

☒ CalSAWS M&E ☐ CalWIN Migration

Distribution Date:	May 2, 2022
To:	PPOC.40 Consortium.RegionalManagers.All, Committee.Correspondence.All Committee.MediCal.Correspondence.All
CIT Name:	Correspondence Exceptions
From:	CalSAWS Project

PPOCs, please forward to the appropriate impacted staff in your county:

- | | |
|--|---|
| <input type="checkbox"/> General
<input type="checkbox"/> Policy
<input type="checkbox"/> CW
<input type="checkbox"/> CF
<input type="checkbox"/> MC
<input type="checkbox"/> CMSP
<input type="checkbox"/> FC/KG/AAP
<input type="checkbox"/> Child Care
<input type="checkbox"/> WtW
<input type="checkbox"/> Other Program(s) _____
<input type="checkbox"/> BenefitsCal <input type="checkbox"/> Your Benefits Now!
<input checked="" type="checkbox"/> Customer Correspondence
<input type="checkbox"/> Other _____ | <input type="checkbox"/> Reports
<input type="checkbox"/> Fiscal
<input type="checkbox"/> Caseload Movement
<input type="checkbox"/> Management

<input type="checkbox"/> Fiscal
<input type="checkbox"/> Security
<input type="checkbox"/> Batch and Interfaces
<input type="checkbox"/> Imaging
<input type="checkbox"/> Migration
<input type="checkbox"/> Conversion
<input type="checkbox"/> Technical
<input type="checkbox"/> Training
<input type="checkbox"/> Help Desk |
|--|---|

Description: (Including any step-by-step instructions)	Purpose The purpose of this CIT is to inform the counties of upcoming system changes relating to certain forms that have central print exceptions.			
	Background A correspondence central print exception may occur for one of the following reasons:			
	<table border="1"> <thead> <tr> <th>Exception Reason</th><th>Description</th></tr> </thead> <tbody> <tr> <td>No Worker ID / No Business Reply Mail ("BRM") Address found</td><td>For correspondence sent with a BRM, when a program worker is not assigned, the system will not be able to determine the associated office and BRM address for that office.</td></tr> </tbody> </table>	Exception Reason	Description	No Worker ID / No Business Reply Mail ("BRM") Address found
Exception Reason	Description			
No Worker ID / No Business Reply Mail ("BRM") Address found	For correspondence sent with a BRM, when a program worker is not assigned, the system will not be able to determine the associated office and BRM address for that office.			

No Active Mailing Address	Correspondence is created for participants without an active mailing address, or no mailing address information is set up on the case.
No Active Organization /Employer address found	Correspondence is created for Organization/Employer without an active mailing address, or no mailing address information set up for the resource.
No Participant/Provider Associated	Correspondence created with no participant or provider information associated to case.
No PDF generated	The PDF generation of the correspondence failed due to a technical error (e.g., Adobe server issues, Correspondence fragment issues, SQL Exceptions) and resulted in just an empty record on the document list page.
No Primary Applicant	No primary applicant exists for the case and program at the moment of generating the Form/NOA.

With the 22.01 release, CA-55681-" Add New Correspondence Exceptions Report" was implemented in CalSAWS. Workers with the appropriate security group, "Correspondence Exceptions Report" are able to view this new daily, on-request report.

The project is working on several system changes to enable more automation and reduce the exceptions relating to:

No Worker ID / No BRM address found.

- **CA-242239 (deployed to production April 26, 2022) – Add default BRM address logic for the former C-IV Counties**
 - Add a default BRM mapping for non-centralized Counties: **Butte, Monterey, Nevada, Riverside, and Sutter Counties**. San Bernardino County is excluded from this change.
 - All remaining former C-IV counties have a single BRM address
 - Update the BRM logic to use each of the 38 former C-IV county's default BRM address in scenarios where a BRM address cannot be determined e.g., no worker is assigned to the program
 - CA-217127 (targeted for 22.07) will implement this functionality for the CalWIN counties
- **CA-238513 (deployed to production April 26, 2022) – Update Document Parameters Program Logic to retrieve the associated C-IV and CalWIN GA/GR Programs**
 - Update CalSAWS to allow C-IV Managed, Non-Managed and CalWIN GA/GR programs to send State (e.g. CW 2200) and Non State forms, that have a BRM, through central print

- **CA-242609 (targeted for 22.05 priority release) – ‘Retrieve Program Worker Regardless of Program Status’** - for the former CIV Migration Counties
 - For the migration counties, if a program worker cannot be found, default to the logged in worker. This change will assist resolving the following:
 - CF 285: With Release 22.01, CA-228332 updated the system to have the pre-populated CF 285 generate when a Medi-Cal household is potentially eligible for CalFresh (CF) benefits during the Medi-Cal Redetermination process. The CalFresh Potential Eligibility Application batch job was updated to generate the CF 285 for all counties at Medi-Cal RE. CF 285s that are generated through this batch process are being sent via central print. If a worker is manually generating a CF 285, via the template repository, for a case that does not a CF program, a central print exception is occurring. CA-242609 will resolve this scenario
- **CA-240053 (TBD) – Modify Notice of Missed Interview (NOMI) Batch Job to send the NOMI if the household (HH) missed a redetermination (RE) Interview and CF is Discontinued**
 - The CF HH has 30 days after the RE month to comply with the RE. Modify NOMI Batch Job to Send NOMI if HH missed RE Interview and CF is Discontinued. If a case is discontinued before the sweep runs, the NOMI job fails to create a pdf. For more information on the CalSAWS NOMI process, please refer to the CalFresh- CF 387 Notice of Missed Interview CalSAWS job aid
- **CA-243978 (TBD) – Correspondence Exception Report Updates** – there are two changes to the Correspondence Exception Report, including:
 - Updating the program status to reflect the program status on the day the form was generated and errored out
 - Updating the report to reflect reprocessing of a form that results in successful submission to central print. Each night, a batch process runs to re-bundle forms that errored the night before. Update the report to remove forms that were successfully transmitted to central print on the second attempt.

Additional Information: N/A

County Action:

Until the above SCRs are implemented, please use the table below to action correspondence exceptions.

Review the Central Print Exception Report daily.

Exception Reason

Worker Action

	No Active Mailing Address	<ul style="list-style-type: none"> Review case and update data collection as needed. Regenerate the form from the template repository and submit for central print.
	No Active Organization / Employer address found	<ul style="list-style-type: none"> Review case and update data collection as needed. Regenerate the form from the template repository and submit for central print.
	No Participant/Provider Associated	<ul style="list-style-type: none"> Review case and update data collection as needed. Regenerate the form from the template repository and submit for central print.
	No Primary Applicant	<ul style="list-style-type: none"> Review case and update data collection as needed. Regenerate the form from the template repository and submit for central print.
	Exception Reason	Worker Action
	No PDF generated	<ul style="list-style-type: none"> Manually generate the form and print locally
	Print Bundle Error	<ul style="list-style-type: none"> If the pdf was generated but couldn't go through central print, the worker should print the pdf locally. Each night, a batch process runs to re-bundle forms that errored the night before. For example, if three forms are included in a single envelope and only one form requires a BRM, the other two forms will be sent via central print on the second attempt. The BRM form will remain in error. Workers are able to verify via the distributed documents page that the form was subsequently sent successfully
	No Business Reply Mail ("BRM") Address found	<ul style="list-style-type: none"> For correspondence sent with a BRM, when a program worker cannot be determined (for example Program does not exist in the case or Program is pending but starts in the future), the system will not be able to determine the associated office and BRM address for that office. Reprint locally or manually generate the form and print locally. <p>Currently, when attempting to generating a CW 2200 for the C-IV managed or non-managed GA GR program, no program and</p>

	<div> <div></div> <div>therefore no worker/BRM is found. The CW 2200 is routed to the exception queue. This will be resolved with CA-238513.</div> </div> <p>If you have questions on this CIT, please reach out to the Primary Contact and cc your Regional Managers.</p>
Primary Project Contact: (Name and email address)	Maria Arceo ArceoM@CalSAWS.org
Backup Project Contact: (Name and email address)	Carlos Zepeda ZepedaC@CalSAWS.org
Attachments:	None
Web Portal Link:	<div></div> <p>OR</p> <p>You may also retrieve the CIT document and attachments by following these steps:</p> <ol style="list-style-type: none"> 1. Click on the CRFIs & CITs link at the top of the page. 2. Click on the "CalSAWS Information Transmittal (CIT)" folder. 3. Click on the "2022" folder. 4. Click on the appropriate CIT # folder.