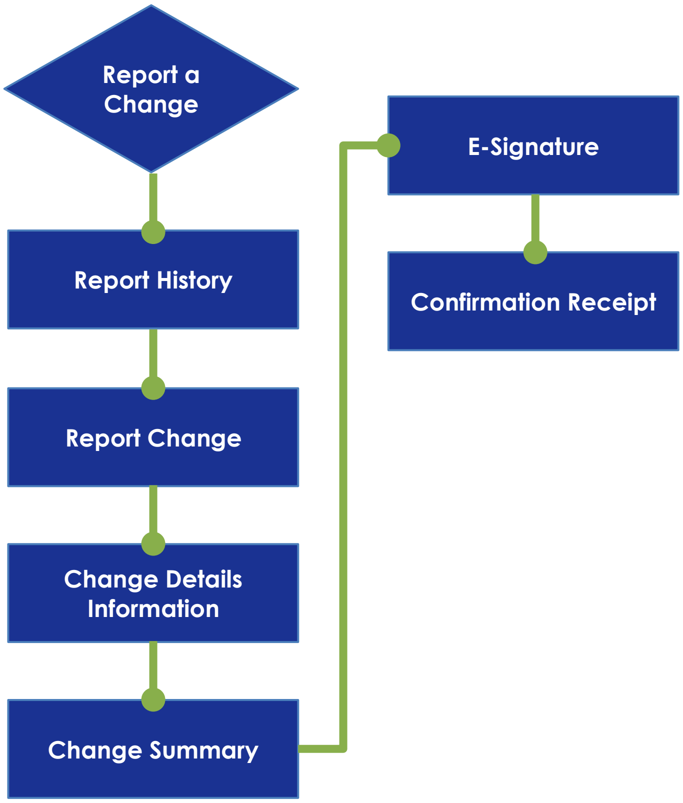
BenefitsCal | Quick Guide: Report a Change

Purpose

The purpose of this BenefitsCal Quick Guide is to provide instructions to assist customers with reporting a change.

Customers can see the changes that they have reported in the past 12 months by clicking the hyperlink in the Report History section.

High-Level Process Flows



FAQs

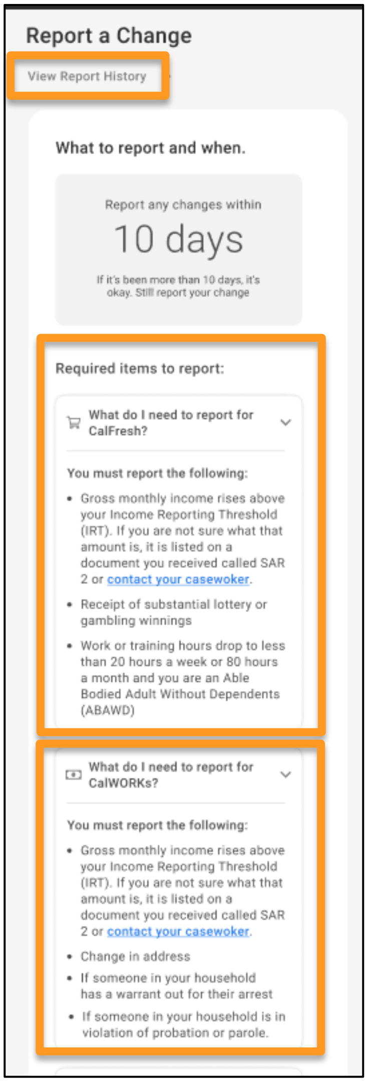
Q: Can more than one change be reported at the same time?
A: Yes, a customer may report multiple changes in one transaction.

Q: The customer can't remember if they reported a household change.
A: Customers can review the Report History to see if the change has been reported through BenefitsCal.

Q: When can customers report a change?
A: Customers can report changes to any active case. A customer may not report a change with just a pending application, for example.

Report a Change

1



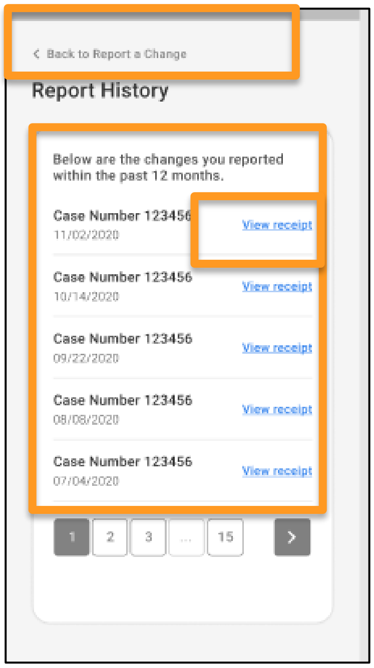
Dashboard > Report a Change

From the Customer Dashboard, a customer may select the **Report a Change** hyperlink.

The system will then display a Report a Change summary screen explaining what must be reported, and when, by expanding the help components.

Click the **View Report History** hyperlink to see what has been reported.

2

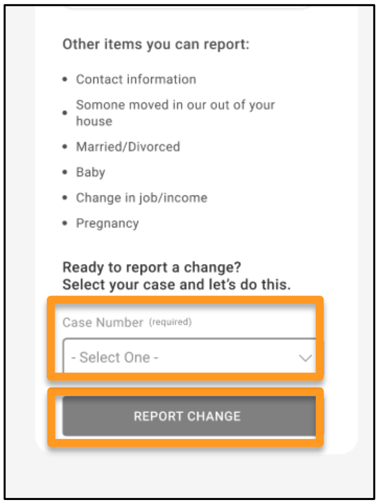


Report a Change History

The report history displays changes reported within the past 12 months. Customers can click the View receipt hyperlink for more details.

Click the **Back to Report a Change** hyperlink at the top of the screen.

3



Report a Change > Getting Started

At the bottom of the Report a Change screen, select a case number from the drop list.

- There may be just one case number within the list.

Click the **REPORT CHANGE** button.

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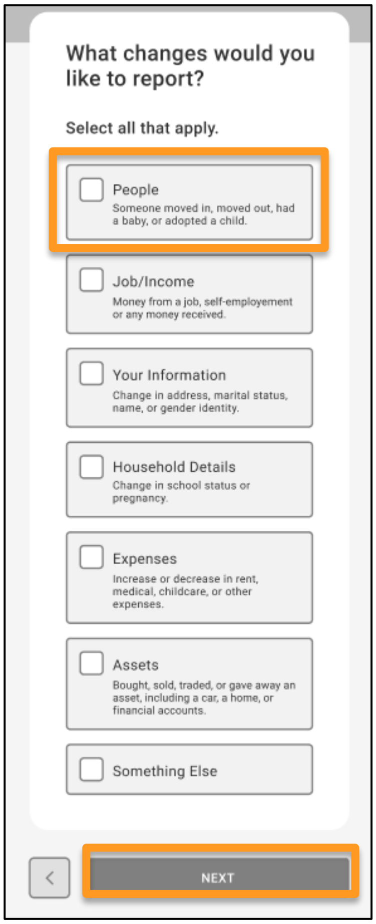


Select Changes to Report

Click the checkbox for each item that has a change to report.

More than one change can be reported at a time – select all the changes that apply.

Click the **NEXT** button.

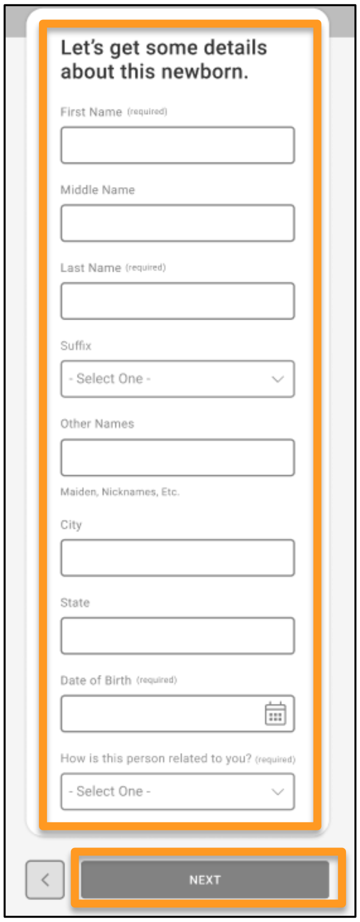
5

Change Details

Click the checkbox for each item that has a change to report.

Click the **NEXT** button.

6



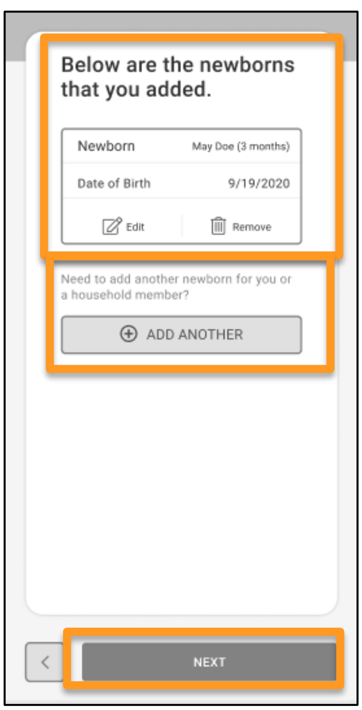
Example: Change Details Information

The system will ask additional questions about the change. The example displayed is for a newborn – the system will prompt the customer to enter the newborn's information:

- ✓ First Name
- ✓ Middle Name
- ✓ Last Name
- ✓ Suffix
- ✓ Other Names
- ✓ City
- ✓ State
- ✓ Date of Birth
- ✓ Relationship

Click the **NEXT** button.

7



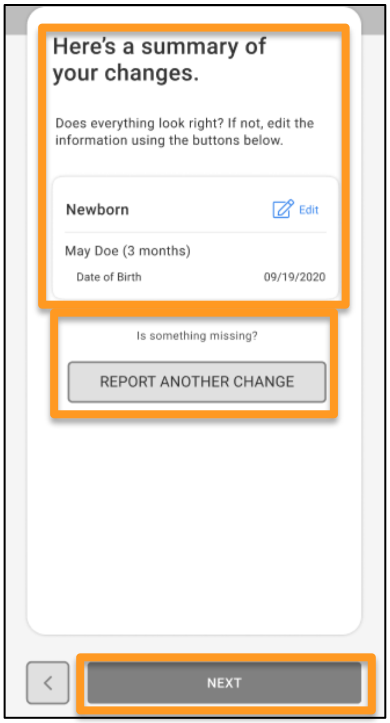
Example: Change Details Summary

The system will display details of the changes, the customer can edit or remove the information.

Click the **ADD ANOTHER** button to report another change of the same type (household member in this case).

Click the **NEXT** button.

8



Change Summary

The change summary displays what the customer is reporting and allows changes by clicking the edit button.

To add another change, click the **REPORT ANOTHER CHANGE** button.

Once all changes are reported, click the **NEXT** button.

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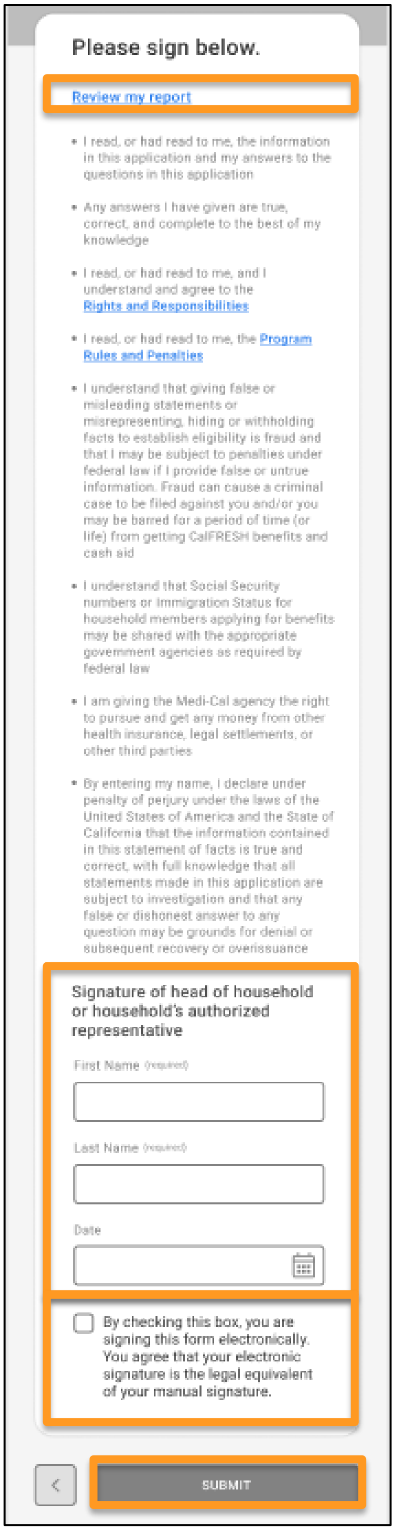

Review and Submit

Before signing the form to submit changes, the customer can select the **Review my report** hyperlink to review a summary of the changes entered.

Customers are responsible for reading "Rights and Responsibilities" and "Program Rules and Penalties."

The Head of household or household's authorized representative enters **First Name**, **Last Name**, and today's **Date** (MM/DD/YYYY).

Click the checkbox to electronically sign the change report.

Click the **SUBMIT** button.

CalSAWS: Within CalSAWS, new e-data functionalities are available on the Data Collection pages. Reported Changes will display right below the top buttons on the Data Collection pages. Please review the CalSAWS Quick Guide "BenefitsCal Integration" for more information.

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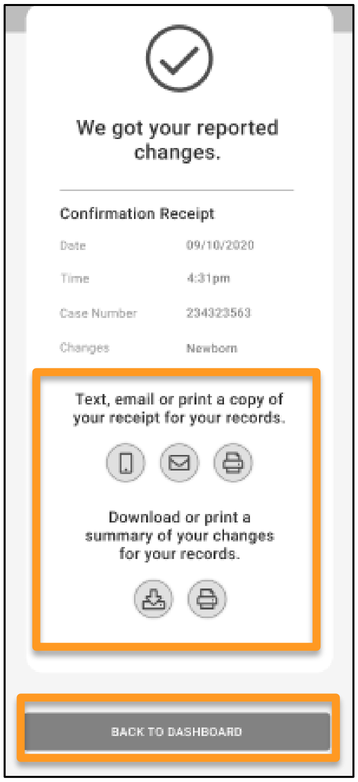

Review and Submit

After submission of the changes, a confirmation receipt is available including:

- ✓ Date
- ✓ Time
- ✓ Case Number
- ✓ Changes

Click a save receipt method text, email or print a copy.

Click the **BACK TO DASHBOARD** button.