





CalSAWS Go Live Questions or Issues

This document is for Community Based Organizations (CBOs) and others who will use BenefitsCal to assist the public in obtaining benefits, such as CalFresh, CalWORKs, and Medi-Cal. The information below provides details about where specific issues or questions should be directed related to the CalSAWS/BenefitsCal Go Live. This initial launch of BenefitsCal will serve the 39 Counties that use C-IV and C4Yourself today.

	If the question is a(n)...	Then...
1.	<ul style="list-style-type: none"> ▪ Inquiry about an appointment ▪ Inquiry about County office locations and hours ▪ Inquiry about documents that were submitted ▪ Inquiry about eligibility outcomes ▪ Inability to contact worker or customer service center ▪ GA/GR policy question 	<p>Contact the County directly. To contact the county:</p> <ol style="list-style-type: none"> 1. Click the link. Counties – CalSAWS 2. Select your county on the map. 3. Once the small window opens, select your county from the list to open the county website.
2.	<p>CalSAWS functional question, such as:</p> <ul style="list-style-type: none"> ▪ Contact Center functionality <ul style="list-style-type: none"> • Hold message is garbled, or unclear ▪ Interactive Voice Response (IVR) functionality <ul style="list-style-type: none"> • Difficulty in understanding the voice or options • Choices result in a dead end or loop ▪ Imaging functionality <ul style="list-style-type: none"> • Unable to upload documents • Missing document category ▪ Notices and Forms language or structure <ul style="list-style-type: none"> • Text missing or misaligned • Language translation is unclear or incorrect • Incorrect form sent 	<p>Send Questions to AskCalSAWS. Access AskCalSAWS by going to the following website: CalSAWS – The new home of CalSAWS,</p> <p>Then click  .</p>



If the question is a(n)...	Then...
<p>3. BenefitsCal Functional question, such as:</p> <ul style="list-style-type: none"> ▪ Log In Issue reported ▪ Page inaccessible ▪ Page hang ▪ Delay in page transfer ▪ User inability to submit application or verifications ▪ Global issue with website ▪ Text/copy on screen is incorrect ▪ Translation is incorrect 	<p>Send Questions to AskCalSAWS. Access AskCalSAWS by going to the following website: CalSAWS – The new home of CalSAWS,</p> <p>Then click  .</p> <p>To contact the county:</p> <ol style="list-style-type: none"> 1. Click the link. Counties – CalSAWS 2. Select your county on the map. 3. Once the small window opens, then select your county from the list to open the county website.
<p>4. Regulation issue, such as eligibility requirements or rules, property limits, etc.</p> <ul style="list-style-type: none"> ▪ Inquiry about “why” something is needed or required by law or regulation. <p>Example:</p> <ul style="list-style-type: none"> ▪ “Why do I have to provide ‘x’?” ▪ “Why do I have to answer?” ▪ “How is this used in an eligibility determination?” ▪ Etc., 	<p>Contact the County or State Partners:</p> <p>Medi-Cal Questions For Medi-Cal questions, please use the following DHCS email address: DHCSCalSAWS@dhcs.ca.gov</p> <p>CalWORKs or CalFresh For CalWORKs or CalFresh questions, please use the following CDSS email address: CalSAWSStakeholderEngagement@ds.s.ca.gov</p> <p>Counties To contact the county:</p> <ol style="list-style-type: none"> 1. Click the link. Counties – CalSAWS 2. Select your county on the map. 3. Once the small window opens, select your county from the list to open the county website.