

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-207940

Automate Annual Re-Evaluations for Bounce
Back Individuals

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Cynthia Ridley
	Reviewed By	Girish Chakkingal, Prashant Goel, Chad Quan, Appalaraju Indala, Edgars Reinholds, Geetha Ramalingam, William Baretsky, Renee Gustafson

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
05/10/2022	.01	Created Document	Cynthia Ridley
07/15/2022	.02	Reviewed Design with Build/Test teams	Cynthia Ridley
07/19/2022	.03	Reviewed Design with Consortium Analysts	Cynthia Ridley
04/03/2023	.04	Updated Design to add additional criteria for Batch EDBC and Batch EDBC skips	Cynthia Ridley
04/03/2023	.05	Reviewed updated Design with Consortium Analysts	Cynthia Ridley
04/06/2023	1.0	Submitted for Committee Review	Cynthia Ridley
04/25/2023	1.1	Updated Design (Recommendation 2.1.2.2) from Committee Feedback and submitted for Committee Review	Cynthia Ridley

Table of Contents

1	Overview	5
1.1	Current Design.....	5
1.2	Requests.....	6
1.3	Overview of Recommendations.....	6
1.4	Assumptions	6
2	Recommendations.....	7
2.1	Bounce Back Rule Batch Sweep for MAGI Medi-Cal	7
2.1.1	Overview	7
2.1.2	Description of Change.....	7
2.1.3	Execution Frequency.....	8
2.1.4	Key Scheduling Dependencies.....	8
2.1.5	Counties Impacted	8
2.1.6	Category	8
2.1.7	Data Volume/Performance.....	8
2.1.8	Failure Procedure/Operational Instructions.....	8
2.2	Bounce Back Rule Batch EDBC Sweep Job for MAGI Medi-Cal.....	9
2.2.1	Overview	9
2.2.2	Description of Change.....	9
2.2.3	Execution Frequency.....	10
2.2.4	Key Scheduling Dependencies.....	10
2.2.5	Counties Impacted	10
2.2.6	Category	10
2.2.7	Data Volume/Performance.....	11
2.2.8	Failure Procedure/Operational Instructions.....	11
2.3	Batch EDBC.....	11
2.3.1	Overview	11
2.3.2	Description of Change.....	11
2.3.3	Execution Frequency.....	12
2.3.4	Key Scheduling Dependencies.....	12
2.3.5	Counties Impacted	12
2.3.6	Data Volume/Performance.....	12
2.3.7	Failure Procedure/Operational Instructions.....	12

3	Supporting Documents	13
4	Appendix.....	14

1 OVERVIEW

All County Welfare Directors Letter (ACWDL) 19-18 provides counties with guidance on the application of 42 Code of Regulations (CFR) section 435.603(i), commonly referred to in California as the “Bounce Back Rule”. The “Bounce Back Rule” is a component of the Modified Adjusted Gross Income (MAGI) based financial methodology and is used to determine eligibility for MAGI Medi-Cal based on the Advanced Premium Tax Credit (APTC) income and household composition rules.

With the introduction of the Affordable Care Act (ACA), when an individual applies for healthcare coverage, the individual is first evaluated for MAGI Medi-Cal using the MAGI methodology. If the individual is determined ineligible for the MAGI Medi-Cal program, the individual is then evaluated for the APTC programs.

MAGI Medi-Cal income methodologies require an individual's income calculation to be at or below the Federal Poverty Level (FPL) for the MAGI Medi-Cal category applicable to the individual. APTC income methodologies require an individual to have annual income above 100 percent of the FPL to be eligible for APTC programs. When an individual's income is below the annual 100 percent FPL limit for APTC, but higher than the respective MAGI Medi-Cal income limits, CalHEERS applies the “Bounce Back Rule” using the APTC income and household composition methodology instead of the MAGI Medi-Cal income and household methodology, and grants MAGI Medi-Cal eligibility.

Individuals found eligible for MAGI Medi-Cal based on the “Bounce Back Rule” shall have their eligibility re-determined at the end of the calendar year for the next year's January benefit month.

This SCR will create two new yearly batches to re-evaluate individuals on MAGI Medi-Cal based on the “Bounce Back Rule” for the following calendar year.

1.1 Current Design

CalHEERS is the system that determines eligibility for MAGI Medi-Cal. CalHEERS communicates MAGI Medi-Cal eligibility to CalSAWS via a Determination Eligibility Response (DER). When an individual is eligible for MAGI Medi-Cal due to the “Bounce Back Rule,” CalHEERS sends an indicator in the DER informing the individual meets the criteria to be eligible to MAGI Medi-Cal based on the “Bounce Back Rule.”

CalSAWS does not have an automated process to send re-evaluation Eligibility Determination Requests (EDR) to CalHEERS at the end of the calendar year for these individuals to have their eligibility re-determined for January of the following year.

CalSAWS EDBC rules allow Medi-Cal Members to Discontinue from the Medi-Cal program in Batch EDBC when an Active MAGI member returns as MAGI Discontinued on a DER.

1.2 Requests

Automate the re-evaluation of MAGI Medi-Cal for January of the following year in which an individual is placed in MAGI Medi-Cal due to the "Bounce Back Rule."

Allow Medi-Cal programs to skip out of Batch EDBC processing when an Active MAGI Medi-Cal individuals eligibility is MAGI Discontinued on the 'Bounce Back Rule' DER, or MAGI income is 'Pending'.

1.3 Overview of Recommendations

1. Create a Bounce Back Rule Sweep batch job to send EDRs for individuals who are eligible on MAGI Medi-Cal due to the "Bounce Back Rule."
2. Create a new 'Bounce Back Rule' Batch EDBC Sweep job to process EDBC for programs where the 'Bounce Back Rule' DER returned.
3. Add a new batch EDBC skip reason to skip Medi-Cal programs from processing EDBC when the DER from 'Bounce Back Rule Re-evaluation' has income verification pending, or an Active Medi-Cal Member is MAGI Discontinued.

1.4 Assumptions

1. There are no changes to Automated Action functionality with this SCR.

2 RECOMMENDATIONS

2.1 Bounce Back Rule Batch Sweep for MAGI Medi-Cal

2.1.1 Overview

Create a Bounce Back Rule Sweep batch job to send EDRs for individuals who are eligible on MAGI Medi-Cal due to the “Bounce Back Rule.”

2.1.2 Description of Change

1. Add a Batch EDR Run Reason Code for Bounce Back Rule EDR Sweep (CT_2813)

Code	Short Description	Long Description	Reporting Indicator
TBD	Bounce Back Rule Re-evaluation	Bounce Back Re-evaluation Eligibility Determination Request	Yes

Note: The following reports include Batch EDR Run Reason:

- a. Outstanding Eligibility Determination Request Report
 - b. E-HIT Exception Report No Response from CalHEERS
 - c. E-HIT Exception Report Error Message Received from CalHEERS
 - d. E-HIT Exception Report MAGI Ineligibles from CalHEERS Need Case Authorization
 - e. MAGI Error Report
 - f. Batch MAGI Skip Report
 - g. MAGI Discontinuance Report
2. Create a new Batch MAGI Bounce Back Rule Sweep job to send EDRs when a MAGI Medi-Cal individual is eligible for MAGI based on the Bounce Back Rule.
 - a. Identify the target population that meet all the following conditions:
 - i. Individual is Active MEM on MAGI Medi-Cal in the come-up month.
 - ii. The Valid DER has the 'Meets603(i)' flag set to 'Yes'.
 - iii. The Latest DER is not in 'In Process' status.
 - iv. The Renewal Due date is for February of the following year or later.

- b. Send an EDR for the identified population for January of the following year (come-up month) based on the Medi-Cal program assigned to the most recent EDR. If there is no prior EDR, then assign the Medi-Cal program for the EDR based on the Medi-Cal program assigned to the most recent DER. Include the new Batch EDR Run Reason Code from Recommendation 2.1.2.1.

2.1.3 Execution Frequency

Annually, 9 days prior to the last day of November.

2.1.4 Key Scheduling Dependencies

Run prior to the Batch MAGI processing jobs (PB00CH100), and after Batch EDBC processing job.

2.1.5 Counties Impacted

All Counties

2.1.6 Category

Core

2.1.7 Data Volume/Performance

No measurable amount of data volume or performance change.

2.1.8 Failure Procedure/Operational Instructions

Batch Support Operations staff will evaluate transmission errors and failures and determine the appropriate resolution (i.e., manually retrieving the file from the directory and contacting the external partner if there is an account or password issue, etc....)

2.2 Bounce Back Rule Batch EDBC Sweep Job for MAGI Medi-Cal

2.2.1 Overview

Create a new 'Bounce Back Rule' Batch EDBC Sweep job to process EDBC for programs where the 'Bounce Back Rule' DER returned.

2.2.2 Description of Change

1. Add a Batch Eligibility Sweep code for the re-evaluation of a Bounce Back Rule Individual (CT_942)

Short Decode Name	Long Decode Name
MAGI Medi-Cal Individual annual re-evaluation due to the Bounce Back Rule.	MAGI Medi-Cal Individual annual re-evaluation due to the Bounce Back Rule

This will allow CalSAWS to generate an auto-journal with the following information for each case processed successfully through Batch EDBC from Recommendation 2.2.2.2

Journal Category: Eligibility

Journal Type: Batch EDBC

Short Description: Batch EDBC ran for XX/XXXX

Long Description: Batch EDBC ran for XX/XXXX. Batch EDBC processed for the Medi-Cal program for the following Reason: MAGI Medi-Cal Individual annual re-evaluation due to the Bounce Back Rule.

2. Create a new Batch EDBC Sweep job to process Batch EDBC for MAGI or mixed MAGI/Non-MAGI cases where a DER initiated by 'Bounce Back Re-evaluation' was received as follows:
 - a. Identify the population for which to run Batch EDBC:
 - i. A DER for benefit month January of next year was received from the EDR initiated by 'Bounce Back Re-evaluation', and the DER status is 'Reviewed'.
 - ii. At least one individual on the Medi-Cal program is an Active MEM effective for January of next year.
 - b. Insert a SYS_TRANSACT record for the Medi-Cal program identified above to the processed by Batch EDBC with RE Run Reason. Trigger Batch EDBC with the following details:
 - i. Run_Type_Code = Single Program Mode
 - ii. SUB_TYPE_CODE = The code value from Recommendation 2.2.2.1
 - iii. RUN_RSN_CODE = 'RE'
 - iv. EFF_DATE = January of next year

2.2.3 Execution Frequency

Daily, 8 calendar days prior to the end of November until batch 10 day cut off for December.

For Example: Bounce Back Re-Evaluation for **January 2024**

- On 11/21/2023, Batch MAGI Bounce Back Rule Sweep job identifies Medi-Cal Programs and sends EDRs to CalHEERS for benefit month January 2024.
- On 11/21/2023 10:35 PM, the 'Bounce Back Rule' DER is received from CalHEERS for the MC Program. The DER has all MAGI individuals as MAGI Eligible and they have no pending income verifications.
- The next night, 11/22/2023, Bounce Back Rule Batch EDBC sweep job begins checking for new 'Bounce Back Rule' DERs returned that can be processed by Batch EDBC each night.
- On 11/22/2023 11:00 PM, Bounce Back Rule Batch EDBC sweep job identifies the 'Bounce Back Rule' DER was received inserts the MC Program into SYS_TRANSACT for Batch EDBC processing with 'RE' Run Reason for January 2024 benefit month.
- On 11/23/2023 9:30 PM, Batch EDBC processes the MC program identified for Batch processing the night before and advances the renewal.
- On 11/23/2023 11:00PM, Bounce Back Rule Batch EDBC sweep job checks for any 'Bounce Back Rule' DERs received and inserts the programs into SYS_TRANSACT for Batch EDBC processing with 'RE' Run Reason.
 - Since CalSAWS cannot control how quickly CalHEERS returns the 'Bounce Back Rule' DERs, this sweep continues daily until the day before batch 10-day cutoff for December (12/17/2023) to pick up any MC programs when the 'Bounce Back Rule' DER is received and run Batch EDBC.

2.2.4 Key Scheduling Dependencies

Run after Batch EDBC.

2.2.5 Counties Impacted

All Counties

2.2.6 Category

Core

2.2.7 Data Volume/Performance

No measurable amount of data volume or performance change.

2.2.8 Failure Procedure/Operational Instructions

Batch Support Operations staff will evaluate transmission errors and failures and determine the appropriate resolution (i.e., manually retrieving the file from the directory and contacting the external partner if there is an account or password issue, etc....)

2.3 Batch EDBC

2.3.1 Overview

Add a new batch EDBC skip reason to skip Medi-Cal programs from processing EDBC when the DER from 'Bounce Back Rule Re-evaluation' has income verification pending, or an Active Medi-Cal Member is MAGI Discontinued.

2.3.2 Description of Change

1. Add a new Not Processed Reason (CT_707) code to skip Medi-Cal programs from EDBC processing when an Active Member has income verification in a 'Pending' status in the 'Bounce Back Rule' DER.

Code Num Identif	Short Decode Name	Long Decode Name
TBD	Bounce-back individual on MC has pending MAGI income verification	Active Member on Medi-Cal program has MAGI income verification in a 'Pending' status.

2. Update the Batch EDBC skip logic to skip Medi-Cal programs with the 'Not Processed Reason' mentioned in 2.3.2.1 when the below are true:
 - a. EDBC was initiated from the 'Bounce Back Rule Batch EDBC Sweep' job.
 - b. Any Active MEM on the Medi-Cal program for January of next year is MAGI Eligible or Conditionally Eligible on the Bounce Back Rule DER and that individual has either of the Income verification types listed below as 'Pending' on the DER:
 - i. INC
 - ii. PAI

3. Add a new Not Processed Reason (CT_707) code to skip the Medi-Cal program from EDBC processing when an Active MAGI Member's eligibility is moving to a Discontinued status on the 'Bounce Back Rule' DER.

Code Num	Short Decode Name	Long Decode Name
TBD	Bounce-back individual has MAGI Discontinued status	Active Member on Medi-Cal program returned in a discontinued eligibility status on Bounce Back DER.

4. Update the Batch EDBC skip logic to skip Medi-Cal programs with 'Not Processed Reason' mentioned in 2.3.2.3 when the following are true:
 - a. EDBC was initiated from the 'Bounce Back Rule Batch EDBC Sweep' job.
 - b. Any Active MAGI MEM on the Medi-Cal program for January of next year returned MAGI Discontinued on the 'Bounce Back Rule' DER.

Note: The new skip reasons will display on the 'Batch Eligibility Report' and CalSAWS will create a task for the automated action, "Batch EDBC MAGI Medi-Cal Skipped: Review Reason." if the county has the task activated.

2.3.3 Execution Frequency

Not Applicable

2.3.4 Key Scheduling Dependencies

Not Applicable

2.3.5 Counties Impacted

All Counties

2.3.6 Data Volume/Performance

No measurable amount of data volume or performance change

2.3.7 Failure Procedure/Operational Instructions

Batch Support Operations staff will evaluate transmission errors and failures and determine the appropriate resolution (i.e., manually retrieving the file

from the directory and contacting the external partner if there is an account or password issue, etc....)

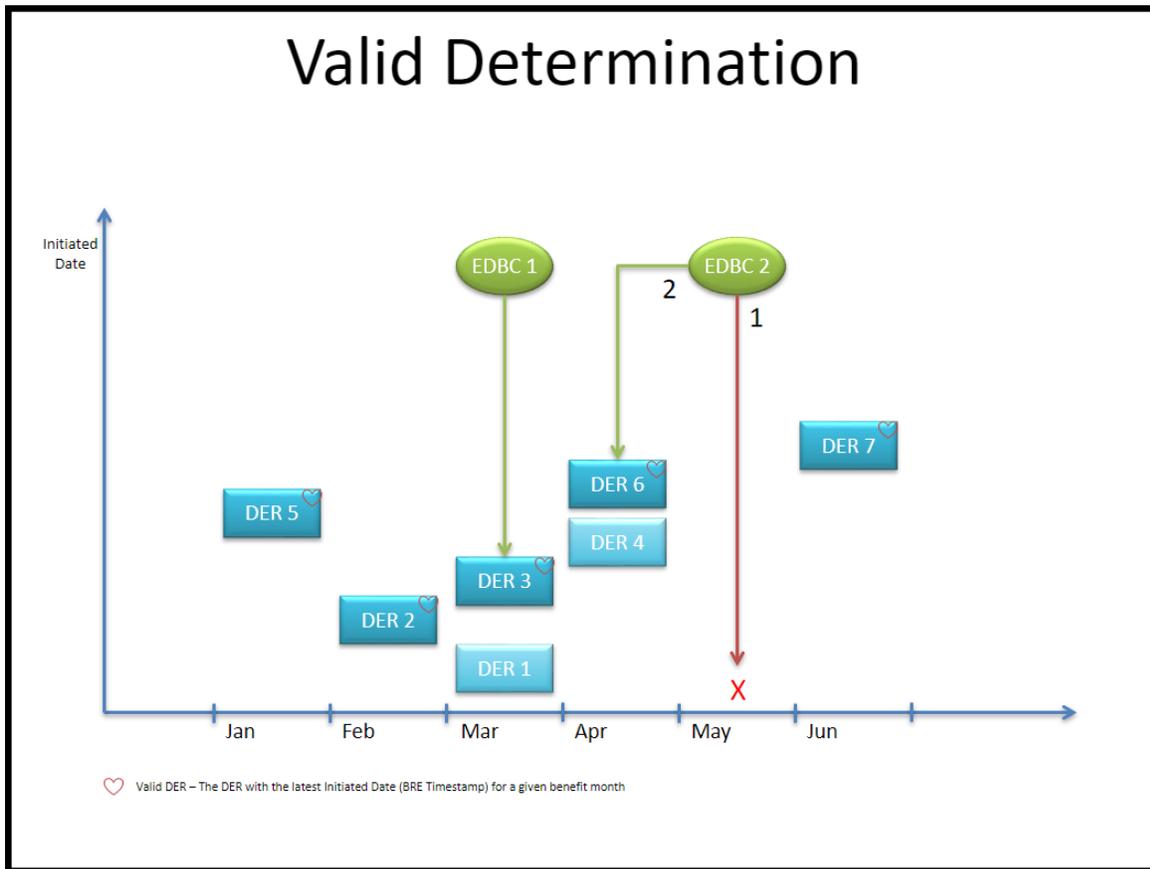
3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Policy	ACWDL 19-18	 ACWDL 19-18.pdf

4 APPENDIX

Valid DER – Medi-Cal EDBC will use the latest DER that has the same benefit month as the EDBC benefit month to generate the MAGI EDBC budget. If there is no DER with the same benefit month as the EDBC benefit month, EDBC will check for the latest DER with a benefit month immediately prior to the EDBC benefit month. If there is no DER with a benefit month immediately prior to the EDBC benefit month, this process is repeated for each prior month until a DER is found.

Note: Only DERs with the latest status of 'Reviewed', 'Complete', or 'Manually Complete' are used in EDBC. The "latest DER" is determined by the last 'Initiated Date'.



CalSAWS

California Statewide Automated Welfare System

Design Document

CA-216452

Add CF 842 - Claim Determination Worksheet

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Sahana Ramesh
	Reviewed By	Lianel Richwin

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
04/13/2023	1.0	Initial Draft	Sahana Ramesh

Table of Contents

1	Overview	4
	1.1 Current Design.....	4
	1.2 Requests.....	4
	1.3 Overview of Recommendations.....	4
	1.4 Assumptions	4
2	Recommendations.....	4
	2.1 Add CF 842-Claim Determination Worksheet to the CalSAWS.	4
	2.1.1 Overview	4
	2.1.2 Form Verbiage	5
	2.1.3 Form Generation Conditions	5
3	Supporting Documents	6
4	Requirements.....	6
	4.1 Project Requirements.....	6

1 OVERVIEW

The purpose of this SCR is to add CF 842 (2/14) - Claim Determination Worksheet to the CalSAWS .

1.1 Current Design

Currently, the CF 842 (2/14) - Claim Determination Worksheet does not exist in CalSAWS.

1.2 Requests

Add CF 842 (2/14) - Claim Determination Worksheet to CalSAWS Template Repository in English Language.

1.3 Overview of Recommendations

Add CF 842 (2/14) - Claim Determination Worksheet to CalSAWS Template Repository in English Language.

1.4 Assumptions

1. All fields (blank or prepopulated) will be editable.
2. Supporting Documents section references attachments found on JIRA.

2 RECOMMENDATIONS

2.1 Add CF 842-Claim Determination Worksheet to the CalSAWS.

2.1.1 Overview

Add CF 842-Claim Determination Worksheet to the CalSAWS.

State Form: CF 842 (2/14)

Programs: CalFresh

Forms Category: Form

Template Repository Visibility: All Counties

Form Title (Document List Page Displayed Name): Claim Determination Worksheet

Template Description: Claim Determination Worksheet

Imaging Form Name: Claim Determination Worksheet

Imaging Document Type: Overpayment/Overissuance (OP/OI)

Imaging Case/Person: Case

2.1.2 Form Verbiage

Create CF 842 XDP.

A new XDP will be created in English language for CF 842 form with version (2/14).

Form Header: CalSAWS Standard Header (HEADER_3_EN)

Form Number: CF 842

Include NA Back 9: No

Form Mockups/Examples: See supporting documents #1

2.1.3 Form Generation Conditions

Add CF 842-Claim Determination Worksheet to the Template Repository

The CF 842-Claim Determination Worksheet is added to the template repository.

Required Document Parameters: Customer Name, Case Number, Program, Language.

Add Form Print Options and Mailing Requirements

The following are the print and mailing requirements for the newest State version of the CF 842-Claim Determination Worksheet

Blank Template	Print Local without Save	Print Local and Save	Print Central and Save	Reprint Local	Reprint Central
Y	Y	Y	N	Y	N

Mailing Options:

Mailing Options	Option CF 842
Mail-To (Recipient)	N/A
Mailed From (Return)	N/A
Mail-back-to Address	N/A
Outgoing Envelope Type	N/A
Return Envelope Type	N/A
Special Paper Stock	N/A
Mail Priority	N/A

Add Form Control

Add an imaging barcode for CF 842

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

Additional Options:

Requirement	Option for CF 842 Form
Post to Self-Service Portal	N

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Correspondence	CF 842	CF842.pdf

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.3 CAR-1239	<p>CalSAWS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including:</p> <ul style="list-style-type: none"> a. Appointment notices; b. Redetermination, Recertification, and/or Annual Agreement notices and forms; c. Other scheduling notices (e.g., quality control, GR hearings, and appeals); d. Periodic reporting notices; e. Contact letters; f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site; g. Information notices and stuffers; 	CF 842 (2/14) is being added in English Language.

<ul style="list-style-type: none">h. Case-specific verification/referral forms;i. GR Vendor notices;k. Court-mandated notices, including Balderas notices;l. SSIAP appointment notices;m. Withdrawal forms;n. COLA notices;o. Time limit notices;p. Transitioning of aid notices;q. Interface triggered forms and notices (e.g., IFDS, IEVS);r. Non-compliance and sanction notices;s. Benefit issuance and benefit recovery forms and notices, including reminder notices;t. Corrective NOAs on State Fair Hearing decisions;u. CSC paper ID cards with LRS-generated access information; andv. CSC PIN notices.	
--	--

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-228955

Allowable Expenses from Student
Award/Scholarships and Student Grants, Loans
Excluded by CalWORKs and CalFresh

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Tom Lazio, Connor O'Donnell
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
03/13/2023	1.0	Initial Draft	T.Lazio C. O'Donnell
05/10/2023	2.0	Updated the following based on committee feedback: <ul style="list-style-type: none"> • Add 'Other' and 'Only' to the new educational expense type descriptions. • Add list generation for CW and CF participants with 'Awards/Scholarships' income type. 	T.Lazio C. O'Donnell

Table of Contents

1	Overview	4
	1.1 Current Design.....	4
	1.2 Requests.....	4
	1.3 Overview of Recommendations.....	4
	1.4 Assumptions	5
2	Recommendations.....	5
	2.1 Expense Detail Page.....	5
	2.1.1 Overview	5
	2.1.2 Expense Detail Mockup	5
	2.1.3 Description of Changes	5
	2.1.4 Page Location	6
	2.1.5 Security Updates.....	6
	2.1.6 Page Mapping.....	6
	2.1.7 Page Usage/Data Volume Impacts	6
	2.2 Update Educational Expense Deduction Logic for CW and CF EDBC	6
	2.2.1 Overview	6
	2.2.2 Description of Changes	7
	2.2.3 Programs Impacted	8
3	Requirements.....	8
	3.1 Project Requirements.....	8
4	Outreach.....	8
	4.1 Lists.....	8

1 OVERVIEW

Per ACL 21-137, awards and scholarship income used for educational expenses should be excluded from both CalWORKs (CW) and CalFresh (CF) program eligibility and benefits determination. This SCR will update the current functionality that deducts educational income expenses such as tuition, books, and school fees from the combined educational income total for the person to include the income type of 'Awards/Scholarships'. This SCR will also add additional expense types that will allow the user to deduct different educational income expense amounts for CF and CW programs.

1.1 Current Design

Currently educational income types 'Awards/Scholarships' (exempted for child dependents in CW program) and 'Student Grants, Loans - Non Needs Based' are treated as unearned income for both CW and CF program eligibility determination and benefit calculation (EDBC).

CalSAWS functionality allows the user to enter educational income expenses such as tuition, books and fees that are deducted from the combined non-exempt educational income total for the person, which does not include the 'Awards/Scholarships' income type. Furthermore, the current educational expense types only allow the user to specify one amount to be deducted from both CW and CF without any educational expense options to specify different amounts for CW and CF.

1.2 Requests

Allow for educational expenses to be deducted from the 'Awards/Scholarships' income type reported amount considered as unearned income by the CW and CF programs.

Add two new educational expense types that will allow users to specify different amounts deducted from non-exempt educational income for CF and CW programs.

Generate list of CW and CF participants with 'Awards/Scholarships' income type

1.3 Overview of Recommendations

1. Add two new educational expense types (one for CF and one for CW) to the Expense Detail page.
2. Update CW and CF educational expense rule to include income type 'Awards/Scholarships'.
3. Add new logic to deduct the new educational expense types for the applicable program.
4. Generate listing of CW and CF participants with 'Awards/Scholarships' income type.

1.4 Assumptions

1. Dependent child exemption for the 'Awards/Scholarships' income type for CalWORKs program will not change.
2. Fields not mentioned to be modified within the description of changes will retain their current functionality and logic.
3. This SCR change will only apply to come up month CF and CW EDBC's after the implementation of this SCR.
4. Regression test the form CSD 1, CW 2200, SAWS 2 PLUS to verify the population of expense types on the form.

2 RECOMMENDATIONS

2.1 Expense Detail Page

2.1.1 Overview

The Expense Detail page tracks and displays expense relevant to the case. This SCR will add two new Expense Types that account for school expenses.

2.1.2 Expense Detail Mockup

Expense Detail

*- Indicates required fields

Save and Add Another Save and Return Cancel

Expense Category: *
School

Description:

Expense Type: *
- Select -
- Select -
Books
Insurance Premiums on Student Loan
Mandatory school Fees
Miscellaneous School Expense
Origination Fees
Other School Expense - CF Exempt Only
Other School Expense - CW Exempt Only
School Dependent Care Expense
School Tuition
Supplies
Transportation

Amount:

Reduction Due Date:

Figure 2.1.1 – Expense Detail Mockup

2.1.3 Description of Changes

1. Add the following two new values to the 'Expense Type' field on the Expense Detail page when the 'Expense Category' is 'School':

- a. 'Other School Expense – CF Exempt Only'
- b. 'Other School Expense – CW Exempt Only'

Technical Note: Ensure the following reference table values are set for both of these new values:

Reference Table Description	Value
EducationExpense	Y
UtilityExpense	N
FSMedicalExpense	N
HousingExpense	N

2.1.4 Page Location

- **Global: Eligibility**
- **Local: Customer Information**
- **Task: Expenses**

2.1.5 Security Updates

N/A

2.1.6 Page Mapping

N/A

2.1.7 Page Usage/Data Volume Impacts

N/A

2.2 Update Educational Expense Deduction Logic for CW and CF EDBC

2.2.1 Overview

CalSAWS functionality allows users to enter individual school expenses which are deducted from non-exempt education income types like 'Student Grants, Loans - Non Needs Based' under unearned income in the CF and CW EDBCs. However, it does not deduct for the income type 'Awards/Scholarships'.

EDBC Person Line Item Detail - Unearned Income			
Name	Type	Description	Amount
Dad, CWCF 36M	Awards/Scholarships	(04/01/2023) \$200.00	\$ 200.00
Dad, CWCF 36M	Grants, Loans - Non Needs Based	(04/01/2023) \$200.00 - \$100.00(Education Expense)	\$ 100.00

Figure 2.2.1.1 – Awards/Scholarships EDBC Unearned Income with no Education Expense Deduction – Before SCR

This SCR will update the educational expense functionality to apply the school expense deductions to the 'Awards/Scholarships' income type.

EDBC Person Line Item Detail - Unearned Income			
Name	Type	Description	Amount
Dad, CWCF 36M	Awards/Scholarships	(04/01/2023) \$200.00 - \$100.00(Education Expense)	\$ 100.00
Dad, CWCF 36M	Grants, Loans - Non Needs Based	(04/01/2023) \$200.00 - \$100.00(Education Expense)	\$ 100.00

Figure 2.2.1.2 – Awards/Scholarships EDBC Unearned Income with Education Expense Deduction –After SCR

This SCR will also add new logic to deduct the amount from the new educational expense type '**Other School Expense- CW Exempt Only**' from the non-exempt education income amounts under unearned income in the CW EDBC only.

Likewise, new logic will be added to deduct the amount from the new educational expense type '**Other School Expense- CF Exempt Only**' from the non-exempt education income amounts under unearned income in the CF EDBC only.

2.2.2 Description of Changes

1. Update CF and CW Educational Expense rule to include income type 'Awards/Scholarships' (CT186-B7) in the non-exempt educational incomes that deduct educational income expenses.
2. Add logic that deducts educational expense type '**Other School Expense- CW Exempt Only**' from non-exempt educational incomes for CW EDBC only.

3. Add logic that deducts educational expense type '**Other School Expense- CF Exempt Only**' from non-exempt educational incomes for CF EDBC only.

2.2.3 Programs Impacted

CW, CF, RCA, DV, IN, HP, HT

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.8.2.11	The LRS shall treat income and resources based on program-specific rules.	This SCR will allow for educational expenses to be deducted from the 'Awards/Scholarship' income type.

4 OUTREACH

4.1 Lists

This list captures active program participants with 'Awards/Scholarships' income type record.

List Name: Program participants with Awards/Scholarships income

List Criteria: List of CW and/or CF cases where there is an active participant(s) who has a high-dated Income Detail record with income type 'Awards/Scholarships'.

Standard Columns:

- Case Name
- Case Number
- County
- Unit
- Unit Name
- Office Name
- Worker ID

Additional Column(s):

- Income Person Name (Last Name, First Name)
- Income Category
- Income Type
- Income Frequency
- Income Begin Date
- Income Reported Amount

Frequency: One-time

The list will be posted to the following location:

CalSAWS Web Portal> System Changes> SCR and SIR Lists> 2023> CA-228955

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-232609

ACL 21-131 Restart TNB Recertifications

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Ganesh Pinisetti
	Reviewed By	Ramakrishna Kuchibhotla

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
10/28/2022	0.1	Initial Draft	Ganesh Pinisetti
11/03/2022	0.2	Modified 2.1 and 2.2 sections based on review comments	Ganesh Pinisetti
3/1/2023	0.3	Updated and added EDBC changes	Paul Galloway
4/6/2023	0.4	Updated with design team review	Paul Galloway
4/11/2023	0.5	Updated with streamlined DCR solution	Paul Galloway

Table of Contents

1	Overview	4
	1.1 Current Design.....	4
	1.2 Requests.....	4
	1.3 Overview of Recommendations.....	4
	1.4 Assumptions	5
2	Recommendations.....	6
	2.1 Eligibility: Update TNB Recert Period to 12 Months	6
	2.2 Eligibility DCR: Insert/Update TNB RE Records	7
	2.3 Correspondence: Enable Suspended Correspondence Jobs.....	10
	2.4 Batch: Enable Suspended Batch Job.....	11
	2.5 Fiscal: Update TNB RE Skip Issuance Reporting Frequency.....	12
	2.6 Fiscal: Enable TNB Recertification Skip Issuance.....	12
	2.7 BenefitsCal: Enable TNB4 in the RE Batch Job.	13
	2.8 Automated Regression Test.....	14

1 OVERVIEW

Restart the Transitional Nutrition Benefit (TNB) program with 12-month long recertification periods beginning with recertification reports due in November 2023.

1.1 Current Design

Per ACL 18-92 (CA-205328), households eligible for the TNB Program were initially certified for one 12-month period. Eligible households were then recertified for additional six-month periods. Households that lost TNB eligibility for failure to provide documentation could restore without proration back to the original date of discontinuance if all documentation was provided within 30 days of the discontinuance.

Per ACL 21-131, recertification requirements for the TNB program were suspended for two years beginning November 2021. "TNB 4 Recertification Packet" (PB00R502), "Transitional Recertification Reminder Notice TNB 5" (PB00R503), and "TNB Recertification Discontinuance Batch EDBC Sweep" (PB00E911) batch jobs were turned off to suspend the TNB program recertification process.

Fiscal skip issuance logic was turned off so issuances would not be skipped due to non-completed TNB recertifications.

1.2 Requests

Per ACL 21-131, restart TNB recertifications beginning with those due in November 2023 and make new recertification periods 12 months long and increase the TNB restoration period to 90 days.

1.3 Overview of Recommendations

1. Update the recertification period set by EDBC for TNB programs from six months to twelve months when the new recertification period begins December 2023 or later.
2. Perform a one-time data change to update the Due Date on the latest non-completed NB Program Re-Evaluation History (RE) record on all Active TNB programs where the RE Due Date is earlier than 11/30/2023. The new Due Date will be calculated by internally adding six months at a time to the existing Due Date until the result is 11/30/2023 or later. A new RE record will be inserted if the TNB program has no RE record, or no RE record with a null Completion Date. A Completion Date will be set on RE records that are not the most recent one and were never marked complete.
3. Restart paused batch jobs in time for recertifications to resume beginning with those due in November 2023.
4. Restart paused fiscal skipped issuance logic for TNB Recertifications.
5. Add TNB4 form to the BenefitsCal RE Batch job and update the end date to display for the 90 day period.

1.4 Assumptions

1. On the "Nutrition Benefit History" page (accessed from Case Summary -> Nutrition Benefits/View Details -> View History), the "Program Re-Evaluation History" section displays the "Begin Month" as "MM/YYYY". In the database it is stored as "MM/DD/YYYY" where DD is the first of the month. Similarly, "End Month" displays as "MM/YYYY", but in the database it is "MM/DD/YYYY" where DD is the last day of the month.

Program Re-Evaluation History				
Begin Month	Due Month	Reporting Type	Completion Date	Completion Reason
06/2021	11/2021	TNB Non Reporting		

2. When this SCR refers to setting the Due Date to six months after the Begin Date, it is counting the month containing the Begin Date as the first of the six months.
3. CDSS confirmed that they do not expect CalSAWS to do a mass mailer to inform TNB households that we are resuming TNB Recertifications.
4. AB 135 increases the TNB restoration period to 90 days. The system does not restrict restoration periods, so this is managed by users.

2 RECOMMENDATIONS

2.1 Eligibility: Update TNB Recert Period to 12 Months

2.1.1 Overview

TNB RE periods were previously six months. They will now be twelve months if they begin after November 2023.

2.1.2 Description of Changes

1. Update TNB logic to create twelve-month periods when creating new RE periods that begin after November 2023.

Note: After this SCR is implemented, if TNB EDBC runs for November 2023 or earlier and establishes an RE period it should be six months long.

Technical note: this is currently set by the **TNB_UPDATE_MONTHS_INCREMENT** value in **edbc\edbc\list\AuthorizeReEvaluation.java**

2.1.3 Programs Impacted

TNB

2.1.4 Performance Impacts

None anticipated.

2.2 Eligibility DCR: Insert/Update TNB RE Records

2.2.1 Overview

Create and apply a Data Change Request (DCR) to update the Due Date on the latest non-completed RE record on all Active TNB programs where the RE Due Date is earlier than 11/30/2023. The new Due Date will be calculated by internally adding six months at a time to the existing Due Date until the result is 11/30/2023 or later, and then that result will be set as the new Due Date.

This process will also insert a new RE record if the TNB program has no RE record, or no RE with a null Completion Date. A Completion Date will be set on RE records that are not the most recent one and were never marked complete.

2.2.2 Description of Changes

1. For all programs meeting the following criteria:
 - a. Program type is TNB
 - b. Program status is Active at the time the DCR is applied
 - c. Program does not have an RE record with a Due Date of 11/30/2023 or later
2. Make the following updates:
 - a. For any RE that is not the most recent (by Begin Date) RE on that program and has a NULL Completion Date, set the Completion Date to the Due Date and the Completion Reason to Data Change (CT1892, Code DC).
 - b. If the program does not have any RE record, insert an RE record where the Begin Date is the program Application Date, the Due Date is the last day of the sixth month from the Begin Date, and the Completion Date is null.
 - c. If the latest RE record on a program does not have a null Completion Date, insert an RE record where the Begin Date is one day after the latest Completion Date on RE records for the program, the Due Date is the last day of the sixth month from the Begin Date, and the Completion Date is null.
 - d. For all the programs that meet the criteria in item 1 (*including those just updated in the previous steps if their Due Date is earlier than 11/30/2023*), update the Due Date on the latest RE as follows:
 - i. Take the existing Due Date and calculate the last day of the month six months after that.

- ii. If that calculated date is before 11/30/2023, repeat the process by calculating the last day of the month six months after that. Keep repeating that process until the calculated date is 11/30/2023 or later.
- iii. Set the RE Due Date to the newly calculated date (which will be 11/30/2023 or later).

2.2.3 Examples:

- 1. Active TNB program has the latest RE Due Date of 11/30/2021.

Program Re-Evaluation History				
Begin Month	Due Month	Reporting Type	Completion Date	Completion Reason
06/2021	11/2021	TNB Non Reporting		
12/2020	05/2021	TNB Non Reporting	05/04/2021	Processed

Figure 2.2.3.1 – Program Re-Evaluation History before applying DCR

- a. Calculate 6 month intervals after the Due Date until the result is 11/30/2023 or later:
5/31/2022, 11/30/2022, 5/31/2023, **11/30/2023**
- b. Set the latest RE Due Date to **11/30/2023**.

Program Re-Evaluation History				
Begin Month	Due Month	Reporting Type	Completion Date	Completion Reason
06/2021	11/2023	TNB Non Reporting		
12/2020	05/2021	TNB Non Reporting	05/04/2021	Processed

Figure 2.2.3.2 – Program Re-Evaluation History after applying DCR

- 2. Active TNB program has the latest RE Due Date of 12/31/2021.
 - a. Calculate 6 month intervals after the Due Date until the result is 11/30/2023 or later:
6/30/2022, 12/31/2022, 6/30/2023, **12/31/2023**
 - b. Set the latest RE Due Date to **12/31/2023**.

- 3. Active TNB program has the latest RE Due Date of 7/31/2023.
 - a. Calculate 6 month intervals after the Due Date until the result is 11/30/2023 or later:
1/31/2024
 - b. Set the latest RE Due Date to **1/31/2024**.

2.2.4 Estimated Number of Records Impacted/Performance

There are approximately 1,550 active TNB programs in CalSAWS up through the migration of CalWIN Wave 2. When this DCR runs the volume will have increased somewhat as Waves 3 through 5 will have converted by then.

2.3 Correspondence: Enable Suspended Correspondence Jobs

2.3.1 Overview

Enable the following correspondence batch jobs (which were suspended by SCR CA-232840 and CA-232171) in time to restart TNB recertifications beginning with recertifications due in November 2023:

- **PB00R502 - TNB 4 Recertification Packet** job runs on the 10th of every month (or next business day if 10th is a Sunday or holiday) to send TNB4 to households where the RE is due the following month.
- **PB00R503 - Transitional Recertification Reminder Notice TNB 5** job runs on the 15th of every month (or next business day if 15th is a Sunday or holiday) to send TNB5 to households where the TNB RE is due in the current month and the most recent TNB4 packet is still in Sent status.

2.3.2 Description of Change

1. Update the batch execution schedule for PB00R502 prior to 10/10/2023 to resume the previous schedule.
 - a. The Batch Schedule Change Request (BSCR) Start date will be 10/10/2023. This is the first date that the batch will run.
2. Update the batch execution schedule for PB00R503 prior to 11/15/2023 to resume the previous schedule.
 - a. The Batch Schedule Change Request (BSCR) Start date will be 11/15/2023. This is the first date that the batch will run.

2.4 Batch: Enable Suspended Batch Job

2.4.1 Overview

Enable the following batch job (which was suspended by SCR CA-232840) in time to restart TNB recertifications beginning with November 2023 recertifications:

- **PB00E911 - TNB Recertification Discontinuance Batch EDBC Sweep Job** runs on the last batch day of every month and triggers EDBC on TNB households active in the following month where the most recent non-completed recertification Due Date is the last day of the batch job month.

2.4.2 Description of Change

1. Update the batch execution schedule for PB00E911 prior to 11/30/2023 to resume the previous schedule.
2. The Batch Schedule Change Request (BSCR) Start date will be 11/30/2023. This is the first date that the batch will run.

2.4.3 Execution Frequency

Monthly on the last day of the month.

2.4.4 Key Scheduling Dependencies

Before Batch EDBC processing job.

2.4.5 Counties Impacted

All Counties.

2.4.6 Category

Core

2.4.7 Data Volume/Performance

N/A

2.4.8 Failure Procedure/Operational Instructions

Batch Support Operations staff will evaluate transmission errors and failures and determine the appropriate resolution (i.e., manually retrieving the file from the directory and contacting the external partner if there is an account or password issue, etc.)

2.5 Fiscal: Update TNB RE Skip Issuance Reporting Frequency

2.5.1 Overview

Update the "Periodic Report Frequency" used by Skip Issuance from 6 months to 12 months.

2.5.2 Description of Change

1. Apply a CTCR to change update the TNB Non Reporting "Periodic Report Frequency" (CT542, Code TN) from 6 months to 12 months.

2.6 Fiscal: Enable TNB Recertification Skip Issuance

2.6.1 Overview

Restart TNB Fiscal logic (which was suspended by CA-233686) that skips issuances on TNB households for the following reasons:

- Redetermination/Recertification Does not Exist for submit month
- Redetermination/Recertification received is not complete

This must be applied before TNB Payroll runs in November 2023. It can be applied any time after the DCR that is inserting/updating RE records has completed.

2.6.2 Description of Change

1. Execute a DCR to set the End Date to high date on the "Skip Issuance Redetermination Validation" scenarios for Nutrition Benefit in Fiscal Transact Map.

2.7 BenefitsCal: Enable TNB4 in the RE Batch Job.

2.7.1 Overview

Enable TNB4 Recertification the following batch job in time to restart TNB recertifications beginning with November 2023 recertifications:

- **PB00C3XX** (PB00C301 to PB00C350)

2.7.2 Description of Change

1. Update the batch job to include TNB4 Renewals.
2. Update the end date for TNB4 Renewals to 90 days.
3. DCR to include the TNB4 Renewal Form name.

2.7.3 Execution Frequency

Daily

2.7.4 Key Scheduling Dependencies

Existing batch job

2.7.5 Counties Impacted

All Counties.

2.7.6 Category

Core

2.7.7 Data Volume/Performance

N/A

2.7.8 Failure Procedure/Operational Instructions

Batch Support Operations staff will evaluate transmission errors and failures and determine the appropriate resolution (i.e., manually retrieving the file from the directory and contacting the external partner if there is an account or password issue, etc.)

2.8 Automated Regression Test

2.8.1 Overview

Create new automated regression test scripts to verify the length of the RE period created for a TNB program when EDBC is run for the high-dated period in benefit month December 2023 or later.

2.8.2 Description of Change

1. Create a new regression script to create an ongoing TNB program with an RE Due Month of November 2023 or later. Generate a TNB 4 packet and mark the packet Received. Run EDBC for the first month of the next period and verify that the length of the new RE period is 12 months.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-237881

Update Meets ESAP Criteria Indicator

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Yale Yee
	Reviewed By	Business Analyst, Build Team, System Test Team, CW/CF Committee

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
12/15/2022	1.0	Initial Document	Yale Yee

Table of Contents

1	Overview	4
1.1	Current Design.....	4
1.2	Requests.....	4
1.3	Overview of Recommendations.....	4
1.4	Assumptions	4
2	Recommendations.....	5
2.1	Update CF EDBC when Determining the ESAP Indicator.....	5
2.1.1	Overview	5
2.1.2	Description of Changes	5
2.1.3	Programs Impacted	5
2.1.4	Performance Impacts	5
2.2	Add Journal Entry When ESAP Indicator Changes from Yes to No	6
2.2.1	Overview	6
2.2.2	Description of Change.....	6
2.3	Programs Impacted	6
2.4	Automated Regression Test.....	6
2.4.1	Overview	6
2.4.2	Description of Changes	6

1 OVERVIEW

1.1 Current Design

The CalFresh (CF) EDBC determines the ESAP indicator for every EDBC run, effective October 2017 or later. The user has the ability to override the system's ESAP determination. The ESAP determination is visible in the EDBC results and on the Case Summary page for the CalFresh program.

Per CRPC 2242, CDSS stated that the ESAP status can only be conferred at new application or recertification. If the CalFresh household is removed from ESAP, the county will have to wait until the household's recertification (or a re-application for benefits) to confer ESAP once again. The waiver from FNS specifically states that "If the State becomes aware that a regular SNAP household is eligible for the ESAP at recertification, including households that were former ESAP participants removed from the demonstration project due to changes in circumstances, the State must add these households to the demonstration project and inform the households of their new status, reporting procedures, and responsibilities." This provision means that the county may not automatically re-confer ESAP eligibility.

1.2 Requests

If the ESAP indicator has been set to 'No', the ESAP indicator will not be set to 'Yes' mid-period.

1.3 Overview of Recommendations

1. Update CF EDBC to no longer allow the ESAP indicator to change from 'No' to 'Yes' mid-period.

1.4 Assumptions

1. The criteria for ESAP will not be changed.
2. As per the existing trigger conditions CF 377.2B, ESAP CF RE Packet and the SAR 2 (Reporting Changes for Cash Aid and CalFresh) forms will not get generated through batch if the ESAP indicator is No.
3. The RE Date Report displays the ESAP indicator. The update to the ESAP indicator will automatically be picked up by the report with no update required to the report. This is because the indicator will be stored in the same location.
4. Certification RE date determined for ESAP will not change.

2 RECOMMENDATIONS

2.1 Update CF EDBC when Determining the ESAP Indicator

2.1.1 Overview

Additional requirements will be added when setting the ESAP indicator to 'Yes'.

2.1.2 Description of Changes

1. Update CF EDBC to set the ESAP indicator to "Yes" when the following requirements are met:
 - a. the household meets all the current criteria to be eligible to ESAP (All Active or Pending persons in the CF household are elderly and/or disabled with no earned income); **AND**
 - b. the latest EDBC authorized for the previous month also had MEETS ESAP CRITERIA = YES **OR**
 - c. the benefit month being processed is a new application (Intake) or the start of a new RE period.
 - i. New application (Intake) – Beginning Date of Aid (BDA) is the same as benefit month.
 1. Application disposition is Pending.
 - ii. Start of a new RE period – Begin Month of RE period (first month of the new recertification) is the same as benefit month.
 1. EDBC has RE run reason and RE Due Date is in any prior month to benefit month.
 - iii. For benefit month reruns when the intake month is approved or the RE period has been established, the ESAP indicator may change from 'No' to 'Yes' if the benefit month is a new application (intake) or the begin date of the RE period.

Note: Subsequent months will need to be run to reflect the ESAP 'Yes' indicator.

2.1.3 Programs Impacted

CalFresh

2.1.4 Performance Impacts

N/A

2.2 Add Journal Entry When ESAP Indicator Changes from Yes to No

2.2.1 Overview

Create a journal entry for cases when the ESAP Indicator changes from Yes to No.

2.2.2 Description of Change

Create a journal entry for cases when the ESAP Indicator changes from Yes to No.

Journal Entry	Description
New/Update	New
Journal Category	All
Journal Type	Indicator Change
Short Description	ESAP Indicator changed from Yes to No.
Long Description	ESAP Indicator changed from Yes to No during CF EDBC run.
New/Update	New
Case ID	Case ID of the case where the ESAP Indicator changed from Yes to No.

2.3 Programs Impacted

CalFresh

2.4 Automated Regression Test

2.4.1 Overview

Create new ART scripts to confirm the changes in this SCR.

2.4.2 Description of Changes

Create a new intake CF case and run EDBC to set ESAP to Yes. Add earned income to the case mid-period and run EDBC again. ESAP is set to No and a journal entry is created. Remove the earned income mid-period and run EDBC again. ESAP stays at No. At RE, process RE and Run EDBC with RE run reason (HH still has no earned income). ESAP is set to Yes.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-250002

Add Available Translations for M16-120C to CalSAWS

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	M Devi Priya
	Reviewed By	Meghana R Chander

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
04/14/2023	1.0	Initial Draft	M Devi Priya

Table of Contents

1	Overview	4
	1.1 Current Design.....	4
	1.2 Requests.....	4
	1.3 Overview of Recommendations.....	4
	1.4 Assumptions.....	4
2	Recommendations	5
	2.1.1 Update and add Available Translations for M16-120C to CalSAWS	5
	2.1.2 Overview	5
	2.1.3 Form Verbiage	5
	2.1.4 Form Variable Population	5
	2.1.5 Form Generation Conditions	6
3	Supporting Documents	7
4	Requirements	8
	4.1 Project Requirements.....	8

1 OVERVIEW

1.1 This effort will update the (8/08) EN & SP version of the M16-120C and add the available threshold languages.

1.2 Current Design

Currently, M16-120C (08/08) is available in English and Spanish languages in CalSAWS.

1.3 Requests

1. Update M16-120C (08/08) state version EBT Dormant Account – Reactivate in English and Spanish languages to include the NA 290 (2/14) updated footer message provided in CalSAWS Template Repository.
2. Add M16-120C (08/08) EBT Dormant Account – Reactivate in available threshold languages to CalSAWS Template Repository.
Languages Include: Chinese, Russian and Vietnamese

1.4 Overview of Recommendations

1. Update the footer message of M16-120C (08/08) EBT Dormant Account – Reactivate in English and Spanish languages to CalSAWS Template Repository
2. Add M16-120C (08/08) EBT Dormant Account – Reactivate in available threshold languages to CalSAWS Template Repository.
Languages Include: Chinese, Russian and Vietnamese

1.5 Assumptions

1. Print options for threshold forms will remain the same as the print options for English and Spanish forms.
2. There are no changes to the generation logic of these forms. All triggers for the new threshold forms will be the same as the existing EN/SP forms.
3. All fields (blank or prepopulated) will be editable.
4. Supporting Documents section references attachments found on Jira.

2 RECOMMENDATIONS

2.1.1 Update and add Available Translations for M16-120C to CalSAWS

2.1.2 Overview

This section will cover the requirements for updating and adding the M16-120C to CalSAWS.

State Form: M16-120C (08/08)

Current Programs: CalWORKs, General Assistance/General Relief, Refugee Cash Assistance (RCA), CAPI

Current Forms Category: NOA

Current Template Repository Visibility: All counties

Existing Languages: English, Spanish

Update Template Description: This form tells a program participant that their EBT card has been reactivated.

Imaging Form Name: EBT Reactivate Account

Imaging Document Type: Notification/Notice of Action

2.1.3 Form Verbiage

Create M16-120C (7/02) XDP's.

Updated Languages: English and Spanish

Added Threshold Languages: Chinese*, Russian and Vietnamese.

*One translation is provided to support the three Chinese threshold languages: Cantonese, Chinese, and Mandarin.

Form Mockups/Examples: See Supporting Documents #1

Form Header: CalSAWS Standard Header #1

Form Number: M16-120C

Include NA BACK 9: Yes

2.1.4 Form Variable Population

Field Mappings: Use the same field mappings as the English and Spanish Forms for existing population logic.

2.1.5 Form Generation Conditions

The M16-120C is generated only through Template Repository.

Form Print/Mailing Options

Threshold forms will have the same Form Print/Mailing Options as their corresponding English/Spanish forms.

Print Options:

Blank Template	Print Local without Save	Print Local and Save	Print Central and Save	Reprint Local	Reprint Central
Y	Y	Y	Y	Y	Y

Mailing Options:

Mailing Options	Option for M16-120C
Mail-To (Recipient)	Applicant selected on the document parameters page.
Mailed From (Return)	Worker's Office Address
Mail-back-to Address	N/A
Outgoing Envelope Type	Standard
Return Envelope Type	N/A
Special Paper Stock	N/A

Form Control:

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

Additional Options:

Requirement	Option for M16-120C
Post to Self-Service Portal	Y

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Correspondence	M16-120C	M16-120C_EN.pdf M16-120C_SP.pdf M16-120C_CH.pdf M16-120C_RU.pdf M16-120C_VI.pdf

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.3 CAR-1239	<p>The LRS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including:</p> <ul style="list-style-type: none"> a. Appointment notices; b. Redetermination, Recertification, and/or Annual Agreement notices and forms; c. Other scheduling notices (e.g., quality control, GR hearings, and appeals); d. Periodic reporting notices; e. Contact letters; f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site; g. Information notices and stuffers; h. Case-specific verification/referral forms; i. GR Vendor notices; k. Court-mandated notices, including Balderas notices; l. SSIAP appointment notices; m. Withdrawal forms; n. COLA notices; o. Time limit notices; p. Transitioning of aid notices; q. Interface triggered forms and notices (e.g., IFDS, IEVS); r. Non-compliance and sanction notices; s. Benefit issuance and benefit recovery forms and notices, including reminder notices; t. Corrective NOAs on State Fair Hearing decisions; u. CSC paper ID cards with LRS-generated access information; and v. CSC PIN notices. 	M16-120C is being updated and added in English and available threshold languages.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-250348

Add Available Translations for CW 4 to CalSAWS

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Reshma Chandy
	Reviewed By	Mamata Sasumana

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
04/27/2023	0.1	Initial Draft	Reshma Chandy

Table of Contents

1	Overview	4
	1.1 Current Design.....	4
	1.2 Requests.....	4
	1.3 Overview of Recommendations.....	4
	1.4 Assumptions	4
2	Recommendations.....	5
	2.1 Add CW 4 in available languages to CalSAWS.....	5
	2.1.1 Overview	5
	2.1.2 Form/NOA Verbiage	5
	2.1.3 Form/NOA Variable Population	5
	2.1.4 Form/NOA Generation Conditions.....	5
3	Supporting Documents	7
4	Requirements.....	7
	4.1 Project Requirements.....	7

1 OVERVIEW

The purpose of this SCR is to add CW 4 form IMMEDIATE NEED PAYMENT REQUEST in available threshold languages to CalSAWS.

1.1 Current Design

Currently CW 4 (06/02) is available only in English and Spanish in CalSAWS.

1.2 Requests

1. Add CW 4 (06/02) in available threshold languages to the CalSAWS Template Repository.
Languages Include: Chinese, Russian, Vietnamese

1.3 Overview of Recommendations

1. Add CW 4 (06/02) to CalSAWS Template Repository in following threshold languages: Chinese, Russian, Vietnamese

1.4 Assumptions

1. Print options for threshold languages will remain the same as the print options for CW 4 English and Spanish.
2. No updates to population logic for CW 4.
3. All fields (blank or prepopulated) will be editable.
4. Supporting Documents section references attachments found on Jira.

2 RECOMMENDATIONS

2.1 Add CW 4 in threshold languages to CalSAWS.

2.1.1 Overview

This section will cover the requirements for adding CW 4 (06/02) in available threshold languages.

State Form: CW 4 (06/02)

Current Programs: CalWORKs

Current Forms Category: Forms

Current Template Repository Visibility: All Counties

Existing Languages: English, Spanish

2.1.2 Form/NOA Verbiage

Create CW 4 (06/02) XDP for Threshold Languages

Create CW 4 XDPs for the available threshold languages with version (06/02)

Threshold Languages: Chinese*, Russian, Vietnamese

*One translation is provided to support the three Chinese threshold languages: Cantonese, Chinese, and Mandarin.

Form Mockups/Examples: See Supporting Documents #1

Form Header: CalSAWS Standard Header(Header_3)

Include NA BACK 9: No

2.1.3 Form/NOA Variable Population

Field Mappings: Use the same field mappings as the English and Spanish forms for existing population logic.

2.1.4 Form/NOA Generation Conditions

CW 4 form will be generated through Templates Repository

Form Print/Mailing Options

Threshold forms will have the same Form Print/Mailing Options as their corresponding English/Spanish forms.

Print Options:

Blank Template	Print Local without Save	Print Local and Save	Print Central and Save	Reprint Local	Reprint Central
Y	Y	Y	N	Y	N

Form Control:

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

Mailing Options:

Mailing Options	Option for CW 4
Mail-To (Recipient)	N/A
Mailed From (Return)	N/A
Mail-back-to Address	N/A
Outgoing Envelope Type	N/A
Return Envelope Type	N/A
Special Paper Stock	N/A
Mail Priority	N/A

Additional Options:

Requirement	Option for CW 4 Form
Post to Self-Service Portal	Y

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Forms	CW 4 Mockup	CW4_CH.pdf CW4_RU.pdf CW4_VI.pdf

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.3 CAR-1239	<p>The LRS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including:</p> <ul style="list-style-type: none"> a. Appointment notices; b. Redetermination, Recertification, and/or Annual Agreement notices and forms; c. Other scheduling notices (e.g., quality control, GR hearings, and appeals); d. Periodic reporting notices; e. Contact letters; f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site; g. Information notices and stuffers; h. Case-specific verification/referral forms; i. GR Vendor notices; k. Court-mandated notices, including Balderas notices; 	CW 4 will be added in available languages to CalSAWS Template Repository.

	<ul style="list-style-type: none">l. SSIAP appointment notices;m. Withdrawal forms;n. COLA notices;o. Time limit notices;p. Transitioning of aid notices;q. Interface triggered forms and notices (e.g., IFDS, IEVS);r. Non-compliance and sanction notices;s. Benefit issuance and benefit recovery forms and notices, including reminder notices;t. Corrective NOAs on State Fair Hearing decisions;u. CSC paper ID cards with LRS-generated access information; andv. CSC PIN notices.	
--	---	--

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-250350

Add Available Translations for CW 60 to
CalSAWS.

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Surendar Raja Gopal Murugesan
	Reviewed By	Lianel Richwin

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
04/28/2023	1.0	Initial Draft	Surendar Raja Gopal Murugesan

Table of Contents

1	Overview	4
	1.1 Current Design.....	4
	1.2 Requests.....	4
	1.3 Overview of Recommendations.....	4
	1.4 Assumptions.....	4
2	Recommendations	4
	2.1 Add CW 60 in available threshold languages.....	4
	2.1.1 Overview.....	4
	2.1.2 Form Verbiage.....	5
	2.1.3 Form Generation Conditions.....	5
3	Supporting Documents	7
4	Requirements	8
	4.1 Project Requirements.....	8

1 OVERVIEW

This effort will add available Threshold Languages to CW 60 (5/01) in CalSAWS.

1.1 Current Design

Currently CW 60 (5/01) is available only in English and Spanish Languages in CalSAWS.

1.2 Requests

Add CW 60 (5/01) Release of Information - Financial Institution in available threshold languages to CalSAWS Template Repository.

Languages Include: Chinese, Russian, Vietnamese

1.3 Overview of Recommendations

Add CW 60 (5/01) Release of Information - Financial Institution to CalSAWS in following threshold languages: Chinese, Russian, Vietnamese.

1.4 Assumptions

1. Print options for threshold forms will remain the same as the print options for English and Spanish forms.
2. There are no changes to the generation logic of these forms. The new threshold forms will be the same as the existing English and Spanish forms.
3. All fields (blank or prepopulated) will be editable.
4. Supporting Documents section references attachments found on Jira.

2 RECOMMENDATIONS

2.1 Add CW 60 in available threshold languages.

2.1.1 Overview

This section will cover the requirements for adding the CW 60 in available threshold languages.

State Form: CW 60 (5/01)

Programs: CalWORKs

Current Forms Category: Forms

Current Template Repository Visibility: All counties

Form Title (Document List Page Displayed Name): Release of Information - Financial Institution

Existing Languages: English, Spanish

2.1.2 Form Verbiage

Create CW 60 XDP's for Threshold Languages

New XDPs will be created for threshold languages.

Threshold Languages: Chinese*, Russian, Vietnamese.

*One translation is provided to support the three Chinese threshold languages: Cantonese, Chinese, and Mandarin.

Form Header: CalSAWS Standard Header #3

Include NA Back 9: No

Form Mockups/Examples: See Supporting Documents #1

2.1.3 Form Generation Conditions

The CW 60 form will be generated through Template Repository.

Form Print/Mailing Options

Threshold languages will have the same Form Print/Mailing Options as their corresponding English/Spanish languages.

Print Options:

Blank Template	Print Local without Save	Print Local and Save	Print Central and Save	Reprint Local	Reprint Central
Y	Y	Y	N	Y	N

Mailing Options:

Mailing Options	Option for CW 60
Mail-To (Recipient)	N/A
Mailed From (Return)	N/A
Mail-back-to Address	N/A
Outgoing Envelope Type	N/A
Return Envelope Type	N/A
Special Paper Stock	N/A

Form Control:

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

Additional Options:

Requirement	Option for CW 60 Form
Post to Self-Service Portal	Y

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Correspondence	CW 60 form in threshold languages	CW60_CH.pdf CW60_RU.pdf CW60_VI.pdf

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.3 CAR-1239	<p>The LRS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including:</p> <ul style="list-style-type: none"> a. Appointment notices; b. Redetermination, Recertification, and/or Annual Agreement notices and forms; c. Other scheduling notices (e.g., quality control, GR hearings, and appeals); d. Periodic reporting notices; e. Contact letters; f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site; g. Information notices and stuffers; h. Case-specific verification/referral forms; i. GR Vendor notices; k. Court-mandated notices, including Balderas notices; l. SSIAP appointment notices; m. Withdrawal forms; n. COLA notices; o. Time limit notices; p. Transitioning of aid notices; q. Interface triggered forms and notices (e.g., IFDS, IEVS); r. Non-compliance and sanction notices; s. Benefit issuance and benefit recovery forms and notices, including reminder notices; t. Corrective NOAs on State Fair Hearing decisions; u. CSC paper ID cards with LRS-generated access information; and v. CSC PIN notices. 	CW 60 is added in available threshold languages.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-259732

Update Case Linking to Use Full Social Security
Number

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Gillian Noelle Bendicio
	Reviewed By	Dymas Pena, Nue Nelson, Connie Buzbee

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
4/19/2023	.1	Initial Revision	Gillian Noelle Bendicio

Table of Contents

1	Overview	4
	1.1 Current Design.....	4
	1.2 Requests.....	4
	1.3 Overview of Recommendations.....	4
	1.4 Assumptions	4
2	Recommendations.....	5
	2.1 Case Link API	5
	2.1.1 Overview	5
	2.1.2 Description of Change.....	5
	2.1.3 Partner Integration Testing	5
	2.1.4 Execution Frequency.....	5
	2.1.5 Key Scheduling Dependencies	5
	2.1.6 Counties Impacted	5
	2.1.7 Category	5
	2.1.8 Data Volume/Performance.....	6
	2.1.9 Interface Partner.....	6
	2.1.10 Failure Procedure/Operational Instructions.....	6
	2.1 Automated Regression Test.....	7
	2.1.1 Overview	7
	2.1.2 Description of Change.....	7
3	Supporting Documents	8

1 OVERVIEW

This System Change Request (SCR) will update the search criteria when locating a CalSAWS person record based on the customer's input on the BenefitsCal portal.

1.1 Current Design

Currently, the BenefitsCal user is prompted to input the last 4 digits of their Social Security Number (SSN) along with their date of birth and zip code as an option to help locate and link their BenefitsCal account to a CalSAWS person record. If the person is a primary applicant on at least one of the programs on a case and matches the information input by the Customer, an auto-link occurs when there is exactly 1 person found in CalSAWS.

1.2 Requests

Update the search criteria to use the BenefitsCal user's full SSN when linking the BenefitsCal account to a CalSAWS person.

1.3 Overview of Recommendations

1. Update the Case Link API to accept a full SSN in the request.
2. Update the Case Link API to search for the CalSAWS person record using the full SSN from the request.

1.4 Assumptions

1. Existing logic not mentioned in the SCR will remain unchanged.

2 RECOMMENDATIONS

2.1 Case Link API

2.1.1 Overview

The Case Link API is a RESTful service that can auto-link a BenefitsCal account to a CalSAWS person record when a perfect match is found. Otherwise, it creates a manual link request when multiple person records are found with the information input by the Customer.

2.1.2 Description of Change

1. Update the request for the Link by SSN, Link by Case Number, and Link by EBT endpoints to accept 9 digits for the SSN as per the API documentation.
 - a. The API validation is updated to check that the SSN received is 9 digits.
2. Update the logic to search for a CalSAWS person record to use the full SSN if it is part of the API request when searching for the CalSAWS person record.

2.1.3 Partner Integration Testing

Yes

2.1.4 Execution Frequency

N/A

2.1.5 Key Scheduling Dependencies

N/A

2.1.6 Counties Impacted

BenefitsCal-supported counties

2.1.7 Category

Real time

2.1.8 Data Volume/Performance

No impact to this section.

2.1.9 Interface Partner

BenefitsCal

2.1.10 Failure Procedure/Operational Instructions

Operations staff will evaluate transmission errors and failures and determine the appropriate resolution (i.e., manually retrieving the file from the directory and contacting the external partner if there is an account or password issue, etc.)

2.1 Automated Regression Test

2.1.1 Overview

Create new regression test scripts based on the system test scenarios for the permanent functional changes outlined above.

2.1.2 Description of Change

1. Evaluate each system test scenario for the potential of automation.
Known exclusionary criteria:
 - a. Temporary or one-time changes (ex., Data Change Requests, operational batch job execution)
 - b. Technical limitations (ex., visual comparison of a static document against a template)
 - c. Security restrictions (ex., access to an external service requiring Multi-Factor Authentication)
 - d. Required manual intervention (ex., physical printing, document scanning, forced service outage)
2. For each scenario determined to be an automation candidate, modify the system test scenario to be executable as part of the Regression Test Suite. This may include the following:
 - a. Repeatability: The script must be able to execute multiple times between data refreshes
 - b. Targetability: The script must fully and accurately verify the actual result against the expected result of the scenario

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Interface	Case Link HTML	Case Link.html
2	Interface	Case Link YAML	Case Link.yaml

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-260725

Add Text Messaging Functionality for MC Auto
Renewed Programs

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Howard Suksanti, Farhat Ulain, Shining Liu
	Reviewed By	Geetha Ramalingam, Naga Chinduluru, Renee Gustafon, Shining Liu

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
5/1/2023	1.0	Initial draft	Howard Suksanti, Farhat Ulain

Table of Contents

1	Overview	5
1.1	Current Design.....	5
1.2	Requests.....	5
1.3	Overview of Recommendations.....	5
1.4	Assumptions	5
2	Recommendations.....	6
2.1	Automated Action List	6
2.1.1	Overview	6
2.1.2	Automated Action List Mockup	7
2.1.3	Description of Change.....	8
2.1.4	Page Location	8
2.1.5	Security Updates.....	8
2.1.6	Page Mapping.....	8
2.1.7	Page Usage/Data Volume Impacts	8
2.2	Automated Action Detail.....	8
2.2.1	Overview	8
2.2.2	Automated Action Detail Mockup	9
2.2.3	Description of Change.....	9
2.2.4	Page Location	10
2.2.5	Security Updates.....	10
2.2.6	Page Mapping.....	10
2.2.7	Page Usage/Data Volume Impacts	10
2.3	Create a new batch to identify the auto-renewed population and send them a text message.....	10
2.3.1	Overview	10
2.3.2	Description of Change.....	10
2.3.3	Partner Integration Testing	11
2.3.4	Execution Frequency.....	11
2.3.5	Key Scheduling Dependencies	11
2.3.6	Counties Impacted	11
2.3.7	Category	11
2.3.8	Data Volume/Performance.....	11

2.3.9	Failure Procedure/Operational Instructions.....	11
3	Requirements.....	12
3.1	Project Requirements.....	12

1 OVERVIEW

This SCR will send a text notification to the participant when a Medi-Cal (MC) renewal is auto renewed.

1.1 Current Design

At the beginning of each month, EDRs are sent to CalHEERS for Redeterminations due in 2 months. We receive the DERs in several days where some programs come back as eligible for auto renewal (no-touch). EDBC is ran on these programs and the RE is advanced. For the remaining DERs, customers receive one of the 3 MC RE Packets (MAGI, Non-MAGI, Mixed).

1.2 Requests

For the auto-renewed customers, send them a text messaging notifying them of the auto renewal.

1.3 Overview of Recommendations

1. Create a new automated action and turn it on for all 58 counties.
2. Create a new batch to identify the auto-renewed population and send them a text message.
3. Text Message:
 - English: CalSAWS: Good news! Your Medi-Cal was renewed for another year. Check your mail for a confirmation soon. Questions? Call <Phone Number> or visit BenefitsCal.com
 - Spanish:
CalSAWS: Buenas noticias! Su Medi-Cal fue renovado otro ano. Revise su correo para una confirmacion. Preguntas? Llame al <Phone Number> o visite BenefitsCal.com
4. Add a new Automated Action 'Medi-Cal Auto Renewal Confirmation' to the Automated Action List page.

Criteria for automated action: Medi-Cal EDBC is run with 'RE' Run Reason and is a Regular, Accepted and Saved EDBC by batch. The Medi-Cal program and at least one program person remains Active MEM in the same benefit month as the RE EDBC.

1.4 Assumptions

1. Fields not modified within the description of changes will retain their current functionality.
2. The new text message is an addition to the existing CalSAWS batch sweep text campaign framework, as defined in SCR CA-207106 (CA-224051). This framework will not be modified, and the new text message is expected to follow framework definitions, including but not limited to:

- a. Text messages that have a <Phone Number> parameter in the message will use (844) 859-2100.
- b. A customer contact history entry will be added for sent texts. No journal entry will be created.
- c. Counties may choose to turn on or off the corresponding Automated Action. Turning on the Automated Action means the new text message will be sent to participants in the county, but it will not generate notifications or tasks within CalSAWS. Turning off the Automated Action means the new text message will not be sent to participants in the county.

2 RECOMMENDATIONS

2.1 Automated Action List

2.1.1 Overview

This page displays the list of automated actions and allows the user to navigate to detailed information for each automated action. User can select the Type of the action they want to visit. This change will add a new Automated Action under the type 'Text Outreach' to this page.

2.1.2 Automated Action List Mockup

Automated Action List

▸ Refine Your Search

Search Results Summary					Results 1 - 25 of 28	
					1 2 Next	
Name	Program(s)	Type	Source	Status		
Appointment Reminder	All Programs	Text Outreach	Batch	Active	Edit	
CalFresh Recertification Packet Not Received	CF	Text Outreach	Batch	Active	Edit	
CalWORKs Redetermination Packet Not Received	CW	Text Outreach	Batch	Active	Edit	
CalWORKs/CalFresh Recertification Packet Not Received	CW, CF	Text Outreach	Batch	Active	Edit	
E-signature code expired	All Programs	Text Outreach	Online	Active	Edit	
E-signature complete	All Programs	Text Outreach	Online	Active	Edit	
E-signature invalid code	All Programs	Text Outreach	Online	Active	Edit	
E-signature no longer required	All Programs	Text Outreach	Online	Active	Edit	
E-signature not complete	All Programs	Text Outreach	Batch	Active	Edit	
E-signature request	All Programs	Text Outreach	Online	Active	Edit	
Form Incomplete	CW, CF, MC	Text Outreach	Online	Active	Edit	
Form Processed	CW, CF, MC	Text Outreach	Batch	Active	Edit	
Form Processed with Details	CW, CF	Text Outreach	Batch	Active	Edit	
Form Received	CW, CF, MC	Text Outreach	Online	Active	Edit	
GR Non-compliance	GA/GR	Text Outreach	Batch	Active	Edit	
GROW Non-compliance	GROW	Text Outreach	Batch	Active	Edit	
General Relief Needs Special Assistance Expiration Reminder	GA/GR	Text Outreach	Batch	Active	Edit	
MC Packet Sent	MC	Text Outreach	Batch	Active	Edit	
Medi-Cal Auto Renewal Confirmation	MC	Text Outreach	Batch	Active	Edit	
Missed Appointment	All Programs	Text Outreach	Batch	Active	Edit	
QR 7 Due	GA/GR	Text Outreach	Batch	Active	Edit	
Redetermination with Appointment Sent	CW, CF	Text Outreach	Batch	Active	Edit	
Redetermination without Appointment Sent	CW, CF	Text Outreach	Batch	Active	Edit	
SAR 7 Not Received	CW, CF	Text Outreach	Batch	Active	Edit	
SAR 7 Not Received (Balderas Sent)	CW, RC	Text Outreach	Batch	Active	Edit	

1 2 [Next](#)

Figure 2.1.2-1 – Automated Action List Page

2.1.3 Description of Change

1. Add a new Automated Action 'Medi-Cal Auto Renewal Confirmation' under the type 'Text Outreach'.
 - a. 'Medi-Cal Auto Renewal Confirmation' action will be displayed in the alphabetical order in the Search Results Summary section of the page.
 - i. It will be a hyperlink.
 - ii. It will display an Edit button next to it as displayed in the figure 2.1.2-1.
 - b. 'Medi-Cal Auto Renewal Confirmation' action will be available only for Medi-Cal program.
 - c. 'Medi-Cal Auto Renewal Confirmation' action will be available for all 58 counties.
 - d. Clicking on the 'Medi-Cal Auto Renewal Confirmation' action hyperlink will navigate the user to the Automated Action Detail page.

2.1.4 Page Location

- **Global:** Admin Tools
- **Local:** Admin
- **Task:** Task Admin → Automated Action List

2.1.5 Security Updates

The 'Medi-Cal Auto Renewal Confirmation' action will follow the existing security rights of the page.

2.1.6 Page Mapping

N/A

2.1.7 Page Usage/Data Volume Impacts

N/A

2.2 Automated Action Detail

2.2.1 Overview

This page captures and display the detailed information about the automated action. This SCR will add a new Automated Action in the type 'Text Outreach'. This page will display the detailed information of the newly added text.

2.2.2 Automated Action Detail Mockup

Automated Action Detail

Edit Close

Action Information		
Name: Medi-Cal Auto Renewal Confirmation	Type: Text Outreach	Status: * Active
Program(s): MC	Run Date: Batch (Mon-Fri)	Source: Batch
Scenario: Medi-Cal is Auto Renewed.		

Text Information
Message Text: CalSAWS: Good news! Your Medi-Cal was renewed for another year. Check your mail for confirmation soon. Questions? Call XXX-XXX-XXXX or visit BenefitsCal.com.

Edit Close

Figure 2.2.2-1 – Automated Action Detail Page

2.2.3 Description of Change

1. The details below will be displayed in the Automated Action Detail page for 'Medi-Cal Auto Renewal Confirmation' action.

Name: <Medi-Cal Auto Renewal Confirmation>

Type: <Text Outreach>

Status: Dropdown will display the following options in edit mode:

- <Active>
- <Inactive>

Program(s): <Medi-Cal>

Run Date: <Daily (M-F)>

Source: <Batch>

Scenario: <Medi-Cal is Auto renewed>

Text Information: <CalSAWS: Good news! Your Medi-Cal was renewed for another year. Check your mail for confirmation soon. Questions? Call XXX-XXX-XXXX or visit BenefitsCal.com>

Note: A daily batch will run for 'Medi-Cal Auto Renewal Confirmation' action, a Text will be generated and sent to the customer informing them about the auto renewal of their Medi-Cal program.

2.2.4 Page Location

- **Global:** Admin Tools
- **Local:** Admin
- **Task:** Task Admin → Automated Action List → Automated Action Detail

2.2.5 Security Updates

The 'Medi-Cal Auto Renewal Confirmation' action will follow the existing security rights of the page.

2.2.6 Page Mapping

N/A

2.2.7 Page Usage/Data Volume Impacts

N/A

2.3 Create a new batch to identify the auto-renewed population and send them a text message.

2.3.1 Overview

Create a batch job that send text message for MC auto renewal participant.

2.3.2 Description of Change

1. Create a Batch Property Change Request (BPCR), Batch Scheduling Change Request (BSCR) for the new batch job.
2. Create a CTCR to add the English and Spanish text message into Code Category CT_2806.

English: CalSAWS: Good news! Your Medi-Cal was renewed for another year. Check your mail for a confirmation soon. Questions? Call <Phone Number> or visit BenefitsCal.com

Spanish: Buenas noticias! Su Medi-Cal fue renovado otro ano. Revise su correo para una confirmacion. Preguntas? Llame al <Phone Number> o visite BenefitsCal.com

3. Create a batch module that will send a text message for MC auto-renewed population.

Criteria for automated action:

- Medi-Cal EDBC is run with 'RE' Run Reason and is a Regular, Accepted and Saved EDBC by batch.
 - The EDBC Run Date is between the Last Success Run Date and Batch Date.
 - The Medi-Cal program and at least one program person remains Active MEM in the same benefit month as the RE EDBC.
 - The batch will send out Text for auto renewed by batch only.
4. All batch text messages will be sent during normal business hours (8:00 AM to 6:00 PM).

2.3.3 Partner Integration Testing

No.

2.3.4 Execution Frequency

Daily (Mon-Fri).

2.3.5 Key Scheduling Dependencies

Before Text processing job.

2.3.6 Counties Impacted

All Counties.

2.3.7 Category

Core.

2.3.8 Data Volume/Performance

~200,000 text messages per month

2.3.9 Failure Procedure/Operational Instructions

Batch Support Operations staff will evaluate transmission errors and failures and determine the appropriate resolution (i.e., manually retrieving the file from the directory and contacting the external partner if there is an account or password issue, etc...)

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.20.1.3	The LRS shall include the ability to exchange LRS Data residing on external systems and communicate the results of any automated LRS Data matches.	CalSAWS will have ability to send a text notification.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-260883

CalSAWS VA Expansion – Release 8

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Emily Best
	Reviewed By	Sarah Cordano

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
05/15/23	1.0	Original Draft	Emily Best

Table of Contents

1	Overview	4
	1.1 Current Design.....	4
	1.2 Requests.....	4
	1.3 Overview of Recommendations.....	4
	1.4 Assumptions	4
2	Recommendations.....	6
	2.1 Internal VA Items	6
	2.1.1 Overview	6
	2.1.2 CalSAWS VA Mockups	6
	2.1.3 Description of Changes	7
	2.1.4 Page Location	38
	2.1.5 Security Updates.....	38
	2.1.6 Page Mapping.....	38
3	Supporting Documents	39
4	Requirements.....	40
	4.1 Project Requirements.....	40
5	Outreach.....	41
6	Appendix.....	41

1 OVERVIEW

1.1 Current Design

The Virtual Assistant (VA) allows CalSAWS workers to access a series of pre-defined questions (use cases) for the CalWORKs, CalFresh, Medi-Cal, Welfare-to-Work, GA/GR, and Foster Care programs. These use cases (UCs) are designed to provide workers information on CalSAWS functionalities and instructions on how to perform certain job functions.

1.2 Requests

Add more content to the VA and edit previously deployed content.

1.3 Overview of Recommendations

In Release 8 of the CalSAWS VA, we will release additional UCs within the VA and make enhancements to existing content. The scope of this SCR is as follows:

Summary of New Content:

Category	Current Design	Release 8	Total (All Releases)
Number of UCs	168	35	203
Number of Keywords	453	96	549
Main Menu Branch	8	0	8
Sub-Menu Branches	22	3	25

Summary of Enhancements to Existing Content:

Category	Release 8
Number of Edited UCs	7
New UX/UI Features	0

1.4 Assumptions

1. To chat with the VA, the user would click the orange chat icon in the bottom right corner of the website (shown below).

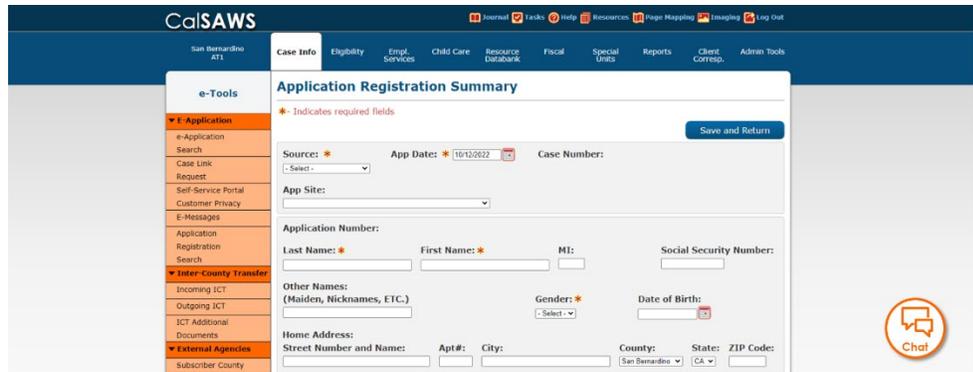


Figure 1.4.1 - VA Chat Icon

2. Once clicked, the VA will open as a pop-up window with the URL: virtualassistant.calsaws.net.

2 RECOMMENDATIONS

2.1 Internal VA Items

2.1.1 Overview

In this release, we will be adding more content to the VA and making enhancements to existing content. This content will include 35 more UCs, 7 edits to existing UCs, 96 new keywords, and 3 new sub-menu branches.

2.1.2 CalSAWS VA Mockups

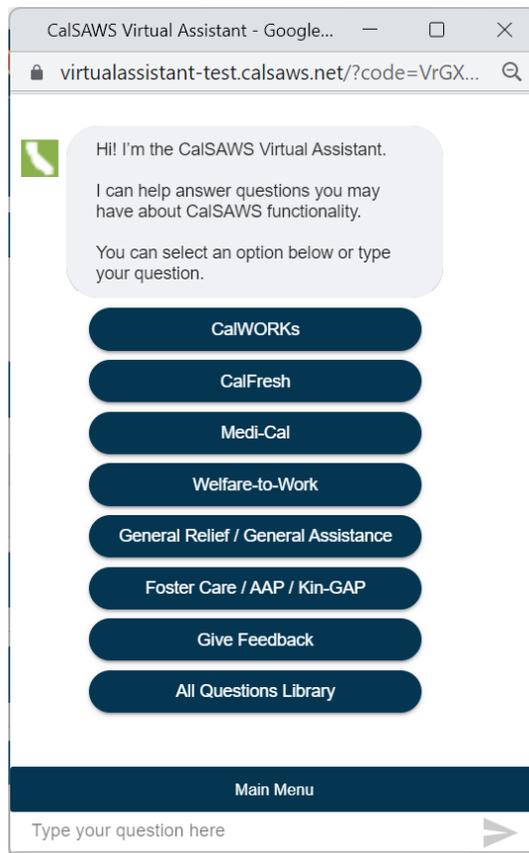


Figure 2.1.2.1 - VA Window

2.1.3 Description of Changes

1. New UCs

Below is a table containing all new Use Cases in Release 8:

Program	Question	Answer	Buttons
CalFresh	What is the Restaurant Meals Program?	<p>The Restaurant Meals Program (RMP) allows homeless, disabled, and elderly (age 60 and over) individuals and included spouse (husband, wife, common-law husband, common-law wife) receiving CalFresh benefits to use their EBT cards to purchase prepared meals from participating restaurants that have been authorized to accept EBT.</p> <p>To determine eligibility for Restaurant Meals Program:</p> <ol style="list-style-type: none"> 1. Create a Living Arrangement record of Homeless, Elderly, or Disabled for the household to qualify and be issued benefits 2. Run EDBC <p>You should be able to confirm RMP eligibility after running EDBC on the EDBC Results Summary page.</p> <p>For more information on establishing the Restaurant Meal Program</p>	<p>Button: Restaurant Meals Program (JA)</p> <p>Button: More CalFresh-related Topics</p>

		for an applicant/participant in the System, click the button below.	
CalWORKs, CalFresh, Medi-Cal, Welfare-to-Work, General Relief / General Assistance, Foster Care / AAP / Kin-GAP	How to update Individual Demographics?	<p>You may update an individual's demographics by accessing the Individual Demographics Detail page.</p> <p>To access the Individual Demographics Detail page within the context of a case:</p> <ol style="list-style-type: none"> 1. Place the cursor over Eligibility on the Global navigation bar 2. Select Customer Information from the Local navigation bar 3. Click the Individual Demographics link in the Task navigation bar to access the Individual Demographics List page 4. Click the Name hyperlink or Edit button to access the Individual Demographics Detail page in View or Edit mode, respectively 	<p>Button: Individual Demographics Detail (OLH)</p> <p>Button: More CalWORKs-related Topics</p> <p>Button: More CalFresh-related Topics</p> <p>Button: More Medi-Cal-related Topics</p> <p>Button: More Welfare-to-Work-related Topics</p> <p>Button: More General Relief / General Assistance-related Topics</p> <p>Button: More Foster Care / AAP / Kin-GAP-related Topics</p>
CalWORKs, CalFresh, Medi-Cal, Welfare-to-Work, General Relief / General Assistance, Foster Care / AAP / Kin-GAP	How to update household status?	<p>To add or edit a household status in the context of a case:</p> <ol style="list-style-type: none"> 1. Place the cursor over Eligibility on the Global navigation bar 2. Select Customer Information from the Local navigator 	<p>Button: Household Status List (OLH)</p> <p>Button: More CalWORKs-related Topics</p> <p>Button: More CalFresh-related Topics</p> <p>Button: More Medi-</p>

		<p>3. Click the Household Status link on the Task navigation bar to access the Household Status List page</p> <p>4. Click the Add button to access the Household Status Detail page</p> <p>5. Select <Name> from the Name dropdown</p> <p>6. Select the <New Status> under the Living in the Home Status dropdown</p> <p>7. Enter <Date> in the Begin Date field</p> <p>8. Click Save and Return</p> <p>9. The Effective Dating Confirmation List page will display with the record being updated. If the record looks correct, click Save</p>	<p>Cal-related Topics</p> <p>Button: More Welfare-to-Work-related Topics</p> <p>Button: More General Relief / General Assistance-related Topics</p> <p>Button: More Foster Care / AAP / Kin-GAP-related Topics</p>
Flags Sub-Menu	How to create a flag?	<p>Counties may create a flag to indicate a county, state or federal study; special investigation inquiries, quality control or quality assurance inquiries; or other purposes.</p> <p>Note: This is an administrative function that may not be available to all Users.</p> <p>You can create a flag by accessing the Flag Detail page. To access the Flag Detail page:</p>	<p>Button: Flagging – Create and Assign to Cases (JA)</p> <p>Button: Flag Detail (OLH)</p> <p>Button: More Flags-related Topics</p>

		<ol style="list-style-type: none"> 1. Place the cursor over Admin Tools on the Global navigation bar 2. Select Admin from the Local navigator to access the Flag Search page 3. Click the Add Flag button, the Edit button, or the Flag Title hyperlink to access the Flag Detail page in Add, Edit, or View mode, respectively <p>Click on the button below for more information on creating a flag</p>	
<p>Flags Sub-Menu</p>	<p>How to associate a flag to a case?</p>	<p>A case flag is a Reporting and/or Worker Action Flag that is associated to a case.</p> <p>To associate an existing flag within the context of a case:</p> <ol style="list-style-type: none"> 1. Place the cursor over Case Info on the Global navigation bar 2. Select Case Summary from the Local navigation bar 3. Click the Case Flag link on the Task navigation bar 4. Click the Add button on the Case Flag List page 5. Click the Select button under Title on the Case Flag Detail page 	<p>Button: Flagging – Create and Assign to Cases (JA)</p> <p>Button: More Flags-related Topics</p>

		<p>6. On the Select Flag page:</p> <ul style="list-style-type: none"> a. Click the radio button for the appropriate flag b. Click the Select button <p>7. On the Case Flag Detail page:</p> <ul style="list-style-type: none"> a. Select <Person(s)> from the Person multi-select list b. Enter <Begin Date of the Case Flag> in the Begin Date field c. Enter <End Date of the Case Flag> in the End Date field, if applicable d. Enter <Notes> in the Notes field, if applicable e. Click the Save button 	
<p>CCU Policy Sub-Menu</p>	<p>Are the resource/asset questions required to be completed on the pre-populated renewal forms in order for the renewal to be completed?</p>	<p>Due to the asset waiver and sunseting of asset and resources as an eligibility criteria beginning January 1, 2024, if the resource or asset section of the prepopulated renewal forms is not completed, the renewal can still be considered completed.</p> <p>Note: For details on county specific processes, please reach out to your county policy staff.</p>	<p>Button: Redetermination Process</p> <p>Button: More CCU Policy-related Topics</p>

<p>CCU Policy Sub-Menu</p>	<p>During the continuous coverage unwinding period, do counties have the flexibility to start the manual ex parte process earlier for Non-MAGI Medi-Cal than the existing timeframes to ensure the review can be completed before renewal packets are generated?</p>	<p>During the continuous coverage unwinding period, counties may start the manual ex parte process for Non-MAGI Medi-Cal members earlier than the established timeframes of renewal processing to support the county's ability to complete the required procedure.</p> <p>Note: For details on county specific processes, please reach out to your county policy staff.</p>	<p>Button: Redetermination Process</p> <p>Button: More CCU Policy-related Topics</p>
<p>CCU Policy Sub-Menu</p>	<p>During the continuous coverage unwinding period, how should counties handle cases where a change in circumstance is reported for individuals who have aged out of their aid code (e.g., a 66-year-old client who is on M1 due to continuous coverage requirement, or Adoption Assistance program child aging out)?</p>	<p>Per ACWDL 22-18, during the continuous coverage unwinding period, counties shall follow the "Reported Change in Circumstances" policy when a Medi-Cal member has a change in age which normally requires a redetermination such as a child turning 19 or an adult turning 65. This includes individuals aging out of foster care and the Adoption Assistance Program.</p> <p>Note: For details on county specific processes, please reach out to your county policy staff.</p> <p>To view ACWDL 22-18, click the button below.</p>	<p>Button: ACWDL 22-18</p> <p>Button: More CCU Policy-related Topics</p>

<p>CCU Policy Sub-Menu</p>	<p>During the continuous coverage unwinding period, in a dual eligibility CalFresh/Medi-Cal case, if counties are processing the CalFresh renewal or application that occurs before the continuous coverage unwinding renewal, can the Medi-Cal unwinding renewal be processed as well?</p>	<p>Counties can process the unwinding Medi-Cal Renewal with CalFresh application or recertification when the CalFresh application or recertification is complete, including all verifications. Counties may need to request Medi-Cal specific verifications using the MC 355 in order to complete the renewal. In instances when processing the Medi-Cal renewal with CalFresh would lead to a negative action such as over income and not eligible for any other Medi-Cal program or not providing the Medi-Cal specific verification, the county must assess for consumer protection programs, including 12-month post-partum.</p> <p>Counties should NOT process the unwinding Medi-Cal Renewal with CalFresh when the CalFresh application or recertification is incomplete or when processing a SAR 7 or other allowable mid-SAR change is reported. The county should treat any information newly reported because of an incomplete CalFresh application/recertification or SAR 7 as a change in circumstance and counties shall process the</p>	<p>Button: ACWDL 22-18</p> <p>Button: Redetermination Process</p> <p>Button: More CCU Policy-related Topics</p>
----------------------------	---	--	--

		<p>change in accordance with ACWDL 22-18.</p> <p>In these instances, counties should wait to the normal scheduled Medi-Cal unwinding renewal.</p> <p>Note: For details on county specific processes, please reach out to your county policy staff.</p> <p>To view ACWDL 22-18, click the button below.</p>	
CCU Policy Sub-Menu	<p>During the continuous coverage unwinding period, if a change in circumstance is completed prior to the cases' unwinding period (for example, a beneficial change found for one household member), does it count as the "unwinding" renewal and any changes thereafter will be treated under normal processing standards?</p>	<p>Per ACWDL 22-18, if a continuous coverage annual renewal was not completed, counties will need to complete a full redetermination as outlined in the "Annual Redeterminations" section of the letter when the positive change is reported and not delay processing until the Medi-Cal member's scheduled annual renewal. This will be considered the required unwinding renewal and any changes reported thereafter should follow normal processing standards.</p> <p>Note: For details on county specific processes, please reach out to your county policy staff.</p> <p>To view ACWDL 22-18, click the button below.</p>	<p>Button: ACWDL 22-18</p> <p>Button: Redetermination Process</p> <p>Button: More CCU Policy-related Topics</p>
CCU Policy Sub-Menu	<p>Is a written statement</p>	<p>Per ACWDL 22-22, counties must accept the</p>	<p>Button: ACWDL 22-22</p>

	<p>required when a reasonable explanation is needed, or can the reasonable explanation be obtained verbally?</p>	<p>reasonable explanation provided by the applicant or Medi-Cal member through any allowable pathway including in person, telephonically, through accessible electronic methods, mail, and fax. Reasonable explanations are not required to be signed under penalty of perjury and can be a verbal statement.</p> <p>Note: For details on county specific processes, please reach out to your county policy staff.</p> <p>To view ACDWL 22-22, click the button below.</p>	<p>Button: More CCU Policy-related Topics</p>
CCU Policy Sub-Menu	<p>During the continuous coverage unwinding period, when a youth has aged out of FFY and a full assessment must be completed, does this include an ex parte and full review of the Medi-Cal hierarchy?</p>	<p>During the Continuous Coverage Unwinding period please follow the guidance set out in ACWDLs 22-18 and 22-33. This includes a full Medi-Cal hierarchy assessment of the individual for any other Medi-Cal program eligibility.</p> <p>Note: For details on county specific processes, please reach out to your county policy staff.</p> <p>To view ACDWL 22-18 or 22-33, click the relevant button below.</p>	<p>Button: ACWDL 22-18</p> <p>Button: ACWDL 22-33</p> <p>Button: More CCU Policy-related Topics</p>
CCU Policy Sub-Menu	<p>When does the TMC clock begin?</p>	<p>The TMC time clock begins on the redetermination date. For example, the county began renewal activities on April 1, 2023 for Medi-</p>	<p>Button: More CCU Policy-related Topics</p>

		<p>Cal members with a July 2023 renewal date.If the county is processing in April-May 2023 and the individual is determined TMC eligible, the TMC clock starts July 2023.</p> <p>Note: For details on county specific processes, please reach out to your county policy staff.</p>	
CCU Policy Sub-Menu	Does the asset waiver apply in situations where in the household, all members are MAGI eligible, but one spouse goes into LTC?	<p>Per MEDIL I 23-19, the property waiver flexibility applies to all Non-MAGI programs, including when a spouse goes into LTC. It is important to note that the county will still need to assess for Spousal Impoverishment in regard to income when a spouse transitions into LTC.</p> <p>Note: For details on county specific processes, please reach out to your county policy staff.</p> <p>To view MEDIL I 23-19, click the button below.</p>	<p>Button: MEDIL I 23-19</p> <p>Button: More CCU Policy-related Topics</p>
CCU Policy Sub-Menu	Does the new asset waiver apply to Craig vs. Bonta cases?	<p>Per MEDIL I 23-19, the asset waiver applies to all Non-MAGI Medi-Cal members, including Craig vs. Bonta.</p> <p>Note: For details on county specific processes, please reach out to your county policy staff.</p> <p>To view MEDIL I 23-19, click the button below.</p>	<p>Button: MEDIL I 23-19</p> <p>Button: More CCU Policy-related Topics</p>
CCU Policy Sub-Menu	Should counties backdate income to the	Financial assistance from Covered California is based on annual income.	Button: More CCU Policy-related Topics

	<p>beginning of the year if they are reporting a new job that started prior to 01/2023?</p>	<p>Prior to the continuous coverage requirement, when an individual started a new job, they would report the information timely to the county which allowed the individual to transition to Covered California with the correct annual income amount. During the continuous coverage requirement, income updates were not applied "real time" leaving the record potentially out of alignment with the annual income. The county must complete data entry in CalSAWS to ensure the correct annual income is captured when processing the annual renewal.</p> <p>Note: For details on county specific processes, please reach out to your county policy staff.</p>	
<p>CCU Policy Sub-Menu</p>	<p>Is there an escalation process that counties can use when experiencing difficulties during the ICT process?</p>	<p>The escalation process can be found within the ICT Communication Protocol Baseline Document. Per this document for the General Escalation Process, the county staff will contact their county's ICT Coordinator/Liaison to work with the other county ICT Coordinator/Liaison in these situations. Also, there are Executive Management - County Administrative Officers designated in each</p>	<p>Button: ICT Communication Protocol Baseline Document</p> <p>Button: More ICT-related Topics</p> <p>Button: More CCU Policy-related Topics</p>

		<p>county to assist in the resolution of ICT issues per the escalation process.</p> <p>Note: For details on county specific processes, please reach out to your county policy staff.</p> <p>To view the ICT Communication Protocol Baseline Document, click the button below.</p>	
<p>CCU Policy Sub-Menu</p>	<p>During the continuous coverage unwinding, how should counties complete annual renewals where the renewal date is unknown?</p>	<p>Please follow guidance as detailed in ACWDL 22-18: For Craig vs Bonta cases received while the continuous coverage requirement was effective that were unprocessed, cases shall be redetermined at the next annual renewal post-PHE using existing processing guidelines outlined in ACWDL 07-24. The first annual renewal month after the continuous coverage requirement shall be based on the month the Medi-Cal member was placed on the exceptions eligible list. For MEDS restoration cases, counties will process these cases based upon the last known redetermination month.</p> <p>For instances where the above is not applicable and the renewal date is unknown, counties may select an appropriate renewal month based on county discretion. This</p>	<p>Button: ACWDL 22-18</p> <p>Button: ACWDL 07-24</p> <p>Button: Redetermination Process</p> <p>Button: More CCU Policy-related Topics</p>

		<p>information will also be clarified in a forthcoming MEDIL that provides guidance on the restoration cases.</p> <p>Note: For details on county specific processes, please reach out to your county policy staff.</p> <p>To view the ACWDL 22-18 or ACDWL 07-24, click the relevant button below.</p>	
<p>CCU Policy Sub-Menu</p>	<p><u>During the continuous coverage unwinding period</u>, for a change in circumstance that leads to a positive result, please clarify if the "completed" annual renewal has to occur during the unwinding period, or if it can happen within the last 12 months prior to the unwinding period and still be considered "completed annual renewal"?</p>	<p>As per ACWDL 22-18, if an annual renewal was completed (through auto ex parte or manual processing) in the last 12 months, counties should follow the normal change in circumstances processing outlined in ACWDL 22-33 which would not require the full redetermination process prior to applying the change. If an annual renewal was not completed (this would include instances when the renewal date was systematically changed), counties will need to complete a full redetermination as outlined in the "Annual Redeterminations" section of ACWDL 22-18 when the positive change is reported and not delay processing until the Medi-Cal member's scheduled annual renewal.</p> <p>Note: For details on county specific processes,</p>	<p>Button: ACWDL 22-18</p> <p>Button: ACWDL 22-33</p> <p>Button: Redetermination Process</p> <p>Button: More CCU Policy-related Topics</p>

		<p>please reach out to your county policy staff.</p> <p>To view the ACWDL 22-18 or ACDWL 22-33, click the relevant button below</p>	
CCU Policy Sub-Menu	<p><u>During the continuous coverage unwinding period</u>, If the county is moving an individual out of the home, establishing aid in a new case, and issuing an MC 355 to them only, why does the county have to wait for the Medi-Cal member's response to process the renewal in the original case?</p>	<p>Counties need to keep the Medi-Cal member active on the case because the county needs to discontinue that person at renewal time, so their information doesn't affect other members of the case. The Medi-Cal member needs to maintain coverage until processed actions are completed on the household member. Please reference ACWDL 22-18 for additional clarification.</p> <p>Note: For details on county specific processes, please reach out to your county policy staff.</p> <p>To view the ACWDL 22-18, click the button below.</p>	<p>Button: ACWDL 22-18</p> <p>Button: Redetermination Process</p> <p>Button: More CCU Policy-related Topics</p>
CCU Policy Sub-Menu	<p>Where can counties find policy guidance in processing a former foster youth case during the continuous coverage unwinding period?</p>	<p>Guidance can be found in MEDIL I 23-28.</p> <p>Note: For details on county specific processes, please reach out to your county policy staff.</p> <p>To view the MEDIL I 23-28, click the button below.</p>	<p>Button: MEDIL I 23-28</p> <p>Button: More CCU Policy-related Topics</p>
CCU Policy Sub-Menu	<p>When sending the MC 355, does the</p>	<p>The county must only include a copy of the annual renewal form in</p>	<p>Button: MC 355 List, MC 355 Detail and</p>

	county need to include a copy of the annual renewal form, including the informational notices required per ACWDL 20-22?	the MC 355 with a 30-day due date. Note: For details on county specific processes, please reach out to your county policy staff.	MC 355 Verification Detail Pages (JA) Button: More CCU Policy-related Topics
CCU Policy Sub-Menu	During the continuous coverage unwinding period, if a person is added but counties hold processing the renewal as it would negatively impact the other household members, do counties reset the renewal date in CalSAWS?	During the continuous coverage unwinding, the county would keep the existing system renewal date and complete the redetermination at that time. Once the continuous coverage unwinding for the existing household members is completed, the renewal would be reset. Note: For details on county specific processes, please reach out to your county policy staff.	Button: Redetermination Process Button: More CCU Policy-related Topics
CCU Policy Sub-Menu	For ex parte during the Public Health Emergency (PHE), any information submitted may not have been entered in CalSAWS. At renewal, are counties to enter the information on file?	Chances of successful ex-parte are low without updated information. There is no mandate to update cases with information received during PHE, however, there is no restriction against it if that is a county business practice. Note: For details on county specific processes, please reach out to your county policy staff.	Button: More CCU Policy-related Topics
CCU Policy Sub-Menu	Is the MC 360 is required to	Per ACWDL 18-02E, the MC 360 form is no longer required when using the	Button: ACWDL 18-02E

	complete an ICT?	<p>electronic Intercounty Transfer (eICT) interface as it contains all of the information contained on the MC 360. However, the Sending County should verify that all of the information that is captured on the MC 360 form is provided in the e-ICT information. Where applicable, the county should allow CalSAWS to create the e-ICT through the ICT Summary page. However, if the county is not able to initiate an e-ICT due to systems outage, the county must use the MC 360 form to send a manual ICT. Also, if an individual has permanently moved out of the household to a new county, and the Sending County is sending a manual ICT to the Receiving County, a MC 360 form will need to be included.</p> <p>Note: For details on county specific processes, please reach out to your county policy staff.</p>	<p>Button: More ICT-related Topics</p> <p>Button: More CCU Policy-related Topics</p>
Client Correspondence Sub-Menu	How to reject NOAs?	<p>In the System, cases are actioned when EDBC is run. In some instances, a prepopulated NOA from EDBC may need to be rejected, per County process. When you reject a NOA, you can troubleshoot the EDBC results, re-run EDBC to attain new results, and</p>	<p>Button: NOA Detail (OLH)</p> <p>Button: More Client Correspondence-related Topics</p>

		<p>generate a new NOA in preview mode.</p> <p>To reject a NOA:</p> <p>1. Review the NOA after saving EDBC:</p> <p style="padding-left: 40px;">a. Click the Save and Continue button on the EDBC List page to save EDBC results</p> <p style="padding-left: 40px;">b. Click the Document Name hyperlink (with the status of Pending Review) and a PDF document will generate with print options</p> <p style="padding-left: 40px;">c. The PDF shows that you can Append, Save and Print Locally, Save and Print Centrally, or Reject</p> <p>2. Click Reject</p>	
<p>Income Sub-Menu</p>	<p>When to add versus edit existing income?</p>	<p>There are different situations for when a user should add or edit existing income. View the differences between when to add or edit existing income below.</p> <p>Add Existing Income When:</p> <p>1. New source of income is reported</p> <ul style="list-style-type: none"> • For example, a customer reports a new job or second employer 	<p>Button: More Income-related Topics</p>

		<p>2. New amount of income is reported for an existing employer / source</p> <ul style="list-style-type: none"> • For example, a customer reports a decrease in income from their existing employer <p>Note: Adding income to one program can impact all programs if there is not an income entry for the other program</p> <p>Edit Existing Income when an existing employer / source or amount has been entered incorrectly</p> <ul style="list-style-type: none"> • For example, a worker accidentally added an extra zero to the income amount <p>Note: Editing income changes the history of the income and can potentially cause an overpayment / over issuance for prior months</p>	
<p>Income Sub-Menu</p>	<p>How to determine WINS eligibility for IHSS income?</p>	<p>When an individual has IHSS income, the income is considered earnings for CalFresh but can be exempt under certain circumstances for Medi-Cal.</p> <p>When IHSS income is counted for both CalFresh and Medi-Cal:</p> <p>1. Enter the IHSS income on the Income List page and select Earnings from</p>	<p>Button: WINS (JA) Button: IHSS Income (JA) Button: More Income-related Topics</p>

		<p>the Income Category drop list</p> <p>2. Enter the income amount for the CalFresh program and allow the System to inherit the income for Medi-Cal. Click the button below for instructions on how to use the Actual or Proxy WINS functionality</p> <p>When IHSS income is counted for CalFresh, but not Medi-Cal:</p> <p>1. Enter the IHSS income on the Income List page and select Earnings from the Income Category drop list</p> <p>2. Enter the income amount for the CalFresh program. Click the button below for instructions on how to use the Actual or Proxy WINS functionality</p> <p>3. Enter the income amount of \$0.00 for the Medi-Cal program with the same Begin Date as the CalFresh income amount record to prevent income inheritance</p> <p>4. Enter the IHSS income on the Income List page and select IHSS from the Income Category drop list</p> <p>5. Select the appropriate Type and enter the</p>	
--	--	--	--

		<p>income amount for the Medi-Cal program</p> <p>6. Enter the income amount of \$0.00 for the CalFresh program with the same Begin Date as the Medi-Cal income amount record to prevent income inheritance</p>	
<p>Medi-Cal and Continuous Coverage Unwinding Sub-Menu</p>	<p>What is the Transitional Medi-Cal (TMC) program?</p>	<p>Transitional Medi-Cal (TMC) is a program that provides no-cost continuing Medi-Cal (MC) benefits for up to 12 months to persons who have received CalWORKs (CW) and/or Medi-Cal (Child/Caretaker MAGI Aid Codes) for 3 of the last 6 months prior to termination from aid for increased earnings.</p> <p>If a family is no longer eligible to receive CW or Medi-Cal (Child/Caretaker MAGI Aid Codes), when Eligibility Determination Benefit Calculation (EDBC) is run, the System determines TMC eligibility. This occurs if all the following conditions are met:</p> <ul style="list-style-type: none"> • Family received CW and/or Medi-Cal (Child/Caretaker MAGI Aid Codes) in three of the last six months immediately preceding the month they became ineligible 	<p>Button: Medi-Cal - Transitional Medi-Cal Program (TMC) (JA)</p> <p>Button: More Medi-Cal-related Topics</p>

		<ul style="list-style-type: none"> • Family became ineligible due to increase of earnings from employment of the Primary Wage Earner (PWE) or caretaker relative. The family income must be under 185% of the Federal Poverty Level (FPL) for the family size • Family continues to have at least one eligible child living in the home (up to age 18 or 18 if graduating high school before 19th birthday) <p>Note: This does not include Foster Care Transitional or the Continuous Eligibility for Children (CEC) program.</p> <p>For more information about TMC, click the button below.</p>	
ICT Sub-Menu	What is the ICT Communication Protocol Baseline Document?	For information on the communication protocol for Inter County Transfers (including escalations, regulations, timeframes, file clearance, good cause, partial ICT), click the button below.	Button: ICT Communication Protocol Baseline Document
EDBC Sub-Menu	How to issue an auxiliary payment?	Benefits can be issued in the System through an EDBC Authorization or through a Supportive Service Payment. An Auxiliary Issuance is a benefit payment created without running EDBC. Auxiliary Issuances can also be issued as additional supplemental	<p>Button: Auxiliary Issuance (JA)</p> <p>Button: Auxiliary Authorization Detail (OLH)</p> <p>Button: More EDBC-related Topics</p>

		<p>payment to entities other than the primary payee associated to the program.</p> <p>The Auxiliary Authorization Detail page allows you to create and authorize Auxiliary Authorization requests without running EDBC. To access the Auxiliary Authorization Detail page:</p> <ol style="list-style-type: none"> 1. Place the cursor over Case Info on the Global navigation bar 2. Select Case Summary from the Local navigation bar 3. Click the Auxiliary Authorization List link on the Task navigation bar to access the Auxiliary Authorization List page 4. Click the Add button or the Auxiliary Number hyperlink to access the Auxiliary Authorization Detail page in add or view mode, respectively <p>Note: Only users with appropriate security rights can issue an auxiliary payment.</p> <p>For instructions on Auxiliary Issuances, click the button below.</p>	
Free Response	How do I reset my password?	To reset your CalSAWS password:	Button: CIT 0138-23 Logging into CalSAWS: Helpful Hints

		<p>When you first access the CalSAWS portal, you are prompted to input your username. To reset your password, enter your username in the text box and click LOG IN. Then, click the Forgot Password button located under the LOG IN button.</p> <p>Note: For extra security, you may need to use a "One-Time Password" when logging into the System. This will be sent to your email every time you log into the CalSAWS portal and is different than your CalSAWS password. Not all Counties are required to use a "One-Time Password". Follow your County's process/policy.</p>	<p>Button: Password Reset (OLH)</p>
<p>Income Sub-Menu</p>	<p>How to add self-employment income?</p>	<p>To add self-employment income:</p> <ol style="list-style-type: none"> 1. On the Income List page: <ol style="list-style-type: none"> a. Select <Earnings> from the Income Category drop list b. Click the Add button <p>Note: When adding income be sure to select/link the correct employment record.</p> <ol style="list-style-type: none"> 2. On the Income Detail page: <ol style="list-style-type: none"> a. Select <Name>, Self Employment as <Type>, 	<p>Button: Income Categories and Types in the System (JA)</p> <p>Button: More Income-related Topics</p>

		<p>and <Frequency> from their respective drop lists</p> <p>b. Enter <Description> in the Description field, if applicable</p> <p>c. Click the Shared with RDP page section expand caret and select <Yes or No> from the Is this income shared with a Registered Domestic Partner? drop list, if applicable</p> <p>d. Select <Program> from the Display Program drop list</p> <p>e. Click the Add button</p> <p>3. In the Income Amount Detail page section:</p> <p>a. Select <Change Reason> from the Change Reason drop list</p> <p>b. Enter <Date> in the Reported Date field</p> <p>c. Utilize the Average Calculator, based on your County business process</p> <p>d. Enter the applicable income amount(s)</p> <p>Note: The Add button does not display until a program is selected from the Display Program drop list.</p>	
Income Sub-Menu	How to enter self-	When entering self-employment expenses, you must indicate	Button: Expense Management (JA)

	<p>employment expenses?</p>	<p>whether the standard amount (only for CalFresh programs) or actual amount should be used in the financial eligibility determination for the program.</p> <p>If an expense record exists but a deduction type (standard or actual) has not been selected for a program for a benefit month, no deduction will be taken when EDBC is run for that month.</p> <p>To complete an expense detail, first you must navigate to the Expense List page. For detailed instructions on how to enter self-employment expenses, click the button below.</p>	<p>Button: More Income-related Topics</p>
<p>Reports Sub-Menu</p>	<p>How to resolve issues on the Skipped Issuance Report?</p>	<p>A Skipped Issuance occurs when CalSAWS cannot issue a benefit. The most common reasons for a skipped issuance are an Incomplete SAR 7 or Incomplete Renewal/Recertification (RE).</p> <p>The Skipped Issuance Report is a daily report of the issuances that were not created in batch. It is recommended that each County reviews and acts on the skipped issuance list daily. The Skipped Issuance Report Table lists the reasons that issuances skip, including how to</p>	<p>Button: Issuance – Skipped Issuances (JA)</p> <p>Button: CIT CalSAWS Infographic – Skip Issuance</p> <p>Button: More Report-related Topics</p>

		<p>remedy the program. You can find this table linked below as a job aid.</p> <p>Note: Users need the appropriate security rights to pull Skipped Issuance reports. Skipped Issuances do not appear on the Issuance History until remedied.</p> <p>For more information or an example of a skipped issuance report, click the CIT below.</p>	
--	--	---	--

2. Edited UCs

Below is a table containing all edited Use Cases in Release 8. Text highlighted signals edits:

Program	Question/Title	Answer	Buttons
ICT Sub-Menu	How to send an eICT?	<p>the purpose of an eICT is to provide a seamless transfer of participant data and documents from one California County to another without a break in benefits to the recipient. The eICT process includes sending and receiving ICT data and images via a nightly batch interface to other California Counties.</p> <p>Note: The current design of the eICT functionality does not support sending partial persons or programs.</p>	<p>Button: Inter-County Transfers - Electronic - Sending County (JA)</p> <p>Button: Manual ICT</p> <p>Button: ICT Communication Protocol</p> <p>Button: More ICT-related Topics</p>
ICT Sub-Menu	How to process an incoming eICT?	The purpose of an eICT is to provide a seamless transfer of participant data and documents from one California County to another	Button: Inter-County Transfers - Electronic -

		<p>without a break in benefits to the recipient. The job aid below gives instructions for requesting and processing electronic Inter-County Transfers (eICT). This job aid also includes information about linking an eICT to a System case.</p> <p>For detailed instructions and information on processing incoming ICT, click the button below.</p>	<p>Receiving County (JA)</p> <p>Button: ICT Communication Protocol</p> <p>Button: More ICT-related Topics</p>
ICT Sub-Menu	How to send a manual ICT?	<p>The purpose of an eICT is to provide a seamless transfer of participant data and documents from one California County to another without a break in benefits to the recipient.</p> <p>A manual ICT is an ICT that cannot be sent via the eICT interface. In special circumstances or when all active persons in the program/case do not move to the new County, a manual ICT must be completed. Please follow your County's policy for sending a manual ICT.</p> <p>For detailed instructions and information on processing a manual ICT, click the button below.</p>	<p>Button: Inter-County Transfers - Manual (JA)</p> <p>Button: ICT Communication Protocol</p> <p>Button: More ICT-related Topics</p>
ICT Sub-Menu	How to request an eICT?	<p>If the participant does not have a case established in the receiving County, one must be created in order to use the eICT Request functionality. Creating a new case or reestablishing</p>	<p>Button: Inter-County Transfers - Electronic - Receiving County (JA)</p>

		<p>(depending) an existing one with the appropriate programs ensures the eICT data sent from the sending County is associated to the correct case in the receiving County.</p> <p>Note: It is recommended that the County complete the appropriate file clearance before creating a case to send an eICT Request. Follow your County's file clearance process.</p> <p>When creating a case for an eICT Request, you must complete the Inter-County Transfer drop list on the Application Detail page.</p> <p>For detailed instructions on requesting ICT, click the button below.</p>	<p>Button: ICT Communication Protocol</p> <p>Button: More ICT-related Topics</p>
<p>ICT Sub-Menu</p>	<p>How to request additional documents?</p>	<ol style="list-style-type: none"> 1. On the Global navigation bar, hover cursor over Case Info, then select E-Tools 2. Click on the Incoming ICT on the Task navigation bar 3. On the Incoming ICT Search page, search for the case additional document is needed for, and click on the ICT ID hyperlink 4. On the ICT Detail Page, click on View Documents to be navigated to the ICT Document List 5. In the ICT Document Category drop-down, select the category associated to 	<p>Button: ICT Communication Protocol</p> <p>Button: More ICT-related Topics</p>

		<p>the document being requested and click Add</p> <p>6. On the ICT Document Detail page, select the Document Type and click Save and Return to complete request</p> <p>Note: To track the status of the request, navigate to the ICT Additional Documents page.</p>	
ICT Sub-Menu	How to send additional documents?	<p>1. On the Global navigation bar, hover cursor over Case Info, then select E-Tools</p> <p>2. Click on the Outgoing ICT on the Task navigation bar</p> <p>3. On the Outgoing ICT Search page, search for the case additional document is needed for, and click on the ICT ID hyperlink</p> <p>4. On the ICT Detail Page, click on View Documents to be navigated to the ICT Document List</p> <p>5. In the ICT Document Category drop-down, select the category associated to the document being requested and click Add</p> <p>6. On the ICT Document Detail page, select the Document Type and click Save and Return to complete request</p> <p>Note: To track the status of the request, navigate to the ICT Additional Documents page.</p>	<p>Button: ICT Communication Protocol</p> <p>Button: More ICT-related Topics</p>
ICT Sub-Menu	How to cancel an eICT transfer or request?	<p>Only Sending Counties can cancel an eICT if an eICT is "In Process" status. An eICT in "Request" status can be</p>	<p>Button: Inter-County Transfers - Electronic -</p>

		<p>canceled by the sending or receiving County.</p> <p>Note: If the eICT request has been sent by batch, the canceling County must contact the other County to inform them of the cancelation.</p> <p>To cancel an eICT request within the context of a case for which an eICT request was sent to another County:</p> <ol style="list-style-type: none"> 1. Place the cursor over Case Info on the Global navigation bar 2. Select Case Summary from the Local navigation bar 3. Click the ICT Summary link on the Task navigation bar 4. Click the Request ID hyperlink on the ICT Summary page 5. Click the Cancel ICT button on the ICT Detail page <p>Note: The ICT Detail page refreshes and the status is updated to Canceled.</p>	<p>Receiving County (JA)</p> <p>Button: ICT Communication Protocol</p> <p>Button: More ICT-related Topics</p>
--	--	--	--

3. New Keywords

Below is a table containing all new Keywords in Release 8.

UC #	Title	Keywords
FR.29	Continuous Coverage Unwinding Sub-Menu	MC unwinding, ccu, continuous coverage unwinding, Continuous coverage, unwinding, ccu policies, medical unwinding, medi-cal unwinding,

FR.33	Flag Sub-Menu	Flag, flags, case flag, case flags, create flag, create case flag, how to create flag, assign flag, assign flag to case, end date flag, end date case flag, associate flag to case, edit flag, change flag, handicap flag
CF.49	Restaurant Meals Program	RMP, restaurant meals, restaurant meals program, rmpcf, restaurant program, rmps, restarant meals program, cf rmp, prepared meals, prepared meals program, meals program, meal program, hot meals
CF.50	Update Individual Demographics	Edit demographics, update demographics, remove marital status, customer demographics, marital status, married, marriage status, marriage, marital, status of marriage, marital detail, gender, date of birth, birth country, race, ethnicity, language, Hispanic, deceased date, SOGI, sexual orientation gender identity, voter registration, clearance, CIN, DOB,
CF.51	Update Household Status	put person out of home, update household, update house, household status, household, add household, remove household, household status list, household status detail
CF.35	CIT Logging into CalSAWS	reset password, reset pw, resetting password, reset password, password reset, pw reset, how to reset password, reset calsaws pw, change password, forgot password, forgot pw, password, pw, passcode, multi factor authentication, otp, one time password, one-time password, mfa, otp, two factor authentication, 2FA,
MC.05	Transitional Medi-Cal (TMC)	TMC, transitional medi-cal program, tmc status, transitional mc, tmc eligibility, transitional medical, transitional medi-cal,

4. New Main Menu/Sub-Menu Branches

Release 8 will include 3 new sub-menu branches that will bucket keywords into a sub-menu.

The new sub-menu branches are:

- Continuous Coverage Unwinding
- CCU Policy
- Flags

5. UX/UI Updates

There are no UX/UI updates in this release.

2.1.4 Page Location

N/A

2.1.5 Security Updates

N/A

2.1.6 Page Mapping

N/A

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Design	Release Tracker	VirtualAssistant_Release8Tracker.xlsx
2	Design	Miro Board – VA flow and use cases are documents	R8 - CalSAWS Worker-Facing VA.pdf

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
3.4.2.1	5. The LRS shall include Show me how to features, coaches, and expert systems along with What's this? activation to facilitate User access to more detailed online Help functions.	The VA is an included coach and expert system.

5 OUTREACH

N/A

6 APPENDIX

N/A

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-261090 Update BenefitsCal Contact API
Texting Opt-In

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Jennifer Muna
	Reviewed By	Connie Buzbee, William Baretsky

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
5/5/2023	.1	Initial Version	Jennifer Muna

Table of Contents

1	Overview	4
1.1	Current Design.....	4
1.2	Requests.....	4
1.3	Overview of Recommendations.....	4
1.4	Assumptions	4
2	Recommendations.....	5
2.1	Update Contact Details API.....	5
2.1.1	Overview	5
2.1.2	Description of Change.....	5
2.1.3	Partner Integration Testing	5
2.1.4	Execution Frequency.....	5
2.1.5	Key Scheduling Dependencies	5
2.1.6	Counties Impacted	5
2.1.7	Category	5
2.1.8	Data Volume/Performance.....	6
2.1.9	Interface Partner.....	6
2.1.10	Failure Procedure/Operational Instructions.....	6
2.2	[Automated Regression Test]	6
2.2.1	Overview	6
2.2.2	Description of Change.....	7

1 OVERVIEW

This SCR will outline the necessary modifications to the CalSAWS Contact Detail Application Programming Interface (API) to align with the CA-256904 implementation. Per FCC regulations, State governmental agencies may send text messages to reach customers.

1.1 Current Design

Text messages are sent to primary applicants who are opted-in to text messaging and have a text messaging status of 'Verified'. The Contact Detail API allows the customer to opt-in to texting.

1.2 Requests

Due to FCC regulations verifying text messages is no longer required.

1.3 Overview of Recommendations

1. Update the BenefitsCal Contact Detail API to set Opt-In indicator to 'Yes' and Status to 'Verified' when a new cell phone number is transferred from BenefitsCal.
2. Update the API to check to make sure there is not an existing duplicate phone number already opted-in for Text messages in CalSAWS.
3. Create a CTCR to add a new text message status for 'Automatically Opted-Out'.

1.4 Assumptions

1. CalSAWS System functionality and page updates will be addressed in CA-256904.
2. This SCR will not require an update to the Contact Detail API Swagger documentation.
3. All other API functionalities not mentioned in this SCR will remain unchanged.

2 RECOMMENDATIONS

2.1 Update Contact Details API

2.1.1 Overview

The Contact Details API is a webservice that sends a customer's contact information to BenefitsCal, including storing any updates made by the customer from their Self-Service Portal account. This section outlines the necessary modifications for the Contact Detail API to align with the FCC regulations.

2.1.2 Description of Change

1. Update the Contact Details API in the PUT method to:
 - a. Set 'paperlessTextConsent' indicator to 'Yes' and Status to 'Verified' when a new phone number of type Cell is transferred from the Self-Service Portal.
 - b. Set 'paperlessTextConsent' to 'No' and Status of 'Automatically Opted-Out' when customer is updating their contact information with a duplicate Mobile or Cell phone number that is already opted-in for text message.

2.1.3 Partner Integration Testing

Self-Service Portal

2.1.4 Execution Frequency

Real Time

2.1.5 Key Scheduling Dependencies

N/A

2.1.6 Counties Impacted

CalSAWS Counties

2.1.7 Category

N/A

2.1.8 Data Volume/Performance

N/A

2.1.9 Interface Partner

Self-Service Portal

2.1.10 Failure Procedure/Operational Instructions

Operations staff will evaluate transmission errors and failures and determine the appropriate resolution (i.e., manually retrieving the file from the directory and contacting the external partner if there is an account or password issue, etc.)

2.2 Add new Text Message Status

2.2.1 Overview

Category 465 is a lookup table that contains the verification status of the e-notification through cell phone text messaging. These statuses include

- Verified
- Verification Not Sent
- Verification Cancelled
- Opted-Out
- Pending Verification
- No Response
- Undeliverable

This section outlines the new status update to align with the changes to CA-256904.

2.2.2 Description of Change

1. Create a CTCR to add 'Automatically Opted-Out' to CT465.

2.3 Automated Regression Test

2.3.1 Overview

Create new automated regression test scripts to verify the Status and 'paperlessTextConsent' indicator when the Contact Details API PUT method is called with a new Cell phone number, or a duplicate Mobile or Cell phone number that is already opted-in for text messages.

2.3.2 Description of Change

1. Create new regression scripts to verify the Status is set to 'Verified' and the 'paperlessTextConsent' indicator is set to 'Yes' when a Contact Details API PUT request is sent with a new phone number of type Cell.
2. Create new regression scripts to verify the Status is set to 'Automatically Opted-Out' and the 'paperlessTextConsent' indicator is set to 'No' when a Contact Details API PUT request is sent with a duplicate Mobile or Cell phone number that is already opted-in for text messages.