

☒ CalSAWS M&E☐ CalWIN Migration

Distribution Date:	September 8, 2022
To:	PPOC.40, Consortium.RegionalManagers.All, Committee.MediCal_CMSP.All
CIT Name:	Customer Reporting Page for Medi-Cal Renewal Packets
From:	CalSAWS Project

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

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|---|---|
| <input type="checkbox"/> General
<input checked="" type="checkbox"/> Policy
<input type="checkbox"/> CW
<input type="checkbox"/> CF
<input checked="" 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"/> 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 checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Help Desk |
| <input type="checkbox"/> Your Benefits Now! | |

Description:	<p>Purpose</p> <p>The purpose of this CIT is to create awareness of the current system functionality in relation to Medi-Cal renewal packets and the customer reporting page.</p> <p>Background</p> <p>Medi-Cal renewal packets are automatically generated and sent to recipients by the System. The status of the packets is tracked in the Customer Reporting Detail page. When a Medi-Cal renewal is processed, the status of the packet is updated to "Complete – EDBC Accepted". To accomplish that, after updating all pertinent data collection pages, the worker must update the renewal packet status on the Customer Reporting Detail page to "Reviewed - Ready to Run EDBC" and Run EDBC. The System then automatically updates the renewal packet to "Complete – EDBC Accepted" when the following are true:</p> <ul style="list-style-type: none"> • The program status when saving EDBC is 'Active' • The packet status is 'Reviewed - Ready to Run EDBC' • EDBC is ran with "RE" Run Reason (in a multi-month EDBC, the "RE" Run Reason is not selectable, however the System can still update the Medi-Cal renewal packet status) • The submit month of the packet is equal to the EDBC Benefit Month or the month prior to the EDBC Benefit Month <p>Additional Information:</p>
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	<p>With the current functionality, when processing a renewal, the System does not update the Medi-Cal renewal packets to "Complete – EDBC Accepted" for any of the following reasons:</p> <ul style="list-style-type: none"> • When EDBC is ran with "RE" Run Reason for a Benefit Month two or more months after the packet submit month • The Medi-Cal program is being discontinued at renewal <p>SCR CA-241574 was created to update the current functionality to allow more flexibility to counties when processing Medi-Cal renewals. The updates will allow the status of the Medi-Cal renewal packets to be updated to "Complete – EDBC Accepted" when renewals are processed outside the renewal month even if the program is being discontinued. The SCR is scheduled for implementation in the 23.01 release.</p> <p>County Action:</p> <p>Counties are encouraged to share this information with their staff. There is no need to submit any ServiceNow tickets to report issues associated to the subject of this CIT.</p> <p>As an interim solution, counties have the option to give their users the ability to update the status of the Medi-Cal renewal packet to "Complete – EDBC Accepted" directly on the Customer Reporting Detail page. To do this, counties must work with their system administrators to assign the "Customer Reporting Override" security group to the desired users. Please keep in mind that this security group will also give the users the ability to update the status of other status reports maintained in the Customer Reporting page, such as SAR7s, TMC 176s, etc.</p> <p>If you have questions on this CIT, please reach out to the Primary Contact noted below and cc your Regional Manager(s).</p>
Primary Project Contact:	Maggie Orozco-Vega Orozco-VegaM@CalSAWS.org
Backup Project Contact:	Nina Butler ButlerN@CalSAWS.org
Attachments:	None
Web Portal Link:	<div style="background-color: black; width: 100px; height: 20px; margin-bottom: 5px;"></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.