CalSAWS

California Statewide Automated Welfare System

Design Document

CA-210330

Update MC 355 Reminder Notice Sent Logic

	DOCUMENT APPROVAL HISTORY	
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DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
9/29/21	0.1	Initial Creation	C. Gorry
11/17/21	0.2	Build/System Test Review	C. Gorry
11/30/21	0.3	Committee Review	C. Gorry

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1 OVERVIEW

The MC 355 – Medi-Cal Request for Information – is generated from the MC 355 Detail Page. If 15 days after an MC 355 has been sent (Generated and flipped to 'Sent' status), and the case still has a status of 'Incomplete', an MC 355 Reminder Notice is generated via Batch.

However, when an MC 355 is generated for a case with Electronic Notification, the MC 355 Reminder Notice is not automatically generated. This SCR will update the MC 355 Reminder logic to allow for the generation of the MC 355 Reminder Notice for cases with Electronic Notification.

1.1 Current Design

SCR CA-50988/CIV-102852 added automation to MC 355. MC 355 Reminder Notices are automatically sent after the Initial MC 355 has been sent.

When a MC 355 is E-Notified the status is not set to sent and a Reminder Notice is not automatically sent.

1.2 Requests

1. Add functionality to send out a Reminder Notice when the initial MC 355 has been E-Notified.

1.3 Overview of Recommendations

1. Add functionality to send out a Reminder Notice when the initial MC 355 has been E-Notified.

1.4 Assumptions

1. Neither the MC 355 nor the MC 355 Reminder Notice will see verbiage updates with this change. The Online Page flow will also remain unchanged, with the only change being the allowance of generation for the MC 355 Reminder Notice for cases with E-Notification.
2. No changes will be made to the scheduling of the MC 355 Reminder with this change.

2 RECOMMENDATIONS

2.1 Allow MC 355 Reminder Notice to be sent for cases with E-Notification

2.1.1 Overview

Update the MC 355 Reminder Notice to generate when the MC 355 has a status of 'Generated' and has been Electronically Notified, where the MC 355 is still incomplete.

State Form: MC 355 Reminder Notice

Current Programs: Medi-Cal

Current Attached Form(s): N/A

Current Forms Category: N/A (this Form is not visible in the Template Repository)

Current Template Repository Visibility: Not Visible (generated from Online Pages)

Existing Languages: English, Spanish

2.1.2 Form/NOA Verbiage

No verbiage updates will be made with this change. For mockups of the existing verbiage, see Supporting Documents.

2.1.3 Form/NOA Generation Conditions

1. **Updates to Form Generation**

   Update the MC 355 Reminder Notice to generate when the MC 355 has a status of 'Generated' and has been Electronically Notified.

   New Program Generation: N

   Updates to Attached Form(s): N

   Required Form Input: No updates

2.1.4 Regression Testing for MC 355 Reminder Notice

Test MC 355 Reminder Notice to verify it will generate when the MC 355 has been set to 'Sent' via Electronic Notification.

2.2 One-time mass-mailer of MC 355 Reminder Notice for E-Notified Cases in MC 355 due window

Generate an MC 355 Reminder Notice for Electronically Notified cases for which:

- MC 355 was generated and E-Notified between 15 and 30 days prior to this SCR's release
- MC 355 status is 'Incomplete'

3   SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Client Correspondence	MC 355 (As currently implemented; The MC 355 Form content will not be updated with this change. Information after the cover letter and the first page of the form is dynamically generated from the MC 355 Detail Page, and does not appear on this mockup.)	SharePoint
2	Client Correspondence	MC 355 Reminder Notice (As currently implemented; The MC 355 Reminder Notice content will not be updated with this change. Information after the cover letter and the first page of the form is dynamically generated from the MC 355 Detail Page, and does not appear on this mockup.)	SharePoint

4   REQUIREMENTS

4.1   Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
CAR-1255	The LRS shall support multiple means of communicating appointments, appointment **reminders, and critical dates and/or information that may affect a participant's eligibility**, using the following means: a. E-Mail; b. Text messaging; d. Automated phone reminder; e. **USPS mail**; and f. YBN.	An MC 355 Reminder Notice will be generated for mailing when case also has Electronic Notification enabled.