

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-210580 | CIV-661

Automate the creation of Time Limit Months for
Supportive Service recipients

CalSAWS	DOCUMENT APPROVAL HISTORY	
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	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
05/06/2020	1.0	Initial Revision	Sidhant Garg

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1 OVERVIEW

This document specifies the enhancements in the system to automate the creation of time limits for individuals who received Supportive Services for a month and who are post employment/job retention with cash aid assistance discontinued for the month.

1.1 Current Design

The Time Limit month for a Supportive Service i.e. transportation, moving assistance, ancillaries etc. aid is added manually by the worker on the Cash Aid Time Limit Month Detail page under the Retention Service Program type.

1.2 Requests

Automate the creation of time limits for individuals who received Supportive Services (Ancillary, Child Care, Other, and Transportation) for a month and who are post employment/job retention with cash aid assistance discontinued for the month.

1.3 Overview of Recommendations

1. Create a new Monthly Time Limit Supportive Services Batch process that will automate the creation of time limits for individuals who received Supportive Services for a month.

1.4 Assumptions

1. No Changes are required to WDTIP interface.
2. With this SCR, we are not changing the rules for Count/Don't Count for a supportive Service month. The Cash Aid Time Limit Month Detail page will continue to display:
 - a. Count for TANF when the 'Supportive Services for Employment' is "No" or Don't Count if it is "Yes".
 - b. Don't Count for CalWORKs clock.
 - c. N/A for WTW if there is no signed WTW Plan or Don't Count for WTW if there is a signed WTW Plan.

2 RECOMMENDATIONS

2.1 Time Limit Supportive Services Batch

2.1.1 Overview

The Time Limit Supportive Services Batch will automate the creation of a time limit month record where the individual has only received supportive

service aid for the month. This batch will be based on having an Issuance Record associated to Welfare-to-Work/ CalWORKs Refugee Employment Program (REP) for an individual. This batch will confirm that the participant has not received Cash Aid assistance for the same month before creating Supportive Service Time Limit Month.

2.1.2 Description of Change

1. Create a new Monthly Time Limit Supportive Services Batch process.
2. This Batch will run for each county individually.
3. This Batch will be scheduled to run on the first business day of the month and would create a Time Limit record for a previous month where the individual only received supportive service aid in that month.
4. The following conditions will be used to identify records for processing:
 - a. The WTW/REP program is in Active status.
 - b. The Status reason is Post Emp/Job Retention.
 - c. The Individual has not received Cash Aid assistance for the previous month.
 - d.
 - I. The Individual has only received an Issuance that is associated to a WTW/REP program for the previous month.

OR (The following condition for CIV and LRS are included to cover participants who received child care payments for a month and not WTW/REP payments)

CIV Counties:

- I. Verify that there exists a Child Care payment Issued for the previous month.

LRS (LA County):

- I. Verify that LA County received a record of Child Care Payment for a previous month through the APP interface.

5. For each record that is identified using the criteria above, the system will create a time limit record for the previous month with the following information:
 - a. The program of the time Limit will be 'Retention Services'.
 - b. The Aid Code will be the aid code of the issuance associated to the WTW/REP program on the Issuance Detail page.
 - c. The Supportive Services Reason will be determined based on the following.

- I. For Service Payments, if the Need Category is Ancillary – Education or Ancillary - Work Related then the Supportive Services Reason will be 'Ancillary'.
 - II. For Service Payments, if the Need Category is Transportation then the Supportive Services Reason will be 'Transportation'.
 - III. For Service Payments, if the Need Category is anything but Ancillary – Education or Ancillary - Work Related or Transportation, then the Supportive Services Reason will be 'Other'.
NOTE: The Diaper payments would fall under the 'Other' supportive services reasons type.
 - IV. For Child Care Payments, the Supportive Services Reason will be 'Child Care'.
- d. The Supportive Services for Employment will be derived from the Child Care Payment record for CIV Counties.
For LA County, this would be determined if there exists an 'Employment' activity record for the month.

NOTE: This batch job will only create the time limit month for the immediate previous month from the Batch Run Month. It will not retroactively add any other prior months.

2.1.3 Execution Frequency

This Batch will be scheduled to run on the First Business day of the month.

2.1.4 Key Scheduling Dependencies

The Daily Time Limit Batch (PBXXE301) will be a predecessor and the nightly WDTIP batches will be a successor to this batch.

2.1.5 Counties Impacted

All Counties.

2.1.6 Data Volume/Performance

This batch job is projected to create less than 3,000 time limit Supportive Service records per month across all 58 counties

2.1.7 Failure Procedure/Operational Instructions

Batch Support Operations staff will evaluate the nature of the failure and determine the appropriate action. This Batch job will not utilize restartability. The entire file will be written at the end of processing, or the file will not be created all. This approach will allow this job to be re-run

without the possibility of creating a partial file and having to combine multiple partial files.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.28.1.12	<p>The LRS shall maintain a real-time online list of potential participants (e.g., unassigned pool or participant pool) that can be viewed, sorted, and/or printed by COUNTY-specified Users, including:</p> <ul style="list-style-type: none"> a. Participant demographic data; b. Plan counter for program-specific work participation program plan (e.g., GAIN 90-day WtW Plan or GROW Vocation Assessment Employment Plan); c. Time clock information for program-specific time limits; d. Prior work participation program activities; e. Prior work participation program activity dates; and f. Participant assignment priority. 	<p>This Requirement is met by automating the creation of time limits for individuals who only received Supportive Services for a given month.</p>

4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met

5 MIGRATION IMPACTS

SCR Number	Functional Area	Description	Impact	Priority	Address Prior to Migration?

6 OUTREACH

None.

7 APPENDIX

None.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-213468 | CIV-106351

CalHEERS eHIT: BREFS: Enhance eHIT Verifications

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Maria Feliciano
	Reviewed By	Maksim Volf, Prashant Goel, Geetha Ramalingam, Parul Dhawan, Derek Goering

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
04/03/2020	1.0	Draft Design	M. Feliciano
05/05/2020	1.5	Reviewed with Analysts	M. Feliciano R. Gustafson
05/08/2020	1.6	Reviewed with Build and Test Team	M. Feliciano R. Gustafson
05/21/2020	1.7	Finalized eHIT section and added clarification that the MAGI Person Detail page updates for verification section is only for DERs.	Renee Gustafson
06/24/2020	1.8	Added 'View Differences' to current design and recommendations. Corrected Typo in Code of FDSH Verification source to FDH. Clarified the same page is shared between ICT, CH and TLI and how the page should be updated. Updated "PRUCOL-INS Acknowledgement" to "PRUCOL-INS Ack" in Mockup 2.1.1 and 2.1.3.2.b	M. Feliciano

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1 OVERVIEW

This document details updates to The Systems in support of changes in the electronic Health Information Transfer (eHIT) with CalHEERS Change Request 158675, Business Rules Exposure for SAWS (BREFS) Enhance eHIT Verifications.

The CalHEERS Portal displays an individual's verification details on the Manual Verifications Page where an Admin user can view each verification type, the individual's verification attested value and whether that type is verified by SAWS, Admin or by electronic sources. The Manual Verifications Page also displays the verification cache begin date and the date that verification cache is valid until, as defined by the CalHEERS verification caching rules. If a pending verification type has a reasonable opportunity period (ROP), the ROP due date is displayed on this page as well. This more detailed verification information is not sent in eHIT to display in The Systems and not all County Eligibility Workers (CEW) have access to the CalHEERS Portal to view this information. To expose the CalHEERS Business Rules for SAWS, CH-158675 adds more verification types and the associated detailed verification data used in the MAGI Determination to eHIT in the MAGI Determination of Eligibility Response (DER).

This SCR updates the Systems to display the additional verification information received from CalHEERS in the MAGI Person Detail page.

This change updates the Systems to display the verification type, the attested information for each type, as appropriate, the CalHEERS verification status, verification source, verification cache begin date and expiration date and the ROP due date in the current MAGI Person Detail page.

1.1 Current Design

The Systems receive the verification information used in the MAGI Determination from CalHEERS as a Verification Type and a 'Yes' or 'No' to indicate whether the verification was verified electronically or administratively. The verification type and the 'Yes' or 'No' displays on the MAGI Person Detail Page for each individual on the MAGI Determination. If CalHEERS does not send anything for the Verification type in the MAGI Determination, the MAGI Person Detail page displays the verification as a blank and that is interpreted as the verification status is pending. The Systems do not receive any other information regarding the source of the verification or if CalHEERS assigned the verification cache dates or if CalHEERS determined an ROP Due Date.

The MAGI Person Detail page is the same as the ICT Person Detail Page and the Targeted Low-Income Person Detail Page. The heading in each page is dynamic and some page sections are filtered depending on the source of the information. Current sources are CalHEERS, ICT and Healthy Families.

The MAGI Person Detail 'View Differences' functionality compares current information in The Systems data collection pages and information received in the latest DER. The 'View Differences' functionality opens a new window displaying grayed out values that did not change in contrast to the values that changed.

1.2 Requests

With CH-158675, CalHEERS will add more detailed verification information to eHIT and send it to The Systems in the DER.

1. Update the eHIT logic to save the additional verification types and information received from CalHEERS for each individual in a DER.
 - a. The additional verification information includes:
 - The verification's corresponding attested value
 - Verification source
 - CalHEERS verification status
 - Verification cache begin date
 - Verification cache expiration date
 - Verification Reasonable Opportunity Period (ROP) expiration date
 - b. The new Verification types are:
 - American Indian/Alaska Native
 - Household Income- Subsidy
 - Household Income- State Subsidy

Note: The Household Income-Subsidy verification type displays as 'Federal Subsidy Income' and Household Income- State Subsidy displays as 'State Subsidy Income' on the MAGI Person Detail page.
2. Update the MAGI Person Detail page to a version of the 'Verification' section that applies to only the DERs and a version that applies to EDR, eICT and Targeted Low Income .
 - a. Update the MAGI Person Detail page, 'Verification' section to display the new verification types and the additional information for each verification type received on a DER.
 - b. Update the EDR, eICT and Targeted Low Income version to display the updated verification types and labels in the same order as the DER, but not the additional verification information that is only received in a DER. There are no changes to eICT interface transactions. EDRs, eICT and Targeted Low Income pages display labels in the same order for consistency.
3. Update the 'Verification' section to have a table that follows the same formatting as the 'Program Configuration' table on the Medi-Cal EDBC Summary page.
4. Update the 'View Differences' functionality on the MAGI Person Detail Page 'Verification' section to compare only the Admin Verif value on the DER to the data collection in The Systems for each Verification type and gray out the verification type and the Admin Verif value when there are no changes.

1.3 Overview of Recommendations

1. Update the eHIT logic to save the additional verification types and verification information received from CalHEERS on a DER.
2. Update the MAGI Person Detail page, 'Verification' section to display the new verification types and the additional information for each type on a DER.
3. Update the 'Verification' section to have a table to follow the same formatting as the 'Program Configuration' table on the Medi-Cal EDBC Summary page.
4. Update 'View Differences' functionality on the MAGI Person Detail Page 'Verification' section to gray out the Type and Admin Verified where the verification is not changed.

1.4 Assumptions

1. There will be no changes to The Systems eHIT logic that determines if an Admin Verification is sent with 'Yes' or 'No' in an Eligibility Determination Request (EDR).
2. The Verification ROP Expiration Date will not be displayed in the Verification section of the MAGI Person Detail page. The Verification ROP Expiration Date provided in the DER verification section only applies to the Covered California Program individuals and does not apply to MAGI Medi-Cal. CEWs manage and track the ROP due date for Medi-Cal individuals in the system. There are no changes to the CEW process for Medi-Cal ROP due dates.
3. No changes to eICT interface transactions.

2 RECOMMENDATIONS

2.1 MAGI Person Detail Page

2.1.1 Overview

The MAGI Person Detail Page displays information received from CalHEERS on the DER for each individual. At the bottom of the page, the Verification section lists each verification type and the additional verification information associated with each type. This page shows the verification type, its attested value, whether it was admin or e-verified, the CalHEERS status of the verification, the source and the cache dates for each type.

2.1.2 MAGI Person Detail Page Mockup

Verification							
Verification Type	Admin Verified	e-Verified	Attested Value	Verif Status	Verif Source	Cache Begin Date	Cache Exp. Date
SSN	Yes	Yes	123-45-5678	e-Verified	FDSH:SSA	05/01/2020	N/A
SSN Waiver							
Applied for SSN							
US Citizenship	Yes		Yes	Pass	SAWS	05/01/2020	N/A
Lawful Presence		No	N/A	Not Verified			
Qualified Non-Citizen		No	N/A	Not Verified			
Five Year Bar Exempt/Met		No	N/A	Not Verified			
PRUCOL		No	N/A	Not Verified			
PRUCOL - INS Ack							
MAGI Current Monthly Income		No	\$3000.00	Pending	FDSH:IRS		
MAGI Projected Annual Income		No	N/A	Not Verified			
Federal Subsidy Income		No	\$36000.00	Pending	FDSH:IRS		
State Subsidy Income							
MEC MEDS	No		No	Pass	SAWS	05/01/2020	08/1/2020
MEC Employer Sponsored		No	No	e-Verified	FDSH:ESI	05/01/2020	08/1/2020
MEC Non-Employer Sponsored		No	No	e-Verified	FDSH:Non-ESI		
Medicare	No		No	Pass	SAWS	05/01/2020	08/1/2020
Former Foster Youth							
Incarceration		No	No	e-Verified	FDSH:SSA	05/01/2020	08/1/2020
Deceased		No	No	e-Verified	FDSH:SSA	05/01/2020	08/1/2020
American Indian/Alaska Native							
CA Resident	Yes		Yes	Pass	SAWS	05/01/2020	N/A

Figure 2.1.1 – MAGI Person Detail Page – Verification Section for a DER

2.1.3 Description of Changes

1. Split out the MAGI Person Detail page to have a version of the 'Verification' section that applies only to DERs and a version that applies to EDRs, eICT and Targeted Low Income.
 - a. Update the DER version per Recommendations 2 and 3
 - b. Update the EDR, eICT and Targeted Low Income version per Recommendations 2a-2c (add new verification type labels, re-label and reorder).
2. Update the 'Verification' section on the MAGI Person Detail page to display the additional verification information provided in the DER as follows:
 - a. Add the following new verification types:

Type Code	Type Description
AMI	American Indian/Alaska Native
SUI	Federal Subsidy Income
CAI	State Subsidy Income

The DER version of the MAGI Person Detail page may receive data for these new verification types; the EDR, eICT and Targeted Low Income version will only have the new types as a label for consistency. The Systems will never send these Verification Types in an EDR or eICT; Targeted Low Income is obsolete.

- b. Re-label the following verification types:

Type Description Before	Type Description After
Residence	CA Resident
Date of Death	Deceased
Entitled to Medicare	Medicare
MEDS – Minimal Essential Coverage	MEC MEDS
ESI – Minimal Essential Coverage	MEC Employer Sponsored
Non- ESI – Minimal Essential Coverage	MEC Non-Employer Sponsored
Income	MAGI Current Monthly Income

Type Description Before	Type Description After
Projected Annual Income	MAGI Projected Annual Income
PRUCOL – INS Acknowledgement	PRUCOL – INS Ack
Was in Foster Care	Former Foster Youth

c. Reorder the Types to display on the page as follows:

Verification Type
SSN
SSN Waiver
Applied for SSN
US Citizenship
Immigration Status
Lawful Presence
Qualified Non-Citizen
Five Year Bar Exempt/Met
PRUCOL
PRUCOL - INS Ack
MAGI Current Monthly Income
MAGI Projected Annual Income
Federal Subsidy Income
State Subsidy Income
MEC MEDS
MEC Employer Sponsored
MEC Non-Employer Sponsored
Medicare
Former Foster Youth
Incarceration

Verification Type
Deceased
American Indian/Alaska Native
CA Resident

d. Add new columns as follows:

Column Name
Attested Value
Verif Status
Verif Source
Cache Begin Date
Cache Exp. Date

e. Add the following Verification Sources:

Code	Verification Source	Description
ADM	ADMIN	Admin
EDD	EDD	Employment Development Department
FDH	FDSH	Federal Data Services Hub
FDD	FDSH:DHS	Federal Data Services Hub: Department of Homeland Security
FDE	FDSH:ESI	Federal Data Services Hub: Employer Sponsored Insurance
FDH	FDSH:FTB	Federal Data Services Hub: Franchise Tax Board
EDF	FDSH:EDD	Federal Data Services Hub: Employment Development Department
FFE	FDSH:FTB:EDD	Federal Data Services Hub: Franchise Tax Board: Employment

Code	Verification Source	Description
		Development Department
FNE	FDSH:Non-ESI	Federal Data Services Hub: Non-Employer Sponsored Insurance
FDI	FDSH:IRS	Federal Data Services Hub: Internal Revenue Service
FDS	FDSH:SSA	Federal Data Services Hub: Social Security Administration
FTB	FTB	Franchise Tax Board
FTE	FTB:EDD	Franchise Tax Board: Employment Development Department
MEF	MEDS:FTB	Medi-Cal Eligibility Determination System: Franchise Tax Board
MER	MEDS	MEDS – Medi-Cal Eligibility Determination System Called for Residency Verification
MEC	MEDS	MEDS – Medi-Cal Eligibility Determination System Called for MEDS MEC Verification
NAP	Not Applicable	Not applicable
SAW	SAWS	SAWS – Statewide Automated Welfare Systems
SGV	Sight Verified	Sight Verified

f. Add the following Verification Statuses:

Code	Verification Status
EV	E-Verified
FA	Fail
NV	Not Verified
PA	Pass
PE	Pending

g. Update the table to follow the same formatting as the table in the 'Program Configuration' section on the Medi-Cal EDBC Summary page as shown below:

The screenshot shows the 'Medi-Cal EDBC Summary' page. At the top, there is a 'Close' button. Below it is a table with columns: Begin Month, End Month, Run Date, Run Status, and Accepted By. The first row shows: 04/2020, (blank), 03/04/2020, Accepted - Saved, and a redacted name. Below this is the 'EDBC Information' section with fields: Type: Regular, Recalculation: No, and EDBC Ran for MAGI Only: No. The 'Program Configuration' section follows, with 'System Determination' showing EDBC Source: Online EDBC Rules and Program Status: Active. A note states: 'Note: Overridden rows are in bold'. At the bottom, a table is highlighted with a red border, containing the following data:

Name	DOB	Role	Role Reason	Status	Status Reason	Elected Benefit
[Redacted]	11/16/2006	MEM		Active		MAGI
[Redacted]	05/19/1975	MEM		Active		MAGI
[Redacted]	04/02/1977	MEM		Active		MAGI
[Redacted]	08/16/2003	MEM		Active		MAGI

Figure 2.1.2 – Program Configuration Table on Medi-Cal EDBC Page

3. If a DER contains both an e-Verification and an Administrative Verification for the same Verification Type for an individual, display the 'Admin Verified' value and the rest of the values from the e-Verification.

Note: CalHEERS should always only send either Administrative Verification or e-Verification in the DER, because the DER is supposed to represent the verification used in the Determination. However, the eHIT schema does not prevent CalHEERS from sending both. The Systems will save both into the database but will display per above if CalHEERS sends both. This recommendation is strictly to handle the scenario where CalHEERS incorrectly sends both an e-Verification and

an Administrative Verification for the same Verification Type for the individual.

4. Update 'View Differences' functionality on the MAGI Person Detail Page 'Verification' section to gray out the specific Verification Type and Admin Verif when the Admin Verification on the DER is the same as what is in The System.

Technical Note: The 'View Differences' functionality determines what The System *would* send in an EDR at the time the MAGI Person Detail View Differences pop-up page is loaded and then compares those values to the values received on the DER.

2.1.4 Page Location

- **Global: Case Info**
- **Local: IAT Summary**
- **Task: MAGI Referral Detail**

2.1.5 Security Updates

No changes.

2.1.6 Page Mapping

Update page mapping for each new field added to the Verification section for the DER view and the EDR/eICT view of the page.

2.1.7 Page Usage/Data Volume Impacts

No impacts.

2.2 eHIT Interface

2.2.1 Overview

Update eHIT to save the new verification information included in the DER to display in the MAGI Person Detail page 'Verification' section. The technical changes for eHIT Schema updates to handle this change are documented with SCRs CA-214445 | CIV-106700 (CalHEERS eHIT: Update Interface Schema to version 16) in the same release as this SCR.

2.2.2 Description of Change

1. Update eHIT to save all verification types and their Attested Value, Verif Status, Verif Source, Cache Begin Date, Cache Exp. Date and ROP Due Date received on the DER. The values will display on the MAGI Person Detail page.

- a. When the verification is administratively verified, the administrative verification values will be populated.

Column Name	eHIT Element
Admin Verified	AdministrativeVerificationInd
Type	AdministrativeVerificationType
Attested Value	AdministrativeVerificationValue
Verif Status	AdministrativeVerificationStatus
Verif Source	AdministrativeVerificationSource
Cache Begin Date	AdministrativeVerificationBeginDate
Cache Exp. Date	AdministrativeVerificationEndDate
ROP Due Date	AdministrativeVerificationReasonableOpportunityExpirationDate

- b. When the verification is e-verified, the e-verification values are populated.

Column Name	eHIT Element
e-Verified	eVerificationInd
Type	eVerificationType
Attested Value	eVerificationValue
Verif Status	eVerificationStatus
Verif Source	eVerificationSource
Cache Begin Date	eVerificationBeginDate
Cache Exp. Date	eVerificationEndDate
ROP Due Date	eVerificationReasonableOpportunityExpirationDate

2.2.3 Counties Impacted

All Counties

2.2.4 Data Volume/Performance

No noticeable impact on performance.

Data volume for storing verification information in eHIT is expected to increase tenfold based on the additional information received on the DER and the data model changes in SCRs CA-214445 | CIV-106700 (CalHEERS eHIT: Update Interface Schema to version 16).

System	Transaction Type	Average number of records per month	Expected increase per month
C-IV	EDR	482,000	4,820,000
C-IV	DER	1,000,000	10,000,000
LRS/CalSAWS	EDR	662,000	6,620,000
LRS/CalSAWS	DER	1,288,000	12,880,000

2.2.5 Interface Partner

CalHEERS

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
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.	Allows continued communication to CalHEERS to receive a MAGI Medi-Cal Eligibility Determination.
2.20.1.9	The LRS shall display summary and detailed interface LRS Data that has been received from external systems, as specified by COUNTY.	LRS will display the new and additional Verification information received on the DER received from CalHEERS.

CalSAWS

California Statewide Automated Welfare System

Design Document

CIV-101131

Additional Language on Appointment Text
Notifications

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Steve Hancock
	Reviewed By	Dana Petersen; Howard Suksanti; Jennifer Muna; Chris Larson

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1 OVERVIEW

This SCR will modify text notifications for general and redetermination appointments by adding if the appointment is an 'in person' appointment or a 'by phone' appointment.

1.1 Current Design

The current design for general and redetermination appointment text notifications only state the appointment time and date.

1.2 Requests

Add the type of the appointment (In Person or By Phone) in the text message appointment notification.

1.3 Overview of Recommendations

1. Add the text "by phone", "in person", "por telefono" and "en persona" to the end of the text messages for the 'Appointment Reminder' and 'RE with Appointment' text notifications for both English and Spanish languages.
2. Update the 'Appointment Reminder' text to spell out the word "You" in place of the current "U".
3. Update the PB00Y921-PB00Y930 (Text Notification Out Writer) batch thread jobs to evaluate the Appointment Type to determine which text to add to the text message {appointment type} variable.

1.4 Assumptions

1. This SCR applies only to the 39 C-IV counties using the C-IV text solution. This SCR will be migrated to CalSAWS within SCR CA-207106 (DDID 2305, 2306, 2307 - Update Text Messaging Solution for all 58 Counties).

2 RECOMMENDATIONS

Update Batch Thread Jobs PB00Y921-PB00Y930 (Text Notification Out Writer) to evaluate the Appointment Type value for the appointment the text message notification is being generated for. Based on the appointment type, the text message will specify to the individual whether the appointment is 'in person' or 'by phone'. The code values for the text messages "Appointment Reminder" and "Redetermination with Appointment Sent" will both have an {appointment type} variable added to the text message string which will be populated by the batch thread jobs. This update applies to both the English and Spanish versions of the text message notification.

2.1 Update Text Notification Appointment Writer to Include Appointment Type in Text

2.1.1 Overview

Currently appointment text messages dynamically specify the appointment date and time when sent from Batch Thread Jobs PB00Y921-PB00Y930 (Text Notification Out Writer). These Batch Thread Jobs will be updated to evaluate and dynamically populate the Appointment Type of either 'in person' or 'by phone'. A CTCR will modify both "Appointment Reminder" and "Redetermination with Appointment Sent" codes to include an {appointment type} variable at the end of each text message string for both English and Spanish.

2.1.2 Description of Change

1. Create a CTCR to modify the following text notification messages to include the {appointment type} variable for both English and Spanish and to also update 'U' to 'You' in the Appointment Reminder text message code.
2. Modifications made by the CTCR will also be reflected on the 'Automated Action Detail' page.

Text Notification Messages	Description
New/Update	Update
Category Id	2806
Code Number Identifier	AL
Short Decode Name	Appointment Reminder
Long Decode Name	Appointment Reminder
English Current	U have an appointment on {date} at {time}.

English Update	You have an appointment on {date} at {time} {appointment type}.
Spanish Current	Usted tiene una cita el {date} a las {time}.
Spanish Update	Usted tiene una cita el {date} a las {time} {appointment type}.

Text Notification Messages	Description
New/Update	Update
Category Id	2806
Code Number Identifier	CAS
Short Decode Name	RE with Appt
Long Decode Name	Redetermination with Appointment Sent
English Current	Your redetermination packet has been sent and your appointment is {date} at {time}.
English Update	Your redetermination packet has been sent and your appointment is {date} at {time} {appointment type}.
Spanish Current	Su paquete de redeterminacion ha sido enviado y su cita es {date} a las {time}.
Spanish Update	Su paquete de redeterminacion ha sido enviado y su cita es {date} a las {time} {appointment type}.

- a. The {appointment type} variable will be populated with the following values:
 - i. English
 1. "by phone"
 - a. This value will be used if the Appointment Type is "Telephone CW/CF RE Interview" or "Telephone Interview" only.
 2. "in person"
 - a. This value will be used if the Appointment Type is any other value that is not a "by phone" type listed above.

- ii. Spanish
 - 1. "por telefono"
 - a. This value will be used if the Appointment Type is "Telephone CW/CF RE Interview" or "Telephone Interview" only.
 - 2. "en persona"
 - a. This value will be used if the Appointment Type is any other value that is not a "by phone" type listed above.
- 3. Update Batch Thread Jobs PB00Y921-PB00Y930 to populate the appointment type in the text message.
 - a. If one of the following text messages is being sent:
 - i. Appointment Reminder (AL)
 - ii. Redetermination with Appointment Sent (CAS),
 Then populate the {appointment type} variable in the text message based on the following logic:
 - iii. If the appointment type is "Telephone CW/CF RE Interview" or "Telephone Interview", include in the text message "by phone" or "por telefono".
 - iv. If the appointment type is not "Telephone CW/CF RE Interview" or "Telephone Interview", include in the text message "in person" or "en persona".

2.1.3 Execution Frequency

No change to the existing frequency.

2.1.4 Key Scheduling Dependencies

N/A

2.1.5 Counties Impacted

All C-IV Counties.

2.1.6 Volume/Performance

No change in volume or performance.

2.1.7 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...)