



[CA-254954] Request to Generate MC Denial NOA for FTP Income Verification

Issue Type:	CER	Team Responsible:	Assignee:	Virginia C. Bernal
Fix Version/s:		Designer Contact:	Change Type (SCR):	
Minor Version:		Expedite Changes:	Estimate:	
Reporter:	Frederick Gains	Regulation Reference:	Created:	01/09/2023 01:41 PM
Status:	In Progress	Impact Analysis:	Outreach Required:	
Policy/Design Consortium Contact:		Training Impacted:	Funding Source:	
Project Phase (SCR):		Funding Source ID:		
Other Agency Cross Reference:				

Current Design: Request:

Justification / Request Summary:
When an applicant failed to provide income verification, CalSAWS generated a CMSP denial NOA but failed to generate a Medi-Cal denial NOA.

CalSAWS should generate a MC Denial NOA for FTP income verification.

Issue:
When an applicant failed to provide (FTP) income verification, CalSAWS did not generate a Medi-Cal (MC) denial Notice of Action (NOA).

A County Medical Services Program (CMSP) denial NOA was generated, but the MC denial NOA was not generated.

CalSAWS ServiceNow tickets CS0109341 and INC0076321 were submitted on 12-13-2022 for this issue.

CalSAWS resolved the tickets as follows:

RD
Raj Devidi
Work notes•
12-19-2022 16:37:27
Incident INC0076321 has been updated to state - Resolved
Resolution Code - Not a System Error - With Explanation
Resolution Notes - Based on CMSP application, CMSP denial NOA generated instead of regular Medi-Cal income verifications NOA. If the application is not a CMSP application then MC denial FTP income verification NOA will generate.

We understand the CalSAWS resolution, however it is always a MC application first and then a CMSP application second.

We believe that CalSAWS should generate both a MC denial NOA and a CMSP denial NOA when an applicant fails to provide income verification.

When I opened CS0109341/INC0076321 I also wrote:

“In CalSAWS Jira I found CA-235011 – Add additional NOAs for Negative Actions. Will CA-235011 add a MC denial NOA for FTP income verification?”

This question was not addressed in the CalSAWS resolution provided above.

Recommendation:

When an applicant fails to provide income verification, CalSAWS generates a MC denial NOA and generates a CMSP denial NOA.

Outreach

Description:

Operational Impact: