

CalSAWS CCB Agenda

DATE	OCTOBER 31, 2019
TIME	1:30 PM
LOCATION	North: Sutter Conference Room, South: Conference Room 331
SUBJECT	Change Control Board Meeting
INVITEES	CCB.Meeting.Attendees

Meeting Purpose:

Approve pending System Change Requests (SCRs), scope modifications, and change orders as needed.

1. C-IV SCRs

Release	SCR #	X-REF SCR	DESIGN APPROVAL	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
19.09	CIV-105107		Nevada County Add Positive Pay Interface file	Fiscal	90	C-IV M&O	Production Deployment	19.10.10
19.11	CIV-104608	CA-209498	ACIN I-41-19 STAT 47 - Exclude CFAP Participants	Reports	192	C-IV M&O	Start Build	19.12.12
20.01	CIV-104902	CA-210148	Update CalHEERS Outbound Mappings for 'Educational, Student' Income Category	CalHEERS	41	C-IV M&O	No	
20.01	CIV-104929	CA-201772	Lobby Management: Reception Log: Update Number Generated Logic for Reception Log Visits	Lobby Mgmt	203	C-IV M&O	No	
20.02	CIV-105016	CA-210381; CH-140031	CalHEERS eHIT: Update Interface Schema to version 14	CalHEERS	138	Premise	No	

Release	SCR #	X-REF SCR	CONTENT REVISION	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
19.09	CIV-104022	CA-208241; CH-139211	CalHEERS eHIT: One-time Batches to Transition Young Adults from Restricted Scope to Full Scope Medi-Cal	CalHEERS	440	Premise	No	19.11.22
19.11	CIV-103540	CA-208919	Create Customized Call Control Panel for Amazon Connect	Online	2105	C-IV M&O	Start Build	
20.01	CIV-104268	CA-209076	Enhance Refused Verification functionality to send failed Admin Verif	CalHEERS	136	C-IV M&O	No	

2. LRS SCRs

Release	SCR #	X-REF SCR	DESIGN APPROVAL	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
19.11	CA-204417	N/A	ACL 07-16 Direct Certification (DC) for a New Local Education Agency (LEA) Snowline Joint Unified School District	Batch/Interfaces	74	LRS M&E	Production Deployment	19.12.05
19.11	CA-209498	CIV-104608	ACIN I-41-19 STAT 47 - Exclude CFAP Participants	Reports	222	LRS M&E	Start Build	19.12.12
20.01	CA-57883	CCM-10024, CIV-101744/CA 206717	DDCR 5075: CalACES - MB 17-08 - Update Income Ceilings for Certification of Child Care	Online	152	Other	No	
20.01	CA-201772	CIV-1463, CIV-104929	Lobby Management: Reception Log: Update Number Generated Logic for Reception Log Visits	Lobby Mgmt	322	C-IV M&O	No	
20.01	CA-205286		Updates to the MEDS Critical and ZZZ Alerts Reports	Reports	321	LRS M&E	Start Build	
20.01	CA-207080		Eliminate EDD Registration Requirements for General Relief Program	Eligibility	567	LRS M&E	Start Build	
20.01	CA-210148	CIV-104902	Update CalHEERS Outbound Mappings for 'Educational, Student' Income Category	CalHEERS	38	LRS M&E	No	
20.02	CA-210381	CIV-105016; CH-140031	CalHEERS eHIT: Update Interface Schema to version 14	CalHEERS	178	Premise	No	

Release	SCR #	X-REF SCR	CONTENT REVISION	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
19.09	CA-208241	CIV-104022; CH-139211	CalHEERS eHIT: One-time Batches to Transition Young Adults from Restricted to Full Scope Medi-Cal	CalHEERS	555	Premise	No	19.11.22
19.11	CA-200547		YBN MC Renewal Process MC604 IPS Packet & Mixed HH RE Packet in all Threshold Language Phase IV	Online	2287	LRS M&E	Start Build	
19.11	CA-209744		Training: Update WBTs per SCR CA-207464	Training	12	LRS M&E	No	
20.01	CA-209076	CIV-104268	Enhance Refused Verification functionality to send failed Admin Verif	CalHEERS	210	LRS M&E	No	

3. Informational Only: CalSAWS DDID SCRs

Release	SCR #	X-REF SCR	DESIGN APPROVAL	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
20.01	CA-207642		DDID 1099 - App Server Display Functionality	Tech Arch	100	CalSAWS DD&I	No	

Release	SCR #	X-REF SCR	CONTENT REVISION	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
19.11	CA-207261		DDID 1669 - Migrate Additional Cause Reasons for CalWORKs, GROW, RCA, and Immediate Need Recovery Accounts	Fiscal	9	CalSAWS DD&I	No	
19.11	CA-207277		DDID 398, DDID 404, DDID 1605, DDID 1607 - Add Multi-County Login Support	Online	932	CalSAWS DD&I	No	
19.11	CA-210001		Update Job Aid for SCR CA-207464 - Homeless Need Types	Training	5	CalSAWS DD&I	No	
20.01	CA-207375		DDID 1098 - Add Change Reason Functionality on the EDBC Summary Page	Eligibility	312	CalSAWS DD&I	No	

The next CCB Meeting scheduled for **11/14/2019**.

4. CalACES Development Schedule

Release #	Release Date (Mon)	CalACES (North & South) Production Deployment Date (Sun)	Notes	SCR Freeze (Fri)	Defect Freeze (Fri)	Hard Defect Freeze (Fri)	Build Approved (Wed)
19.09	9/23/2019	9/22/2019		7/26/2019	8/30/2019	9/6/2019	9/18/2019
19.11	11/25/2019	11/24/2019	Due to Thanksgiving 11/28/2019	9/27/2019	11/1/2019	11/8/2019	11/20/2019
20.01	1/27/2020	1/26/2020	MLK 1/20	11/29/2019	1/3/2020	1/10/2020	1/22/2020
20.02	2/10/2020	2/9/2020	CalHEERS Release	10/8/2019	1/3/2020	1/10/2020	2/5/2020
20.03	3/23/2020	3/22/2020		1/31/2020	2/28/2020	3/6/2020	3/18/2020
20.05	5/18/2020	5/17/2020	Due to Memorial Day 5/25/2020	3/27/2020	4/24/2020	5/1/2020	5/13/2020
20.06	6/8/2020	6/7/2020	CalHEERS Release	2/28/2020	4/3/2020	4/10/2020	6/3/2020
20.07	7/20/2020	7/19/2020		5/22/2020	6/26/2020	7/3/2020	7/15/2020
20.09	9/21/2020	9/20/2020		7/24/2020	8/28/2020	9/4/2020	9/16/2020
20.11	11/23/2020	11/22/2020	Due to Thanksgiving 11/26/2020	9/25/2020	10/30/2020	11/6/2020	11/18/2020
21.01	1/25/2021	1/24/2021	MLK 1/18	11/27/2020	1/1/2021	1/8/2021	1/20/2021

Freeze Dates	
SCR Freeze:	Deadline for all SCR code to be delivered for baseline release
Defect Freeze:	Deadline for all Defects to be delivered for baseline release
Hard Defect Freeze:	Deadline for all Defects (tied to baseline release) to be delivered for baseline release
Build Approved:	Greenlight for baseline release

[CIV-105107] Nevada County Add Positive Pay Interface file

- Resolved: 10/10/2019 04:54 PM

Team Responsible:	Fiscal	Assignee:	Jacob Betz	SPG Status:	Approved
Fix Version/s:	[19.09]	Designer Contact:	Jyothirmayi Chavata	Change Type (SCR):	Operational Enhancement
Minor Version:	19.10.10	Expedite Changes:	Production Deployment	Estimate:	90
Reporter:	Sheryl E. Eppler	Regulation Reference:		Created:	09/23/2019 12:59 PM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	Yes
Consortium Contact:	Sheryl E. Eppler	Training Impacted:	[N/A]	Funding Source:	C-IV M&O
Project Phase (SCR):	Production	Migration Impact:	Yes	Funding Source ID:	
Committee:	[Fiscal]	Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review: Keven Pedersen (Nevada) - Approved - 09/27/2019

Expedite Approval: Karen Rapponotti - Approved - 09/25/2019

Current Design: Nevada County is a Local Warrant Print County, utilizing Bank of the West for their Warrants.

Request: Bank of the West is asking Nevada County to initiate a 'Positive Pay' file for all Warrants.

Recommendation:

(Nevada County Only)

1. Create a Nevada County Positive Pay Outbound interface (PO29F107) for Bank of the West (Refer to attached Nevada County Positive Pay File Layout Options):
 - a) Send Rush, Routine, Manually Issued and Externally Issued Warrants printed during the day, through the next Positive Pay Interface run during the day.
 - b) Send Cancellations happened during the day, through the next Positive Pay Interface run during the day. Do not include Stale Dated cancellations in the the Positive Pay interface.
 - c) When no issuance records exist an Email notification will be sent regarding the inactivity to: general.accounting@co.nevada.ca.us.
Note: No return Positive Pay file will be sent or processed.
2. Create a new Positive Pay Outbound FTP batch job (PO29F147) for Nevada county. Use the existing Auditor Controller FTP batch job IP address for Nevada county for this new batch job.
3. A test file will be generated and sent to Nevada County by xx/xx/2019. Nevada County will send the test file to their Bank and confirm Test Results.
4. Create a BSCR to schedule the batch job daily on each county business day at 9:00am, 11:00am and 4:30pm
5. The pos pay file extension should be .txt
6. The file name format will be: YYYY-MM-DD_HHMMSS.PosPay29IssCan.txt
example: 2019-10-01_144602.PosPay29IssCan.txt

Outreach Description: See recommendation #3

Migration Impact Description: DDID 2194 addresses bringing Positive Pay files for C-IV Counties over to CalSAWS.

Migration Impact Analysis: Accounted for in SOR

Alternative Procedure Description: None

Operational Impact Estimate: **90**

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	70
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0

System Test Support :	20	Tech Arch :	0	Tech Ops :	0
Training :	0				

[CIV-104608] ACIN I-41-19 STAT 47 - Exclude CFAP Participants

Team Responsible:	Reports	Assignee:	Eric Perkins	SPG Status:	Approved
Fix Version/s:	[19.11]	Designer Contact:	Justin Dobbs	Change Type (SCR):	New Policy
Minor Version:	19.12.12	Expedite Changes:	Start Build	Estimate:	192
Reporter:	Claudia Pinto	Regulation Reference:	ACIN-I-41-19	Created:	07/17/2019 04:34 PM
Status:	Pending Approval	Impact Analysis:	[N/A]	Outreach Required:	No
Consortium Contact:	Claudia Pinto	Training Impacted:	[N/A]	Funding Source:	C-IV M&O
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[State/Fiscal Reports]	Approved by Committee:	10/08/2019	Other Agency Cross Reference:	CA-209498

Non-Committee

Review:

Expedite Approval: Karen Rapponatti -Build approval 8/7/2019

Current Design:

The STAT 47 [Non-Assistance CalFresh Work Registrants, Able-Bodied Adults Without Dependents (ABAWD), and Employment and Training (E&T) Program Quarterly Statistical Report] is a quarterly automated state report in the CalSAWS System. ACIN I-41-19 dated June 24th 2019 provided additional clarifications regarding reporting on the STAT 47; specifically, CWDs must exclude California Food Assistance Program (CFAP) recipients from the report.

The automated STAT 47 report logic does not exclude a CFAP recipient from the report.

Request:

Modify the STAT 47 report logic to exclude active CFAP participants from the STAT 47 report for Federal Fiscal Year (FFY) 2020 beginning 10/01/2019.

Provide a supplemental list to counties of active CFAP participants to be removed from Parts A and F of the STAT 47 for FFYs 2017, 2018 and 2019.

Recommendation:

1. Update the logic of the STAT 47 report to exclude CFAP participants.
2. Provide a supplemental list of CFAP participants counted in parts A or F of a STAT 47 report within FFYs 2017, 2018 or 2019. This list will assist the counties will excluding these persons from the report or adjusting them into the appropriate lines/months on the report.

Outreach

Description:

Migration Impact

SCR CA-209498 will introduce the same modifications to the STAT 47 report in the C-IV System.

Description:

Migration Impact

Analysis:

Alternative

Manually ad-hoc the information

Procedure

Description:

Operational Impact:

Estimate: 192

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	158	Security :	0
System Test Support :	34	Tech Arch :	0	Tech Ops :	0
Training :	0				



[CIV-104902] Update CalHEERS Outbound Mappings for 'Educational, Student' Income Category

Team Responsible:	CalHEERS	Assignee:	Unassigned	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Renee Gustafson	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	41
Reporter:	Renee Gustafson	Regulation Reference:		Created:	08/21/2019 04:26 PM
Status:	Pending Approval	Impact Analysis:	[N/A]	Outreach Required:	No
Consortium Contact:	Elisa Miller	Training Impacted:	[N/A]	Funding Source:	C-IV M&O
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[Medi-Cal/CMSP]	Approved by Committee:	10/14/2019	Other Agency Cross Reference:	CA-210148

Non-Committee

Review:

Expedite Approval:

Current Design:

CA-201027 | CIV-12389 implemented in Release 19.06 mapped income sent to CalHEERS as follows:

The System Income type --> CalHEERS Income source code

* Grants, Loans - Needs based --> Education scholarships, awards, and fellowship grants used for living expenses

* Grants, Loans - Non Needs based --> Education scholarships, awards, and fellowship grants not used for living expenses

* Awards/Scholarships --> Education scholarships, awards, and fellowship grants used for living expenses

* Title IV, Other Federal --> Miscellaneous

CalHEERS counts 'Education scholarships, awards, and fellowship grants used for living expenses' and 'Miscellaneous' in the MAGI budget.

CalHEERS counts 'Education scholarships, awards, and fellowship grants used for living expenses', 'Education scholarships, awards, and fellowship grants not used for living expenses' and 'Miscellaneous' in the APTC budget.

Request:

The only System Income type that should be counted in the MAGI budget is the 'Grants, Loans - Non Needs based'.

Recommendation:

1) Update the following CalHEERS Outbound Mappings as follows:

Category: Educational, Student

Type: Grants, Loans - Non Needs Based

CalHEERS Outbound Mapping: Education scholarships, awards, and fellowship grants used for living expenses (EU)

Category: Educational, Student

Type: Grants, Loans - Needs Based

CalHEERS Outbound Mapping: Education scholarships, awards, and fellowship grants not used for living expenses (EN)

2) Remove the CalHEERS Outbound Mapping for the following income types:

Category: Educational, Student

Type: Awards/Scholarships

Category: Educational, Student

Type: Title IV, Other Federal

Outreach

Description:

Migration Impact

Description:

Same changes will be implemented in CalSAWS with CA-210148.

Migration Impact

Analysis:

Alternative

Manual budget and override, if appropriate.

Procedure

Description:

Operational Impact:

Estimate:

41

Automated Test :	8	Batch/Interfaces :	0	CalHEERS :	17
CalHEERS Test :	6	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	10	Tech Arch :	0	Tech Ops :	0
Training :	0				

[CIV-104929] Lobby Management: Reception Log: Update Number Generated Logic for Reception Log Visits

Team Responsible:	Lobby Mgmt	Assignee:	Unassigned	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Gerald Limbrick	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	203
Reporter:	Gerald Limbrick	Regulation Reference:		Created:	08/22/2019 02:38 PM
Status:	Pending Approval	Impact Analysis:	[Business Process, Training]	Outreach Required:	No
Consortium Contact:	Erick Arreola	Training Impacted:	[N/A]	Funding Source:	C-IV M&O
Project Phase (SCR):	Migration	Migration Impact:	No	Funding Source ID:	
Committee:	[Lobby Management]	Approved by Committee:	09/25/2019	Other Agency Cross Reference:	CA-201772

Non-Committee

Review:
Expedite Approval:
Current Design: The Reception Log allows the user to input customer information including case number, name, and visit type. Customers are displayed in chronological order. Numbers are automatically assigned to each visit type when they are entered into the Reception Log Detail page.

Request: Based on various lobby business processes add an option to assign the previous number issued for a customer's visit or to automatically generate a new number. Display the check-in numbers in LRS without leading zeros and increase the number to a maximum of 5 characters so that offices including C-IV offices (at migration) do not run out of numbers.
 Add the ability to search for Reception Log records by Number Assigned in LRS.

Recommendation: (see design doc for complete recommendations)
 1) On the Reception Log Detail page, under the visit information section, update the Number Assigned column to have a drop-down selection when adding a new Visit Type to an existing Reception Log record:
 a) Update the Number Assigned column to allow the user to select the previously assigned (Complete or No Response) number or generate a new number when adding a second or subsequent Visit type
 b) Default the drop down to generate a new number
 2) LRS only: Update the database and webservices including the SFV (San Fernando Valley) LMRS webservices to send and receive a Number Assigned up to 5 characters.
 3) Update page-mapping for the Reception Log Detail and Reception Log List pages with new or changed fields.
 4) C-IV Only: Rename the NUM_ASSIGN column in the RECEPTN_LOG_VISIT table to match ASSIGN_NUM_IDENTIF as in the related LRS table.
 5) C-IV Only: Update the Business Intelligence Lobby Management Extract Transform and Load (ETL) to use the new ASSIGN_NUM_IDENTIF column name instead of NUM_ASSIGN.
 6) LRS only: Create a Number Assigned search field on the Reception Log List page in the Refine Your Search section.

Note: Assigned number generation should be in sync with all lobby management devices.

Outreach

Description:
Migration Impact Description: Joint design has been approved through the Lobby Management Committee. CalSAWS will implement this Change with SCR 201772 in the 20.01 release.

Migration Impact Analysis: No Impact

Alternative Procedure Description: Generate a new number for the Visit Type

Operational Impact:**Estimate: 203**

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	122
Performance :	0	Reports :	34	Security :	0
System Test Support :	47	Tech Arch :	0	Tech Ops :	0
Training :	0				

[CIV-105016] CalHEERS eHIT: Update Interface Schema to version 14

Team Responsible:	CalHEERS	Assignee:	Unassigned	SPG Status:	Approved
Fix Version/s:	[20.02]	Designer Contact:	Renee Gustafson	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	138
Reporter:	Renee Gustafson	Regulation Reference:		Created:	09/04/2019 03:45 PM
Status:	Pending Approval	Impact Analysis:	[N/A]	Outreach Required:	No
Consortium Contact:	Elisa Miller	Training Impacted:	[N/A]	Funding Source:	Premise
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	CO-103
Committee:	[Medi-Cal/CMSP]	Approved by Committee:	10/04/2019	Other Agency Cross Reference:	CA-210381; CH-140031

Non-Committee

Review:
Expedite Approval:
Current Design: Current eHIT schema version is 13 implemented in 19.09 with CH-139410.
Request: Update CalHEERS SAWS eHIT Interface Schema to version 14 for CalHEERS Release 20.02 with CH-140031

Add the element "DateofSeparation" in the Income and Deduction nodes for both EDR and DER.

Recommendation: 1. Update EHITSAWSCommonSchema to version 14 as follows:

Add DateofSeparation element in the Income and Deduction nodes of an EDR and DER. Functional changes for these elements will be implemented with CIV-103599.

Element details are in attached EHIT v14.0 Common Schema and WSDL.zip.

Outreach

Description:
Migration Impact Description: Joint design has been approved through the Medi-Cal/CMSP Committee. LRS will implement this change with CA-210381 in the 20.02 release.

Migration Impact Analysis:
Alternative Procedure Description: None

Operational Impact:
Estimate: **138**

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	20
CalHEERS Test :	21	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	62	Reports :	0	Security :	0
System Test Support :	0	Tech Arch :	0	Tech Ops :	20
Training :	0				

End SCRs



[CIV-104022] CalHEERS eHIT: One-time Batches to Transition Young Adults from Restricted Scope to Full Scope Medi-Cal

Team Responsible:	CalHEERS	Assignee:	Naga Chinduluru	SPG Status:	Approved
Fix Version/s:	[19.09]	Designer Contact:	Rajan Vadapalli	Change Type (SCR):	Enhancement
Minor Version:	19.11.22	Expedite Changes:	No	Estimate:	440
Reporter:	Renee Gustafson	Regulation Reference:		Created:	04/29/2019 04:51 PM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	Yes
Consortium Contact:	Elisa Miller	Training Impacted:	[N/A]	Funding Source:	Premise
Project Phase (SCR):	Training	Migration Impact:	No	Funding Source ID:	CO-103
Committee:	[Medi-Cal/CMSP]	Approved by Committee:	2019-07-11 00:00:00.0	Other Agency Cross Reference:	CA-208241; CH-139211

Non-Committee

Review:

Expedite Approval:

Current Design:

In Release 19.09, CalHEERS and The System were updated to grant full scope Medi-Cal for young adults who are 19 to 25 years of age, inclusive, regardless of satisfactory citizenship or immigration status if they meet all other eligibility criteria effective January 2020 benefit month starting 11/20/2019 with SCRs CA-206941, CIV-103874 and CalHEERS Change Request CH-139211. This population is referred to as "Young Adult Expansion."

The System has individuals age 19-25, inclusive, still receiving restricted scope Medi-Cal who should be transitioned to full scope Medi-Cal.

C-IV Batch EDBC process skips cases if the Determination of Eligibility Response (DER) to be used in Medi-Cal EDBC has an individual in Soft Pause; LRS does not have this functionality.

LRS Batch EDBC functionality allows Batch EDBC to automatically add a standard Journal entry to cases processed by Batch EDBC with:

Journal Category: Eligibility

Journal Type: Batch EDBC

Short Description: Batch EDBC ran for [MONTH/YEAR].

Long Description: Batch EDBC ran for [MONTH/YEAR]. Batch EDBC processed for the Medi-Cal program for the following reasons: <Batch EDBC Sub-Type Code Long Description>

There is no Batch EDBC Sub-Type Code for Young Adult Expansion one-time transition batch processing, so LRS will automatically create the journal entry with a missing reason in the Long Description. C-IV does not have the functionality to automatically add a standard Journal Entry.

Request:

Automate the transition of young adults age 19- 25, inclusive, currently receiving restricted scope Medi-Cal to full scope Medi-Cal based on the Transition Aid Code Crosswalk provided by DHCS.

For LRS only: Add a Batch EDBC Sub-Type Code so the auto-journal Long Description will display the reason: "Young Adult Expansion one-time transition batch".

For C-IV only: Create a Journal entry for the cases processed successfully through Batch EDBC.

Provide one-time County lists for County Eligibility Workers to follow-up on any individuals who remain in restricted scope Medi-Cal or who are Discontinued from Medi-Cal after the one-time transition batch processing is complete.

Recommendation:

Initiate a one-time process to send Eligibility Determination Requests (EDRs) to CalHEERS and run Batch EDBC for identified individuals 19 to 25 years of age, inclusive, who are receiving restricted scope Medi-Cal to transition to full scope Medi-Cal and provide lists to the County for follow-up of the rest.

For LRS only: Add a Batch EDBC Sub-Type Code to display the Journal Long Description reason: "Young Adult Expansion one-time transition batch".

For C-IV only: Create a Journal entry for the cases processed successfully in the one-time process.

See 'CA-208241 CIV-104022 One-time Batches to Transition Young Adults from Restricted Scope to Full Scope Medi-Cal.docx' attached for detailed design document.

Outreach

Lists provided to county.

Description:

Migration Impact

Joint design has been approved through the Medi-Cal/CMSP Committee. LRS will implement this change with SCR CA-208241 in the 19.09 release.

Description:

No Impact

Migration Impact

Analysis:

Alternative

This is a one-time process.

Procedure

Description:

Operational Impact:

Estimate:

440

Automated Test :	0	Batch/Interfaces :	10	CalHEERS :	295
CalHEERS Test :	90	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	0	Tech Arch :	0	Tech Ops :	0
Training :	0				

Content Revision

Pending CCB

Status-1:

Content Revision

Description-1:

1. Recommendation Change: 2.B.b.iii

Before: The individual is currently receiving a restricted scope Non-MAGI Medi-Cal aid code during the January 2020 benefit month.

After: The individual is currently receiving a restricted scope Non-MAGI Medi-Cal aid code other than CMSP and Minor Consent Medi-Cal aid codes during the January 2020 benefit month.

2. Estimate Change: N/A

3. Release Change: N/A

4. Funding Source Change:N/A

Content Revision

Status-2:

Content Revision

Description-2:

1. Recommendation Change:

Before:

After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:

Content Revision

Status-3:

Content Revision

Description-3:

1. Recommendation Change:

Before:

After:

2. Estimate Change:

[CIV-103540] Create Customized Call Control Panel for Amazon Connect

Team Responsible:	Online	Assignee:	Michael Wu	SPG Status:	Approved
Fix Version/s:	[19.11]	Designer Contact:	Gerald Limbrick	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	2105
Reporter:	Jared Kuester	Regulation Reference:		Created:	02/22/2019 03:56 PM
Status:	System Test	Impact Analysis:	[Technology Impact]	Outreach Required:	No
Consortium Contact:	Darcy Alexander	Training Impacted:	[N/A]	Funding Source:	C-IV M&O
Project Phase (SCR):	Production	Migration Impact:	Yes	Funding Source ID:	
Committee:	[IVR & Contact Center]	Approved by Committee:	2019-06-27 17:00:00.0	Other Agency Cross Reference:	CA-208919

Non-Committee

Review:

Expedite Approval: Approved by Karen J on 07/02/2019

Current Design: Currently staff in the Contact Centers use Cisco Finesse to receive and handle calls.

Request: Recreate the functionality of Cisco Finesse as a customized Call Control Panel for Amazon Connect.

- 1) The system must require a login to protect data and the call controls
 - a) The agent must be able to provide login credentials i.e. username and password
- 2) Agent must be able to use a microphone connected to the workstation to take phone calls.
- 3) The main screen must display:
 - a) The logged in agent's username or ID
 - b) Logged in Agents extension or Mobile Agent Dial Number
 - c) Agent's status
- 4) Agent Status must be in a "Not Ready" status when first logged in.
- 5) Agent must be able to select a status e.g. Ready, Not Ready - Unavailable, Not Ready - Break, etc.
- 6) On an incoming call, information collected in the IVR must be displayed for the agent:
 - a) Language
 - b) County
 - c) Case #
 - d) Customer Name
 - e) Primary Flag
 - f) Call Reason
 - g) IVR Time
 - h) Authenticated status i.e. Yes/No & method of authentication i.e. Voice or Case # & Pin
- 7) Note: The Visual IVR portion of the CCP will be added in SCR # CIV-103672 including the Call Me functionality.
- 8) A C-IV system window must open (pop) on an incoming call.
- 9) The following information (when available from the IVR) must be pre-filled in the popped C-IV window:
 - a) Worker ID
 - b) Date/time
 - c) Language
 - d) County
 - e) Case number
 - f) Call back number
- 10) The agent must be able to add a message for outgoing transfers to another agent.
- 11) On an incoming call, any transfer message must be displayed for the new agent.
- 12) Agent call controls must include:
 - a) Direct Dial an outbound call by on-screen keyboard or by manually entering digits
 - b) Make a new call by contact list
 - c) Search for a contact in a list of contacts i.e. other queues, agents, supervisors
 - d) Contact list(s) must be sortable
 - e) Contact list(s) must hold:
 - i) Type i.e. phone book
 - ii) Name
 - iii) Destination
 - iv) Notes i.e. Description
- 13) Agent must be able to display/view queue statistics:

- a) Queue Name
 - b) Number of calls
 - c) Max Time
 - d) Ready
 - e) Not Ready
 - f) Active in
 - g) Active out
 - h) Active other
 - i) Wrap Up Ready (Pending)
 - j) Wrap Up Not Ready (Pending)
- 14) Agent must be able to display/view today's Agent statistics:
- a) Time Ready
 - b) Time Not Ready
 - c) Inbound Calls Handled
 - d) Inbound Calls Handle Time
 - e) Outbound Calls Handled
 - f) Outbound Calls Handle Time
 - g) Number of Internal Calls
 - h) Internal Calls Time
- 15) The system must be able to display information about the agent statistics i.e. last time data was refreshed.
- 16) Agent must be able to request older agent statistics data be refreshed on demand.
- 17) The main screen must allow access to frequently used external web links e.g.
- a) eGain Reports
 - b) Live Chat
 - c) WM Supervisor Link
 - d) Nice Portal
 - e) WFM Agent Link
- 18) The main screen must be able to display a "Message of the Day" as set by an administrator/manager.

Recommendation:

- 1) Create a new Call Control Panel that mirrors the functionality of Cisco Finesse. (see design document for complete recommendations)

Outreach

Description:

Migration Impact

Description:

Contact Center/Call Log functionality is currently not in scope for migration and therefore this SCR will need to be re-evaluated once direction for this functionality has been defined.

Migration Impact

Analysis:

Alternative

Procedure

Description:

Use the Cisco Finesse solution until your county is migrated to the Amazon Connect IVR.

Operational Impact:

Estimate:

2105

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	353	Online :	1164
Performance :	0	Reports :	0	Security :	0
System Test Support :	300	Tech Arch :	228	Tech Ops :	60
Training :	0				

Content Revision

Pending CCB

Status-1:

Content Revision

Description-1:

- 1. Recommendation Change:
Before: See design document
After: See updated design document
- 2. Estimate Change:
NA
- 3. Release Change:

NA
4. Funding Source Change:
NA

**Content Revision
Status-2:**

**Content Revision
Description-2:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision
Status-3:**

**Content Revision
Description-3:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision
Status-4:**

**Content Revision
Description-4:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

[CIV-104268] Enhance Refused Verification functionality to send failed Admin Verif

Team Responsible:	CalHEERS	Assignee:	Krishna Akula	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Tisha Mutreja	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	136
Reporter:	Tisha Mutreja	Regulation Reference:		Created:	06/05/2019 04:28 PM
Status:	Approved	Impact Analysis:	[N/A]	Outreach Required:	No
Consortium Contact:	Elisa Miller	Training Impacted:	[N/A]	Funding Source:	C-IV M&O
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[Medi-Cal/CMSP]	Approved by Committee:	2019-09-03 00:00:00.0	Other Agency Cross Reference:	CA-209076

Non-Committee

Review:

Expedite Approval:

Current Design:

Currently, C-IV sends Nothing to CalHEERS as Admin Verification for a record with 'Refused' status in a benefit month whereas CalSAWS sends 'No' as Admin Verification in same scenario for all the Types in the EDR as displayed in the screenshot below.

If 'Refused' is the only selected verification in a benefit month, CalSAWS will send 'No' to CalHEERS whereas C-IV sends Nothing. Although if 'Refused' is one of the verification records along with other Verification statuses in a benefit month, 'Refused' is not considered to be sent as failed Admin Verification to CalHEERS.

Also on Citizenship Page when the Verified status is either "Not Applicable, Pending or Refused", 'Medi-Cal Reasonable Opportunity Period' (ROP) section shows up to be filled in by the Worker with Due Date and if Expired is 'Yes' Admin Verif is sent as 'No' making them fail ROP. Although if the status is 'Verified', the ROP section is hidden and ignored for EDR.

Request:

The Systems to send Admin-Verified 'No' when at least one record exists in a benefit month with one of the record as 'Refused' status.

The Systems to not display ROP section when the Citizenship Status on Citizenship Status Detail page is 'Not Applicable' or 'Refused'.

Recommendation:

1. Update eHIT to send Admin-Verified 'No' for Refused records in a benefit month even if multiple other status exists in the same month.
2. Update Citizenship Status Detail page to hide Medi-Cal ROP section when 'Not Applicable' or 'Refused' is selected in the Verified drop down.
3. Update eHIT to only send failed Admin-Verified when 'Pending' status is selected with Expired as 'Yes' in Medi-Cal ROP section or the Verified status is 'Refused'.

Please refer to the details in the design draft attached.

Outreach

Description:

Migration Impact

Description:

Joint design has been approved through the Medi-Cal/CMSP Committee. LRS will implement this Change with SCR CA-209076 in the 20.01 release.

Migration Impact

Analysis:

Alternative

Procedure

Description:

Send a Negative Action or Non-Compliance.

Operational Impact:

Estimate:

136

Automated Test :

24

Batch/Interfaces :

0

CalHEERS :

50

CalHEERS Test :	62	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	0	Tech Arch :	0	Tech Ops :	0
Training :	0				

Content Revision Status-1: Pending CCB

Content Revision Description-1: Release Change:
Before: 20.01
After: 20.02

Content Revision Status-2:

Content Revision Description-2: 1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

Content Revision Status-3:

Content Revision Description-3: 1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

Content Revision Status-4:

Content Revision Description-4: 1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

End Content Revisions



[CA-204417] ACL 07-16 Direct Certification (DC) for a New Local Education Agency (LEA) Snowline Joint Unified School District

Team Responsible:	Batch/Interfaces	Assignee:	Eduardo Sanchez	SPG Status:	Approved
Fix Version/s:	[19.11]	Designer Contact:	Michael Barillas	Change Type (SCR):	New Policy
Minor Version:	19.12.05	Expedite Changes:	Production Deployment	Estimate:	74
Reporter:	Ken Ford	Regulation Reference:	ACL 07-16	Created:	08/30/2018 03:26 PM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	No
Consortium Contact:	Ken Ford	Training Impacted:	[N/A]	Funding Source:	LRS M&E
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:		Approved by Committee:		Other Agency Cross Reference:	N/A

Non-Committee Review: This is LA County only, no change in system. SPG Approval Obtained

Expedite Approval: SCR was approved back on 9/19/2019 SPG --> spreadsheet attached for reference

Current Design: DPSS employs interface communication to integrate the federally mandated program/process Direct Certification (DC) data in order to support (K-12 Grade) schools that need to certify eligible children for free school meals.

Request: Currently, Local Educational agency (LEA) Snowline Joint Unified School District is not actively participating in the Direct Certification Program.

Implementation of the request will prevent negative impact and help the Department avoid possible penalties/sanctions imposed by the State/Federal.

Recommendation: Update LRS to include Snowline Joint Unified School District as part of the schools participating in the Direct Certification Program.

Outreach

Description:

Migration Impact Description: This functionality applies only to L.A. County and does not impact the other counties.

Migration Impact Analysis:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 74

Automated Test :	0	Batch/Interfaces :	50	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	19	Tech Arch :	0	Tech Ops :	0
Training :	0				

 **[CA-209498] ACIN I-41-19 STAT 47 - Exclude CFAP Participants**

Team Responsible:	Reports	Assignee:	Sreevardhan Nasini	SPG Status:	Approved
Fix Version/s:	[19.11]	Designer Contact:	Justin Dobbs	Change Type (SCR):	New Policy
Minor Version:	19.12.12	Expedite Changes:	Start Build	Estimate:	222
Reporter:	Claudia Pinto	Regulation Reference:	ACIN I-41-19	Created:	07/18/2019 10:33 AM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	No
Consortium Contact:	Claudia Pinto	Training Impacted:	[N/A]	Funding Source:	LRS M&E
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[State/Fiscal Reports]	Approved by Committee:		Other Agency Cross Reference:	CIV-104608

Non-Committee

Review:

Expedite Approval: Karen Rapponatti -Build approval 8/7/2019

Current Design: The STAT 47 [Non-Assistance CalFresh Work Registrants, Able-Bodied Adults Without Dependents (ABAWD), and Employment and Training (E&T) Program Quarterly Statistical Report] is a quarterly automated state report in the CalSAWS System. ACIN I-41-19 dated June 24th 2019 provided additional clarifications regarding reporting on the STAT 47; specifically, CWDs must exclude California Food Assistance Program (CFAP) recipients from the report.

The automated STAT 47 report logic does not exclude a CFAP recipient from the report.

Request: Modify the STAT 47 report logic to exclude active CFAP participants from the STAT 47 report for Federal Fiscal Year (FFY) 2020 beginning 10/01/2019.

Provide a supplemental list to counties of active CFAP participants to be removed from Parts A and F of the STAT 47 for FFYs 2017, 2018 and 2019.

Recommendation:

1. Update the logic of the STAT 47 report to exclude CFAP participants.
2. Provide a supplemental list of CFAP participants counted in parts A or F of a STAT 47 report within FFYs 2017, 2018 or 2019. This list will assist the counties will excluding these persons from the report or adjusting them into the appropriate lines/months on the report.

Outreach

Description: SCR CIV-104608 will introduce the same modifications to the STAT 47 report in the LRS System.

Migration Impact Description:

Migration Impact Analysis: Manually ad-hoc the information

Alternative Procedure Description:

Operational Impact: Estimate: **222**

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	158	Security :	0
System Test Support :	44	Tech Arch :	0	Tech Ops :	0
Training :	0				



[CA-57883] DDCR 5075: CalACES - MB 17-08 - Update Income Ceilings for Certification of Child Care

Team Responsible:	Online	Assignee:	Long Nguyen	SPG Status:	No
Fix Version/s:	[20.01]	Designer Contact:	Sadia Islam	Change Type (SCR):	New Policy
Minor Version:		Expedite Changes:	No	Estimate:	152
Reporter:	Lien Phan	Regulation Reference:	MB 17-08, MB 17-09, MB 18-03	Created:	01/19/2018 11:41 AM
Status:	Approved	Impact Analysis:	[Business Process]	Outreach Required:	No
Consortium Contact:	Claudia Pinto	Training Impacted:	[N/A]	Funding Source:	Other
Project Phase (SCR):	Migration	Migration Impact:	No	Funding Source ID:	C-IV Royalty
Committee:	[Child Care]	Approved by Committee:		Other Agency Cross Reference:	CCM-10024, CIV-101744/CA 206717

Non-Committee

Review:

Expedite Approval:

Current Design:

The C-IV system uses 70% median amounts and compares to the income amount and household size entered on the Eligibility Detail page to determine eligibility to the Child Care program. It uses the amount of 70% for all calculations (Initial certification, recertification, etc.). The 70% median amounts do not match the revised amounts in MB 17-08. The 85 % median amounts mentioned in MB 17-09 do not exist in LRS to use for eligibility determination in any instance after initial certification.

Request:

In order to align the Child Care program functionality between C-IV and LRS, modify LRS to reflect the revised income ceiling amounts per MB 17-08 and 17-09.

Recommendation:

- 1) Update the Eligibility Detail page.
 - a) Remove the existing 70% Median read-only field.
 - b) Add a new drop-down menu named "Income Ceiling".
 - i) This will be a required field.
 - ii) When the page initially loads in Create mode, the values will be calculated based on a Household size of 1.
 - iii) Display the values for the Income Ceiling (70% Median or 85% Median) followed by the Dollar amount in Create/Edit mode. Example: 70% Median (\$3,518.00)
 - iv) Display the selected value for the Income Ceiling (70% Median or 85% Median) followed by the Dollar amount in View mode. Example: 70% Median (\$3,518.00)
 - v) When selecting a value, the "Eligibility" field will be updated to Yes or No depending on the Median value selected and the Eligibility determined for each value when the "Go" button is pressed.
 - c) Modify existing logic to re-determine the Income Ceiling (70% or 85% Median) amounts and the Eligibility for each Income Ceiling upon clicking the "Go" button.
 - d) Add a validation message to display when either the "Average Monthly Income" or "Household Size" changes to a different value and the "Go" button is not pressed prior to saving the record. This only applies when the "Eligibility Reason" is set to Income Eligible.
 - i) Go - Information pertaining to Eligibility has changed, please press the Go button to determine Eligibility.
 - e) Add a validation message to display when the Begin Date is prior to 07/01/2017 and the Income Ceiling selected is '85% Median'.
 - i) Income Ceiling - 85% Median is not available prior to 07/01/2017
 - f) CTRC to update the Median Income Type category for the 70% Median and to add 85% Median.
 - g) CTRC to add a new category for the 70% Median and 85% Median options.
 - h) Update Page Mapping for Income Ceiling and Eligibility.
- 2) Update the Child Care Detail page
 - a) In the Eligibility section of the page, rename "70% Median" Column to "Income Ceiling".
 - b) Display the selected Median Income Type as 70% Median or 85% Median followed by the Dollar amount. Example: 70% Median (\$3,518.00)
 - c) Update Page Mapping for Income Ceiling and Eligibility.

Outreach

Description:

Migration Impact

Description:

C-IV implemented this change with SCR CCM-10024 in the 17.11 release. This SCR will align LRS with C-IV and resolve DDCR 5075.

Migration Impact

Analysis:

Alternative

None.

Procedure

Description:

Operational Impact:

Estimate:

152

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	20	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	77
Performance :	0	Reports :	0	Security :	0
System Test Support :	42	Tech Arch :	0	Tech Ops :	0
Training :	0				



[CA-201772] Lobby Management: Reception Log: Update Number Generated Logic for Reception Log Visits

Team Responsible:	Lobby Mgmt	Assignee:	Chao Guan	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Gerald Limbrick	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	322
Reporter:	Swati Lohia [X]	Regulation Reference:		Created:	03/29/2018 11:37 AM
Status:	Pending Approval	Impact Analysis:	[Business Process]	Outreach Required:	No
Consortium Contact:	Erick Arreola	Training Impacted:		Funding Source:	C-IV M&O
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[Lobby Management]	Approved by Committee:	09/25/2019	Other Agency Cross Reference:	CIV-1463, CIV-104929

Non-Committee

Review:
Expedite Approval:
Current Design:

The Reception Log allows the user to input customer information including case number, name, and visit type. Customers are displayed in chronological order. With the release of CA-204065, numbers are automatically assigned to each visit type when they are entered into the Reception Log Detail page.

Request:

Based on various lobby business processes add an option to assign the previous number issued for a customer's visit or to automatically generate a new number. Display the check-in numbers in LRS without leading zeros and increase the number to a maximum of 5 characters so that offices including C-IV offices do not run out of numbers .

Add the ability to search for Reception Log records by Number Assigned in LRS.

Recommendation:

- (see design doc for complete recommendations)
- 1) On the Reception Log Detail page, under the visit information section, update the Number Assigned column to have a drop-down selection when adding a new Visit Type to an existing Reception Log record:
 - a) Update the Number Assigned column to allow the user to select the previously assigned (Complete or No Response) number or generate a new number when adding a second or subsequent Visit type
 - b) Default the drop down to generate a new number
- 2) LRS only: Update the database and webservices including the SFV (San Fernando Valley) LMRS webservices to send and receive a Number Assigned up to 5 characters.
- 3) Update page-mapping for the Reception Log Detail and Reception Log List pages with new or changed fields.
- 4) C-IV Only: Rename the NUM_ASSIGN column in the RECEPTN_LOG_VISIT table to match ASSIGN_NUM_IDENTIF as in the related LRS table.
- 5) C-IV Only: Update the Business Intelligence Lobby Management Extract Transform and Load (ETL) to use the new ASSIGN_NUM_IDENTIF column name instead of NUM_ASSIGN.
- 6) LRS only: Create a Number Assigned search field on the Reception Log List page in the Refine Your Search section.

Note: Assigned number generation should be in sync with all lobby management devices.

Outreach

Description:

Migration Impact Description:

C-IV SCR 1463 functionality was partially implemented in as part of CA-204065 (release 19.07). This SCR closes the remaining gap associated with C-IV SCR 1463. Enhancements in this joint design have been approved through the Lobby Management Committee. C-IV will implement these enhancements with SCR CIV-104929 in the 20.01 release.

Migration Impact Analysis:

No Impact

Alternative Procedure

Use the new number which is automatically generated for the Visit Purpose

Description:

Operational Impact:

Estimate:

322

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	223
Performance :	0	Reports :	17	Security :	0
System Test Support :	82	Tech Arch :	0	Tech Ops :	0
Training :	0				

[CA-205286] Updates to the MEDS Critical and ZZZ Alerts Reports

Team Responsible:	Reports	Assignee:	Sumanta Mukhopadhyay	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Farhat Ulain	Change Type (SCR):	New Policy
Minor Version:		Expedite Changes:	Start Build	Estimate:	321
Reporter:	Dana K. Petersen	Regulation Reference:	MEDS Change Cycle Letter 416	Created:	10/24/2018 09:25 AM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	No
Consortium Contact:	Ken Ford	Training Impacted:		Funding Source:	LRS M&E
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[Management Reports]	Approved by Committee:	10/02/2019	Other Agency Cross Reference:	

Non-Committee

Review:

Expedite Approval: Expedited Approval provided by Karen J. Rapponotti on 10/7/2019

Current Design:

The MEDS Critical and ZZZ Alerts Report is a monthly scheduled report that provides detailed information of DPSS and DCFS critical alerts received from MEDS. The report displays alert types, timely completion, and delinquent statistics. This report is used by managers to monitor district office performance. Currently, DPSS and DCFS alerts are being displayed in a single 'Details' worksheet on the report.

The MEDS Critical ZZZ Alerts 3 Months Report is a monthly scheduled report that displays a summary of alerts received from MEDS for alert numbers 9546 and 9548. The report displays information on the number of alerts received in the reporting period, the previous alerts balance, the number of alerts completed in the reporting period, the ending alerts balance and the percentage completed in the reporting period. Currently, DPSS and DCFS alerts are being displayed in a single 'Details' worksheet on the report.

Request:

Modify the MEDS Critical and ZZZ Alerts Report to distinguish between DPSS and DCFS MEDS Alerts.
Modify MEDS Critical ZZZ Alerts 3 Months Report to distinguish between DPSS and DCFS MEDS Alerts.

Recommendation:

1. Store the DPSS/DCFS attribute from the MEDS alert inbound file in the database for reporting purposes.
2. Modify the MEDS Critical and ZZZ Alerts Report.
 - a. Modify the report layout to have the following two worksheets instead of a single worksheet:
 - i. 'MEDS Alerts' - Will include MEDS alerts associated to DPSS and MEDS alerts with a null for the attribute that distinguishes between DPSS and DCFS.
 - ii. 'MEDS Alerts (FC-KG-AAP)' - Will include MEDS alerts associated to DCFS (Foster Care, Kin-Gap and Adoption Assistance)
3. Modify the MEDS Critical ZZZ Alerts 3 Months Report
 - a. Modify the report layout to have the following two worksheets instead of a single worksheet:
 - i. 'MEDS Alerts' - Will include MEDS alerts associated to DPSS and MEDS alerts with a null for the attribute that distinguishes between DPSS and DCFS.
 - ii. 'MEDS Alerts (FC-KG-AAP)' - Will include MEDS alerts associated to DCFS (Foster Care, Kin-Gap and Adoption Assistance)

Outreach

Description:

Migration Impact

Description:

Joint design has been approved through the Management Reports Committee. The C-IV counties will be adopting this functionality as part of migration.

Migration Impact

Analysis:

Alternative

Procedure

Description:

Operational Impact:

Estimate:

321

Automated Test :

0

Batch/Interfaces :

80

CalHEERS :

0

CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	134	Security :	0
System Test Support :	77	Tech Arch :	0	Tech Ops :	0
Training :	0				



[CA-207080] Eliminate EDD Registration Requirements for General Relief Program

Team Responsible:	Eligibility	Assignee:	Ramakrishna Kuchibhotla	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Srinivasa Meenavalli	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	567
Reporter:	Sharon Teramura	Regulation Reference:	CER CA-206968	Created:	03/13/2019 03:50 PM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	No
Consortium Contact:	Adelaide Mendoza	Training Impacted:	[N/A]	Funding Source:	LRS M&E
Project Phase (SCR):	Production	Migration Impact:	Yes	Funding Source ID:	
Committee:	[GA/GR]	Approved by Committee:	10/02/2019	Other Agency Cross Reference:	

Non-Committee

Review:

Expedite Approval: Received expedited start build approval from JoAnne on 10/11/2019.

Current Design: Currently, all GR employable individuals are required to comply with mandatory EDD registration at intake or when the employability status changes from Unemployable (U) to Employable (E) for ongoing, otherwise the GR case will fail for "Didn't Register EDD".

The EDD registration requirement consists of:

- 1) Creating an "EDD" requirement on the GR Work Requirement List page on CalSAWS application.
- 2) Generating the ABP 589 form auto triggered in batch which is available in Client Correspondence template repository.
- 3) Updating CalSAWS when the EDD registration requirement is received or refused by the GR applicant/participant.
- 4) Eligibility tracking the EDD requirement met before approving the benefits for GR.

Request: As per the CER_BPP-GRGROW19-07 request, remove the EDD registration requirement for employable individuals at intake or on approved cases when the employability status changes from Unemployable (U) to Employable (E) and do not fail GR cases for EDD registration requirement.

Recommendation:

- . Remove the "EDD" option from the Type dropdown in the GR Work Requirement List page.
- . Remove batch jobs PB19E426 (sends ABP 589 form to participant if a GR work requirement record exists for that person) and PB19S866 (creates/updates a participant's GROW program, creates a work registration record and generates the ABP 589) from the batch scheduler. Both of these batch jobs will already be turned off with SCR CA-209918.
- . Remove the ABP 589 from the Template Repository on CalSAWS.
- . Remove the option to select "GR Work Requirement-EDD" from the Verification Detail page on CalSAWS.
- . Remove the denial reason code and all CalSAWS functionality programmed to deny / discontinue a GR application / case for failure to process an ABP 589, EDD registration.
- . Remove the Notices of Actions for the following reason codes:
G031C
G031D
G031T
G362C
G362T
G363C
G363T
- . Update CalSAWS EDBC logic to allow approval of a GR application without requiring the ABP 589 for all employable GR applicants, if all other requirements are met.
- . Update CalSAWS EDBC logic to allow eligibility of a GR case when the employability status changes from U to E without requiring the ABP 589, if all other requirements are met.

Outreach

Description:

Migration Impact

Description: Per strategic direction for migration, General Assistance/General Relief (GA/GR) solution has been deferred to CalSAWS General Assistance/General Relief (GA/GR) functional design sessions.

Migration Impact GA/GR Program

Analysis:

Alternative

Manual / Override EDBC.

Procedure

Description:

Operational Impact:

Estimate:

567

Automated Test :	0	Batch/Interfaces :	29	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	110	DBA :	0
Design :	0	Eligibility :	230	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	148	Tech Arch :	0	Tech Ops :	0
Training :	0				



[CA-210148] Update CalHEERS Outbound Mappings for 'Educational, Student' Income Category

Team Responsible:	CalHEERS	Assignee:	Unassigned	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Renee Gustafson	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	38
Reporter:	Renee Gustafson	Regulation Reference:		Created:	08/21/2019 04:29 PM
Status:	Pending Approval	Impact Analysis:	[N/A]	Outreach Required:	No
Consortium Contact:	Elisa Miller	Training Impacted:		Funding Source:	LRS M&E
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[Medi-Cal/CMSP]	Approved by Committee:	10/14/2019	Other Agency Cross Reference:	CIV-104902

Non-Committee

Review:

Expedite Approval:

Current Design:

CA-201027 | CIV-12389 implemented in Release 19.06 mapped income sent to CalHEERS as follows:

The System Income type --> CalHEERS Income source code

* Grants, Loans - Needs based --> Education scholarships, awards, and fellowship grants used for living expenses

* Grants, Loans - Non Needs based --> Education scholarships, awards, and fellowship grants not used for living expenses

* Awards/Scholarships --> Education scholarships, awards, and fellowship grants used for living expenses

* Title IV, Other Federal --> Miscellaneous

CalHEERS counts 'Education scholarships, awards, and fellowship grants used for living expenses' and 'Miscellaneous' in the MAGI budget.

CalHEERS counts 'Education scholarships, awards, and fellowship grants used for living expenses', 'Education scholarships, awards, and fellowship grants not used for living expenses' and 'Miscellaneous' in the APTC budget.

Request:

The only System Income type that should be counted in the MAGI budget is the 'Grants, Loans - Non Needs based'.

Recommendation:

1) Update the following CalHEERS Outbound Mappings as follows:

Category: Educational, Student

Type: Grants, Loans - Non Needs Based

CalHEERS Outbound Mapping: Education scholarships, awards, and fellowship grants used for living expenses (EU)

Category: Educational, Student

Type: Grants, Loans - Needs Based

CalHEERS Outbound Mapping: Education scholarships, awards, and fellowship grants not used for living expenses (EN)

2) Remove the CalHEERS Outbound Mapping for the following income types:

Category: Educational, Student

Type: Awards/Scholarships

Category: Educational, Student

Type: Title IV, Other Federal

Outreach

Description:

Migration Impact

Description:

Same changes implemented with CIV-104902 in Release 20.01

Migration Impact

Analysis:

Alternative

Manual budget and override, if appropriate.

Procedure

Description:

Operational Impact:

Estimate:

38

Automated Test :	8	Batch/Interfaces :	0	CalHEERS :	17
CalHEERS Test :	8	Client Correspondence :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	0	Tech Arch :	0	Tech Ops :	0
Training :	0				

[CA-210381] CalHEERS eHIT: Update Interface Schema to version 14

Team Responsible:	CalHEERS	Assignee:	Maksim Volf	SPG Status:	Approved
Fix Version/s:	[20.02]	Designer Contact:	Renee Gustafson	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	178
Reporter:	Renee Gustafson	Regulation Reference:		Created:	09/04/2019 02:50 PM
Status:	Pending Approval	Impact Analysis:	[N/A]	Outreach Required:	No
Consortium Contact:	Elisa Miller	Training Impacted:	[N/A]	Funding Source:	Premise
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	CalHEERS
Committee:	[Medi-Cal/CMSP]	Approved by Committee:	10/04/2019	Other Agency Cross Reference:	CIV-105016; CH-140031

Non-Committee

Review:
Expedite Approval:
Current Design: Current eHIT schema version is 13 implemented in 19.09 with CH-139410
Request: Update CalHEERS SAWS eHIT Interface Schema to version 14 for CalHEERS Release 20.02 with CH-140031

Add the element "DateofSeparation" in the Income and Deduction nodes for both EDR and DER.

Recommendation:

1. Update EHITSAWSCommonSchema to version 14 as follows:

Add DateofSeparation element in the Income and Deduction nodes of an EDR and DER. Functional changes for these elements will be implemented with CA-206994.

Element details are in attached EHIT v14.0 Common Schema and WSDL.zip.

Outreach

Description:
Migration Impact Description: Joint design has been approved through the Medi-Cal/CMSP Committee. C-IV will implement this change with CIV-105016 in the 20.02 release.

Migration Impact

Analysis:
Alternative Procedure None

Description:

Operational Impact:
Estimate: **178**

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	41
CalHEERS Test :	42	Client Correspondence :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	62	Reports :	0	Security :	0
System Test Support :	0	Tech Arch :	0	Tech Ops :	0
Training :	0				

End SCRs



[CA-208241] CalHEERS eHIT: One-time Batches to Transition Young Adults from Restricted to Full Scope Medi-Cal

Team Responsible:	CalHEERS	Assignee:	Naga Chinduluru	SPG Status:	Approved
Fix Version/s:	[19.09]	Designer Contact:	Rajan Vadapalli	Change Type (SCR):	New Policy
Minor Version:	19.11.22	Expedite Changes:	No	Estimate:	555
Reporter:	Renee Gustafson	Regulation Reference:	W&I Section 14007.8(b)	Created:	04/30/2019 11:01 AM
Status:	Development Complete	Impact Analysis:	[N/A]	Outreach Required:	Yes
Consortium Contact:	Carlos Camarena	Training Impacted:		Funding Source:	Premise
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	CalHEERS
Committee:	[Medi-Cal/CMSP]	Approved by Committee:	2019-07-11 00:00:00.0	Other Agency Cross Reference:	CIV-104022; CH-139211

Non-Committee

Review:

Expedite Approval:

Current Design:

In Release 19.09, CalHEERS and The System were updated to grant full scope Medi-Cal for young adults who are 19 to 25 years of age, inclusive, regardless of satisfactory citizenship or immigration status if they meet all other eligibility criteria effective January 2020 benefit month starting 11/20/2019 with SCRs CA-206941, CIV-103874 and CalHEERS Change Request CH-139211. This population is referred to as "Young Adult Expansion."

The System has individuals age 19-25, inclusive, still receiving restricted scope Medi-Cal who should be transitioned to full scope Medi-Cal.

C-IV Batch EDBC process skips cases if the Determination of Eligibility Response (DER) to be used in Medi-Cal EDBC has an individual in Soft Pause; LRS does not have this functionality.

LRS Batch EDBC functionality allows Batch EDBC to automatically add a standard Journal entry to cases processed by Batch EDBC with:

Journal Category: Eligibility

Journal Type: Batch EDBC

Short Description: Batch EDBC ran for [MONTH/YEAR].

Long Description: Batch EDBC ran for [MONTH/YEAR]. Batch EDBC processed for the Medi-Cal program for the following reasons: <Batch EDBC Sub-Type Code Long Description>

There is no Batch EDBC Sub-Type Code for Young Adult Expansion one-time transition batch processing, so LRS will automatically create the journal entry with a missing reason in the Long Description. C-IV does not have the functionality to automatically add a standard Journal Entry.

Request:

Automate the transition of young adults age 19- 25, inclusive, currently receiving restricted scope Medi-Cal to full scope Medi-Cal based on the Transition Aid Code Crosswalk provided by DHCS.

For LRS only: Add a Batch EDBC Sub-Type Code so the auto-journal Long Description will display the reason: "Young Adult Expansion one-time transition batch".

For C-IV only: Create a Journal entry for the cases processed successfully through Batch EDBC.

Provide one-time County lists for County Eligibility Workers to follow-up on any individuals who remain in restricted scope Medi-Cal or who are Discontinued from Medi-Cal after the one-time transition batch processing is complete.

Recommendation:

Initiate a one-time process to send Eligibility Determination Requests (EDRs) to CalHEERS and run Batch EDBC for identified individuals 19 to 25 years of age, inclusive, who are receiving restricted scope Medi-Cal to transition to full scope Medi-Cal and provide lists to the County for follow-up of the rest.

For LRS only: Add a Batch EDBC Sub-Type Code to display the Journal Long Description reason: "Young Adult Expansion one-time transition batch".

For C-IV only: Create a Journal entry for the cases processed successfully in the one-time process.

See 'CA-208241 CIV-104022 One-time Batches to Transition Young Adults from Restricted Scope to Full Scope Medi-Cal.docx' attached for detailed design document.

Outreach

Description:

Lists provided to county.

Migration Impact

Description:

Joint design has been approved through the Medi-Cal/CMSP Committee. C-IV will implement this change with SCR CIV-104022 in a 19.09 priority release.

Migration Impact

Analysis:

Alternative

Procedure

Description:

Process cases manually to move individuals aged 19-25, inclusive, from Restricted Scope to Full Scope.

Operational Impact:

Estimate:

555

Automated Test :	0	Batch/Interfaces :	15	CalHEERS :	295
CalHEERS Test :	130	Client Correspondence :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	0	Tech Arch :	0	Tech Ops :	0
Training :	0				

Content Revision

Pending CCB

Status-1:

Content Revision

Description-1:

1. Recommendation Change: 2.B.b.iii

Before: The individual is currently receiving a restricted scope Non-MAGI Medi-Cal aid code during the January 2020 benefit month.

After: The individual is currently receiving a restricted scope Non-MAGI Medi-Cal aid code other than CMSP and Minor Consent Medi-Cal aid codes during the January 2020 benefit month.

2. Estimate Change: N/A

3. Release Change: N/A

4. Funding Source Change:N/A

Content Revision

Status-2:

Content Revision

Description-2:

1. Recommendation Change:

Before:

After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:

Content Revision

Status-3:

Content Revision

Description-3:

1. Recommendation Change:

Before:

After:



[CA-200547] YBN MC Renewal Process MC604 IPS Packet & Mixed HH RE Packet in all Threshold Language Phase IV

Team Responsible:	Online	Assignee:	Chao Guan	SPG Status:	Approved
Fix Version/s:	[19.11]	Designer Contact:	Gillian Bendicio	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	2287
Reporter:	Mary Farfan	Regulation Reference:		Created:	01/31/2018 05:03 PM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	No
Consortium Contact:	Araceli Gallardo	Training Impacted:	[N/A]	Funding Source:	LRS M&E
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[C4Yourself]	Approved by Committee:	2019-08-19 00:00:00.0	Other Agency Cross Reference:	

Non-Committee

Review:

Expedite Approval: Approved by Karen Rapponotti - 8/9/2019

Current Design:

Currently, the YBN portal allows the users to fill out and submit their MC 210 RV and MC 216 forms. These forms were implemented to be available in all YBN-supported threshold languages. When the MC RE packet has been generated and sent for the participant, these forms will be available in the YBN portal. The user can also upload verification documents for these forms. Once submitted through YBN, the RE packet is marked as received in the CalACES system and will be available for the worker to review through EDMS.

Request:

1. The MC RE packet contains additional forms for the participant. This SCR shall add the MC 604 IPS form into the YBN portal.
2. Update Form Sender thread job (PO19C49X) to include MC 604 IPS packet, MC RE Mixed Household packet, Non-MAGI Screening Packet and Non-MAGI Turning 65 Packet into the trigger condition.
3. Modify Form Sender Thread Processing (PO19C44X) batch job to send packet information to YBN when MC 604 IPS packet/ MC RE Mixed Household packet/ Non-MAGI Screening Packet/ Non-MAGI Turning 65 Packet is generated for a participant (LRS only).
4. Modify the existing YBN web services to be able to generate and receive MC 604 IPS packet, Mixed MC packet, Non-MAGI Screening Packet and Non-MAGI Turning 65 Packet (LRS only).
5. Modify the existing YBN submitForm web service to create journal entry (LRS only).

Recommendation:

The following recommendations to implement the MC 604 IPS will be as follows:

1. Create the pages to allow the participant to fill out and submit their MC 604 IPS form and other packets that include this form on the YBN portal.
2. Translate the MC 604 IPS form and other packets that include this form in all YBN-supported threshold languages.
3. Notify the participant on the homepage when the MC 604 IPS form and other packets that include this form is available for submission.
4. Create a link to allow the participant to access the MC 604 IPS form and other packets that include this form.
5. Allow the participant to upload their verification documents for the MC 604 IPS form and other packets that include this form.
6. Update Form Sender thread job (PO19C49X) to include MC 604 IPS packet, Mixed MC packet, Non-MAGI Screening Packet and Non-MAGI Turning 65 Packet.
7. Modify the Form Sender Thread Processing batch job to send packet information to YBN when MC 604 IPS packet/ Mixed MC Packet/ Non-MAGI Screening Packet/ Non-MAGI Turning 65 Packet is generated for a participant in LRS.
8. Modify the existing YBN (generateForm, submitForm) web services to be able to generate and receive MC 604 IPS packet, Mixed MC packet, Non-MAGI Screening Packet and Non-MAGI Turning 65 Packet.
9. Modify the existing YBN-submitForm web service to create journal entry.

Outreach

Description:

Migration Impact

Description:

The Self-Service Portal is currently not in scope for migration as it is assumed that the approach for the YBN and C4Yourself Portals will be addressed prior to migration.

Migration Impact

Analysis:

Alternative Procedure

Participants will need to submit their MC 604 IPS Packets through mail or through the office.

Description:

Operational Impact:

Estimate:

2287

Automated Test :	0	Batch/Interfaces :	606	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	74	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	804
Performance :	0	Reports :	0	Security :	0
System Test Support :	593	Tech Arch :	0	Tech Ops :	0
Training :	0				

Content Revision

Pending CCB

Status-1:

Content Revision

Description-1:

1. Recommendation Change:

N/A

2. ETC Change: Adding hours for YBN translations.

Before:

Translation Resource ETC: 0

Now:

Translation Resource ETC: 10

3. Release Change:

N/A

4. Funding Source Change:

N/A

Content Revision

Status-2:

Content Revision

Description-2:

Content Revision

Status-3:

Content Revision

Description-3:

Content Revision

Status-4:

Content Revision

Description-4:

 **[CA-209744] Training: Update WBTs per SCR CA-207464**

Team Responsible:	Training	Assignee:	Rachel Cousineau	SPG Status:	Approved
Fix Version/s:	[19.11]	Designer Contact:	Lisa Nesci	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	12
Reporter:	Lisa Nesci	Regulation Reference:		Created:	07/31/2019 04:49 PM
Status:	Approved	Impact Analysis:	[Training]	Outreach Required:	No
Consortium Contact:	Ana Cruz	Training Impacted:	[CFP/WBT]	Funding Source:	LRS M&E
Project Phase (SCR):	Training	Migration Impact:	No	Funding Source ID:	
Committee:	[Training]	Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review: Approved by Ana Cruz on August 6, 2019

Expedite Approval: Current Design: SCR CA-207464 adds new Homeless Customer Need Types.

Request: WBTs impacted by this change need to be updated.

Recommendation: Update the following WBTs:
060-WBT-ESA-Employment Services-GAIN-06

Outreach Description: Updates to the existing LRS Web Based Training materials to support C-IV migration for CalSAWS is not in scope.

Migration Impact Description:
Migration Impact Analysis: None

Alternative Procedure Description:
Operational Impact: Estimate: **12**

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	0	Tech Arch :	0	Tech Ops :	0
Training :	12				

Content Revision Status-1: Pending CCB

Content Revision Description-1: Release Change:
Before: 19.11
After:20.05

Content Revision Status-2:
Content Revision Description-2: 1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:



[CA-209076] Enhance Refused Verification functionality to send failed Admin Verif

Team Responsible:	CalHEERS	Assignee:	Krishna Akula	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Tisha Mutreja	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	210
Reporter:	Tisha Mutreja	Regulation Reference:		Created:	06/21/2019 10:34 AM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	No
Consortium Contact:	Victor Nunez	Training Impacted:	[N/A]	Funding Source:	LRS M&E
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[Medi-Cal/CMSP]	Approved by Committee:	2019-09-03 00:00:00.0	Other Agency Cross Reference:	CIV-104268

Non-Committee

Review:

Expedite Approval:

Current Design:

Currently, C-IV sends Nothing to CalHEERS as Admin Verification for a record with 'Refused' status in a benefit month whereas CalSAWS sends 'No' as Admin Verification in same scenario for all the Types in the EDR as displayed in the screenshot below.

If 'Refused' is the only selected verification in a benefit month, CalSAWS will send 'No' to CalHEERS whereas C-IV sends Nothing. Although if 'Refused' is one of the verification records along with other Verification statuses in a benefit month, 'Refused' is not considered to be sent as failed Admin Verification to CalHEERS.

Also on Citizenship Page when the Verified status is either "Not Applicable, Pending or Refused", 'Medi-Cal Reasonable Opportunity Period' (ROP) section shows up to be filled in by the Worker with Due Date and if Expired is 'Yes' Admin Verif is sent as 'No' making them fail ROP. Although if the status is 'Verified', the ROP section is hidden and ignored for EDR.

Request:

The Systems to send Admin-Verified 'No' when at least one record exists in a benefit month with one of the record as 'Refused' status.

The Systems to not display ROP section when the Citizenship Status on Citizenship Status Detail page is 'Not Applicable' or 'Refused'.

Recommendation:

1. Update eHIT to send Admin-Verified 'No' for Refused records in a benefit month even if multiple other status exists in the same month.
2. Update Citizenship Status Detail page to hide Medi-Cal ROP section when 'Not Applicable' or 'Refused' is selected in the Verified drop down.
3. Update eHIT to only send failed Admin-Verified when 'Pending' status is selected with Expired as 'Yes' in Medi-Cal ROP section or the Verified status is 'Refused'.

Please refer to the details in the design draft attached.

Outreach

Description:

Migration Impact

Description:

Joint design has been approved through the Medi-Cal/CMSP Committee. C-IV will implement this Change with SCR CIV-104268 in the 20.01 release.

Migration Impact

Analysis:

Alternative

Procedure

Description:

Send a Negative Action or Non-Compliance.

Operational Impact:

Estimate:

210

Automated Test :

24

Batch/Interfaces :

0

CalHEERS :

101

CalHEERS Test :	65	Client Correspondence :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	0	Tech Arch :	0	Tech Ops :	0
Training :	0				

Content Revision Status-1: Pending CCB

Content Revision Description-1: Release Change:
Before: 20.01
After: 20.02

Content Revision Status-2:

Content Revision Description-2: 1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

Content Revision Status-3:

Content Revision Description-3: 1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

Content Revision Status-4:

Content Revision Description-4: 1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

End Content Revisions