

☒ CalSAWS M&E☒ CalWIN Migration

<b>Distribution Date:</b>	May 23, 2023
<b>To:</b>	PPOC.48, Consortium.RegionalManagers.All, Committee.Medi-Cal_CMPS.All
<b>CIT Name:</b>	<b>CalSAWS CA261928 Journal, Task and Announcements for CalHEERS Project Defect Impacted Population</b>
<b>From:</b>	CalSAWS Project

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

- |  |   |
|--|---|
| <input type="checkbox"/> General                 | <input type="checkbox"/> Reports              |
| <input checked="" type="checkbox"/> Policy       | <input type="checkbox"/> Fiscal               |
| <input checked="" type="checkbox"/> CW           | <input type="checkbox"/> Caseload Movement    |
| <input checked="" type="checkbox"/> CF           | <input type="checkbox"/> Management           |
| <input checked="" type="checkbox"/> MC           | <input type="checkbox"/> Fiscal               |
| <input checked="" type="checkbox"/> CMSP         | <input type="checkbox"/> Security             |
| <input checked="" 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 type="checkbox"/> Customer Correspondence | <input checked="" type="checkbox"/> Training  |
| <input type="checkbox"/> Other _____             | <input checked="" type="checkbox"/> Help Desk |

Description:	<p><b>Purpose</b></p> <p>The purpose this CIT is to provide the CalSAWS counties guidance on special processing of the June and July 2023 MAGI Medi-Cal Renewals because of a CalHEERS issue. This information is in conjunction with decisions made by and with the Department of Health Care Services (DHCS).</p> <p>To address the issue, CalSAWS SCR CA-261928 will add a Journal entry, and a Task to the impacted cases. Additionally, a message will display in the announcement section on the CalSAWS Home Page. This SCR is targeted for implementation on May 25, 2023.</p> <p><b>Background</b></p> <p>Routinely, when the MAGI Medi-Cal RE batch is processed by CalHEERS, individuals who are already active on MAGI Medi-Cal are processed as 'discontinued' as appropriate.</p> <p>For the June and July 2023 Renewals, SAWS and CalHEERS have identified a CalHEERS system issue related to the processing of the MAGI Medi-Cal Renewals. CalHEERS is returning the eligibility result of 'Ineligible' for the MAGI Members who are currently 'Active' in SAWS in certain circumstances. CalHEERS should determine MAGI Medi-Cal members who are no longer eligible to MAGI as 'Discontinued' or</p>
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'Soft Pause.' The incorrect 'Ineligible' status could prevent a MAGI Medi-Cal Member from :

1. Moving into Soft Pause (which allows the screening of consumer protection programs and Non-MAGI Medi-Cal programs)
2. Generating the correct Notices of Action
3. Transitioning to Covered California (with and without financial assistance)
4. This system issue may also impact the automated batch discontinuances when a MAGI Medi-Cal member fails to complete the renewal.

Correct MAGI Medi-Cal eligibility determinations are imperative, to ensure beneficiaries receive the correct benefits. The DHCS provided guidance for the impacted population, is counties must delay processing the impacted June and July 2023 annual renewals until this system issue is resolved.

#### **Additional Information**

SAWS and CalHEERS have identified the population of MAGI Medi-Cal members impacted by this system issue and SAWS will implement the following notifications on the case file:

1. A journal entry will be posted on the MAGI Medi-Cal case to inform workers this case is impacted. Any workers viewing the journal will see this entry. It will display as

**Short Description:** Delay June and July 2023 MAGI Medi-Cal Renewal Processing

**Long Description:** Per DHCS, effective May 18, 2023, delay processing of the June and July 2023 MAGI Medi-Cal annual renewal for individuals on this case until advised to begin processing.

2. A task will be created for the impacted MAGI Medi-Cal cases. The task will display as:


**Task Category:** CalHEERS

**Task Type:** Delay MC RE Processing

**Short Description:** Delay June and July 2023 MAGI MC RE Processing

**Long Description:** Per DHCS, effective May 18, 2023, delay processing of the June and July 2023 MAGI Medi-Cal annual renewal for individuals on this case until advised to begin processing.

3. An announcement on the CalSAWS Home Page will display advising users about cases with the journal entry and the task on MAGI Medi-Cal cases. The home page announcement will be seen by everyone who accesses the home page. This Announcement text is listed below:

	<p>Per DHCS, effective May 18, 2023, some June and July 2023 MAGI Medi-Cal renewal processing is delayed. Review the journal and task to determine if the MAGI Medi-Cal program is impacted.</p> <p><b>NOTES:</b></p> <ol style="list-style-type: none"> <li>1. DHCS will notify counties once processing can resume for the impacted cases. Additional CalSAWS CITS will be released as DHCS updated guidance is given.</li> <li>2. DHCS and CalSAWS will provide additional guidance regarding the automated batch discontinuance soon.</li> <li>3. DHCS advises counties to pay close attention to the MAGI Eligibility Determinations for all existing Medi-Cal members received from CalHEERS to confirm accuracy PRIOR to accepting EDBC within SAWS.</li> </ol> <p>If the county observes unexpected results (e.g., Ineligible Status for MAGI Medi-Cal), please stop processing the eligibility determination and report the issue by submitting a CalHEERS help desk ticket and emailing the ticket number to <a href="mailto:MCED.COVID@dhcs.ca.gov">MCED.COVID@dhcs.ca.gov</a> and <a href="mailto:YvonneP@cwda.org">YvonneP@cwda.org</a>.</p> <p><b>County Action</b></p> <p>Prior to processing the MAGI Medi-Cal June and July 2023 annual renewal, the <u>county must review the case for the messaging described</u> above.</p> <p>If this messaging is present, the county must delay processing the annual renewal at this time.</p> <p><b>NOTE:</b> DHCS will notify counties once processing can resume as normal for the impacted cases.</p> <p>If you have questions on this CIT, please reach out to the Primary Contact and cc your Regional Managers.</p>
Primary Project Contact:	<p>Maureen Votta  <a href="mailto:VottaM@CalSAWS.org">VottaM@CalSAWS.org</a>            916/809-5191</p>
Backup Project Contact:	<p>Sharon Teramura  <a href="mailto:TeramuraS@CalSAWS.org">TeramuraS@CalSAWS.org</a>            213/712-5069</p>
Attachments:	None
Web Portal Link:	<p></p> <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 "2023" folder.</li> <li>4. Click on the appropriate CIT # folder.</li> </ol>

