

CalSAWS Consortium
Project Steering Committee
Meeting Minutes
April 20, 2023

Location: CalSAWS Rancho Cordova
11290 Pyrites Way, Suite 150
Rancho Cordova CA 95670

Committee Members Present via Conference Call/Webcast:

Region 1 – Clarisa Simon
Region 1 – Anna Pineda
Region 2 – Eduardo Ameneiro
Region 3 – Rachel Ebel-Elliot
Region 4 – Vienna Barnes
Region 4 – Cindy Uetz
Region 5 – Elaine Martinez
Region 5 – Alberto Banuelos
Region 5 – Sandra Bowlan
Region 6 – Winna Crichlow
Region 6 – La Shonda Diggs
Region 6 – Corey Hanemoto

Committee Members Absent:

Region 1 – Anna Pineda

Facilitator:

John Boule, CalSAWS Executive Director

- 1. Co-Chair, Cindy Uetz, convened the meeting at 8:30 a.m.**
- 2. Agenda Review**
John Boule reviewed the agenda.
- 3. Public opportunity to speak on items not on the agenda.**
 - None

PSC Action Items

- 4. Approval of the Minutes from the March 16, 2023, PSC Meeting and review of Action Items.**

Summary: The Consortium is seeking PSC approval of the Minutes from the March 16, 2023, PSC Meeting and review of Action Items.

Action Items from previous meetings:

Action item 1 – Include How-To video on Medi-Cal Renewal Processing: Closed
– In April the team provided an updated version of the dashboard How-To video guides that referenced the renewals. There is not a separate video guide just for renewals. There is information contained within the dashboard related video that references renewal information.

Action item 2 – Confirm the flow of address change request: Open – On Today's agenda.

Motion to approve was made by Co-Chair Alberto Banuelos.
Motion was seconded by member Winna Crichlow.
Member, Clarisa Simon, voted to approve.
Member, Eduardo Ameneiro, voted to approve.
Member, Rachel Ebel-Elliott, voted to approve.
Co-Chair, Cindy Uetz, voted to approve.
Member, Elaine Martinez, voted to approve.
Member, Sandra Bowlan, voted to approve.
Member, La Shonda Diggs, voted to approve.
Member, Corey Hanemoto, voted to approve.
Member, Vienna Barnes, voted to approve.
Member, Anna Pineda, was absent from vote.
Vote was taken by roll call and the Motion passed.

Informational Items

5. Legislative Staff Briefing

John Boule, Christiana Smith, and Brandon Hansard briefed Legislative Staff.

6. Returned Mail

Dawn Wilder discussed Returned Mail.

7. Future Waves Readiness

- **Waves 3 and 4 Readiness**
- **Waves 5 and 6 Risk Summary**
- **Conversion Downtime Estimates**

Cathryn Van Namen, Dan Dean, Arnold Malvick, and Rachel Frey provided an overview of Future Waves Readiness.

8. BenefitsCal Update

- **23.05 End to End County Validation**
- **User Centered Design (UCD) Topics and Public Comments**
- **Training Site Status Update**
- **Update on BenefitsCal Adoption**
- **Address Change Flow & Messaging from Worker to Customer (Action Item)**

Michele Peterson, Onur Senman, and Rachel Frey provided an update on BenefitsCal.

*Action Item – Report back on whether or not address change job aids are available in the LMS. Communicate to the counties with a fact sheet about uploading encrypted files resulting in errors. Research and report back regarding the possibility of automatic updates to the system when a customer uploads an address change through BenefitsCal.

*Public comments made by Marcela Marquez, Jennifer Tracy, and HWilkinson.

9. Release and Policy Update/Communications

- **Continuous Coverage Unwinding**

- **Medi-Cal Texting**
- **CalSAWS Releases**
- **BenefitsCal**

Lisa Salas, Yingjia Huang, and Onur Senman provided an update on Release and Policy/Communications.

10. Technical Operations Update

- **Production Outage Calendar**

Arnold Malvick provided an update on Technical Operations.

11. Virtual Assistant Update

Chazny Nunes provided an update on Virtual Assistant.

*Public comment made by Maria Lewis.

12. Procurement Updates

- **AWS Services Update**

Thomas Hartman provided updates on Procurement.

13. Update on Key QA Activities

Emmeil Davis provided an update on Key QA Activities.

14. Update on Key State IV&V Activities

Apoorva Kandya provided an update on Key State IV&V Activities.

15. State Partners Updates

- **OSI**
- **CDSS**
- **DHCS**
 - OSI – Steve Zaretsky provided an update for OSI.
 - CDSS – Cecilia Rolon provided an update for CDSS.
 - DHCS – Theresa Hasbrouck provided an update for DHCS.

16. Regional Updates

- Region 1 – Clarisa Simon provided regional updates for Alameda, Sonoma, Monterey, Santa Cruz, San Mateo, Marin, Napa, Solano, and San Francisco County.
- Region 2 – Eduardo Amenyro provided regional updates for Amador, Calaveras, El Dorado, Mono, Nevada, Placer, Sacramento, Sutter, Tuolumne, Yolo, and Yuba County.
- Region 3 – Rachel Ebel-Elliot provided regional updates for Butte, Colusa, Glenn, Humboldt, Lassen, Mendocino, Shasta, Siskiyou, Tehama, and Trinity County.
- Region 4 – Vienna Barnes provided regional updates for Fresno, Kern, Mariposa, Stanislaus, and Tulare County.
- Region 5 – Sandra Bowlan provided regional updates for Riverside, San Bernardino, and Santa Barbara County.
- Region 6 – La Shonda Diggs and Corey Hanemoto provided regional updates for Los Angeles County.

*Public comment made by Hwilkinson.

17. Adjourn Meeting

- Co-Chair, Cindy Uetz, adjourned the meeting at 11:38 a.m.

Action Items	Assigned to	Due Date	Status
1. Include the need to create a How-To video or instruction guide on Medi-Cal Renewal Processing on the list of things requested by counties for BenefitsCal.	Rachel Frey	May 2023	Closed
2. Double Check the messaging that goes back to clients from the Worker when an address change is completed. <ul style="list-style-type: none">• Confirm the flow of the address change and how the worker is notified of the address change request.	Lisa Salas	May 2023	Closed
3. Report back on whether or not address change job aids are available in the LMS.	Lisa Salas	May 2023	Open
4. Communicate to the counties with a fact sheet about uploading encrypted files resulting in errors.	Rachel Frey	May 2023	Open
5. Research and report back regarding the possibility of automatic updates to the system when a customer uploads an address change through BenefitsCal.	Lisa Salas	May 2023	Open

Next Meeting:

Conference Call/Zoom
Thursday, May 18, 2023
8:30 a.m. – 12:00 p.m.
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