display on the Individual Detail page along with the negative action reason that closed the person.
2. Update Medi-Cal EDBC rules to save person status reason "FTP-Married Filing Jointly Spouse Information" when all are true:
    a. The individual is discontinued or denied from MAGI Medi-Cal for negative action reason 'Failure to Complete Determination' or 'Failure to Complete Redetermination'.
    b. The individual has a non-compliance reason of "Married Filing Jointly Spouse Information" in the EDR corresponding to the DER use by Medi-Cal EDBC.

2.7.3 Programs Impacted

Medi-Cal

2.7.4 Performance Impacts

No change

2.8 eHIT Update

2.8.1 Overview

The Systems eHIT logic will communicate the "Tax Filing Status Association" and out-of-country indicator in the EDR to CalHEERS and save both values when received in a DER. The Systems eHIT logic will no longer send the FIPS code when the address is outside of California and will display the new EERC when CalHEERS determines an individual MAGI ineligible or discontinued because they have a physical address outside of California.

The Systems eHIT logic will save the non-compliance reason "Married Filing Jointly Spouse Information" in the background of the EDR when the non-compliance is high-dated and is effective for the individual for the entire EDR benefit month. "Married Filing Jointly Spouse Information" will not be sent to CalHEERS and will not display on the EDR for the worker in MAGI Person Detail.

2.8.2 Description of Changes

Note: For the below changes, the eHIT logic that identifies the appropriate Tax Household or Address Detail record for the EDR is not changed.

1. Update eHIT outbound logic to include the "Tax Filing Status Association" individual in the EDR when "Tax Filing Status Association" is specified for the Tax Household record sent in the EDR.
    a. "Tax Filing Status Association" is sent as "TaxFilingStatusAssociation" node, with sub elements:
        - SystemCode: SAWS
        - CasePersonNumber: corresponding SAWS Person number for the individual specified in "Tax Filing Status Association".
2. Update eHIT inbound logic to save the "Tax Filing Status Association" received in the DER.
    a. "Tax Filing Status Association" is received as "TaxFilingStatusAssociation" node, with sub elements:
        - SystemCode: CalHEERS
        - CasePersonNumber: corresponding CalHEERS Person number
    b. Update eHIT to populate e-data for "Tax Filing Status Association" when received in an unsolicited DER.
3. Update eHIT outbound logic to send the out-of-country indicator = "Yes" for an individual when the "State" in their Physical Address Detail record is not 'California' and the "Country" is not null, nor 'United States' nor US Territories.

4. When the out-of-country indicator is sent as "Yes", do not include a physical and mailing address in the EDR for that individual.
    a. Out-of-country indicator is sent as "OutOfCountryAddressInd"
        i. Do not send the address node for both Physical and Mailing address in the EDR for the individual with "OutOfCountryAddressInd" = Y.
5. Update eHIT inbound logic to save the Out-of-Country indicator received in the DER.
    a. Out-of-country indicator is received as "OutOfCountryAddressInd"
6. Update eHIT outbound logic to send the "Mailing Address Same as Primary's" = 'Yes' when an individual has a physical address in California or in the United States or US Territory, but their mailing address is out of country.
    a. Criteria:
        i. Individual's physical address has "State" = 'California' or "Country" is null, 'United States' or US Territories.
        ii. Individual's mailing address does not have "State" = 'California' and "Country" is not null, nor 'United States' nor US Territories.
    b. Send 'sameMailingAddressAsHouseholdContactInd' = Y
7. Add the following EERC (CT_466).

Code	Short Description	Long Description
OS	Individual not a California Resident	This person has been determined ineligible/discontinued for Medi-Cal as the individual is not a California Resident.

The new EERC will display on the following pages, when applicable.

- MAGI Determination Summary
- MAGI Determination Detail
- MAGI Referral Detail

8. Update eHIT outbound logic to no longer send the FIPS code (FIPSCountyCode) in the Address node in the EDR or Information Update when sending a non-California Physical and/or Mailing address.
9. Update eHIT outbound logic to save the non-compliance reason "Married Filing Jointly Spouse Information" in the background of the EDR when the non-compliance is high-dated and is effective for the individual for the entire EDR benefit month. "Married Filing Jointly Spouse Information" will not be sent to CalHEERS and will not display on the EDR for the worker in MAGI Person Detail.

2.8.3 Interface Partner

CalHEERS

2.9 Correspondence: Married Filing Jointly Spouse Information

2.9.1 Overview

Create a new MAGI Medi-Cal NOA reason for “Married Filing Jointly Spouse Information” to generate when an individual is denied or discontinued from MAGI Medi-Cal for the person status reason ‘FTP-Married Filing Jointly Spouse Information’.

2.9.2 Create “Married Filing Jointly Spouse Information” Fragment XDP

1. Create a new MAGI Medi-Cal NOA reason for “Married Filing Jointly Spouse Information”. (See Supporting Document #2, #3 and #4 for NOA Mock ups)

	CalSAWS/LRS	C-IV
NOA Template	Denial - MC-MAGI-D (11/2015) Discontinuance: MC-MAGI-T (11/2015)	TEMPLATE_NO_BUDGET_MAGI
Short Description (on Document List Page)	MAGI Denial/ MAGI Termination	NOA – MC – Denial NOA – MC – Discontinuance NOA – MC – Change
Program	MAGI Medi-Cal	MAGI Medi-Cal
Action Type	Denial/Discontinuance	Denial/Discontinuance/ Change
Fragment Level	Person/Individual	Person
Repeatable	Yes	Yes
Include NA BACK 9	MAGI NA BACK 9	MAGI NA BACK 9
Languages	English and Spanish	English and Spanish

Table 2.9.2.1 Details regarding the newly added Reason

Note: Threshold will be added with SCRs CA-213726 | CIV-106464

- LRS/CalSAWS Verbiage for “Married Filing Jointly Spouse Information” reason.

Description	Verbiage

English - Static Text	You did not provide the information that we asked for. We need you to provide information about all household members living in your home or included on your tax return to see if you can still get Medi-Cal. Please call us or visit your county social services office to give us this information.
Spanish – Static Text	Usted no proporcionó la información que le solicitamos. Necesitamos que nos proporciones información sobre todos los miembros del hogar que viven en su hogar o que se incluyen en su declaración de impuestos para ver si aún puede obtener Medi-Cal. Por favor llámenos o visite la oficina de servicios sociales de su condado para proporcionarnos la información.

- C-IV verbiage for "Married Filing Jointly Spouse Information" reason.

Description	
English - Static Text	<Person> did not provide the information that we asked for. We need <Person> to provide information about all household members living in your home or included on <Person>'s tax return to see if <Person> can still get Medi-Cal. Please call us or visit <Person>'s county social services office to give us this information.
Spanish – Static Text	<Person> no proporcionó la información que le solicitamos. Necesitamos que <Person> nos proporcione información sobre todos los miembros del hogar que viven en su hogar o que se incluyen en la declaración de impuestos de <Person> para ver si <Person> aún puede obtener Medi-Cal. Por favor llámenos o visite la oficina de servicios sociales del condado de <Person> para proporcionarnos la información.

Note: In both the Systems, English fragment will have the formatting of Arial with Font size 10. Spanish and threshold will generate based on Project standards for that language.

2.9.3 Fragment Generation

1. Populate the 'Married Filing Jointly Spouse Information' reason fragment on the NOA when the following conditions are true:
   a. Program is MAGI Medi-Cal
   b. The person status reason is 'FTP-Married Filing Jointly Spouse Information'

2. CalSAWS/LRS: Following are the action/message fragment details for the Married Filing Jointly Spouse Information NOA.

	MAGI Person Name Fragment	Action Fragment	Message Fragment
Denial	H_PERSON_NAME (4094)	H_DN_ACTION1 (4090)	H_DN_MESSAGE1 (5070)
Discontinuance	H_PERSON_NAME (4094)	H_TN_ACTION1 (4092)	H_TN_MESSAGE1 (5072)

3. **Ordering on the NOA:** This reason fragment will generate following the Action fragment.

2.9.4 Variable Population (C-IV only)

1. Populate the variable for the "Married Filing Jointly Spouse Information" reason as follows.

Variable Name	Population
<Person>	Populate the name of the person (First and Last) who has the status reason of 'Married Filing Jointly Spouse Information' Example: "John Doe"

2.9.5 Add Regulations for Married Filing Jointly Spouse Information

Add the following regulations to the NOA when the reason verbiage for "Married Filing Jointly Spouse Information" is populated on the NOA.

- **LRS/CalSAWS** MAGI Regulations: California Code Regulations, Title 22 § 50175, 50171, and 42 Code of Federal Regulations § 435.603

- **C-IV** MAGI Regulations: Title 22, CCR Section 50175; Title 22, CCR Section 50171; 42 CFR Section 435.603;

Note: As per the existing functionality, regulations are formatted differently in C-IV and LRS/CalSAWS.

2.10 Correspondence: California Residence NOA

2.10.1 Overview

This effort updates the trigger conditions for the California Residence NOA to generate if the EERC 'Individual is not a California Resident'(OS) is on the DER and the individual is discontinued or denied from MAGI Medi-Cal.

2.10.2 Description of Change

1. Update the rule to populate the California Residence reason fragment when the person is denied or discontinued with the EERC 'OS' along with EERC 'RF'.

   If an individual is denied or discontinued from MAGI Medi-Cal for both EERC codes 'Residency – Admin Verification Failed' (RF)and 'Individual not a California Resident' (OS), the California Residence reason verbiage will only be populated once on the NOA although both the reasons are present on the MAGI determination. In other words, the California Residence reason verbiage will not be duplicated on the NOA.

Rule	Fragment Name	Verbiage
_700MAGIResidency EligEvalReason	RSN_MAGI_RESIDENCE _REASON	Our information shows VARIABLE is not a resident of California.

Table 2.11.2.1 C-IV Rule to update

Rule	Fragment Name	Verbiage
_700MagiEvalReasonsDenials	H_DN_NOT_CA_RESIDENT_H101 NOA ID: 7034	Our information shows you are not a resident of California.
_700MagiEvalReasonTermination	H_TN_NOT_CA_RESIDENT_H101 NOA ID: 7052	Our information shows you are not a resident of California.

Table 2.11.2.1 LRS/CalSAWS Rule to update

2. **LRS/CalSAWS):** As the fragments H_DN_NOT_CA_RESIDENT_H101 and H_TN_NOT_CA_RESIDENT_H101 have the same verbiage, merge these fragments into a single fragment.

2.11 Data Change

2.11.1 Overview

Perform a one-time data change for individuals with "Expected Filing Status" of 'Married Filing Jointly' and relationship of spouse (in the Relationship Detail page) to create the "Tax Filing Status Association" with each other. Create a Journal entry for the cases processed successfully in the one-time process.

2.11.2 Description of Change

1. Initiate a one-time Data Change Request (DCR) to populate the "Tax Filing Status Association" value with the tax filer's spouse when all are true:
   a. The tax filer has an "Expected Filing Status" of 'Married Filing Jointly' for the tax filing year.
   b. The tax filer has only one relationship of 'Spouse' on the Relationship Detail page effective on the last day of the calendar year that matches the tax filing year.
      Note: "Marital Status" on the Individual Demographics Detail page is not considered when determining spouses.
   c. The spouse identified in b. has "Expected Filing Status" of 'Married Filing Jointly' for the same tax filing year.
   d. The spouse identified in b. does not have a relationship of 'Spouse' to any other individual on the Relationship Detail page effective on the last day of the calendar year that matches the tax filing year.

   Populate the "Tax Filing Status Association" for every applicable Tax Household record in The Systems. This means, all Tax Household records for any tax filing years for all tax filers that meet the above criteria.
2. Create a Journal entry for the cases with an active Medi-Cal program processed successfully in the one-time process due to Recommendation 2.12.2.1
   The Journal Entry will be displayed as follows on Journal Detail page:

   Journal Category: All
   Journal Type: Activity
   Short Description: Tax Household Detail Record Update
   Long Description: The system updated the "Tax Filing Status Association" field for at least one Tax Household Detail record on this case for spouses who both file 'Married Filing Jointly'.
   Note: There will be one journal entry per case.

3. After the data change is complete, generate a one-time list of active Medi-Cal programs with the "Tax Filing Status Association" missing. See Outreach section.

2.11.3 Estimated Number of Records Impacted/Performance

C-IV: approximately 691,000 records impacted
LRS/CalSAWS: approximately 625,000 records impacted

The data change is not expected to execute for a significant amount of time.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1.	Client Correspondence	LRS/CalSAWS: MFJ Spouse Info - Failure to Complete Determination NOA	LRS - MFJ Spouse Info Denial NOA.pdf
2.	Client Correspondence	LRS/CalSAWS: MFJ Spouse Info - Failure to Complete Redetermination NOA	LRS – MFJ Spouse Info Termination NOA.pdf
3.	Client Correspondence	C-IV: MFJ Spouse Info – Failure to Complete Determination NOA	CIV - MFJ Spouse Info Denial NOA.pdf

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.5.2.1	The LRS shall require the collection of those LRS Data elements needed in order to determine eligibility and calculate benefits for public assistance programs.	New dropdown "Tax Filing Status Association" will enhance collection of Tax Household data. It will allow COUNTY-specified Users to modify and/or add Data that may impact the ongoing eligibility for MAGI Medi-Cal or Covered California programs.
2.8.1.7	The LRS shall determine when an individual is eligible for Medi-Cal coverage and shall ensure that all required information is collected, eligibility is determined, and share of cost is computed.	LRS/CalSAWS will track the non-compliance reason "Married Filing Jointly Spouse Information" to generate additional language on the MAGI Medi-Cal Denial or Discontinuance NOA.
3.5.2.1	The LRS shall enable the sharing of information across multiple agencies.	LRS/CalSAWS will communicate "Tax Filing Status Association" and out-of-country indicator fields via eHIT.

5 OUTREACH

5.1 Lists

1. Generate a one-time list of active Medi-Cal programs with at least one Medi-Cal program person active on a MAGI Medi-Cal aid code where the interpreted tax record for the come-up month has at least one individual with "Expected Filing Status" 'Married Filing Jointly', but the "Tax Filing Status Association" was not populated from the one-time data change. Include a column with known reason the "Tax Filing Status Association" was not populated from the one-time data change.

   List Name: Missing Married Filing Jointly Tax Filing Status Association
   List Criteria: Cases with active Medi-Cal programs with at least one Medi-Cal program person active on a MAGI Medi-Cal aid code where the interpreted tax record for the come-up month has at least one individual with "Expected Filing Status" 'Married Filing Jointly' and the "Tax Filing Status Association" was not updated from the one-time data change. Include an additional 'Reason' column with known reasons the "Tax Filing Status Association" was not populated from the one-time data change.
   Standard Columns:
   - Case Name
   - Case Number
   - County
   - Unit
   - Unit Name
   - Office Name
   - Worker

   Additional Column(s):
   - Reason: display the following known reasons. The 'Reason' may be blank if it does not meet the known reasons criteria, but meets the list criteria. There can be multiple known reasons if applicable.
     - Relationship not Spouse: Relationship is not 'Spouse' of the two individuals with Expected Filing Status "Married Filing Jointly" for the tax year
     - Only one MFJ: Only one individual claiming "Married Filing Jointly" in the tax year.
     - More than two MFJ: More than two individuals claiming, "Married Filing Jointly" in the tax year.

   Frequency: One-time
   County Action: Review why the "Tax filing Status Association" was not populated and take appropriate action to get the Tax Filing Status Association and update the case record.

The list will be posted to the following locations:

System	Path
CalSAWS	CalSAWS Web Portal>System Changes>SCR and SIR Lists>2020>CA-208863
C-IV	CalSAWS Web Portal>System Changes>SCR and SIR Lists>2020>CIV-1068

CalSAWS

California Statewide Automated Welfare System

Design Document

CA 213480 I CIV-1207

CW Treatment of Unregistered Motor Vehicles

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Josias Caveto
	Reviewed By	Eligibility Built, Test, BA's, Eligibility Design

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
2/07/2020	1.0	Initial Draft	Josias Caveto
4/8/2020	2.0	Updates per Committee Feedback	Josias Caveto
4/14/2020	3.0	Design Clarifications – Updated the design documents in section 2.1 *description of changes*.	Josias Caveto

Table of Contents

1 OVERVIEW

The ACL 13-111 describes the changes in the rule's logic for vehicle's treatment in the CalWORKs and related programs. The ACL mandates updates to the evaluation treatment when determining the CW EDCB with applicants with unregistered vehicles. The changes are intended to reduce the workload on the CWD worker. When processing the CW EDBC the system's logic treats registered vehicles differently comparing to unregistered vehicles. The exclusion limit's logic should be the same for both registered and unregistered vehicles, the first $25,000 (as of 06/01/2020) is disregarded, and any equity value that exceeds the $25,000 (as of 06/01/2020) is attributable toward the Assistance Unit's maximum resource limit.

1.1 Current Design

The system determines the license status based on "Registered" field for CW/CF, the same field is used for other programs others than CW. When a CW EDBC is run for a participant who has an unregistered motor-vehicle valued at more than the equity exclusion limit ($25,000) and a Non-Acquisition type has not been selected, the full equity value (FMV – encumbrances) will be applied to the AU which is causing the EDBC to fail. The unregistered vehicles are being disregarded from the EDBC process only when a Non-Purchase Acquisition type is selected.

If the same participant has a registered motor-vehicle, the amount used is the greater of excess value (FMV – $25,000- Equity Exclusion disregards) or equity value (FMV – encumbrances) which will be counted towards the AU and EDBC passes.

1.2 Requests

1. Apply the $25,000 Motor Vehicle Equity Value Exclusion Limit to unregistered motor vehicles which a *Non-Purchase Acquisition* type has not been selected.
2. Update CW motor vehicle Excess of Equity value logic to include encumbrances.
3. Remove the comparison between the excess value and equity value when calculating the countable value for both registered and unregistered motor - vehicle.

1.3 Overview of Recommendations

1. Update the EDBC logic for CW, RCA, DV, IN, KG programs to set the countable amount for unregistered vehicles to the Excess of Equity value.
2. Update EDBC logic for CW, RCA, DV, IN, KG programs to the Excess of Equity value calculation to account for the equity (including encumbrances).
3. Update the calculation for countable value to remove the comparison between Excess value and Equity value
4. Generate a list of all CW, RCA, DV, IN, KG programs cases that were denied, discontinued or ineligible for 'Over Resources' due to unregistered motor vehicles that did not qualify for exclusion limit 12 months prior to the release date of this SCR.

1.4 Assumptions

1. N/A

2 RECOMMENDATIONS

2.1 Update the CW, RCA, DV, IN, KG EDBC Logic for Unregistered Vehicles to be Treated With the Same Logic as Registered Vehicles

2.1.1 Overview

Per ACL 13-1311, SB 98 clarified that the changes in statute apply to all motor vehicles, both licensed and unlicensed. The same CW EDBC logic that is used to treat registered vehicle will also be used to unregistered motor-vehicles.

2.1.2 Description of Changes

1. Update CW, RCA, DV, IN, KG EDBC logic to treat the unregistered vehicles the same as registered vehicles in determining the Excess Value of the vehicle. This sets the countable amount for unregistered vehicles to the excess of equity value.

2.1.3 Programs Impacted

1. CW, RCA, DV, IN, KG

2.2 Update CW, RCA, DV, IN, KG EDBC Logic for the Excess of Equity To Account for Encumbrances.

2.2.1 Overview

The existing logic to calculate the motor vehicle excess value does not include any encumbrances. The encumbrance is present in the equity value calculation logic (Equity Value = FMV- Encumbrances (if any)). For the Excess value, the EDBC logic is only counting the FMV subtracting the disregards (vehicle exemption amount).

2.2.2 Description of Changes

1. Update CW EDBC logic to use the following formula for the Excess value:
    i. Excess value = Equity Value – Motor Vehicle Disregards ($25000 as of 06/01/2020)

Examples #1 (ACL 13-111)

An AU self-certifies that they own a non-exempt motor vehicle with a FMV of $3,500. The AU still owes $1,450 on the vehicle (the encumbrance), resulting in a total equity value of $2,050 for this vehicle. Since the total equity value is less than $25,000, the value is excluded from resource consideration, and the equity of the vehicle will not be counted as a resource toward the AU's maximum resource limit. The equity (FMV -encumbrance) is less than $25,000.

$3,500	FMV of the motor vehicle
- $1,450	Less Encumbrances
= $2,050	Total Equity Value

$ 0 Amount Counted Toward Resource Limit

Examples #2 (ACL 13-111)

The applicant or recipient owns a non-exempt vehicle with an equity value that exceeds $25,000. The AU self-certifies that the FMV is $29,500, and they owe $3,000. After subtracting the amount owed on the vehicle from the FMV, the CWD determines the equity value of the motor vehicle is $26,500. In this case, the equity value of the vehicle exceeds the $25,000 limit by $1,500. The $1,500 is counted toward the AU's maximum resource limit. If the AU's total assets, including the $1,500, fall below the $10,000 (or $15,000 for families with aged/disabled household members) maximum resource limit (effective June 1, 2020), the AU is resource-eligible:

$29,500	FMV of the motor vehicle
- $ 3,000	Less Encumbrances
$26,500	Total Equity Value
- $ 25,000	Disregard
=$ 1,500	Amount Counted Toward Resource Limit

2.3 Update The Calculation for Countable Value for Registered and Unregistered Motor Vehicle to Remove the Comparison Between Excess Value and Equity Value

2.3.1 Overview

1. The existing logic to calculate the countable value for registered motor-vehicle is selecting the greater between the excess value and the equity value.
2. The existing logic to calculate the countable value for unregistered motor-vehicles is selecting the equity value.

2.3.2 Description of Changes

1. Update the logic for the countable value for both registered and unregistered motor vehicle to use the excess value logic when the determining the amount to be counted against the vehicle and asset limit.

Note: This makes the rules that specifically calls out for the excess value to be applicable to motor-vehicles for all eligible adults of 18 years of age and older. This logic obsoletes the logic that sets the highest excess value that has the countable amount set to the excess value for each eligible adult.

2.4 Automated Regression Test

2.4.1 Overview

Update existing automated regression test scripts to account for the new EDBC logic. Create new automated regression test scripts to verify the motor vehicle calculations for the CW, RCA, DV, IN, KG programs.

2.4.2 Description of Changes

1. Update the existing CW – Property Limits script to have both a registered and a non-registered vehicle. Run EDBC and verify that both vehicles are treated equally when accounting for the vehicle disregard and encumbrances.
2. Create new scripts to create cases with each of the following programs, and both registered and non-registered vehicles. Run EDBC and verify that both vehicles are treated equally when account for the vehicle disregard and encumbrances.
   a. Diversion
   b. Homeless - Perm (CalSAWS only)
   c. Homeless - Temp (CalSAWS only)
   d. Immediate Need
   e. Kin-GAP
   f. RCA

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.8.2.11	The LRS shall treat income and resources based on program-specific rules.	Updating the Business Rule's logic to count the excess of the equity for the unregistered motor vehicle

4 OUTREACH

4.1 Lists

This list includes all the CW cases that were denied, discontinued or ineligible due to over resources (Unregistered Motor Vehicle) with more than $25,000 in equity value. The same cases would have passed the CW, RCA, DV, IN, KG programs if the $25,000 exclusion limit rule was in place.

List Name: CW Cases Over Resources Due to Unregistered Motor Vehicle

List Criteria:

Generate a list of All CW cases that were denied, discontinued or ineligible for benefit month on or after 12 months prior to the release date of this SCR due to 'Over Resources' due to unregistered motor vehicles that did not qualify for exclusion limit.

1. The Program was Denied, Discontinued or ineligible
2. The EDBC run date is set to on or after 12 Months prior to the implementation of this SCR.
3. The programs impacted are CW, RCA, DV, IN, KG
4. The EDBC type is regular
5. The Property category is motor vehicle
6. The motor vehicle is not registered
7. The EDBC has been accepted and Saved
8. The Budget type is Regular or Prorated
9. The Property Benefit limit is less than or equal to benefit property amount minus the $25,000(Vehicle exclusion limit) multiplied by the number of unregistered vehicles

Standard Columns:

- Case Name
- Case Number
- County
- Unit
- Unit Name
- Office Name
- Worker

Frequency: One-time

The list will be posted to the following locations:

System	Path
CalSAWS	CalSAWS Web Portal>System Changes>SCR and SIR Lists>2020>CA-213480
C-IV	CalSAWS Web Portal>System Changes>SCR and SIR Lists>2020>CIV-1207

	101	102	103	104	106	109	110	111	112	113	114	115	116	117	118	119	120	121	122	108	123	124	125	126	33	34	127	128	129	130	131	132
Role / **Group**	Child Care Staff	Child Care Supervisor	Clerical Staff	Clerical Supervisor	Collections Staff	Eligibility Staff	Eligibility Supervisor	Employment Services Contracted Staff	Employment Services Contracted Supervisor	Employment Services Staff	Employment Services Supervisor	Executive	Fiscal Staff	Fiscal Supervisor	Hearings Staff	Hearings Supervisor	Help Desk Staff	Marketing Staff	Marketing Supervisor	Oversight Agency Staff	Quality Assurance Staff	Quality Assurance Supervisor	Quality Control Staff	Quality Control Supervisor	Regional Call Center Staff	Regional Call Center Supervisor	RDB Staff	RDB Supervisor	Special Investigations Staff	Special Investigations Supervisor	View Only	System Administrator
OCAT View								X	X	X	X																				X	X
OCAT Edit								X	X	X	X																					X

Group De

Group Name
OCAT View
OCAT Edit

escription

Description
Ability to view OCAT referrals and view recommendations
Ability to view and edit OCAT referrals and view recommendations

Application Security Administrator Use Only

Group Name	Right Name
OCAT View	OCATReferralListView
OCAT View	OCATReferralDetailView
OCAT View	OCATRecommendationsDetailView
OCAT Edit	OCATReferralListView
OCAT Edit	OCATReferralDetailEdit
OCAT Edit	OCATRecommendationsDetailView
OCAT Edit	OCATReferralDetailView

Application Security A

Note: If the right gives access to more than

Security Right
OCATReferralListView
OCATReferralDetailView
OCATReferralDetailEdit
OCATRecommendationsDetailView

dministrator Use Only

1 page, add row for each individual page.

Page Name
OCAT Referral List
OCAT Referral Detail
OCAT Referral Detail
OCAT Recommendations Detail

Design Document

SCR CIV-103666 – Migrate Riverside County IVR to Amazon Connect

CalACES	DOCUMENT APPROVAL HISTORY	
	Prepared By	Jared Kuester
	Reviewed By	Raji Sanuvala & Pramod Ramesh

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
2/13/2020	1.0	Initial Draft	Jared Kuester

Table of Contents

1 OVERVIEW

Riverside County's interactive voice response (IVR) system, currently hosted on Cisco Customer Voice Portal (CVP) and contact center software will be migrated from the Cisco Unified Contact Center Enterprise (UCCE) to the cloud-based Amazon Connect software as a service (SAAS) contact center.

1.1 Current Design

Currently all phone calls to 1-877-410-8827 are routed to the Cisco UCCE contact center software. All the software and hardware required to operate the contact center are installed in the C-IV Datacenters, and the Riverside county contact center site. Phone calls are routed through T1 PRI lines that are located at the Riverside County contact center.

1.2 Requests

1. Recreate the existing Call Flow (see attached) in the Amazon Connect environment.
2. Recreate all IVR Web Service interactions using AWS Lambda.
3. Update Useful links in CCP for Riverside County specific links.

1.3 Overview of Recommendations

1. Migrate the Toll-Free Number 1-877-410-8827 to route through Amazon Connect
2. Record the listed prompts as wav files, instead of using text to speech.
3. Migrate the CVP IVR from Cisco to Amazon Connect.

1.4 Assumptions

- All existing IVR functionality will carry over from Cisco to Amazon Connect
    - This includes Voice Biometrics, and Self-Service Benefits information.
    - This also includes the new functionality not currently available in Cisco, Professional Voice Talent.

2 RECOMMENDATIONS

2.1 Phone Numbers

2.1.1 Overview

Amazon Connect requires a phone number to route calls to agents. A new phone number can be claimed, or an existing phone number can be ported into Amazon Connect. After claiming a new phone number, or porting an existing phone number you can also choose what kinds of calls you intend to take, either inbound calls, outbound calls, or both.

2.1.2 Description of Changes

The existing phone number 1-877-410-8827 will be migrated from the vendor TPX to Amazon Connect. This is accomplished through a support ticket opened with Amazon.

Once the phone number has been ported to Amazon Connect and associated with our Connect instance, we can choose how that phone number is routed, with Contact Flows.

2.2 Contact Flows

2.2.1 Overview

A contact flow defines the customer experience with a contact center from start to finish. Contact flows have multiple template types to interact with the caller in different manners. For a visual representation of the flows, please see the attachment Visio call flow, CIV-103666 - AWS C33 Detailed Call Flow.

2.2.2 Welcome Contact Flow

When a caller dials 1-877-410-8827 they are directed to the Welcome Contact Flow. If an informational message has been enable through the remote management application, it will be played following the language selection.

2.2.3 CF/MC Info Contact Flow

Callers are first given additional information about CalFresh or MediCal coverage. If they do not wish to hear any of that information, they are sent to the ZIP Code contact flow.

2.2.4 Zip Code Contact Flow

All Riverside county callers are required to enter their ZIP code before continuing. The ZIP code is used to make routing decisions if they do not authenticate themselves, or wish to hear office hours and locations.

2.2.5 Person Lookup Contact Flow

All callers are directed to the Person Lookup Lambda. Initially the caller's phone number is sent to the IVR Webservice to determine if that phone number is associated with a person that has a voice print. If the Webservice doesn't return anything, they are sent to the General Menu. If the Webservice returns a list of Pers_ID's larger than 0, we first check if the list is larger than 15. We check the size of the BVP list to keep the response time minimal when comparing voice prints. If a caller returns to the person lookup contact flow, the system will attempt to identify the caller with either their social security number or the case number.

2.2.6 General Menu Contact Flow

Callers are directed to the General menu if they do not have a voice print, or they've opted to return to this menu. Callers are offered three options on this page, making a new application, calling about an existing case, listening to office hours and location, and information about the general assistance program.

2.2.7 Login Menu Contact Flow

If callers select the options to indicate they are calling about their existing case, we first check to see if that caller already failed to login with their voice. If that's true we immediately send them to the Collect Case contact flow. If that is not true we give the caller three options, login using their voice, enroll their voice, or login using their case number and IVR PIN.

2.2.8 Voice Login Menu Contact Flow

If a caller selects to login using their voice, they are asked if they would like to enter their case number or social security number. This is used to locate a pers_id to identify what voice print to compare the voice print with.

2.2.9 Collect Voice Contact Flow

If a caller is identified with their phone number by the Person Lookup Lambda, or opted to login with their voice and successfully identified themselves with their case number or social security number the system asks them to speak their passphrase, "my voice is my password, please verify me." The passphrase is streamed to the Nuance Security server to compare the passphrase with previously enrolled voice prints. If the voice print doesn't match the previously recorded voice prints, they are eventually sent to the General Menu.

2.2.10 Collect Voice Case Lookup Contact Flow

If a caller successfully authenticates with their voice, we check if the Pers_ID that the voice print is associated with is associated with a Riverside County Case. If the lambda doesn't return an active case, they are sent back to the general menu. If the lambda returns more than one case for that Pers_ID they are asked to enter the Case number they are calling about.

2.2.11 Collect Case Contact Flow

If a caller selects to login with their case number and PIN, we first need to gather their case number to start the login process. After the caller enters their case number the system verifies that they entered seven digits.

2.2.12 Case Validation Contract Flow

If a caller successfully entered seven digits, the system verifies if that is a valid case number. If it is valid, it then checks if the caller came from the Voice Login Menu. If they didn't we send the caller to the collect PIN contact flow.

2.2.13 Collect PIN Contact Flow

Callers are asked to enter their IVR PIN to complete the login process. After they enter their four-digit PIN, the system validates that it's four digits in length, or if they entered a star (*).

2.2.14 Collect DOB Contact Flow

In the event a caller has the same IVR PIN as another member on their case, we require their date of birth to determine which person is calling. Once they enter their date of birth, we validate that it is the correct format before sending it to Login results contact flow.

2.2.15 Collect SSN Contact Flow

If a caller is requesting a new IVR PIN or are attempting to login with their voice and we didn't identify them by their calling phone number, we require they enter their social security number. Once the caller enters their SSN we validate that it's nine digits in length. If the caller presses star indicating they do not have or do not know their SSN, we check if they were requesting a new PIN. If that is true, we send the caller to an agent.

2.2.16 Login Results Contact Flow

Once a caller authenticates with either their voice or with their case number and IVR PIN, we check where to send the caller. If the caller is the primary applicant, or MediCal is active on the case and has a voice print, we send them to the case self-service menu. If a caller successfully authenticates, but are not primary and MediCal is not active, we send the caller to the External Transfer Menu. If the caller authenticates with their case number and IVR PIN, and there is a duplicate PIN on that case, we send the caller to the Collect DOB contact flow. If the caller has failed to login three times, we send them to the External Transfer Menu. If a caller successfully authenticates (primary or not), and they do not have a voice print enrolled, we send them to the Voice Enroll Menu.

2.2.17 Voice Enroll Menu Contact Flow

If a caller opted into enrolling their voice from the login menu contact flow they are informed that they will need their case number and IVR PIN. If they successfully logged in, but did not have a voice print we check if their BVP_Code equals "P". If that is the case, we delete the voice print associated with the pers_id. If their BVP_Code does not match Y or P, the system attempts to delete any possible voice recording for the caller in case they successfully record one or two voice prints, but didn't complete the enrollment process with three recordings.

2.2.18 Voice Enroll Contact Flow

Once a caller opts into enrolling their voice print, we ask them to state the phrase "My voice is my password, please verify me" three times. Between each recording we check the quality of the recording and let the caller know if the recording isn't high enough quality. After a total of six failed attempts, across all recording attempts, the enrollment process is abandoned, and the caller is sent to the next menu.

2.2.19 Office Info Contact Flow

Callers are given information that relates to the ZIP code that the caller entered. They are not prompted again since the caller was required to enter the ZIP code at the beginning of the IVR.

2.2.20 External Transfer Menu Contact Flow

Callers that do not have a case number, or do not know their case number, are transferred to their local county office. The number that the caller is transferred to is based on the ZIP code the caller entered at the start of the IVR.

2.2.21 No PIN Program Menu Contact Flow

When a caller indicates that they are calling about an existing case but does not authenticate, they are given the option to request a new IVR PIN, or to be transferred to their office service center.

2.2.22 New PIN Contact Flow

If a caller selects the option to request a new PIN they are first sent to the Collect SSN contact flow. Once they return from the collect SSN, they system attempts to request a new PIN.

2.2.23 Case Self Service Menu Contact Flow

If a caller successfully authenticates, through their voice or case number and PIN, they are given options to access the self-service options.

2.2.24 Get Dynamic Benefits Menu Contact Flow

This lambda call calculates how many programs are active on the case they logged in with. If only one program is active they are sent to the 3 options menu, to allow the caller to select that program plus option 7 to repeat and option 8 to return to the previous menu. The total number of programs that can be active on a single case that the IVR can play information on is four.

2.2.25 Dynamic Benefits Information Menu Contact Flow

If a caller selects to hear their benefit information, they are sent to a menu to select what program they would like to hear the information for. The menu is dynamic and only offers the caller to listen to programs that the IVR has information for. The dynamic menu will ignore selections that do not match any available selections until after all menu options have been played. There is a two second pause between each menu option where callers can select what they are calling about, but any other selection will just move them to the next menu option. Only on the final selection will it play the No Match prompt.

2.2.26 CalWORKs Benefits Information Contact Flow

If a caller selects to hear their CalWORKs program information, they hear all relevant information on their CalWORKs program. Once played, they are given the option to speak to a worker if they have questions on the information that was given to them.

2.2.27 CalFresh Benefits Information Contact Flow

If a caller selects to hear their CalFresh program information, they hear all relevant information on their CalFresh program. Once played, they are given the option to speak to a worker if they have questions on the information that was given to them.

2.2.28 MediCal Benefits Information Contact Flow

If a caller selects to hear their MediCal program information, they hear all relevant information for all members on the case for their MediCal program. Once played, they are given the option to speak to a worker if they have questions on the information that was given to them.

2.2.29 Welfare to Work Benefits Information Contact Flow

If a caller selects to hear their Welfare to Work program information, they are played the status of the program. The system then checks if there are any pending activities. If there are, they are played, if not the caller is sent to the WTW Reimbursements contact flow.

2.2.30 Welfare to Work Reimbursement Contact Flow

After listening to their program status, the system then checks if callers have any reimbursements to report to the caller. If the they do not have any reimbursements on their case, the caller is sent to the WTW End Menu.

2.2.31 Welfare to Work End Menu Contact Flow

After listening to their welfare to work benefit information, callers are given an option to speak to a worker. If they choose this option the system will determine if the case worker's phone number is available. If it is available the system will transfer the caller to their desk phone. If it is not available it will transfer to a static phone number.

2.2.32 Document Request Contact Flow

If the caller selects the option to request a form, the system will determine how many forms are on file that will be offered. If there are no forms on file they will be sent to the three options menu, as the GEN 2000 form is always able to be requested.

2.2.33 Dynamic Document Request Contact Flow

After determining how many forms are available to be requested, the caller is given an option to request up to three forms, the GEN 2000, the SAR 7, and the TMC status report, depending on how many forms are available. This menu is dynamic and will only play the options available on the case. The dynamic menu will ignore selections that do not match any available selections until after all menu options have been played. There is a two second pause between each menu option where callers can select what they are calling about, but any other selection will just move them to the next menu option. Only on the final selection will it play the No Match prompt.

2.2.34 Document Request Resend Forms Contact Flow

If a caller requests either the SAR 7 or the TMC Status report, the system attempts to resend the selected form to the caller's address on file. If it is successful, the caller is given the option to request another form or return to the case self-service menu. If it fails, the caller is given the options to speak to a worker, or return the case self-service menu.

2.2.35 Document Request GEN 2000 Form Contact Flow

If the caller requests the GEN 2000 to be sent, the system attempts to generate the GEN 2000. If it is successful they inform the user that it will be mailed to their address on file or accessible through C4Yourself.com if their case is associate to their account. They are then given the option to request another form, or return to the case self-service menu. If the request is a failure the caller is given the option to speak to a work, or return to the case self-service menu.

2.2.36 Document Status Contact Flow

If the caller requested to listen to their document status, the system first checks to see if they have any forms on file. If they don't, they are returned to the case self-service menu. If they have greater than zero forms on file, the system checks to see how many they have, then sends it to the correct dynamic menu based on the amount of forms they have.

2.2.37 Dynamic Document Status Contact Flow

If the caller has one or more forms on file, they are given a list of forms to listen to choose from. For the CalFresh, CalWORKs, or CalWORKs CalFresh redetermination packets, only one will ever be given as an option. In the unlikely event that more than one of those three are on the case, the CalWORKs CalFresh redetermination packet takes president. The dynamic menu will ignore selections that do not match any available selections until after all menu options have been played. There is a two second pause between each menu option where callers can select what they are calling about, but any other selection will just move them to the next menu option. Only on the final selection will it play the No Match prompt.

2.2.38 Check Document Status Contact Flow

After the caller selects what documents they want to hear the status of, they are given the information based on what the status of their document is. After the information is played, the caller is given the option to check the status of another document, or speak to a worker. If they wish to speak to a worker, they will be given the exit reason that aligns with the document status they just listened to.

2.2.39 Change PIN Contact Flow

If a user requests to change their IVR PIN from the case self-service menu they are asked to enter a new PIN that meets the security requirements. If the change is successful they are returned to the case self-service menu. If it fails the caller is sent to a worker.

2.2.40 Dynamic Program Menu Contact Flow

Callers that select the option to speak to a Worker, they are prompted to select what program they are calling about. The menu only plays the options based on what programs are active on the case they authenticated with.

2.2.41 CalWORKs Service Menu Contact Flow

If the caller selects the CalWORKs program, they are given the option to be transferred to their case worker, or their local office service center.

2.2.42 CalFresh Service Menu Contact Flow

If the caller selects the CalFresh program, they are given the option to be transferred to their case worker, or their local office service center.

2.2.43 MediCal Service Menu Contact Flow

If the caller selects the MediCal program, they are given the option to be transferred to their case worker, or their local office service center.

2.2.44 Welfare to Work Service Menu Contact Flow

If the caller selects the Welfare to Work program, they are given the option to be transferred to their case worker, or their local office service center.

2.2.45 Case Worker Welcome

When a caller selects to speak to their case worker, they are given all relevant information about their case worker before they are transferred.

2.2.46 Exit Reasons Contact Flow

If the caller requests to speak to a worker, or are directed to a worker for another reason such as an error, it is determined what queue to route the call to based on the exit code. The exit codes are applied throughout all the contact flows right before it sends the caller to the exit reasons contact flow. Exit codes 0088, and 0099 are both released. The remaining exit codes are transferred to external phone numbers.

2.3 Prompts

2.3.1 Overview

Amazon Connect has the option to upload WAV files to play messages to the caller, or use the built in Text-To Speech service. To present a better experience, the Amazon Connect IVR will use pre-recorded wav files for all the prompts, unless the prompt doesn't include a wav file name.

2.3.2 Description of Change

Record all existing prompts from Cisco CVP as wav files, so customers will still receive the same information but in a more understandable manner.

2.3.3 Wav Files

For a complete list of prompts, in both English and Spanish, please reference the attached Excel spreadsheet, Riverside Verbiage.

3 OUTREACH

3.1 N/A

4 APPENDIX

1. Voice Biometrics will remain in place in the same capacity as it does in Cisco.
    a. Existing Voice Prints will be usable in Amazon Connect without needing to reenroll their voice.
2. Riverside county's IVR is self-service only. There are no queues and no agents to take calls.

CALIFORNIA AUTOMATED CONSORTIUM ELIGIBILITY SYSTEM

Design Document

SCR CIV-103679 – Migrate Non-Contact Center County IVRs to Amazon Connect

	DOCUMENT APPROVAL HISTORY	
CalACES	Prepared By	Jared Kuester
	Reviewed By	Raji Sanuvala & Pramod Ramesh

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
2/13/2020	1.0	Initial Draft	Jared Kuester

Table of Contents

1 OVERVIEW

Non-Contact Center Counties interactive voice response (IVR) system, is currently hosted on Cisco Customer Voice Portal (CVP) and contact center software will be migrated from the Cisco Unified Contact Center Enterprise (UCCE) to the cloud-based Amazon Connect software as a service (SAAS) contact center.

1.1 Current Design

Currently all phone calls to Non-Contact Center county phone numbers are routed to the Cisco UCCE contact center software. All the software and hardware required to operate the contact center are installed in the C-IV Datacenters.

1.2 Requests

1. Recreate the existing Call Flow (see attached) in the Amazon Connect environment.
2. Recreate all IVR Web Service interactions using AWS Lambda.
3. Create a new export job to populate the RPT_IVR_INBND_STATS table with Inbound Stats.

1.3 Overview of Recommendations

1. Recreate the existing Call Flow (see attached) in the Amazon Connect environment.
    a. Create a Amazon Connect Instance for
2. Recreate all IVR Web Service interactions using AWS Lambda.
3. Create a new export job to populate the RPT_IVR_INBND_STATS table with Inbound Stats.

1.4 Assumptions

- All existing IVR functionality will carry over from Cisco to Amazon Connect
    - This includes Voice Biometrics, and Self-Service Benefits information.
    - This also includes the new functionality not currently available in Cisco, Professional Voice Talent.

2 RECOMMENDATIONS

2.1 Phone Numbers

2.1.1 Overview

Amazon Connect requires a phone number to route calls to agents. A new phone number can be claimed, or an existing phone number can be ported into Amazon Connect. After claiming a new phone number, or porting an existing phone number you can also choose what kinds of calls you intend to take, either inbound calls, outbound calls, or both.

2.1.2 Description of Changes

The existing phone number 1-877-410-8827 will be migrated from the vendor TPX to Amazon Connect. This is accomplished through a support ticket opened with Amazon.

Once the phone number has been ported to Amazon Connect and associated with our Connect instance, we can choose how that phone number is routed, with Contact Flows.

2.2 Contact Flows

2.2.1 Overview

A contact flow defines the customer experience with a contact center from start to finish. Contact flows have multiple template types to interact with the caller in different manners. For a visual representation of the flows, please see the attachment Visio call flow, CIV-103679 - AWS C33 Detailed Call Flow.

2.2.2 Welcome Contact Flow

When a caller dials 1-877-410-8827 they are directed to the Welcome Contact Flow. If an informational message has been enable through the remote management application, it will be played following the language selection.

2.2.3 CF/MC Info Contact Flow

Callers are first given additional information about CalFresh or MediCal coverage. If they do not wish to hear any of that information, they are sent to the ZIP Code contact flow.

2.2.4 Zip Code Contact Flow

All Non-Contact Center county callers are required to enter their ZIP code before continuing. The ZIP code is used to make routing decisions if they do not authenticate themselves, or wish to hear office hours and locations.

2.2.5 Person Lookup Contact Flow

All callers are directed to the Person Lookup Lambda. Initially the caller's phone number is sent to the IVR Webservice to determine if that phone number is associated with a person that has a voice print. If the Webservice doesn't return anything, they are sent to the General Menu. If the Webservice returns a list of Pers_ID's larger than 0, we first check if the list is larger than 15. We check the size of the BVP list to keep the response time minimal when comparing voice prints. If a caller returns to the person lookup contact flow, the system will attempt to identify the caller with either their social security number or the case number.

2.2.6 General Menu Contact Flow

Callers are directed to the General menu if they do not have a voice print, or they've opted to return to this menu. Callers are offered three options on this page, making a new application, calling about an existing case, listening to office hours and location, and information about the general assistance program.

2.2.7 Login Menu Contact Flow

If callers select the options to indicate they are calling about their existing case, we first check to see if that caller already failed to login with their voice. If that's true we immediately send them to the Collect Case contact flow. If that is not true we give the caller three options, login using their voice, enroll their voice, or login using their case number and IVR PIN.

2.2.8 Voice Login Menu Contact Flow

If a caller selects to login using their voice, they are asked if they would like to enter their case number or social security number. This is used to locate a pers_id to identify what voice print to compare the voice print with.

2.2.9 Collect Voice Contact Flow

If a caller is identified with their phone number by the Person Lookup Lambda, or opted to login with their voice and successfully identified themselves with their case number or social security number the system asks them to speak their passphrase, "my voice is my password, please verify me." The passphrase is streamed to the Nuance Security server to compare the passphrase with previously enrolled voice prints. If the voice print doesn't match the previously recorded voice prints, they are eventually sent to the General Menu.

2.2.10 Collect Voice Case Lookup Contact Flow

If a caller successfully authenticates with their voice, we check if the Pers_ID that the voice print is associated with is associated with a Non-Contact Center County Case. If the lambda doesn't return an active case, they are sent back to the general menu. If the lambda returns more than one case for that Pers_ID they are asked to enter the Case number they are calling about.

2.2.11 Collect Case Contact Flow

If a caller selects to login with their case number and PIN, we first need to gather their case number to start the login process. After the caller enters their case number the system verifies that they entered seven digits.

2.2.12 Case Validation Contract Flow

If a caller successfully entered seven digits, the system verifies if that is a valid case number. If it is valid, it then checks if the caller came from the Voice Login Menu. If they didn't we send the caller to the collect PIN contact flow.

2.2.13 Collect PIN Contact Flow

Callers are asked to enter their IVR PIN to complete the login process. After they enter their four-digit PIN, the system validates that it's four digits in length, or if they entered a star (*).

2.2.14 Collect DOB Contact Flow

In the event a caller has the same IVR PIN as another member on their case, we require their date of birth to determine which person is calling. Once they enter their date of birth, we validate that it is the correct format before sending it to Login results contact flow.

2.2.15 Collect SSN Contact Flow

If a caller is requesting a new IVR PIN or are attempting to login with their voice and we didn't identify them by their calling phone number, we require they enter their social security number. Once the caller enters their SSN we validate that it's nine digits in length. If the caller presses star indicating they do not have or do not know their SSN, we check if they were requesting a new PIN. If that is true, we send the caller to an agent.

2.2.16 Login Results Contact Flow

Once a caller authenticates with either their voice or with their case number and IVR PIN, we check where to send the caller. If the caller is the primary applicant, or MediCal is active on the case and has a voice print, we send them to the case self-service menu. If a caller successfully authenticates, but are not primary and MediCal is not active, we send the caller to the External Transfer Menu. If the caller authenticates with their case number and IVR PIN, and there is a duplicate PIN on that case, we send the caller to the Collect DOB contact flow. If the caller has failed to login three times, we send them to the External Transfer Menu. If a caller successfully authenticates (primary or not), and they do not have a voice print enrolled, we send them to the Voice Enroll Menu.

2.2.17 Voice Enroll Menu Contact Flow

If a caller opted into enrolling their voice from the login menu contact flow they are informed that they will need their case number and IVR PIN. If they successfully logged in, but did not have a voice print we check if their BVP_Code equals "P". If that is the case, we delete the voice print associated with the pers_id. If their BVP_Code does not match Y or P, the system attempts to delete any possible voice recording for the caller in case they successfully record one or two voice prints, but didn't complete the enrollment process with three recordings.

2.2.18 Voice Enroll Contact Flow

Once a caller opts into enrolling their voice print, we ask them to state the phrase "My voice is my password, please verify me" three times. Between each recording we check the quality of the recording and let the caller know if the recording isn't high enough quality. After a total of six failed attempts, across all recording attempts, the enrollment process is abandoned, and the caller is sent to the next menu.

2.2.19 Office Info Contact Flow

Callers are given information that relates to the ZIP code that the caller entered. They are not prompted again since the caller was required to enter the ZIP code at the beginning of the IVR.

2.2.20 External Transfer Menu Contact Flow

Callers that do not have a case number, or do not know their case number, are transferred to their local county office. The number that the caller is transferred to is based on the ZIP code the caller entered at the start of the IVR.

2.2.21 No PIN Program Menu Contact Flow

When a caller indicates that they are calling about an existing case but does not authenticate, they are given the option to request a new IVR PIN, or to be transferred to their office service center.

2.2.22 New PIN Contact Flow

If a caller selects the option to request a new PIN they are first sent to the Collect SSN contact flow. Once they return from the collect SSN, they system attempts to request a new PIN.

2.2.23 Case Self Service Menu Contact Flow

If a caller successfully authenticates, through their voice or case number and PIN, they are given options to access the self-service options.

2.2.24 Get Dynamic Benefits Menu Contact Flow

This lambda call calculates how many programs are active on the case they logged in with. If only one program is active they are sent to the 3 options menu, to allow the caller to select that program plus option 7 to repeat and option 8 to return to the previous menu. The total number of programs that can be active on a single case that the IVR can play information on is four.

2.2.25 Dynamic Benefits Information Menu Contact Flow

If a caller selects to hear their benefit information, they are sent to a menu to select what program they would like to hear the information for. The menu is dynamic and only offers the caller to listen to programs that the IVR has information for. The dynamic menu will ignore selections that do not match any available selections until after all menu options have been played. There is a two second pause between each menu option where callers can select what they are calling about, but any other selection will just move them to the next menu option. Only on the final selection will it play the No Match prompt.

2.2.26 CalWORKs Benefits Information Contact Flow

If a caller selects to hear their CalWORKs program information, they hear all relevant information on their CalWORKs program. Once played, they are given the option to speak to a worker if they have questions on the information that was given to them.

2.2.27 CalFresh Benefits Information Contact Flow

If a caller selects to hear their CalFresh program information, they hear all relevant information on their CalFresh program. Once played, they are given the option to speak to a worker if they have questions on the information that was given to them.

2.2.28 MediCal Benefits Information Contact Flow

If a caller selects to hear their MediCal program information, they hear all relevant information for all members on the case for their MediCal program. Once played, they are given the option to speak to a worker if they have questions on the information that was given to them.

2.2.29 Welfare to Work Benefits Information Contact Flow

If a caller selects to hear their Welfare to Work program information, they are played the status of the program. The system then checks if there are any pending activities. If there are, they are played, if not the caller is sent to the WTW Reimbursements contact flow.

2.2.30 Welfare to Work Reimbursement Contact Flow

After listening to their program status, the system then checks if callers have any reimbursements to report to the caller. If the they do not have any reimbursements on their case, the caller is sent to the WTW End Menu.

2.2.31 Welfare to Work End Menu Contact Flow

After listening to their welfare to work benefit information, callers are given an option to speak to a worker. If they choose this option the system will determine if the case worker's phone number is available. If it is available the system will transfer the caller to their desk phone. If it is not available it will transfer to a static phone number.

2.2.32 Document Request Contact Flow

If the caller selects the option to request a form, the system will determine how many forms are on file that will be offered. If there are no forms on file they will be sent to the three options menu, as the GEN 2000 form is always able to be requested.

2.2.33 Dynamic Document Request Contact Flow

After determining how many forms are available to be requested, the caller is given an option to request up to three forms, the GEN 2000, the SAR 7, and the TMC status report, depending on how many forms are available. This menu is dynamic and will only play the options available on the case. The dynamic menu will ignore selections that do not match any available selections until after all menu options have been played. There is a two second pause between each menu option where callers can select what they are calling about, but any other selection will just move them to the next menu option. Only on the final selection will it play the No Match prompt.

2.2.34 Document Request Resend Forms Contact Flow

If a caller requests either the SAR 7 or the TMC Status report, the system attempts to resend the selected form to the caller's address on file. If it is successful, the caller is given the option to request another form or return to the case self-service menu. If it fails, the caller is given the options to speak to a worker, or return the case self-service menu.

2.2.35 Document Request GEN 2000 Form Contact Flow

If the caller requests the GEN 2000 to be sent, the system attempts to generate the GEN 2000. If it is successful they inform the user that it will be mailed to their address on file or accessible through C4Yourself.com if their case is associate to their account. They are then given the option to request another form, or return to the case self-service menu. If the request is a failure the caller is given the option to speak to a work, or return to the case self-service menu.

2.2.36 Document Status Contact Flow

If the caller requested to listen to their document status, the system first checks to see if they have any forms on file. If they don't, they are returned to the case self-service menu. If they have greater than zero forms on file, the system checks to see how many they have, then sends it to the correct dynamic menu based on the amount of forms they have.

2.2.37 Dynamic Document Status Contact Flow

If the caller has one or more forms on file, they are given a list of forms to listen to choose from. For the CalFresh, CalWORKs, or CalWORKs CalFresh redetermination packets, only one will ever be given as an option. In the unlikely event that more than one of those three are on the case, the CalWORKs CalFresh redetermination packet takes president. The dynamic menu will ignore selections that do not match any available selections until after all menu options have been played. There is a two second pause between each menu option where callers can select what they are calling about, but any other selection will just move them to the next menu option. Only on the final selection will it play the No Match prompt.

2.2.38 Check Document Status Contact Flow

After the caller selects what documents they want to hear the status of, they are given the information based on what the status of their document is. After the information is played, the caller is given the option to check the status of another document, or speak to a worker. If they wish to speak to a worker, they will be given the exit reason that aligns with the document status they just listened to.

2.2.39 Change PIN Contact Flow

If a user requests to change their IVR PIN from the case self-service menu they are asked to enter a new PIN that meets the security requirements. If the change is successful they are returned to the case self-service menu. If it fails the caller is sent to a worker.

2.2.40 Dynamic Program Menu Contact Flow

Callers that select the option to speak to a Worker, they are prompted to select what program they are calling about. The menu only plays the options based on what programs are active on the case they authenticated with.

2.2.41 CalWORKs Service Menu Contact Flow

If the caller selects the CalWORKs program, they are given the option to be transferred to their case worker, or their local office service center.

2.2.42 CalFresh Service Menu Contact Flow

If the caller selects the CalFresh program, they are given the option to be transferred to their case worker, or their local office service center.

2.2.43 MediCal Service Menu Contact Flow

If the caller selects the MediCal program, they are given the option to be transferred to their case worker, or their local office service center.

2.2.44 Welfare to Work Service Menu Contact Flow

If the caller selects the Welfare to Work program, they are given the option to be transferred to their case worker, or their local office service center.

2.2.45 Case Worker Welcome

When a caller selects to speak to their case worker, they are given all relevant information about their case worker before they are transferred.

2.2.46 Exit Reasons Contact Flow

If the caller requests to speak to a worker, or are directed to a worker for another reason such as an error, it is determined what queue to route the call to based on the exit code. The exit codes are applied throughout all the contact flows right before it sends the caller to the exit reasons contact flow. Exit codes 0088, and 0099 are both released. The remaining exit codes are transferred to external phone numbers.

2.3 Prompts

2.3.1 Overview

Amazon Connect has the option to upload WAV files to play messages to the caller, or use the built in Text-To Speech service. To present a better experience, the Amazon Connect IVR will use pre-recorded wav files for all the prompts, unless the prompt doesn't include a wav file name.

2.3.2 Description of Change

Record all existing prompts from Cisco CVP as wav files, so customers will still receive the same information but in a more understandable manner.

2.3.3 Wav Files

For a complete list of prompts, in both English and Spanish, please reference the attached Excel spreadsheet, Non-Contact Center Verbiage.

3 OUTREACH

3.1 N/A

4 APPENDIX

1. Voice Biometrics will remain in place in the same capacity as it does in Cisco.
    a. Existing Voice Prints will be usable in Amazon Connect without needing to reenroll their voice.
2. Non-Contact Center county's IVR is self-service only. There are no queues and no agents to take calls.