

# CalSAWS

California Statewide Automated Welfare Systems

## Design Document

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Enhance Refused Verification Functionality to  
send failed Admin Verif

CalSAWS	DOCUMENT APPROVAL HISTORY	
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# 1 OVERVIEW

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The purpose of this document is to enhance Verification functionality with 'Refused' status to send failed Admin Verifications to CalHEERS during Eligibility Determination Request (EDR) and close out any gaps between CalSAWS and C-IV for 'Refused' verifications.

With this SCR, C-IV functionality will be updated to match to CalSAWS current functionality to send Admin Verification 'No' for a record with 'Refused' status in a benefit month.

Also, updating **The Systems** to send Admin Verification 'No' to CalHEERS if one of the Multiple Records in a benefit Month has status of 'Refused'.

## 1.1 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.

Verification		
Type	Admin-Verified	E-Verified
Date of Death	No	
Incarceration	No	
SSN		
SSN Waiver		
Applied for SSN		
Residence	Yes	
Income	Yes	
Projected Annual Income		
US Citizenship	Yes	
Immigration Status		
PRUCOL - INS Acknowledgement		
PRUCOL		
Lawful Presence		
Qualified Non-Citizen		
Five Year Bar Exempt/Met		
MEDS - Minimal Essential Coverage	No	
ESI - Minimal Essential Coverage		
Non-ESI - Minimal Essential Coverage		
Was in Foster Care		
Entitled to Medicare	No	

Also, currently if we have multiple records effective in a benefit month with various verification status:

***For instance,***

**Scenario 1:**

Benefit Month: 07/2019

Income Record 1: \$100 for Week 1 Salary with 'Verified' Verification Status

Income Record 2: \$200 from Week 2 through Week 4 with 'Refused' Verification Status

Admin Verification for Income Record

to be sent to CalHEERS for the Month of 07/2019: Blank (Nothing is sent to CalHEERS)

**Scenario 2:**

Benefit Month: 07/2019

Income Record 1: \$400 Monthly with 'Refused' Verification Status

## Admin Verification for Income Record

to be sent to CalHEERS for the Month of 07/2019: 'No' For CalSAWS / Nothing for C-IV

To summarize, 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.

### **1.2 Requests**

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'.

### **1.3 Overview of Recommendations**

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'.

### **1.4 Assumptions**

1. Fields not mentioned to be modified within the Online Description of Changes will retain their current functionality in the respective CalSAWS and C-IV Systems.
2. No data changes to existing ROP records with Citizenship Verified Status as 'Not Applicable' or 'Refused'.
3. No changes to existing NOAs.

## 2 RECOMMENDATIONS

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### 2.1 Citizenship Status Detail Page

#### 2.1.1 Overview

If verification is 'Pending' on the page, ROP section should show up. Worker is responsible for editing Due Date. If the worker marks the ROP expired, then The Systems will send Admin-Verified as 'No' to CalHEERS. If worker updates the Verified status to 'Verified' the ROP section is hidden and ignored for EDR. With this SCR, we will update the page to hide ROP section when either 'Not Applicable' or 'Refused' status is selected.

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## 2.1.2 Citizenship Status Detail Mockup

### Citizenship Status Detail

\*- Indicates required fields

Save and Add Another

Save and Return

Cancel

#### Change Reason

New Change Reason: \*

Participant Provided - Written ▾

New Reported Date: \*

08/01/2019

Name: \*

Testingsmrta, Case 39F ▾

Name upon US Entry:

Citizenship Type:

Retrieve Information

Document: \*

US Passport ▾

Document Number:

Document First Name:

Document Middle Name:

Document Last Name:

Document Date of Birth:

Visa Number:

SEVIS ID:

Country of Passport  
Issuance:

PRUCOL Reason:

Country of Citizenship: \*

United States ▾

A Number:

Issue Date:

Expiration Date:

Adjustment Date:

Five Year Bar Admin Verification:

Verified: \*

Refused ▾

View

Sponsored? \*

No ▾

Verified: \*

- Select - ▾


View

Figure 2.1.1 – Hiding 'Medi-Cal Reasonable Opportunity Period' Section on selection of Verified drop down as 'Refused' or 'Not Applicable'



Verified: \*  
 Pending ▾ View

**Medi-Cal Reasonable Opportunity Period**

Due Date:   Expired: No ▾

Sponsored? \*  
 No ▾

Verified: \*  
 - Select - ▾ View

**Figure 2.1.2 – ‘Medi-Cal Reasonable Opportunity Period’ Section displays with Verified drop down as ‘Pending’**

### 2.1.3 Description of Changes

1. Update the page to display “Medi-Cal Reasonable Opportunity Period” section only when the Verified status selected in the drop down is ‘Pending’. In other words, hide the ROP section when ‘Not Applicable’, ‘Verified’ or ‘Refused’ is selected.

### 2.1.4 Page Location

- **Global:** Customer Information
- **Local:** Citizenship
- **Task:** Citizenship Status Detail

### 2.1.5 Security Updates

No change.

### 2.1.6 Page Mapping

No change.

### 2.1.7 Page Usage/Data Volume Impacts

No Impacts.

## 2.2 eHIT Updates

### 2.2.1 Overview

Update logic to send each type of Admin Verification sent to CalHEERS as 'No' when at least one record is 'Refused' in a benefit month.

### 2.2.2 Description of Changes

1. Update eHIT to send Admin-Verified 'No' to CalHEERS when at least one record exists for a particular Verification Type in a benefit month with Verified status as 'Refused'. This change would apply to all the eHIT Verification Types.
2. Update eHIT to only send Admin-Verified 'No' to CalHEERS when the Citizenship Status Detail page has below values –
  - a. Verified = 'Pending' and Expired = 'Yes'
  - OR
  - b. Verified = 'Refused'

### 2.2.3 Programs Impacted

Medi-Cal

## 2.3 Automated Regression Test

### 2.3.1 Overview

Create new automated scripts to verify that an Admin-Verified value of 'No' is sent through eHIT for multiple data points when the Verified status for the associated record is 'Refused'.

### 2.3.2 Description of Change

1. Create automated scripts to submit Medi-Cal only applications where:
  - a. A subset combination of the following data collection records have a 'Refused' verification status for at least one applicant:
    - i. Residence
    - ii. Income
    - iii. US Citizenship
    - iv. MEDS - Minimal Essential Coverage
    - v. Entitled to Medicare
  - b. A Citizenship record with Verified = 'Pending', Expired = 'Yes' exists for at least one applicant.
2. In each script above, send a MAGI Eligibility Determination Request, and verify that the Admin-Verified value of 'No' displays on the MAGI

Request page for each person-level data point where at least one 'Refused' (or 'Pending' and Expired, for Citizenship) record exists.

### 3 REQUIREMENTS

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#### 3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.5.5.5	The LRS shall maintain information on what LRS Data must be verified by external interfaces.	The Systems sends failed Admin Verifications to CalHEERS when 'Refused' record exists in a benefit month.
2.5.5.9	The LRS shall validate whether the type of verification entered is acceptable for each program individually or a combination thereof.	The Systems sends failed Admin Verifications to CalHEERS when combination of verification exists with one of the record as 'Refused' record exists in same benefit month.

### 4 APPENDIX

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1. **The Systems:** "The Systems" refers to both CalSAWS and C-IV Systems.

For instance, if the document mentions the below:

- The Systems must add ....

That implies:

- Both CalSAWS and C-IV must add ....