

☒ CalSAWS M&E☒ CalWIN Migration

<b>Distribution Date:</b>	November 14, 2022
<b>To:</b>	Consortium.RegionalManagers.all; PPOCs.all; Committee.Correspondence.all; Committee.MediCal.Correspondence.all
<b>CIT Name:</b>	<b>Access Customer Correspondence Triggers</b>
<b>From:</b>	CalSAWS Project

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

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|---|---|
| <input type="checkbox"/> General                            | <input type="checkbox"/> Reports              |
| <input type="checkbox"/> Policy                             | <input type="checkbox"/> Fiscal               |
| <input type="checkbox"/> CW                                 | <input type="checkbox"/> Caseload Movement    |
| <input type="checkbox"/> CF                                 | <input type="checkbox"/> Management           |
| <input type="checkbox"/> MC                                 | <input type="checkbox"/> Fiscal               |
| <input type="checkbox"/> CMSP                               | <input type="checkbox"/> Security             |
| <input type="checkbox"/> FC/KG/AAP                          | <input type="checkbox"/> Batch and Interfaces |
| <input type="checkbox"/> Child Care                         | <input type="checkbox"/> Imaging              |
| <input type="checkbox"/> WtW                                | <input type="checkbox"/> Migration            |
| <input type="checkbox"/> Other Program(s) _____             | <input type="checkbox"/> Conversion           |
| <input type="checkbox"/> BenefitsCal                        | <input type="checkbox"/> Technical            |
| <input checked="" type="checkbox"/> Customer Correspondence | <input type="checkbox"/> Training             |
| <input type="checkbox"/> Other _____                        | <input type="checkbox"/> Help Desk            |

Description:	<p><b>Purpose</b></p> <p>The purpose of this CIT is to provide the 58 counties with a path in the CalSAWS Web Portal which will assist counties with accessing the Customer Correspondence Functional Design Document (FDD). This document contains information about the design of forms/NOAs, including trigger conditions.</p> <p><b>Background</b></p> <p>Counties have requested a list of trigger conditions for customer correspondence. CalSAWS has begun an effort to consolidate the information and make it more readily available; however, this effort will not be complete for some time. In the meantime, counties can self-serve using the CalSAWS Web Portal to access trigger condition information in the FDDs.</p> <p>In the Web Portal, these documents can be found at:  <div style="background-color: black; height: 20px; width: 100%;"></div></p> <p><b>County Action</b> – None, however, Web Portal access is necessary to access this documentation.</p> <p>If you have questions on this CIT, please reach out to the Primary Contact and cc your Regional Managers.</p>
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Primary Project Contact:	Maria Arceo <a href="mailto:arceom@calsaws.org">arceom@calsaws.org</a>
Backup Project Contact:	Janet Mitri <a href="mailto:mitrij@calsaws.org">mitrij@calsaws.org</a>
Attachments:	None
Web Portal Link:	<div style="background-color: black; width: 80px; height: 20px; margin-bottom: 10px;"></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"> <li>1. Click on the CRFIs &amp; CITs link at the top of the page.</li> <li>2. Click on the "CalSAWS Information Transmittal (CIT)" folder.</li> <li>3. Click on the "2022" folder.</li> <li>4. Click on the appropriate CIT # folder.</li> </ol>