Program Person Status Mismatch

Priority Level: 1

Programs Impacted: AAP, CalFresh, CalWORKs, Foster Care, GA/GR, Medi-Cal, Nutrition Benefits, RCA

Background

During the conversion cutover from CalWIN to CalSAWS, the system will run a Batch EDBC job for all active CalWIN cases. If the CalSAWS Batch EDBC results match the last saved CalWIN EDBC result, the system considers the benefits a match and saves EDBC. If the CalSAWS Batch EDBC does not match the existing saved CalWIN EDBC, the case will be flagged with a Yellow Banner and the Batch EDBC is not saved.

CalWIN Benefits will roll forward until the next EDBC is run in CalSAWS.

When EDBC is run during conversion cutover in CalSAWS, the Program Person Status Mismatch does not match what was determined in the CalWIN System. Person Statuses are mismatched like Active or Denied or Discontinued between the last saved CalWIN EDBC results and the converted data in CalSAWS.

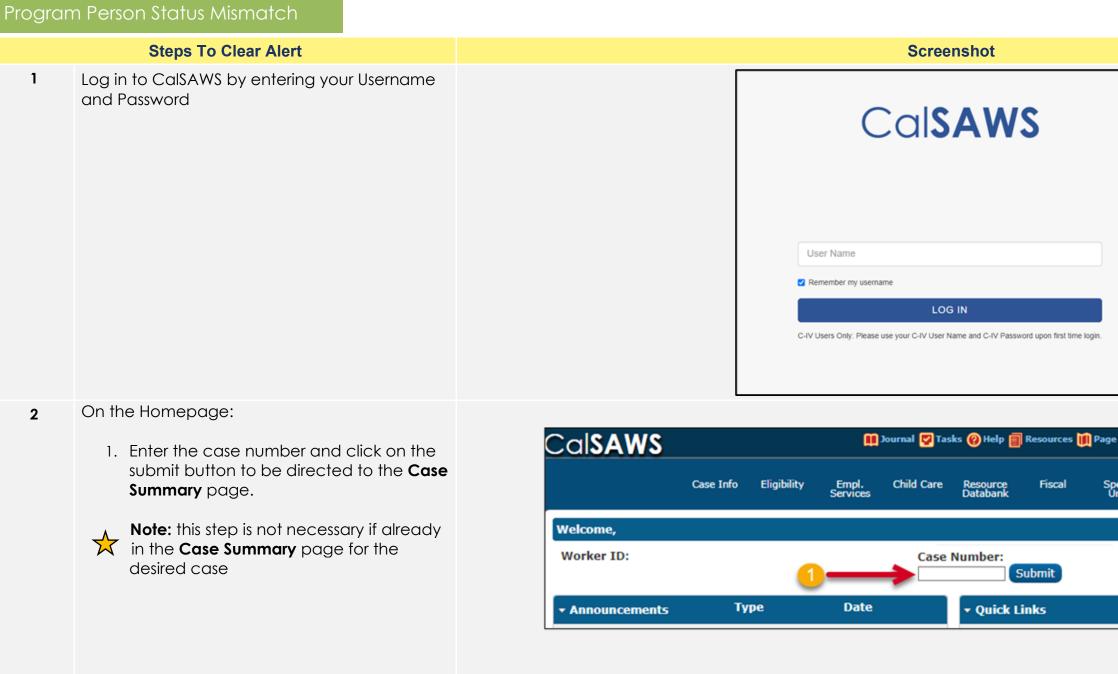
Run EDBC in CalSAWS to find the Person Status mismatches and compare to the last saved and converted CalWIN EDBC. Based on the differences, Users will need to verify the results, update the data collection records, if applicable, take action based on county policy and authorize the EDBC results.

These cases will be identified in the **Conversion EDBC Case Review Report** as follows:

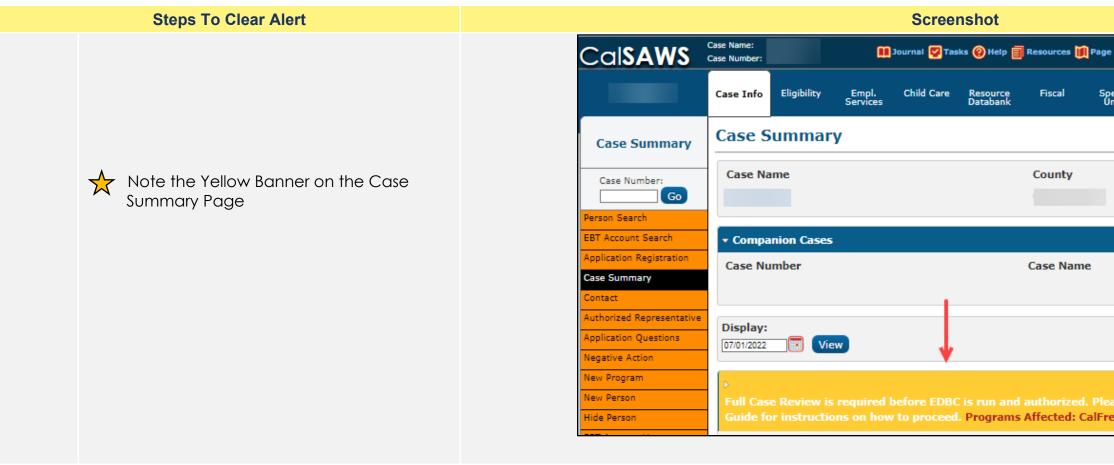
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Note: The examples provided in these guides do not represent every scenario that a user might encounter. The scenarios provided below are intended to direct users to the most impacted areas on the Yellow Banner report. A full and thorough review of each case must be conducted to ensure that all the information is entered as accurately as possible to allow for a correct determination to be made.

Example



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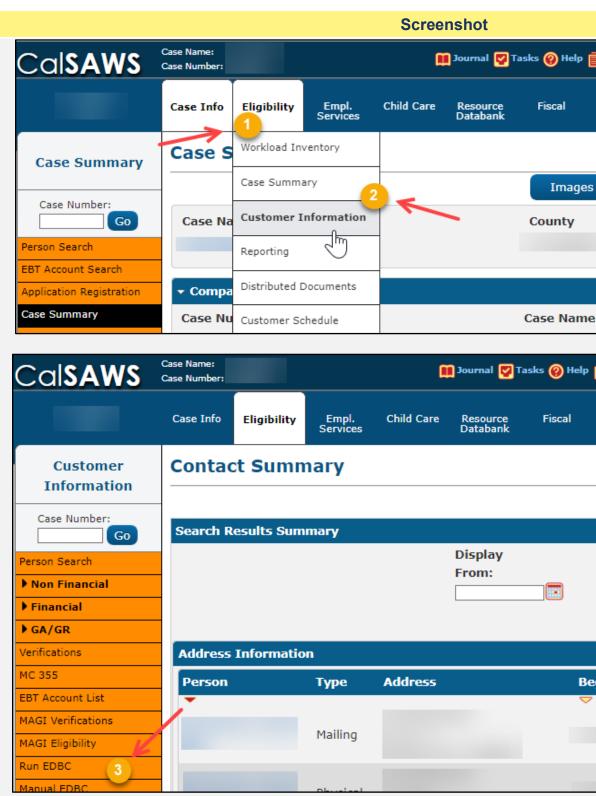


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- 3 On the **Case Summary** Page:
 - 1. Click on the **Eligibility** tab on the Global navigator.
 - 2. Click on the **Customer Information** tab on the Local navigator.

From the Contact Summary page:

3. Click on **Run EDBC** on the Task navigator.



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- 4 On the Run EDBC page:
 - 1. Select all applicable **Programs**.



Note: Program fields must be selected first or the Begin and End Months will show grayed out.

- 2. Populate your **Begin Month** and **End Month** with the next future Month. **Do not use multi-month EDBC to clear a Yellow Banner EDBC Mismatch alert.**
- 3. Click **Run EDBC**

Ensure all programs on a case are selected when running EDBC as each program can have its own EDBC Mismatch reason. EDBC Mismatch follows program hierarchy and requires all programs be run at the same time to clear all EDBC Mismatch reasons on a case.

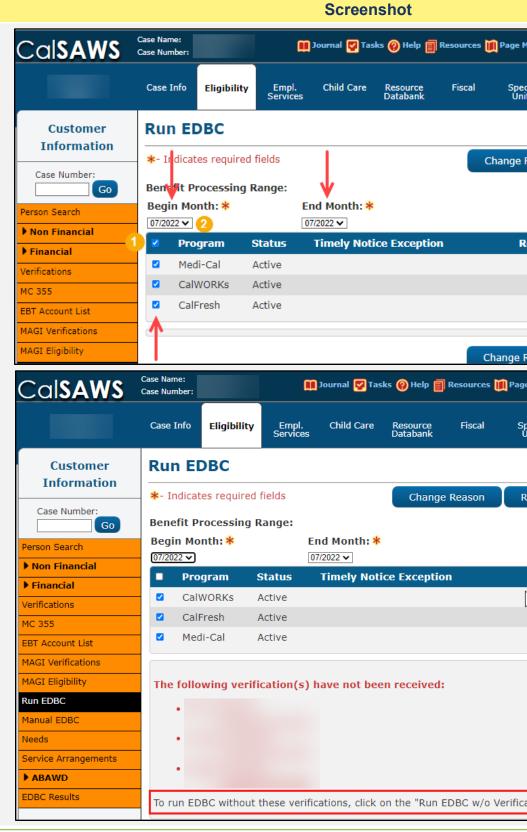
When running EDBC, there are two types of validations that a User may experience if eligibility criteria is missing or pending.

When experiencing a **Hard Validation**, EDBC <u>cannot</u> be run without the appropriate updates made to the data collection pages.

When experiencing a **Soft Validation**, EDBC <u>can</u> still be run without making changes to the data collection pages. Follow your county policy.



Note: Although a Soft Validation will allow the user to run EBDC and remove the Yellow Banner, the pending verifications may result in a negative case action and/or potential over issuance. Follow your county policy.

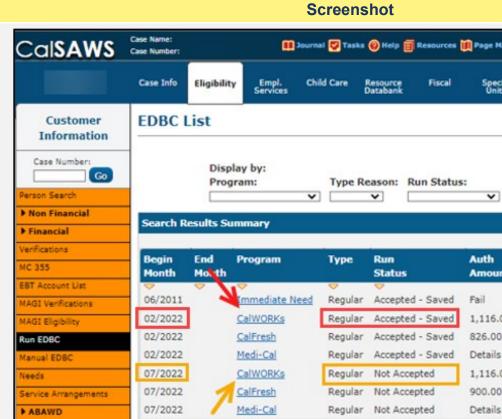


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5 Run EDBC in CalSAWS to find the Person Status mismatches compared with the last CalWIN run Conversion EDBC.

The last saved CalWORKs EDBC results were for **02/2022**. In this example, Users will compare the **07/2022** future month CalWORKs EDBC result against the **02/2022** EDBC result.

Users should review EDBC results to ensure accuracy before accepting results.



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6 When comparing the last saved CalWORKs EDBC Summary results, there is an EDBC Program Person Status Mismatch as **Kaden**, **18M** person status and status reason changed from **Active** in 02/2022, to showing **Discontinued** with a status reason of having reached **Age 18 Requirements**.

If the EDBC results are not what you expected, you will need to Troubleshoot. Review the case and data collection pages to verify the information was entered correctly. Correct any data entry errors. Then, run EDBC again. Accept EDBC results if results are as expected.

Do **NOT** Accept or Save EDBC Results that you think may be wrong.

You will have the option to preview the NOA before it is sent out to the Applicant/Participant, by clicking the Preview NOAs button after EDBC results have been accepted.

Follow county policy when Troubleshooting EDBC Results.

Additional Job Aids are available in CalSAWS in the **Help Icon** located in the Utilities navigator:

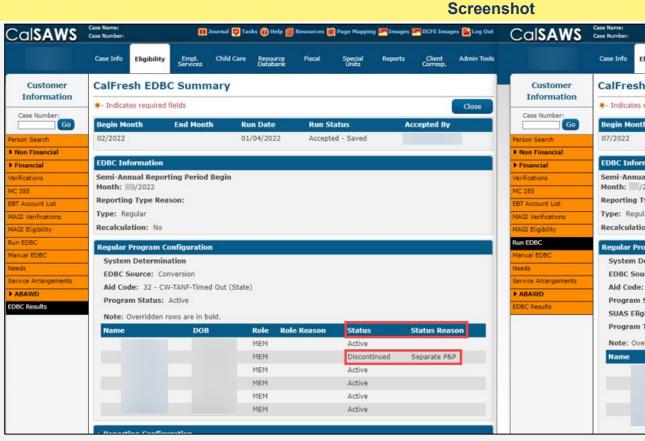
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Continue to review and authorize EDBC results for any CalFresh and Medi-Cal programs.

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7 When comparing the last saved CalFresh EDBC Summary results from **2/2022** against the CalFresh EDBC Summary results for **07/2022**, the entire household status corresponds with the CalWORKs EDBC Summary results.

Remember to check for any missing verifications, reports received, or images awaiting review for potential case changes prior to running EDBC and authorizing future benefit EDBC results for both CalFresh (possible TCF) and Medi-Cal programs. Accept EDBC results if results are as expected.



The **Medi-Cal EDBC Summary** page will display the following:

- Benefit Month and Program Status
- EDBC Information
- Program Configuration
- Reporting Configuration
- Medi-Cal Summary

The eligibility for this household should reflect the accurate eligibility for the benefit program (Medi-Cal). The EDBC results can be saved by clicking the **Accept** button located on the top right or bottom right of the summary. Once the Medi-Cal program results have been saved, this will redirect Users to the **EDBC List** page.

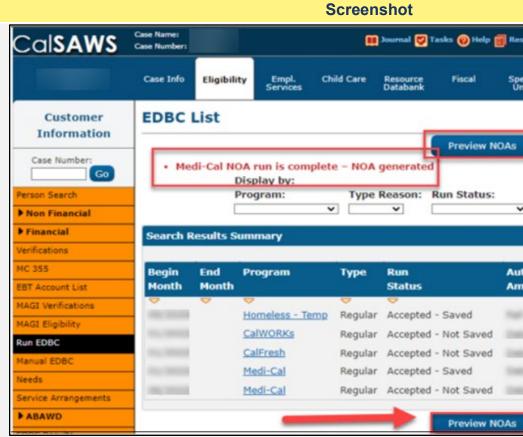
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- 8 The EDBC List page will display the following:
 - A message to inform the user that a Notice of Action was created.
 - A **Preview NOA** button, which allows the user to view the notice prior to distribution.
 - A **Save and Continue** button, which allows the user to save all the actions taken.

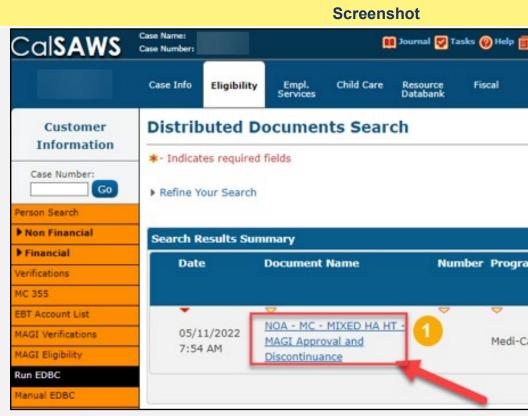
Review the NOA's for accuracy:

1. Click the **Save and Continue** button. This will direct the user to the **Distributed Documents Search** page, where the NOA will be in a **Pending Review** status.



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- **9** In the **Distributed Documents** Search:
 - Click on the hyperlink for the NOA with the "Pending Review" status to view the NOA and select a method of distribution. If the NOA is not reviewed it will go out due to an overnight batch process.



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Steps To Clear Alert Screenshot Users will be directed to a PDF preview of the NOA 10 NOA. Users will have the following options: Save and Print Locally Save and Print Centrally Append • Append: User can make limited edits to 1 of 2 Q := NOA if necessary STATE OF CALIF HEALTH AND WI CALIFORNIA DE • Save and Print Locally: User will save SERVICES NOA to the case and will need to OTICE DATE manually print the NOA for distribution. • Save and Print Centrally: User will save (925) the NOA to the case and the NOA will NOTICE OF ACTION be sent out by central printing during nightly batch. AKLEY, CA 94561-3040 • Reject: User will reject the NOA, the NOA will still display in the case as a rejected status 2 Ask your worker State Hearing: If you think this ac As of 06/30/2022, the County is stopping your car • Cancel: User can cancel, this will leave can ask for a hearing. The back pa Here's why Your benefits may not be change the NOA in a "pending review" status. hearing before this action takes pla You have no eligible child living with you because your child You have not given us the proof of or services that we requested and Leah D County for help getting this proof. Select the appropriate status for the NOA. This turns 18 on 06/18/2022 If this child is a pregnant and/or par may be able to continue to get cas will update the status in the Distributed Here's why case and should call the county rig He/She does not meet the age rule below. **Document Search** page. EBT: Keep your plastic Golden Sta Age Rule: An 18-year-old child is an eligible child only if: you use Electronic Benefit Transfe aid is terminated. Please do not th 1) He/She is full time student in high school, or in a vocational or technical training program, and he/she is Medi-Cal: This notice DOES NOT expected to finish school before reaching age 19; or Cal benefits. If there is a change i benefits, you will receive another r your plastic Benefits Identification 2) He/She is full-time student in high school or in a vocational or technical training program, and he/she currently receives or has in the past received: CalFresh: This notice DOES NOT CalFresh benefits. You will get a s SSI/SSP benefits or; you about any changes to your Ca . IEP or Section 504 Plan or Regional Center services: Receiving Medi-Cal and/or CalFree or count against your cash aid time I . Proof of a c OR Rules: These rules apply; you may review them at your local welfare office: 42-101; 82-820; ACL 04-05 M42-101C (11/2014) DISCONTINUED-AGE AND SCHOOL REQUIREMENTS

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13 Once the Notices of Actions are reviewed, accepted, and saved; journal the action taken according to county policy.

Navigate back to the **Case Summary** page.

The Yellow Banner will no longer appear on the case.

The case review is complete!

Case Number: Dournal Vasks V Help Resource: Page Mapping Vasks V Cost Images V Cost I	Screenshot					
Case Summary Case Summary Case Number: Case Name Corresp. Case Name Case Name Contact Authorized Representative Application Questions Negative Action		VS Case Name: DCFS Images 🖾 Journal 🖉 Tasks @ Help 🗐 Resources 🗓 Page Mapping 🛤 Images 🛤 DCFS Images 🕍 Log (
Case Number: Go Person Search EBT Account Search Application Registration Case Number Case Name Case Name Case Number Case Name Case Name Case Number Case Name	Case Info	ligibility Empl. Child Care Services	Resource Fiscal Special Databank Units	Reports Client Corresp.	Admin Tool:	
Case Number: Person Search EBT Account Search Application Registration Case Number	Case Summary Case Sum	nmary				
Application Registration Case Number Case Name Contact Authorized Representative Add Application Questions Display: Yellow Banner Cleared! New Program View	Case Number:		County	P		
Case Summary Contact Authorized Representative Application Questions Negative Action New Program New Program	EBT Account Search Companio	n Cases				
Authorized Representative Application Questions Negative Action New Program	Case Summary	er	Case Name		Add	
New Program Case Flags	Authorized Representative Application Questions Display: 07/01/2022	View Yellow	Banner clear	ed!		
	New Program Case Flags	5				