CalSAWS

California Statewide Automated Welfare System

Design Document

CA-57452

ACWDL 17-32: Updates to Failure to Respond NOAs

	DOCUMENT APPROVAL HISTORY	
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DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
08/28/2019	1.0	Original Draft	Jamie Ng
4/15/2021	1.1	Reviewed and Updated Design	Tiffany Huckaby
4/21/2021	1.2	Updated per Analyst Feedback	Tiffany Huckaby

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1   OVERVIEW

This SCR is to update the verbiage on the NOAs for Failure to Respond based on ACWDL 17-32. Two new NOA reasons (MAGI and non-MAGI) will be added to replace existing fragments in CalSAWS for the MAGI RE Packet, non-MAGI RE Packet and Mixed Household RE Packet.

1.1   Current Design

CalSAWS generates NOAs for Failure to Respond based on ACWDLs 15-27 and 15-27E.

1.2   Requests

Add new NOA reasons fragments using verbiage provided by ACWDL 17-32 for the MAGI RE Packet, Non-MAGI RE Packet and Mixed Household RE Packet.

1.3   Overview of Recommendations

1. Add a new NOA MAGI Failed to Respond Reason Fragment.
2. Add a new NOA non-MAGI Failed to Respond Reason Fragment.
3. Remove no longer used NOA Fragment verbiage from the system.

1.4   Assumptions

1. Medi-Cal RE Packets were updated with CA-216432 in the 21.07 release. The MAGI RE Packet, Non-MAGI RE Packet and Mixed Household RE Packet will use the updated versions of the Failed to Respond verbiage in newly generated NOAs while the Medi-Cal RE Packets that were removed will only have the currently existing verbiage for historical months.
2. The Mixed Household RE Packet for Failed to Respond will trigger a mixed non-MAGI/MAGI NOA with both new NOA Fragments (non-MAGI and MAGI) listed with the applicable program persons.
3. The two new NOA fragment reasons will require the 90 day NOA verbiage. The 90 day NOA verbiage and variable population will not be updated with this SCR.
4. The two new NOA fragment reasons will not generate with the MAGI Individual Action (H_TN_ACTION2) on mixed non-MAGI/MAGI NOAs as these fragments are on program level.
5. CA-214024 will add the missing Translations for Common Fragment to allow Medi-Cal NOAs to generate in all CalSAWS supported Threshold Languages. Until this is implemented only a subset of the Threshold Languages will generate for Medi-Cal NOAs. CA-228191 has been created for when the rest of the Threshold languages for the Medi-Cal Failed to Respond Fragments can be added.
6. Currently NOAs are generated per Program block and this effort will not change that functionality. A mixed non-MAGI/MAGI NOA will only generate if the program persons are on the same Program block.

2   RECOMMENDATIONS

2.1   Add New NOA Medi-Cal Action Fragment

2.1.1   Overview

This recommendation is adding a new Medi-Cal NOA Action Fragment for the Failed to Respond Reason Fragments being added in this SCR. The new Failed to Respond Fragments will be generated on a program level, however when generated on a mixed non-MAGI/MAGI NOA both Failed to Respond Reason Fragments may be applicable. This new Action Fragment will be generated for this scenario to clearly state which persons are failing Medi-Cal for Failed to Respond and which persons are failing MAGI for Failed to Respond.

State Form/NOA: Action verbiage pulled from existing Medi-Cal Fragments

Program(s): Medi-Cal (MAGI and non-MAGI)

Action Type: Discontinuance

Repeatable: N

Languages: Armenian, Cambodian, Chinese, English, Korean, Russian, Spanish, Tagalog, Vietnamese

Note: Additional Threshold languages will be added with CA-228191.

2.1.2   Description of Change

2.1.2.1   Create new Medi-Cal Action Fragment XDP

Add a new XDP for the Medi-Cal Action fragment for Failed to Respond Reasons.

NOA Mockups/Examples: See Supporting Documents #3 for NOA Mockup.

DESCRIPTION	TEXT	FORMATTING*
Static	Medi-Cal benefits will be discontinued for: <LIST_OF_PERSONS>	Arial Font Size 10

*English only, Spanish and threshold will generate based on project standards for that language.

2.1.2.2 Add Generation for new Medi-Cal Action Fragment XDP

This new Medi-Cal Action Fragment will generate on a NOA when one of the new Failed to Respond NOA Reason Fragments (See Recommendations 2.2 and 2.3) generate on a non-MAGI/MAGI NOA.

Ordering on NOA: This will generate prior to the Failed to Respond Reason Fragments (See Supporting Documents #3 for NOA mockup)

2.1.2.3 Add Fragment Variable Population for MC Action Fragment

The new Medi-Cal Action Fragment will have one variable.

VARIABLE NAME	POPULATION	FORMATTING*
<LIST_OF_PERSONS>	When the Action Fragment is generating for: • The MAGI Failed to Respond Reason: List of Program Person Names that were formerly receiving MAGI • The non-MAGI Failed to Respond Reason: List of Program Person Names that were formerly receiving non-MAGI Example Population: "John Doe Jane Doe"	Arial Font Size 10

*English only, Spanish and threshold will generate based on project standards for that language.

Variables Requiring Translations: N/A

2.2 Add New NOA MAGI Failed to Respond Reason Fragment

2.2.1 Overview

This recommendation is adding a new MAGI NOA fragment with verbiage provided by ACWDL 17-32.

State Form/NOA: NOA verbiage from ACWDL 17-32

NOA Template:
- MAGI NOA Template (H_NOA_TEMPLATE)
- Mixed non-MAGI/MAGI Template (MH_NOA_TEMPLATE)

Program(s): Medi-Cal (MAGI only)

Action Type: Discontinuance

Fragment Level: Program

Repeatable: No

Include NA Back 9: Yes

Languages: Armenian, Cambodian, Chinese, English, Korean, Russian, Spanish, Tagalog, Vietnamese

Note: Additional Threshold languages will be added with CA-228191.

2.2.2 Description of Change

2.2.2.1 Create Fragment XDP

Add new Medi-Cal Failure to Respond Reason Fragment that matches verbiage on ACWDL 17-32.

NOA Mockups/Examples: See Supporting Documents # 1 for NOA mockup.

DESCRIPTION	TEXT	FORMATTING*
Static	Your Medi-Cal is ending on <DATE> because you did not provide the renewal information that we asked for. We need you to give us proof of your household income to see if you can still get Medi-Cal. Please call us, visit your county social services office, or return your completed and signed renewal form to give us this information. Some examples of proof of your income are a paystub, your most recent tax return, a letter from your employer, or a benefits award letter.	Arial Font Size 10
Static – Existing 90 day verbiage	You can still get Medi-Cal, but you need to give us more information. We need it within 90 days, by <DATE1>. We can give you Medi-Cal from <DATE2> if you are	Arial Font Size 10

DESCRIPTION	TEXT	FORMATTING*
	eligible. If we do not get the information by <DATE1>, you must reapply for Medi-Cal.	

*English only, Spanish and threshold will generate based on project standards for that language.

2.2.2.2 Add Fragment Generation

Generate the new MAGI Failure to Respond Reason fragment when all the following is true:

- There is either a MAGI RE Packet, or Mixed Household RE Packet on the case and it currently has a status of either 'Sent' or 'Generated'.
- In the newly run Medi-Cal EDBC the program status is Discontinued with the "Failed to Complete Redetermination" negative action reason.
- There is at least one existing Medi-Cal EDBC for the current Benefit month and in the most recent saved Medi-Cal EDBC of the existing Medi-Cal EDBCs for that month there is at least one person with a MAGI aid code

  or

  there is not a previously existing Medi-Cal EDBC for the current Benefit month and there is at least one Medi-Cal EDBC for the previous month and in the most recent saved Medi-Cal EDBC for the previous month there is at least one person with a MAGI aid code.

Action Fragment: New Medi-Cal Action Fragment, see Recommendation 2.1

Message Fragment: MAGI Regulation Message (H_TN_MESSAGE1) and will also generate with the MAGI NOA Footer (H_STATIC_FOOTER)

Ordering on NOA: Generates immediately after the associated Action Fragment and prior to the MAGI Regulation Message. Existing Fragment Order of mixed non-MAGI/MAGI NOAs applies to this fragment.

2.2.2.3 Add Fragment Variable Population

The new Medi-Cal Failure to Respond Reason Fragment will have one new variable. The Medi-Cal 90 day verbiage section will populate with the existing variable population logic used by all 90 day verbiage fragments.

VARIABLE NAME	POPULATION	FORMATTING*
<DATE>	Last day of the newly run EDBC Benefit Month.	Arial Font Size 10

For example, "01/31/2021"	

*English only, Spanish and threshold will generate based on project standards for that language.

2.2.2.4 Add Regulations for new Medi-Cal Failure to Respond Reason

The following Regulations that were associated to the previous Failure to Respond Reason will be added when the new MAGI Failure to Respond Reason is generated on a NOA:

New Regulations: California Code of Regulations Title 22 Section 50175, 50189 and WIC 14005.37(i)

2.2.2.5 Add NOA Title and Footer Reference for new Reason

The following are the references that will be included for the new Medi-Cal Failure to Respond Fragment.

NOA Title: Existing Medi-Cal Discontinuance (MC_TN_NOA_TYPE)

NOA Title Requires Translations: No

NOA Footer: MC-MAGI-T (11/2015)

NOA Footer Requires Translations: No

2.3 Add New NOA Non-MAGI Failed to Respond Reason Fragment

2.3.1 Overview

This recommendation is adding a new non-MAGI NOA fragment with verbiage provided by ACWDL 17-32.

State Form/NOA: NOA verbiage from ACWDL 17-32

NOA Template:

- Non-MAGI NOA Template (MC_NOA_TEMPLATE)
- Mixed non-MAGI/MAGI Template (MH_NOA_TEMPLATE)

Program(s): Medi-Cal (Non-MAGI only)

Action Type: Discontinuance

Fragment Level: Program

Repeatable: No

Include NA Back 9: Yes

Languages: Armenian, Cambodian, Chinese, English, Korean, Russian, Spanish, Tagalog, Vietnamese

Note: Additional Threshold languages will be added with CA-228191.

2.3.2 Description of Change

2.3.2.1 Create Fragment XDP

Add a new Medi-Cal Failure to Respond Reason Fragment that matches the verbiage on ACWDL 17-32.

NOA Mockups/Examples: See Supporting Documents # 2 for NOA mockup.

DESCRIPTION	TEXT	FORMATTING*
Static	Your Medi-Cal is ending on <DATE> because you did not provide the renewal information that we asked for. We need you to give us information about the following to see if you can still get Medi-Cal: • Proof of your property. Some examples of proof of your property are bank account statements, investments statements, or titles for property that you own. • Proof of your income. Some examples of proof of your income are a paystub, your most recent tax return, a letter from your employer, or a benefits award letter. Please call us, visit your county social services office, or return your completed and signed renewal form to give us this information.	Arial Font Size 10
Static – Existing 90 day verbiage	You can still get Medi-Cal, but you need to give us more information. We need it within 90 days, by <DATE1>. We can give you Medi-Cal from <DATE2> if you are eligible. If we do not get the information by <DATE1>, you must reapply for Medi-Cal.	Arial Font Size 10

*English only, Spanish and threshold will generate based on project standards for that language.

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2.3.2.2 Add Fragment Generation

Generate the new non-MAGI Failure to Respond Reason fragment when one of the following is true:

a. There is either a ABD MC RE Packet, LTC MC RE Packet (historical months as this is no longer available), Non-MAGI RE Packet and Mixed Household RE Packet on the case and the following is true:
   o In the newly run Medi-Cal EDBC the program status is Discontinued with the "Failed to Complete Redetermination" negative action reason.
   o The ABD MC RE Packet, LTC MC RE Packet, Non-MAGI RE Packet or Mixed Household RE Packet is either in the "Sent" or "Generated" status.
   o There is at least one existing Medi-Cal EDBC for the current Benefit month and in the most recent saved Medi-Cal EDBC of the existing Medi-Cal EDBCs for that month there is at least one person with a non-MAGI aid code

   or

   there is not a previously existing Medi-Cal EDBC for the current Benefit month and there is at least one Medi-Cal EDBC for the previous month and in the most recent saved Medi-Cal EDBC for the previous month there is at least one person with a non-MAGI aid code.

b. There is not a Non-MAGI RE Packet or Mixed Household RE Packet on the case and the following is true:
   o In the newly run Medi-Cal EDBC the program status is Discontinued.
   o The program person has a non-compliance of 'Failure to Provide' with the type of 'MC 14A'.
   o There is at least one existing Medi-Cal EDBC for the current Benefit month and in the most recent saved Medi-Cal EDBC of the existing Medi-Cal EDBCs for that month there is at least one person with a non-MAGI aid code

   or

   there is not a previously existing Medi-Cal EDBC for the current Benefit month and there is at least one Medi-Cal EDBC for the previous month and in the most recent saved Medi-Cal EDBC for the previous month there is at least one person with a non-MAGI aid code.

Action Fragment: New Medi-Cal Action Fragment, see Recommendation 2.1

Message Fragment: N/A

Ordering on NOA: Generates immediately after the associated Action Fragment. Existing Fragment Order of mixed non-MAGI/MAGI NOAs applies to this fragment.

2.3.2.3 Add Fragment Variable Population

The new Medi-Cal Failure to Respond Reason Fragment will have one new variable. The Medi-Cal 90 day verbiage section will populate with the existing variable population logic used by all 90 day verbiage fragments.

VARIABLE NAME	POPULATION	FORMATTING*
<DATE>	Last day of the newly run EDBC Benefit Month. For example, "01/31/2021"	Arial Font Size 10

*English only, Spanish and threshold will generate based on project standards for that language.

2.3.2.4 Add Regulations for new Medi-Cal Failure to Respond Reason

The following Regulations that were associated to the previous Failure to Respond Reason will be added when the new non-MAGI Failure to Respond Reason is generated on a NOA:

New Regulations: California Code of Regulations Title 22 Section 50175, 50189 and WIC 14005.37(i)

2.3.2.5 Add NOA Title and Footer Reference for new Reason

The following are the references that will be included for the new Medi-Cal Failure to Respond Fragment.

NOA Title: Existing Medi-Cal Discontinuance (MC_TN_NOA_TYPE)

NOA Title Requires Translations: No

NOA Footer: MC 239

NOA Footer Requires Translations: No

2.4 Remove Obsoleted Non-MAGI Failure to Respond NOA Verbiage

2.4.1 Overview

Update the existing Medi-Cal non-MAGI Failed to Respond NOA Reason Fragment to no longer generate for the Non-MAGI RE Packet, LTC MC RE Packets, and Mixed MC RE Packets as the verbiage is being replaced with the new Fragments from Recommendations 2.2 and 2.3.

Reason Fragment Name and ID: MC_TN_FAIL_REDETER_RESPONSE_M400 (ID: 6897)

State Form/NOA: Verbiage provided by ACWDL 15-27 and 15-27E.

Current NOA Template(s):

- Non-MAGI NOA Template (MC_NOA_TEMPLATE)
- Mixed non-MAGI/MAGI Template (MH_NOA_TEMPLATE)

Current Program(s): Medi-Cal (non-MAGI)

Current Action Type: Discontinuance

Current Fragment Level: Program

Currently Repeatable: No

Includes NA Back 9: Yes

Current Forms/NOAs Generated with this NOA: N/A

Existing Languages: Armenian, Cambodian, Chinese, English, Farsi, Korean, Russian, Spanish, Tagalog, Vietnamese

2.4.2 Description of Change

2.4.2.1 Update Existing Failed to Respond Fragment XDP

This effort will update the existing Failed to Respond Fragment for non-MAGI to no longer include verbiage that will be replaced with the new Fragment from Recommendations 2.3.

Updated Languages: Armenian, Cambodian, Chinese, English, Farsi, Korean, Russian, Spanish, Tagalog, Vietnamese

DESCRIPTION	EXISTING TEXT	UPDATE
Static	Your Medi-Cal will end because: You did not complete the redetermination process. In order to complete our review of your annual redetermination or change in circumstance, we needed the following information from you:	No Change.
Dynamic	• Your current residence address • Verification of Your citizenship or immigration status, if it has changed. • Your income • Your expenses and deductions • Information about blindness, disability or incapacity • Your property and any changes in property.	No Change, keep for historical EDBC when there exists a Pre-ACA MC RE Packet.

DESCRIPTION	EXISTING TEXT	UPDATE
	• Who lives in Your household and if there have been any changes.	
Dynamic	• Your current residence address • Your income • Your Social Security Number • Your property and any changes in property.	**Remove**, this formerly generated for LTC MC RE Packets and will be replaced by new non-MAGI Fragment from Recommendation 2.3.
Dynamic	• Your current residence address • Your income • Your Social Security Number • Who lives in your household and if there have been any changes.	No Change, keep for historical EDBC when there exists a MSP Packet.
Dynamic	• Your current residence address • Verification of Your citizenship or immigration status, if it has changed. • Your income • Your expenses and deductions • Information about blindness, disability or incapacity • Your property and any changes in property. • Who lives in Your household and if there have been any changes. • Who is in your tax household (all people you claim or could claim on your taxes as dependents, if you are not required to file taxes). • If anyone is deceased or incarcerated.	**Remove**, this formerly generated for Mixed MC RE Packet and will be replaced by new non-MAGI and MAGI Fragments from Recommendations 2.2 and 2.3.
Dynamic	• Your current residence address • Verification of Your citizenship or immigration status, if it has changed. • Your income • Your expenses and deductions • Information about blindness, disability or incapacity • Your property and any changes in property. • Who lives in Your household and if there have been any changes.	No Change, keep for historical EDBC when there exists a MC 604 IPS Packet.
Static	We asked you for that information, but we have not received it and it is needed to complete your annual redetermination or process your change in	No Change.

DESCRIPTION	EXISTING TEXT	UPDATE
	circumstances. Medi-Cal benefits will be discontinue for:	
Dynamic	<NAME> is a child whose Medi-Cal benefits were suspended. They are now discontinued. This means that the child will need to re-apply for Medi-Cal when s/he is no longer incarcerated.	No Change.
Static (90 day verbiage)	You can still get Medi-Cal, but you need to give us more information. We need it within 90 days, by <DATE1>. We can give you Medi-Cal from <DATE2> if you are eligible. If we do not get the information by <DATE1>, you must reapply for Medi-Cal.	No Change.

2.4.2.2 Update Generation Conditions of Failed to Respond Fragment

Update the existing non-MAGI Failed to Respond Fragment to no longer generate for a Non-MAGI RE Packet, LTC MC RE Packet, or Mixed MC RE Packet. Update to no longer generate when there is a non-compliance of 'Failure to Provide' with the type of 'MC 14A'.

2.5 Remove Obsoleted MAGI Failure to Respond NOA Fragment

2.5.1 Overview

Turn off the existing Medi-Cal MAGI Failed to Respond NOA Reason Fragment as the verbiage is being replaced with the new Fragment from Recommendation 2.2.

2.5.2 Description of Change

Remove generation and variable population logic associated to the existing Medi-Cal MAGI Failed to Respond NOA Reason Fragment (H_TN_FAIL_REDETERM_RESPONSE_H400, ID: 6893). Turn off Fragment in database in all available languages (Armenian, Cambodian, Chinese, English, Farsi, Korean, Russian, Spanish, Tagalog, Vietnamese).

3   SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	NOA	NOA MAGI Failed to Respond Reason Mockup	MAGI_FAILED_TO_RESPOND.pdf
2	NOA	NOA Non- MAGI Failed to Respond Reason Mockup	NON_MAGI_FAILED_TO_RESPOND.pdf
3	NOA	NOA mixed non-MAGI/MAGI Failed to Respond Reasons Mockup	MIXED_HH_FAILED_TO_RESPOND.pdf

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
(CAR-1239) 2.18.3.3	The LRS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including: a. Appointment notices; b. Redetermination, Recertification, and/or Annual Agreement notices and forms; c. Other scheduling notices (e.g., quality control, GR hearings, and appeals); d. Periodic reporting notices; e. Contact letters; f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site; g. Information notices and stuffers; h. Case-specific verification/referral forms; i. GR Vendor notices; k. Court-mandated notices, including Balderas notices; l. SSIAP appointment notices; m. Withdrawal forms; n. COLA notices; o. Time limit notices; p. Transitioning of aid notices; q. Interface triggered forms and notices (e.g., IFDS, IEVS); r. Non-compliance and sanction notices; s. Benefit issuance and benefit recovery forms and notices, including reminder notices; t. Corrective NOAs on State Fair Hearing decisions; u. CSC paper ID cards with LRS-generated access information; and v. CSC PIN notices.	This update will produce the updated NOAs regarding Failure to Respond for based off of Renewal Forms.