Exclusion/Exceptions

Priority Level: **3**

Programs Impacted: **AAP, CalFresh, CalWORKs, Foster Care, GA/GR Automated Solution, Homeless – Perm, IHSS/CMIPS II, Kin-Gap, Medi-Cal, Nutrition Benefit, RCA**

Back Ground:

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

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

When EDBC is run in CalSAWS, if the last saved CalWIN EDBC benefit result that was determined in the CalWIN system does not match the converted CalSAWS EDBC benefit result. Run EDBC in CalSAWS to find the benefit amount mismatches and compare to the last saved converted CalWIN EDBC. Based on the differences, Users will need to verify the new CalSAWS results, update the data collection records, if applicable, take action based on county policy and authorize the EDBC results.

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

COUNTY_CODE	COUNTY_NAME	OFFICE_NUM_IDENTIF	OFFICE_NAME	WORKER_NUMBER	CASE_NUMBER	PROGRAM	MISMATCH_REASON	RE_DUE_DATE	PGM_STAT_RSN_CODE	PRIORITY	SSA_INCOME	SSI_SSP_OPA	EXCLSN_EXCPTN_RSN
00	Sample	00	1305 Sample	xxxxxxxxxx	xxxxxxx	CalFresh	Exclusion/Exception	11/30/2022		3	X		

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

Guide Number	Exclusion Exception Reason	Programs Impacted
1	At least one day in the child placement has a missing rate	Foster Care
2	Country of birth/High-dated Immigration record is missing	Medi-Cal
3	Exception	AAP, CalFresh, CAPI, Foster Care, GA/GR, Homeless – Perm, Medi-Cal, Nutrition Benefit
4	Infant has missing deemed eligibility information	Medi-Cal
5	MAGI Determination has a Non-Compliance not requested by Worker	Medi-Cal
6	Medi-Cal person on 38 aid code	Medi-Cal
7	Medi-Cal person on 4M Aid Code	Medi-Cal
8	Missing roles	CalFresh, Foster Care
9	Overdue or Incomplete Periodic Report	CalFresh, CalWORKs, RCA
10	Overdue or Incomplete RE Packet	CalFresh, CalWORKs
11	Overridden Program Case	CalFresh, CalWORKs, Medi-Cal, Nutrition Benefit
12	Program does not have at least one active person for the benefit month	CalFresh, CalWORKs, GA/GR, Medi-Cal, Nutrition Benefit
13	Requested MC Type is FFY with a person 26 years of age or older	Medi-Cal
14	Requested Medi-Cal types must apply to all or none of the household members	Medi-Cal
15	Soft Paused	Medi-Cal
16	The following information is missing Kin-Gap Dates	Kin-Gap
17	There is no active or pending person for this program	Foster Care, Medi-Cal
18	County arrival date is missing for the applicant	GA/GR

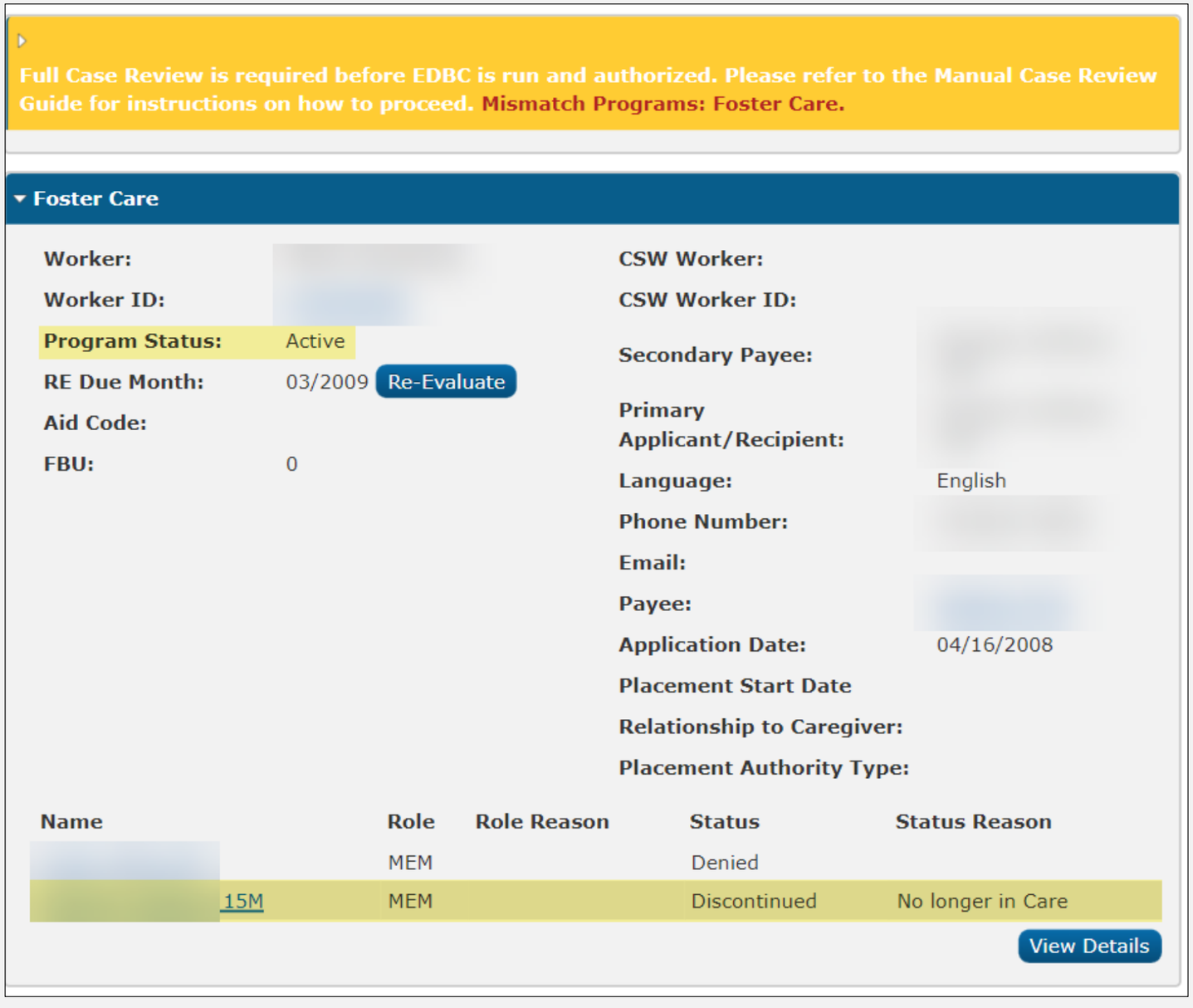
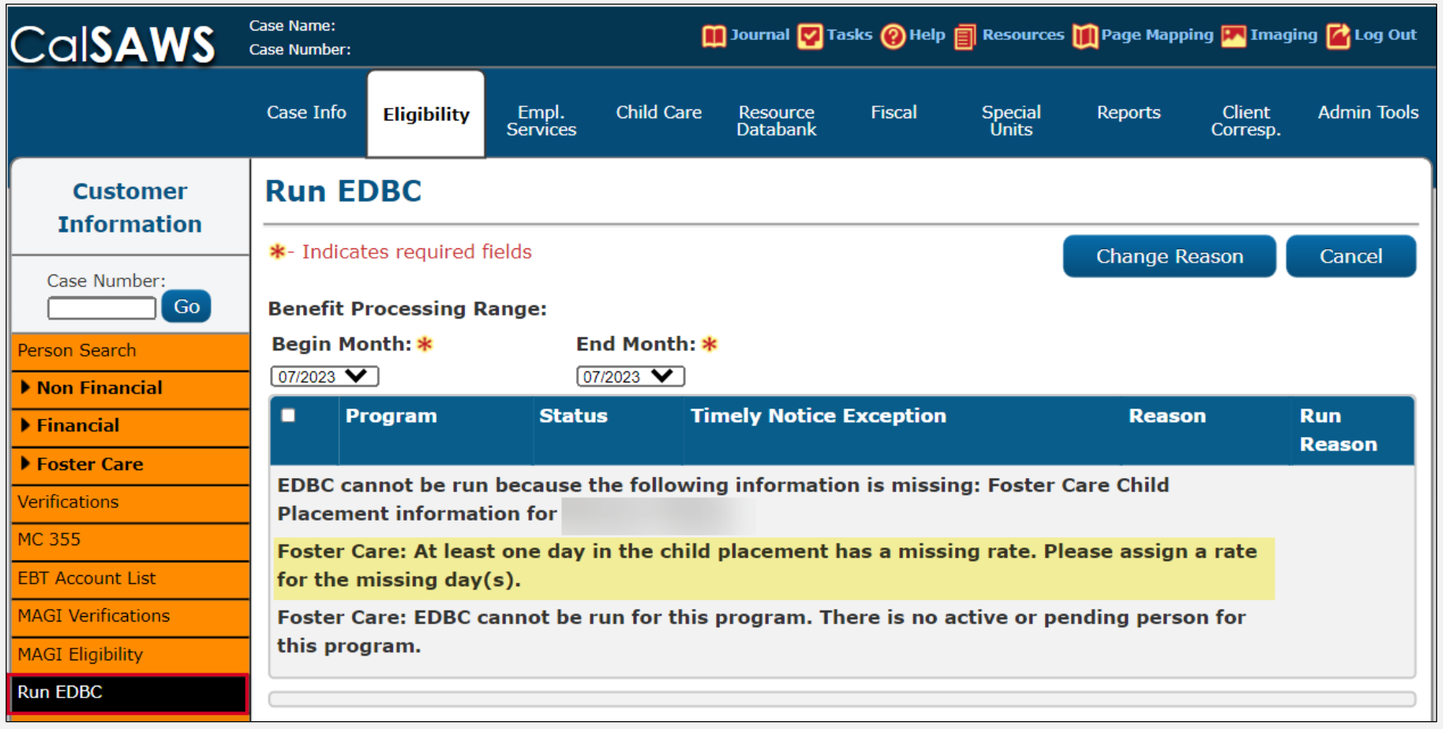
	Steps To Clear Alert	Screenshot
1	At least one day in the child placement has a missing rate Cases with an Exclusion Exception Reason of "At least one day in the child placement has a missing rate" are being converted over with an erroneous program status of Active, but the case members remain in a Denied/Discontinued status (Figure 1.1). When the user attempts to run EDBC, they will get a hard validation message of **"Foster Care: at least one day in the child placement has a missing rate. Please assign a rate for the missing day(s)** (Figure 1.2) To avoid having to edit historical case data, the user should reapply the case with an application date of the current day and run Negative Action EDBC with a status reason of "Application Opened in Error" to shut down the case and clear the Yellow Banner. **Clean-Up Instructions:** 1. Place the Cursor over **Eligibility** on the Global Navigation Bar. 2. Select **Case Summary** from the Local Navigator 3. Scroll down to the Foster Care Program Block and click **View Details.** 4. Click **Edit.** 5. Enter Today's date in the Date field and click **View Date.** 6. Scroll Down to the Program Persons and click **Reapply.** 7. Enter Today's date in the **Application Date** and **Requested BDA** fields. 8. Click the **Name** check box for the appropriate foster youth. 9. Click **Save and Return**. 10. Click **Save and Return** again to confirm your selections and return to the Case Summary page.	

Figure 1.1

Steps To Clear Alert	Screenshot
11. From the Case Summary Page, Click the **Negative Action** link on the Task Navigation Bar. 12. Select the **current month** from the Benefit Month drop list. 13. Select the **Check box** next to the correct Program Person's name. 14. Select **Application Opened in Error** from the Negative Action Reason drop list. 15. Click **Run EDBC.** 16. Select the **Hyperlink** for the correct EDBC month and review the results to ensure the program is denied. 17. Click **Accept.** 18. Click **Save and Return** to confirm the EDBC results. For more information on how to reapply a person to a program see the Job Aid: **JA – Reapplications and Recissions**	 **Figure 1.2**

Steps To Clear Alert	Screenshot
2	

Country of birth/High-dated Immigration record is missing

Cases with an Exclusion/Exception Reason of "County of Birth/High-Dated Immigration record is missing", will require the user to update the case by conducting the following:

- Navigate to the Individual Demographics Page
- Review each person record associated to the case to identify the record missing the Birth Country.
- The user will update the **Birth Country** appropriately.
- The user will verify the individual's name where applicable.

Cleanup Instructions:

1. Place the cursor over **Eligibility** on the Global Navigation Bar.
2. Select **Customer Information** from the Local Navigator.
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.
5. Update the **Birth Country** drop list (Figure 2.1).
6. Review the individual Demographics page to ensure all mandatory fields (identified with a red asterisk) and pending verifications are complete.
7. Click **Save** to confirm your selection.

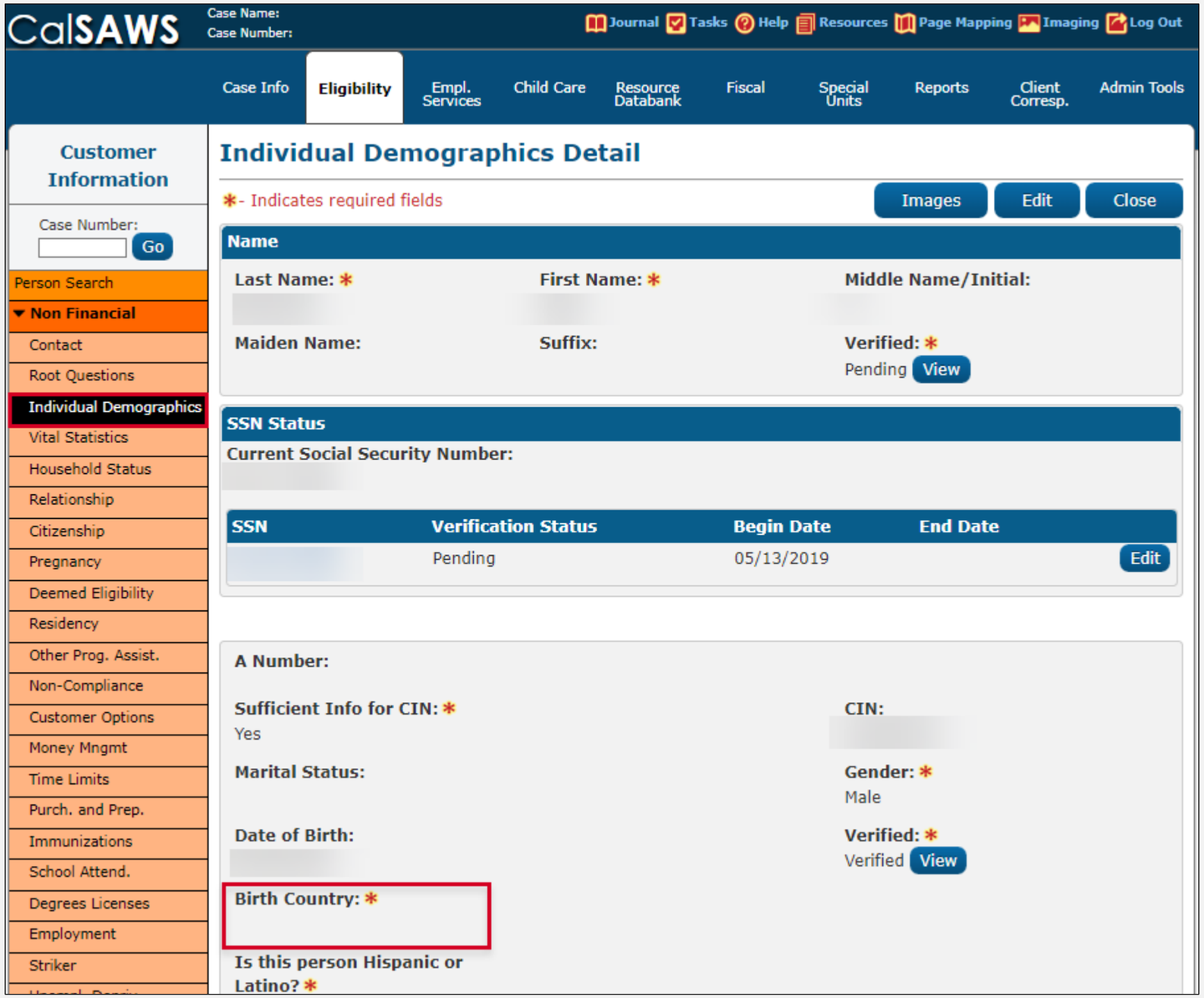


Figure 2.1

Steps To Clear Alert	Screenshot

If the individual was not born in the United States, the user will need to ensure there is an existing record in the **Citizenship** page.

- If the individual user has an existing record the user should review the information in the Citizenship Detail page for accuracy.
- If the individual does not have an existing record the user will need to create a record for the individual in the Citizenship page.

Cleanup Instructions:

1. Place the cursor over **Eligibility** on the Global Navigation bar.
2. Select **Customer Information** from the Local Navigator.
3. Click the **Citizenship** link on the Task Navigation bar to access the Citizenship Status List page.
4. If an entry already exists for the identified person, click **Edit** to access the Citizenship Status List Detail page. If an entry does not exist, click **Add** (Figure 2.2) to add a new entry for that person.
5. Complete all **mandatory fields** (identified with a red asterisk) in the Citizenship Status List Detail Page.
6. Click **Save and Return.**

Once the Individual Demographics page and Citizenship Status List page have been reviewed for accuracy/completed, the user should now be able to run and save EDBC to clear the Yellow Banner.

For more information on updating Citizenship information, see the following Job Aid: **JA Citizenship and Sponsorship – Add or Edit**

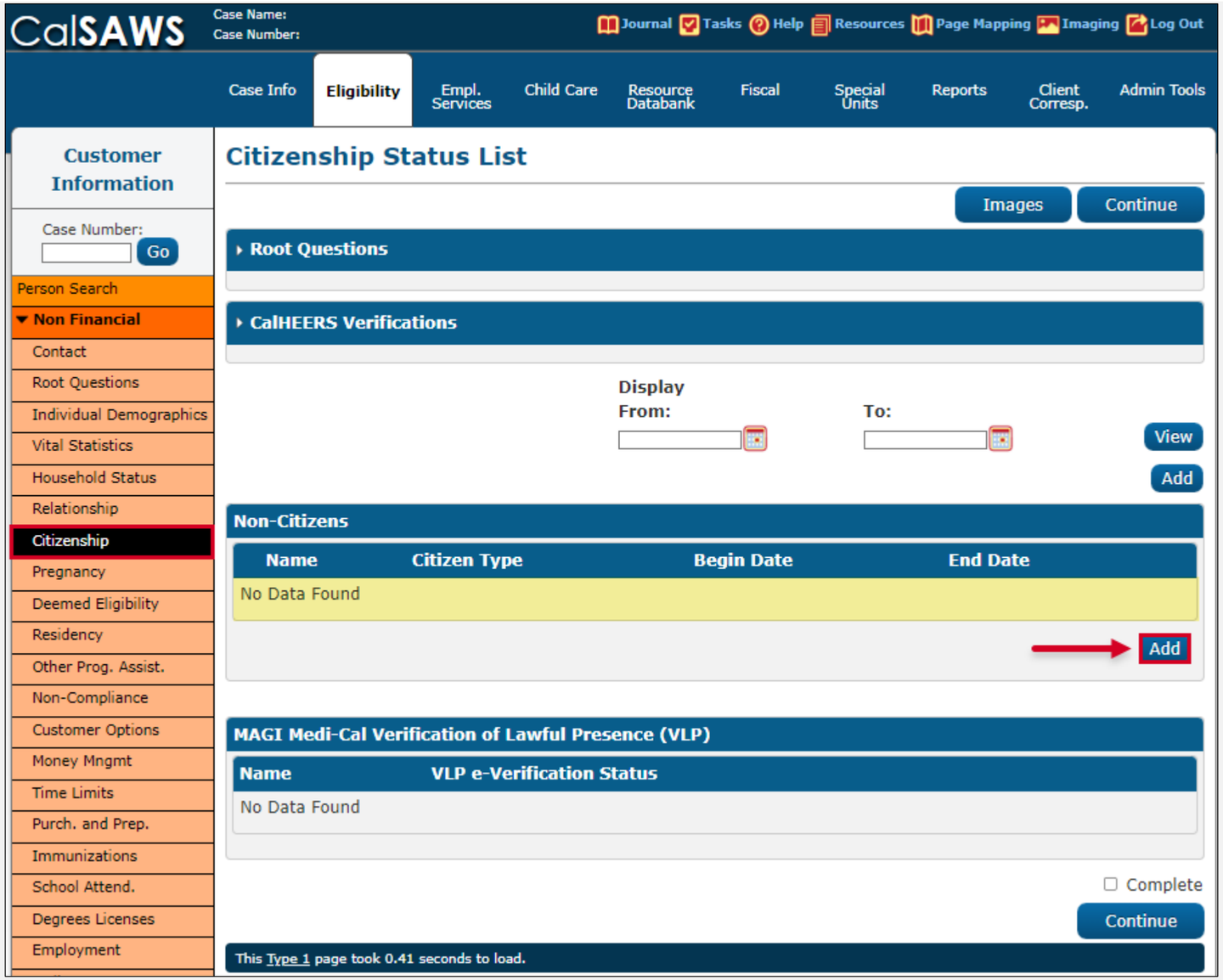


Figure 2.2

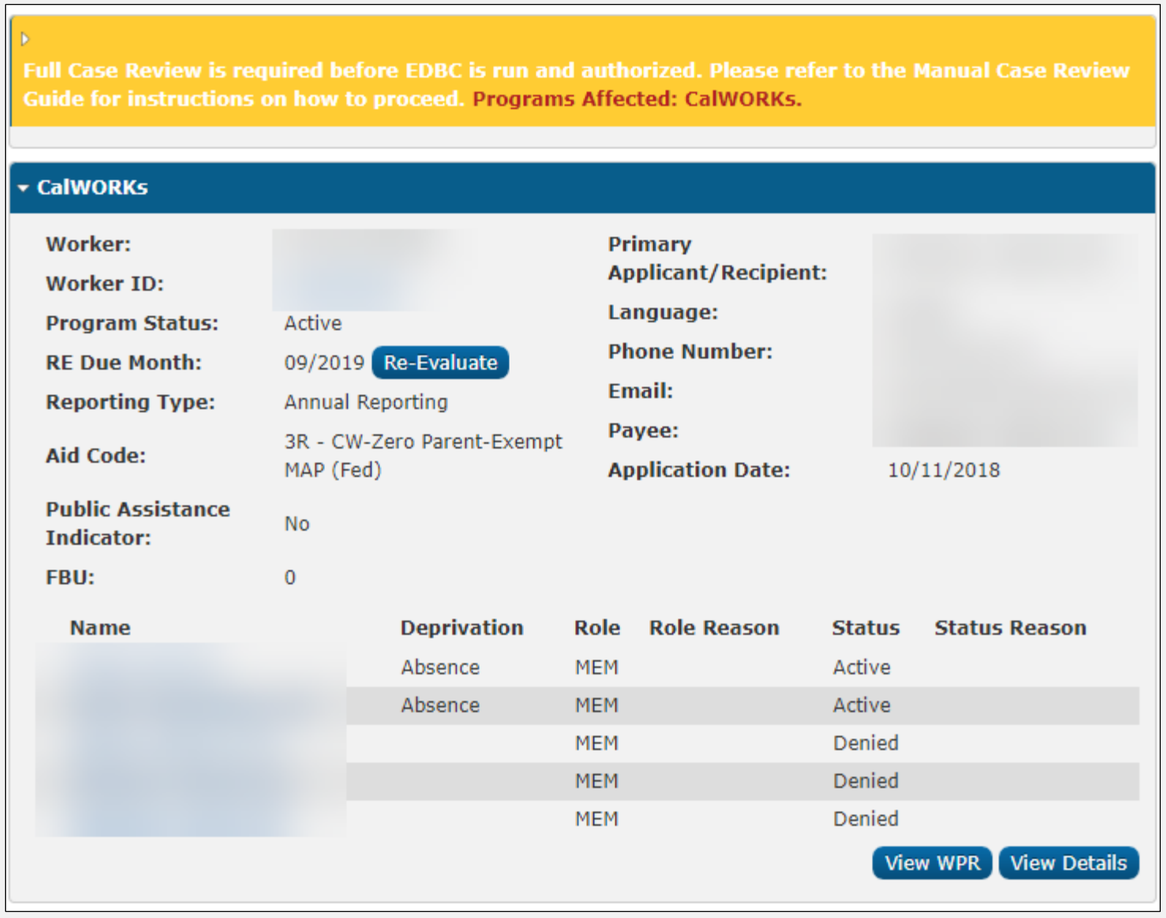
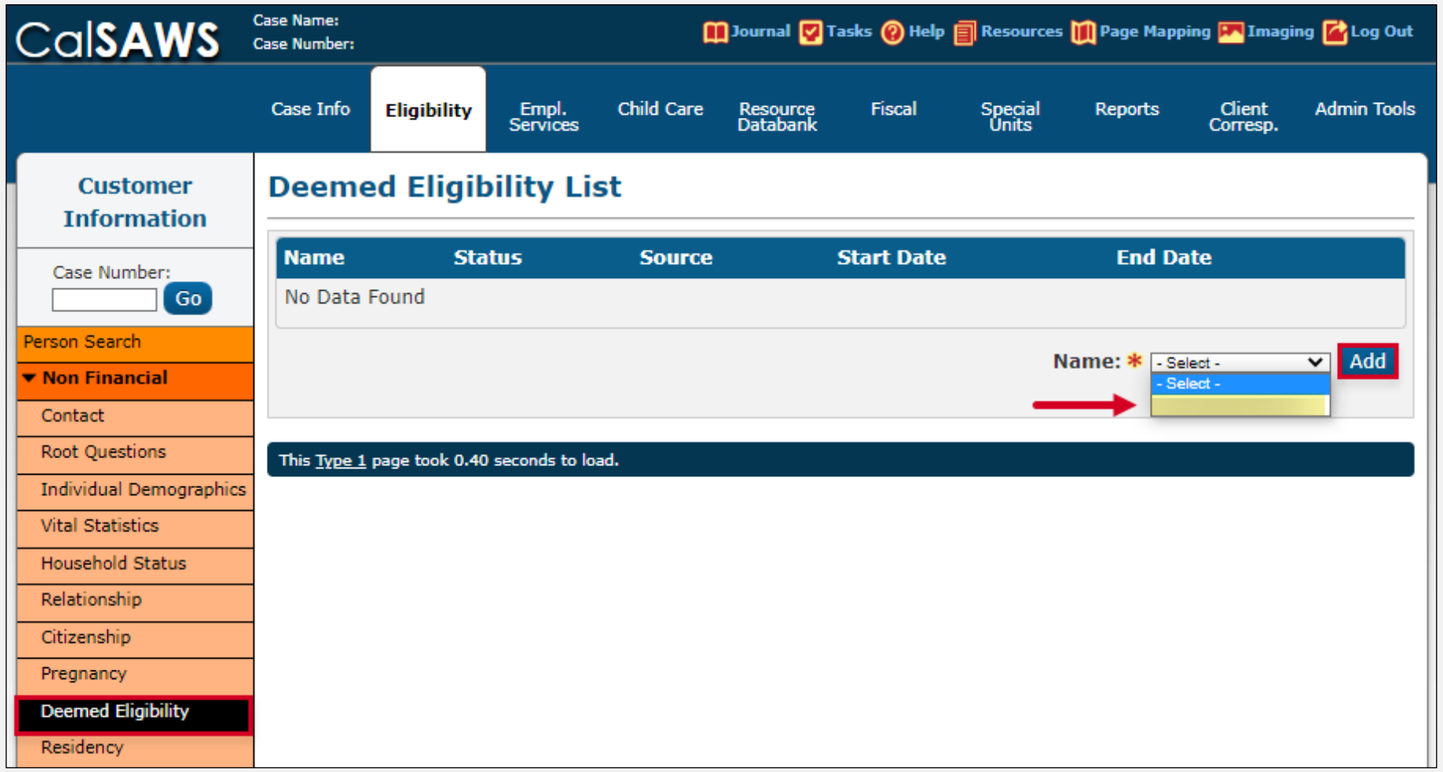
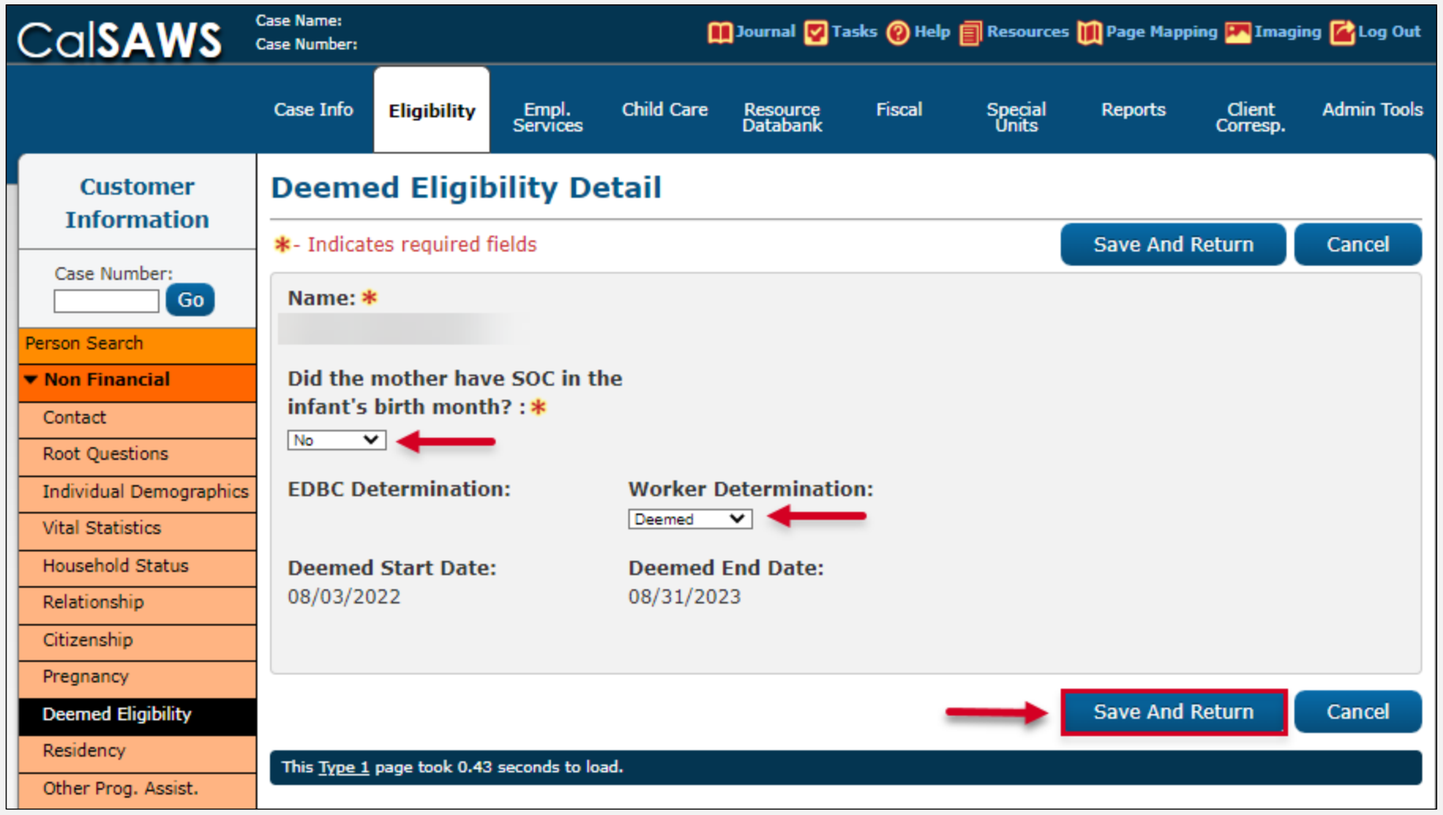
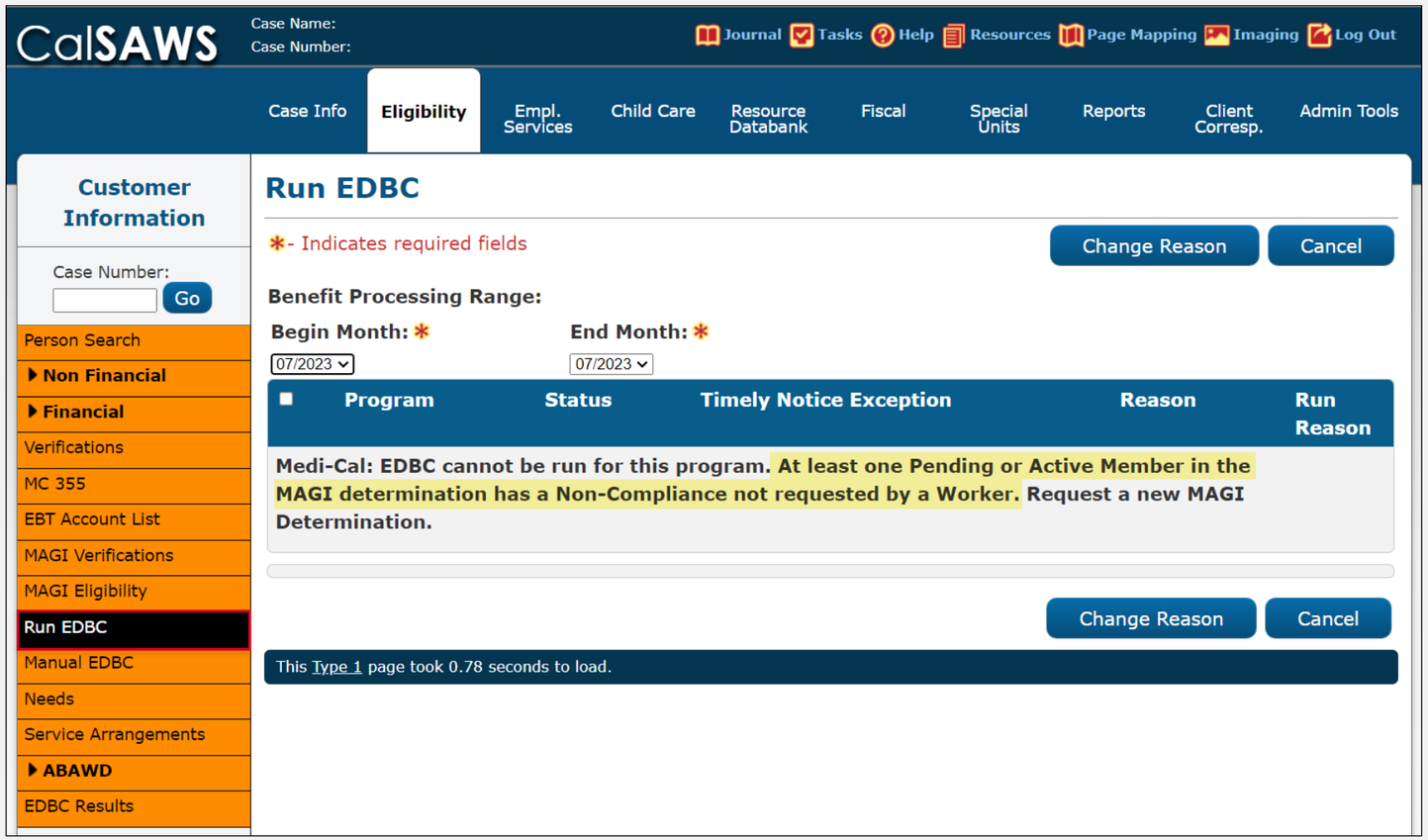
Steps To Clear Alert		Screenshot
3	Exception Cases with an Exclusion/Exception Reason of "Exception" will require the user to conduct a full case review to determine the case discrepancy (Figure 3.1). The following Yellow Banner Case review guides may be utilized to help troubleshoot these cases: • **Yellow Banner – Full Case Review – CW.CF** • **Yellow Banner – Full Case Review – Medi-Cal Only** • **Yellow Banner – Appendix – Required Actions for Foster Care, Kin-Gap, and Adoption Assistance Program** Once the user has identified and corrected the discrepancy, they will be able to run and save EDBC to clear the Yellow Banner.	

Figure 3.1

Steps To Clear Alert		Screenshot
4	**Infant has missing deemed eligibility information Detail Page** Cases with an Exclusion/Exception of "Infant has missing Deemed Eligible Information," will require the user to add a deemed eligibility information for the identified case member. **Cleanup Instructions:** 1. Place the cursor over **Eligibility** on the Global navigation bar. 2. Select **Customer information** from the Local Navigator. 3. Click the **Deemed Eligibility** link in the task navigation bar to access the Deemed Eligibility List page. 4. Select the correct **name** from the Name drop list and click **Add** (Figure 4.1) 5. On the Deemed Eligibility Detail Page (Figure 4.2): a. Select **Yes/No** form the "Did the mother have SOC in the infant's birth month?" drop list. b. Select **Yes/No** from the "Met SOC?" drop list if applicable. c. Select **Deemed** or **Not Deemed** from the Worker Determination drop list if applicable. d. Click **Save and Return** The user may now Run and Save EDBC to clear the Yellow Banner.	 **Figure 4.1**

Steps To Clear Alert	Screenshot
Note: The Name drop list on the Deemed Eligibility List page displays the participant(s) on the case who has not reached the last day of the thirteenth month after the participant's date of birth and does not have a record for Deemed Eligibility. For more information on the Deemed Infant Eligibility Page in CalSAWS see the Job aid: **JA Medi-Cal Deemed Eligibility – Add, Edit, and View Functionality on Deemed Eligibility List and Deemed Eligibility Detail Pages**	 **Figure 4.2**

Steps To Clear Alert		Screenshot
5	MAGI Determination has a Non-Compliance not requested by Worker Cases with an Exclusion/Exception Reason of "MAGI Determination has a Non-Compliance not requested by Worker" (Figure 5.1) will require the user to update the case by conducting the following: • Navigate to the current MAGI Determination in the current MAGI Determination List page (Figure 5.2) • Access the most recent MAGI determination and review the Eligibility Evaluation Reasons to determine the Non-Compliance reason (Figure 5.3). • Navigate to the corresponding data collection page to make the appropriate updates to remedy the non-compliance. • Request MAGI • Run and accept EDBC to clear the Yellow Banner For more information on reviewing MAGI referrals and requesting a MAGI determination see the Job Aid: **JA – Medi-Cal – MAGI Referrals and Eligibility Determinations.**	 **Figure 5.1**

Steps To Clear Alert	Screenshot

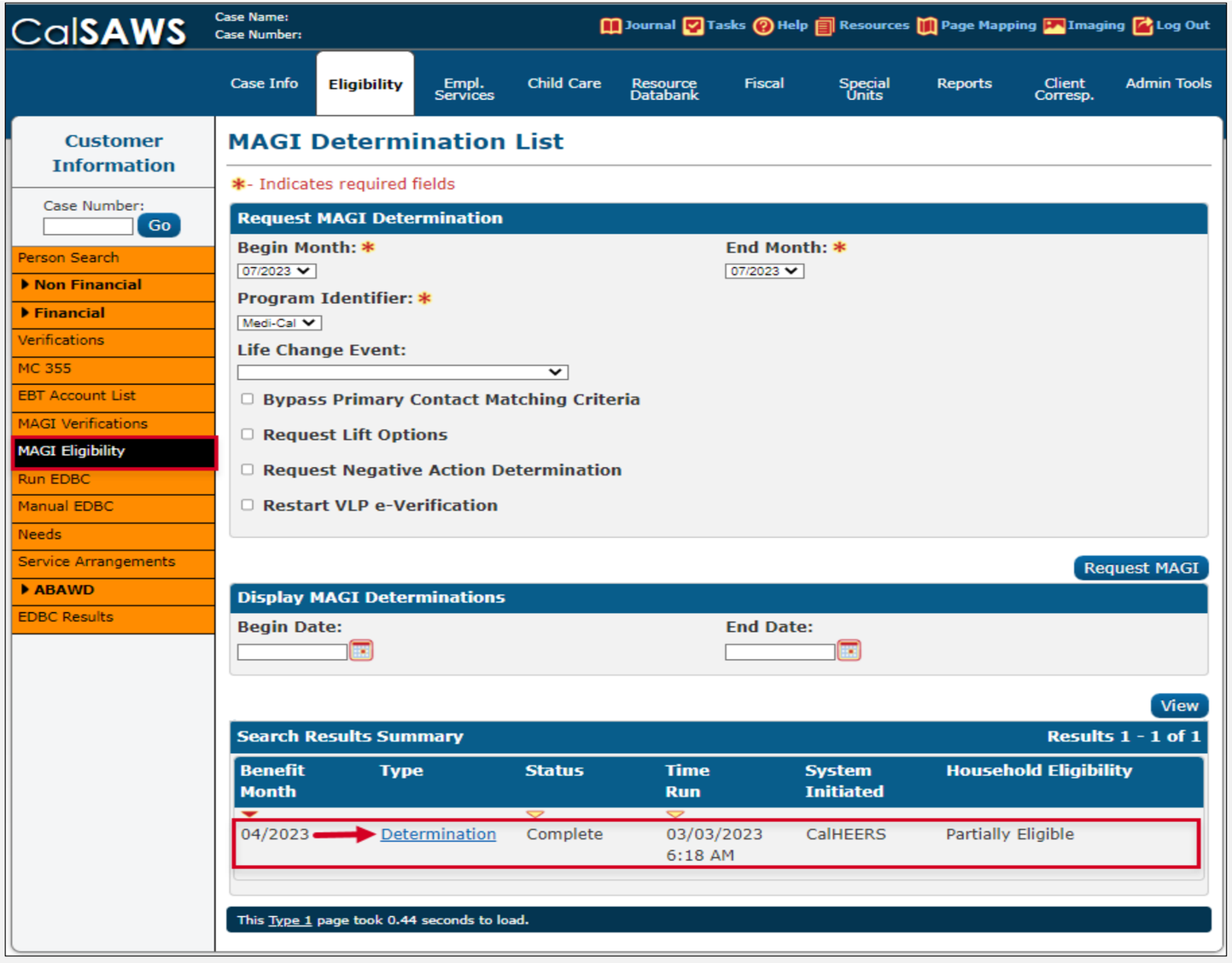


Figure 5.2

Steps To Clear Alert	Screenshot

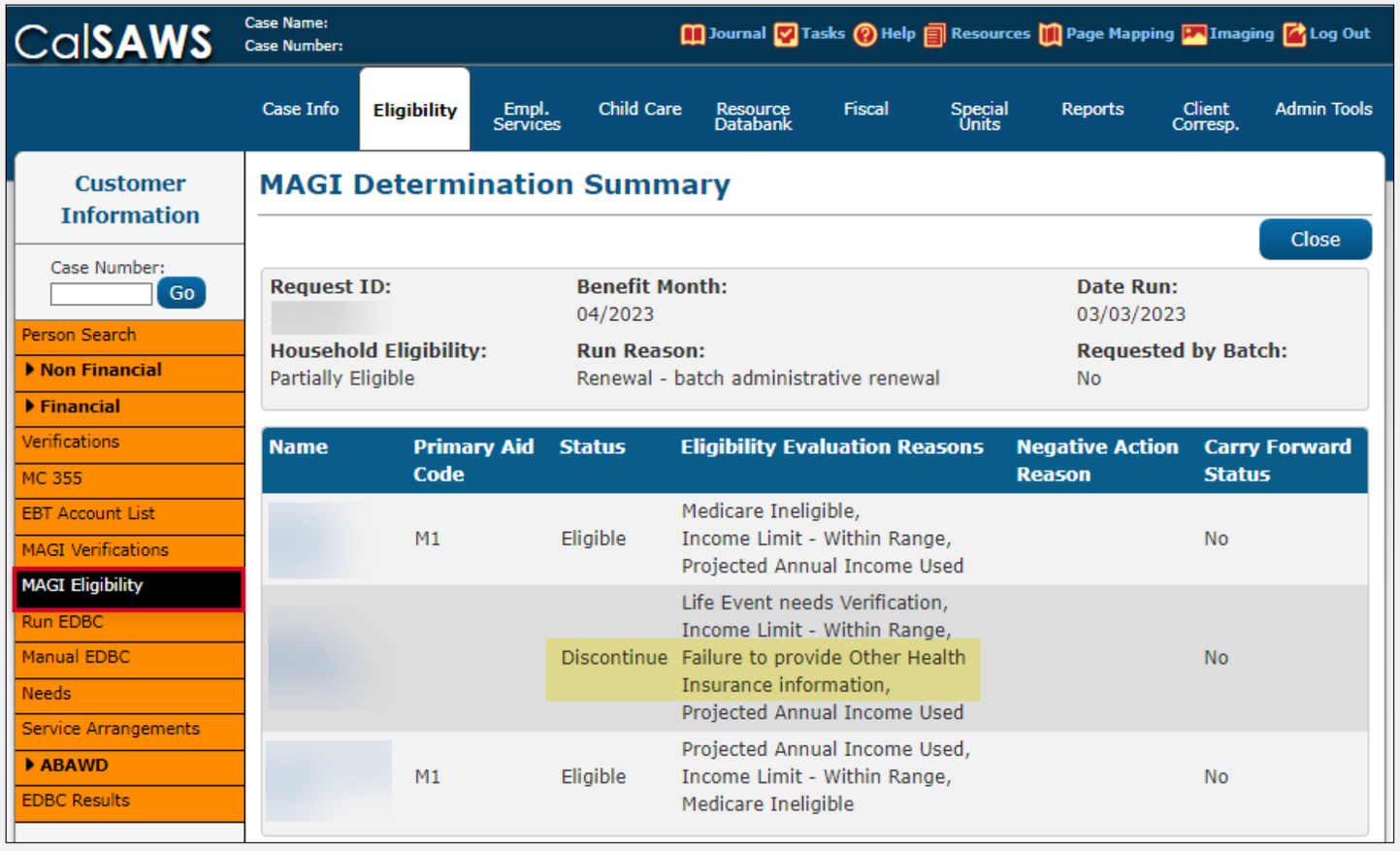
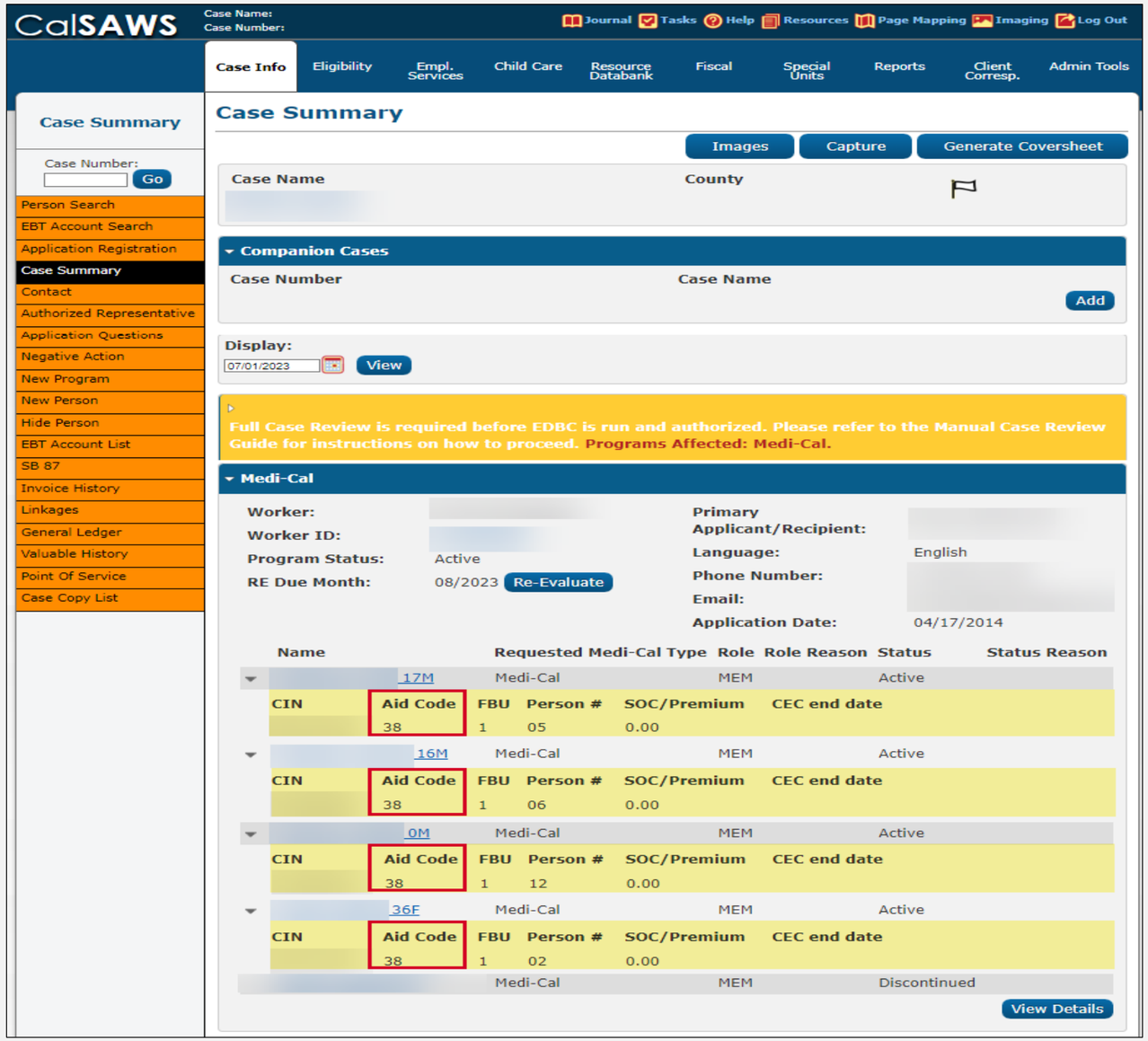


Figure 5.3

Steps To Clear Alert		Screenshot
6	Medi-Cal person on 38 aid code Cases with an Exclusion/Exception Reason of "Medi-Cal Person on 38 aid code" (Figure 6.1) will require the user to conduct a review of the case to determine the appropriate MAGI and/or Non-MAGI aid code. • Review the necessary data collections and update the information as necessary. • Review the customer reporting page to address any past due or upcoming determinations. • Review the Verification List Page to address any pending verifications. • Request a MAGI Determination. For information on clearing a Medi-Cal related Yellow Banner, consult the following Yellow Banner Case Review guide: **Yellow Banner – Full Case Review – Medi-Cal Only.** For more information on reviewing MAGI referrals and requesting a MAGI determination see the Job Aid: **JA – Medi-Cal – MAGI Referrals and Eligibility Determinations.**	 **Figure 6.1**

Steps To Clear Alert	Screenshot

7

Medi-Cal person on 4M Aid Code

Cases with an Exclusion/Exception Reason of "Medi-Cal person on 4M Aid Code" will require the user to conduct a full case review to determine if the program person is eligible for Former Foster Youth Medi-Cal (Figure 7.1).

If the program person is determined eligible for Former Foster Youth Medi-Cal, the user will need to run and save EDBC to clear the Yellow Banner.

If the program person is determined to be ineligible for Former Foster Youth Medi-Cal, the user will need to follow their county's policy to determine ongoing Medi-Cal eligibility.

For more information on Former Foster Youth Medi-Cal, see the Job Aid: **JA – Medi-Cal – Former Foster Youth (FFY) 4M Process.**

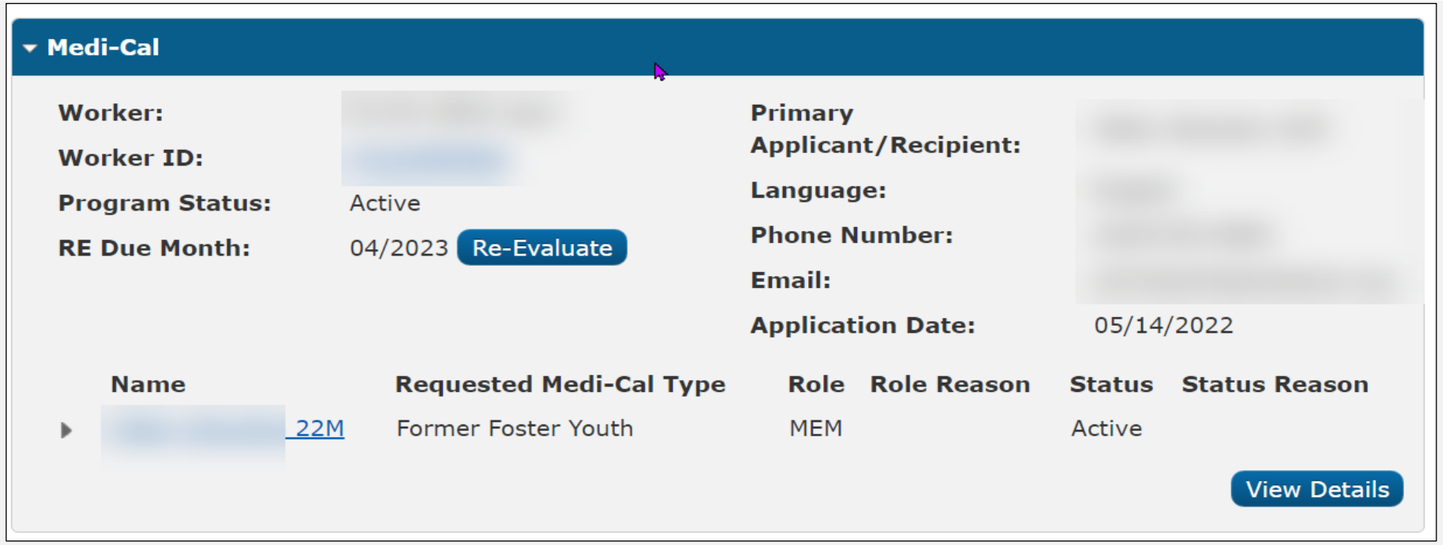


Figure 7.1

8

Missing Roles

Cases with an Exclusion/Exception Reason of "Missing Roles" may be missing a payee in the Administrative Roles section of the program detail page. When the user attempts to run EDBC, they will receive a hard validation message of **"EDBC cannot be run for this program. You must designate the following for the program: Payee."** (Figure 8.1)

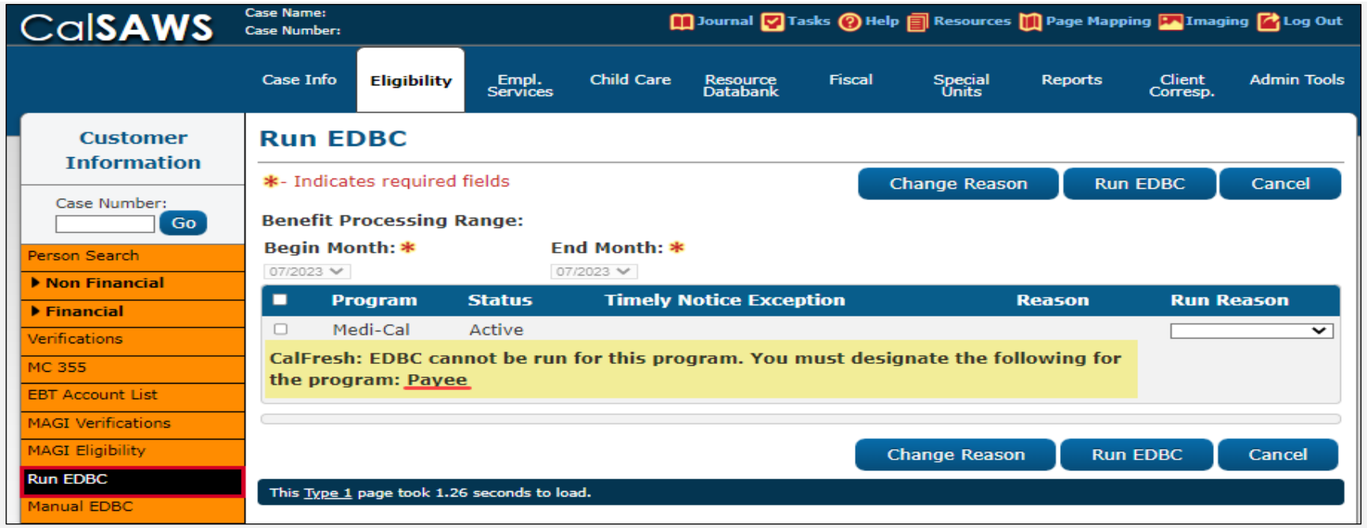


Figure 8.1

Steps To Clear Alert	Screenshot

Clean-Up Instructions:

1. Place the Cursor over **Eligibility** on the Global Navigation Bar.
2. Select **Case Summary** from the Local Navigator
3. Scroll down to the Foster Care Program Block and click **View Details.**
4. Click **Edit.**
5. Scroll down to the Administrative Rolls block and click **Add** to access the Administrative Roll Detail Page. (Figure 8.2)
   a. Select **Payee** from the Administrative Roll drop list.
   b. Select **Regular** from the Payee Sub-Type drop list.
   c. Select the **Payee's Name** from the Name dop list.
   d. Enter the **Month** in the Begin Month field.
   e. Click **Save and Return** to return to the Program Detail Page.
6. Click **Save and Return** again to confirm your selection and return to the Case Summary Page.
7. You should now be able to run and Save EDBC to clear the Yellow Banner.

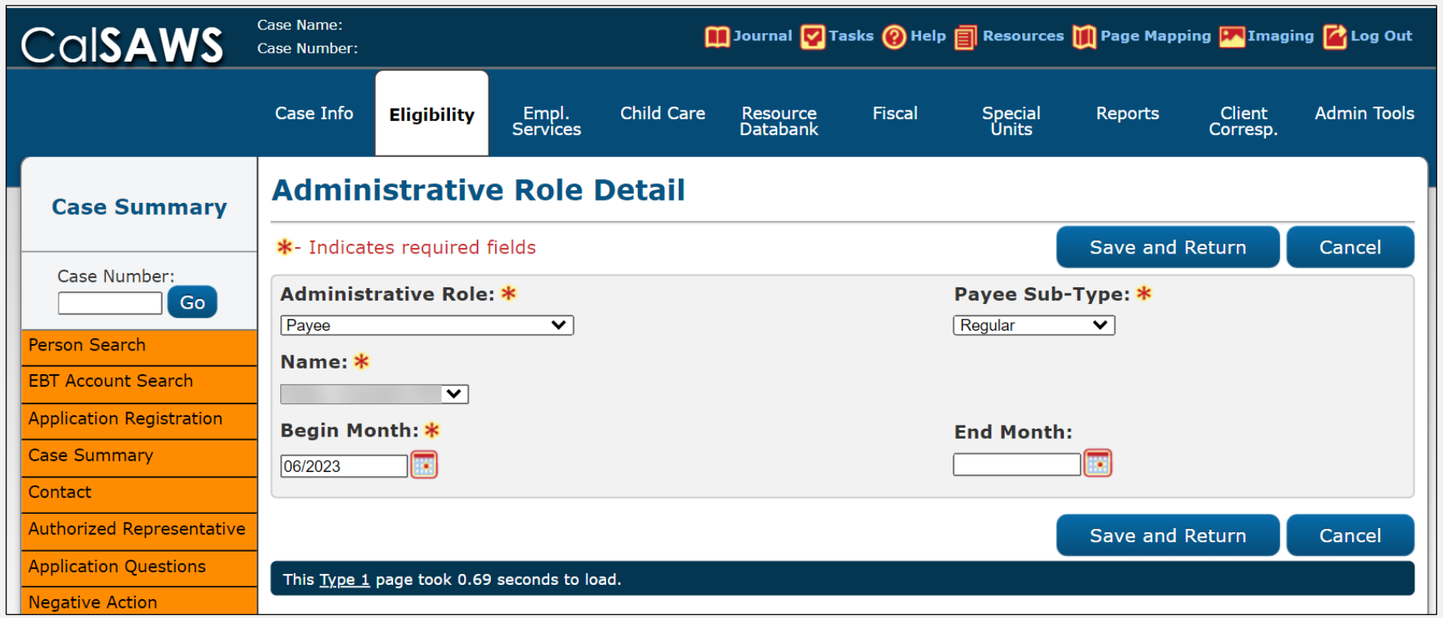


Figure 8.2

Steps To Clear Alert	Screenshot
9	

Overdue or Incomplete Periodic Report

Cases with an Exclusion/Exception Reason of "Overdue or Incomplete Periodic Report" will require the user to review the case and ensure the reporting page indicates the appropriate reporting status.

- Review the Case Summary page and determine the SAR month for the program (Figure 9.1).
- Review the Customer Reporting page to determine the status of the Periodic Report that was mailed to the client.
  - The user will need to determine the appropriate status for the SAR 7 and update the Customer Reporting List page (Figure 9.2). to reflect the status.
  - To update the Customer Reporting Page, the user can follow the steps outlined in the Job Aid: **JA-Semi-Annual Report (SAR 7) – Process.**
  - Once the customer reporting page and all applicable data collection pages are updated, the user may run and save EDBC to clear the Yellow Banner.

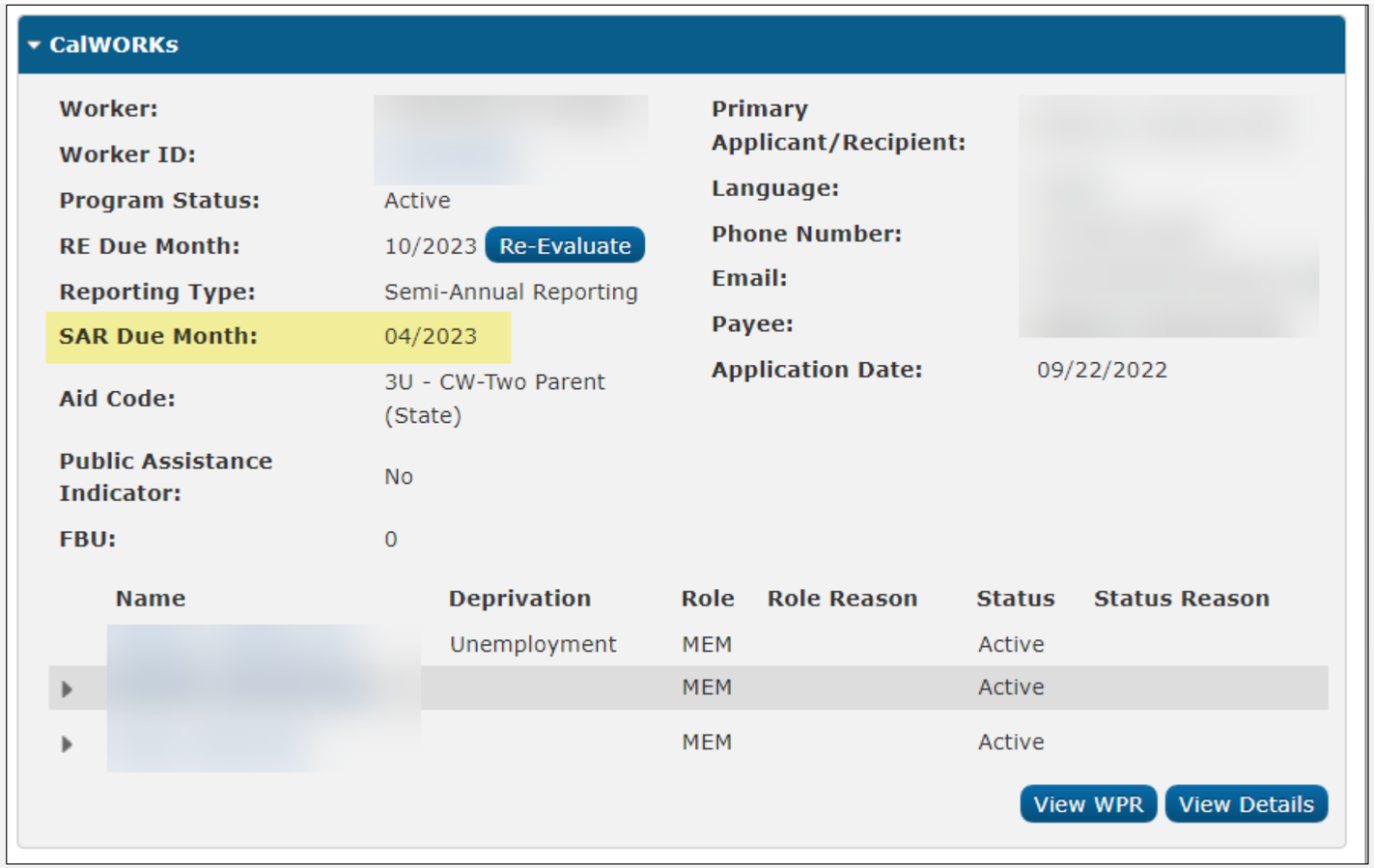


Figure 9.1

Steps To Clear Alert	Screenshot

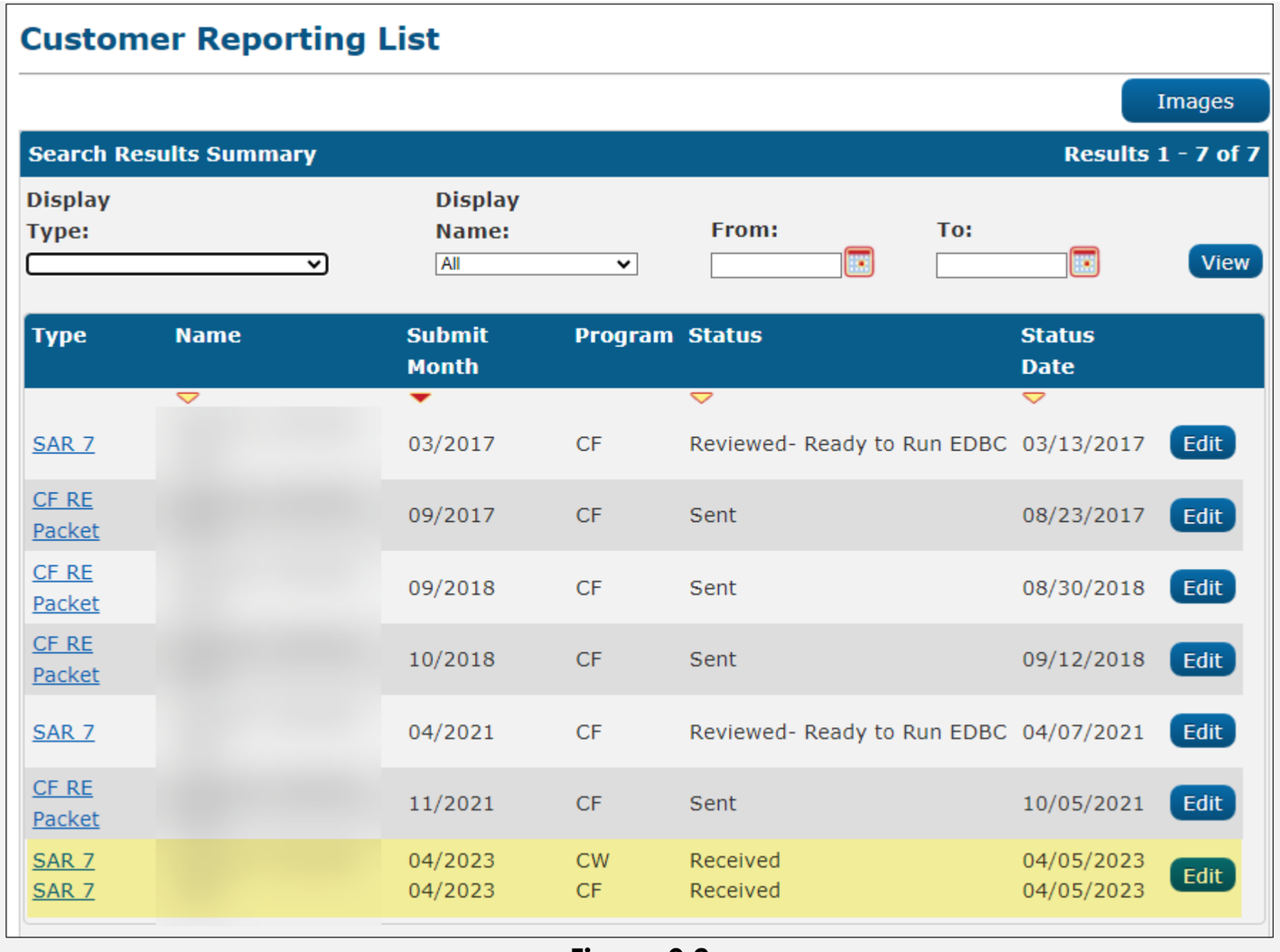


Figure 9.2

Steps To Clear Alert	Screenshot

10

Overdue or Incomplete RE Packet

Cases with an Exclusion/Exception Reason of "Overdue or Incomplete Periodic Report" will require the user to review the case and ensure the reporting page indicates the appropriate reporting status.

- Review the Case Summary page and determine the RE month for the program (Figure 10.1).
- Review the Customer Reporting page to determine the status of the RE Packet that was mailed to the client.
  - The user will need to determine the appropriate status for the RE Packet and update the Customer Reporting Detail page to reflect the status.
  - To update the Customer Reporting List (Figure 10.2) Page, the user can follow the steps outlined in the Job Aid: **JA – CalWORKs CalFresh Re-evaluation and Periodic Reporting**
  - Once the customer reporting page and all applicable data collection pages are updated, the user may run and save EDBC to clear the Yellow Banner.

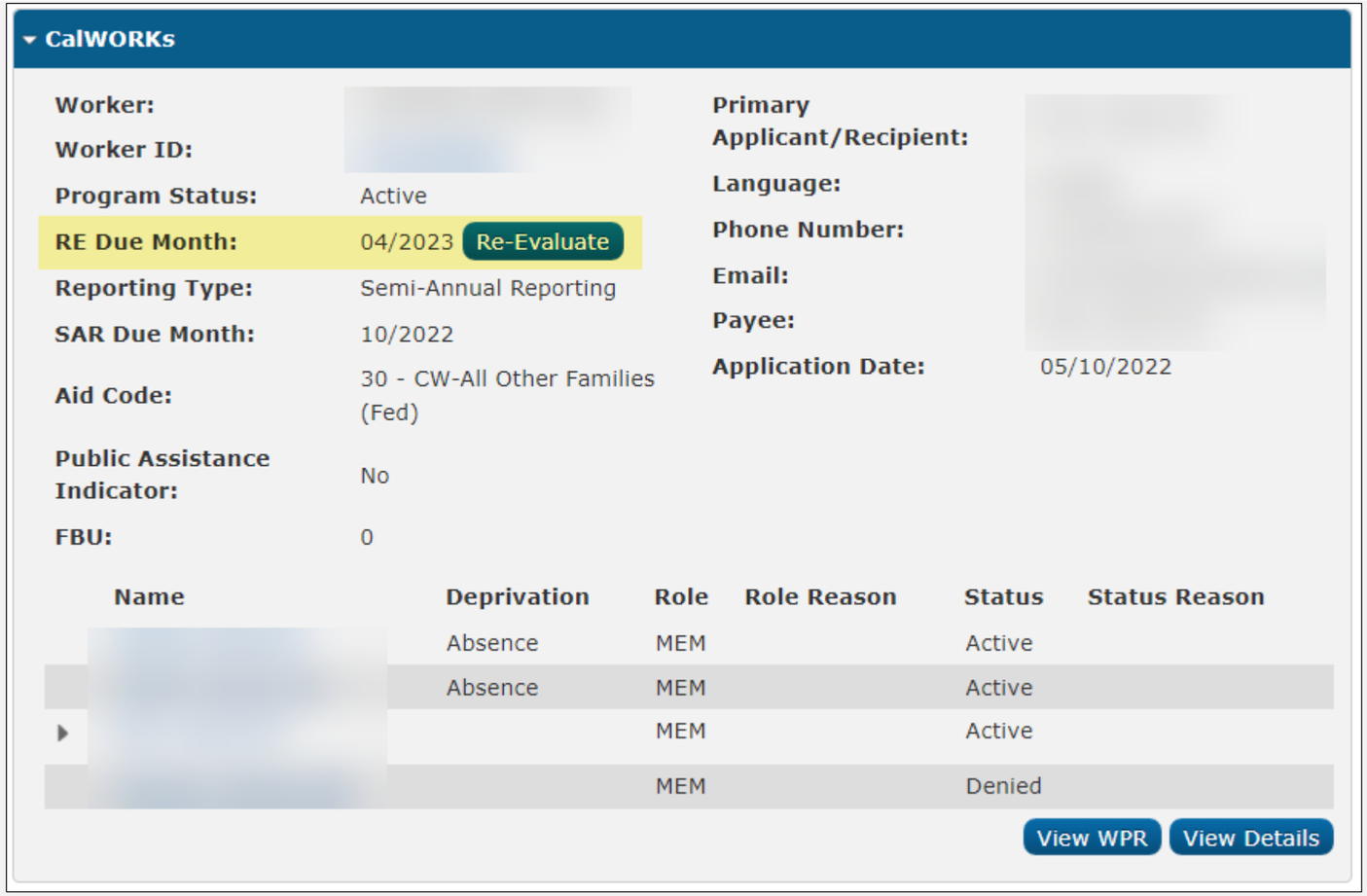


Figure 10.1

Steps To Clear Alert	Screenshot

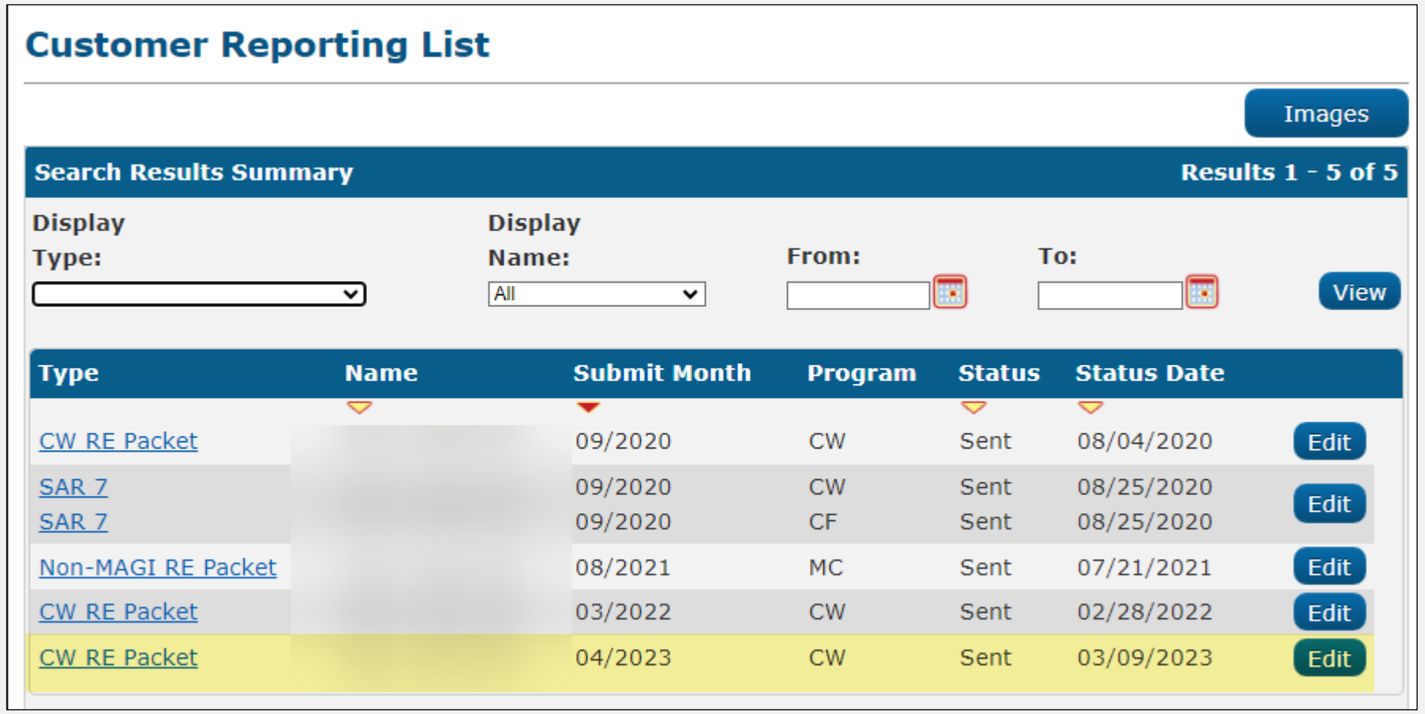


Figure 10.2

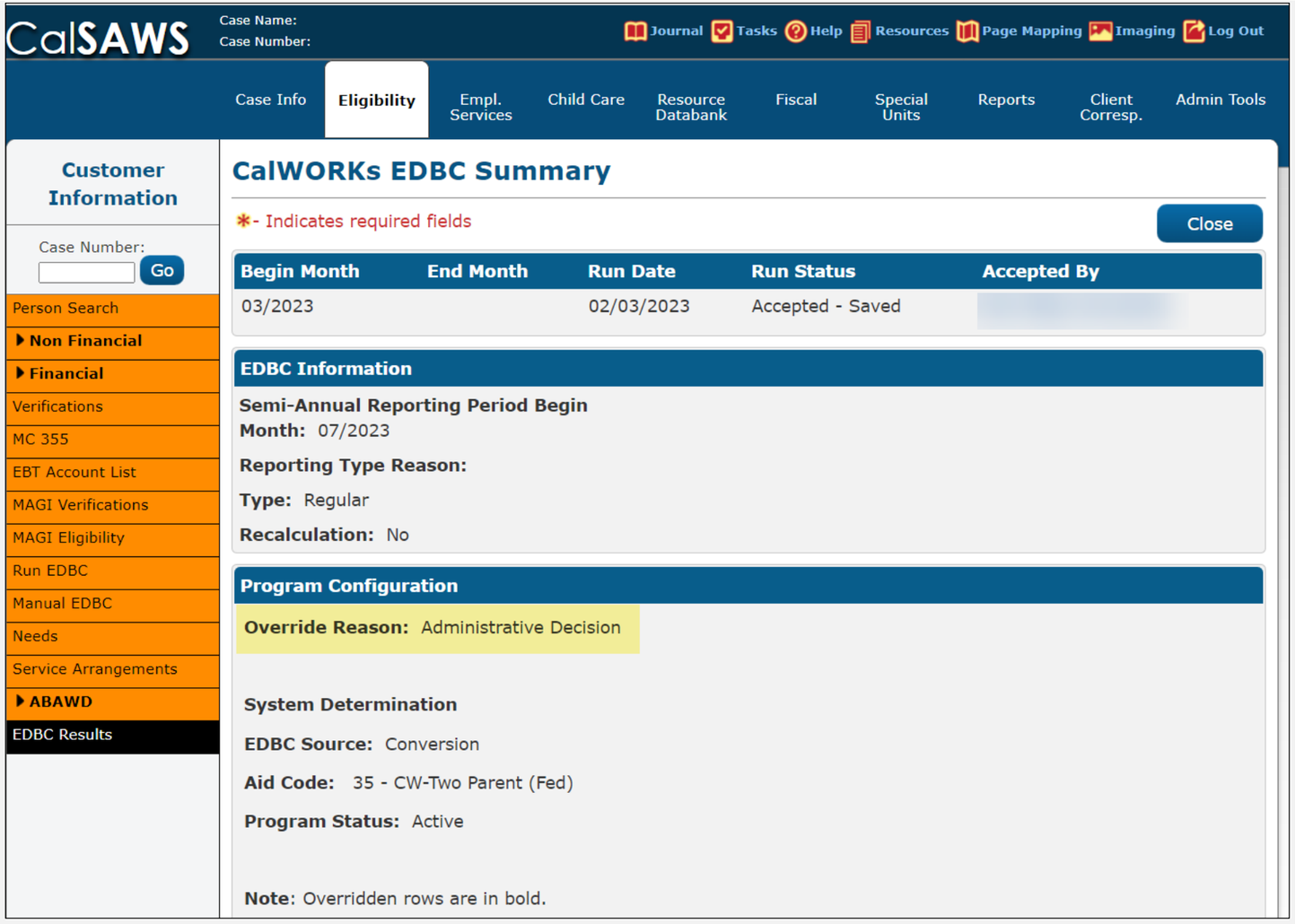
Steps To Clear Alert		Screenshot
11	**Overridden Program Case** Cases with an Exclusion/Exception Reason of "Overridden Program Case" will require the user to conduct a full case review to determine the reason (Figure 11.1) the previous EDBC was overridden. The following Yellow Banner Case review guides may be utilized to help troubleshoot these cases: • **Yellow Banner – Full Case Review – CW.CF** • **Yellow Banner – Full Case Review – Medi-Cal Only** • **Yellow Banner – Appendix – Required Actions for Foster Care, Kin-Gap, and Adoption Assistance Program** Once the user has updated any required eligibility data collection pages, they will be able to run and save EDBC to clear the Yellow Banner. If the user is required to override the Program Configurations for EDBC (i.e., Fair Hearings, AAP, MC Eligibility, etc.), the user can follow the steps in Job Aid: **JA EDBC – Overriding Program Configuration** to conduct the override. **Note:** The user will need to have appropriate security rights to override the program configuration.	

Figure 11.1

Steps To Clear Alert	Screenshot
12	

Program does not have at least one active person for the benefit month

Cases with an Exclusion/Exception Reason of "Program does not have at least one active person for the benefit month" will require the user to review the case to determine the eligibility status for each person associated to the case. At conversion the individual's program status will reflect Discontinued/Denied for all Household members, while the overall program status shows active (Figure 12.1).

The user will be required to conduct a full case review and review previous case comments to determine ongoing eligibility for the case.

If the user finds that any or all household members have ongoing eligibility, they will need to rescind/reapply the appropriate program persons and update all required data collection pages prior to running EDBC. The user can follow the steps in Job Aid: **JA Reapplications and Recissions**, to pend the eligible person(s) to the program.

If the user finds that **No** household member has ongoing eligibility to the program the user can either override the program configuration (for months post conversion) or create a Manual EDBC budget (for months prior to conversion) to update the Program Status to Discontinued or Denied. Users can follow the steps in following Job Aids to override or create a manual EDBC budget:

- **JA EDBC – Overriding Program Configuration**
- **JA EDBC – Manual EDBC and Clarifications**

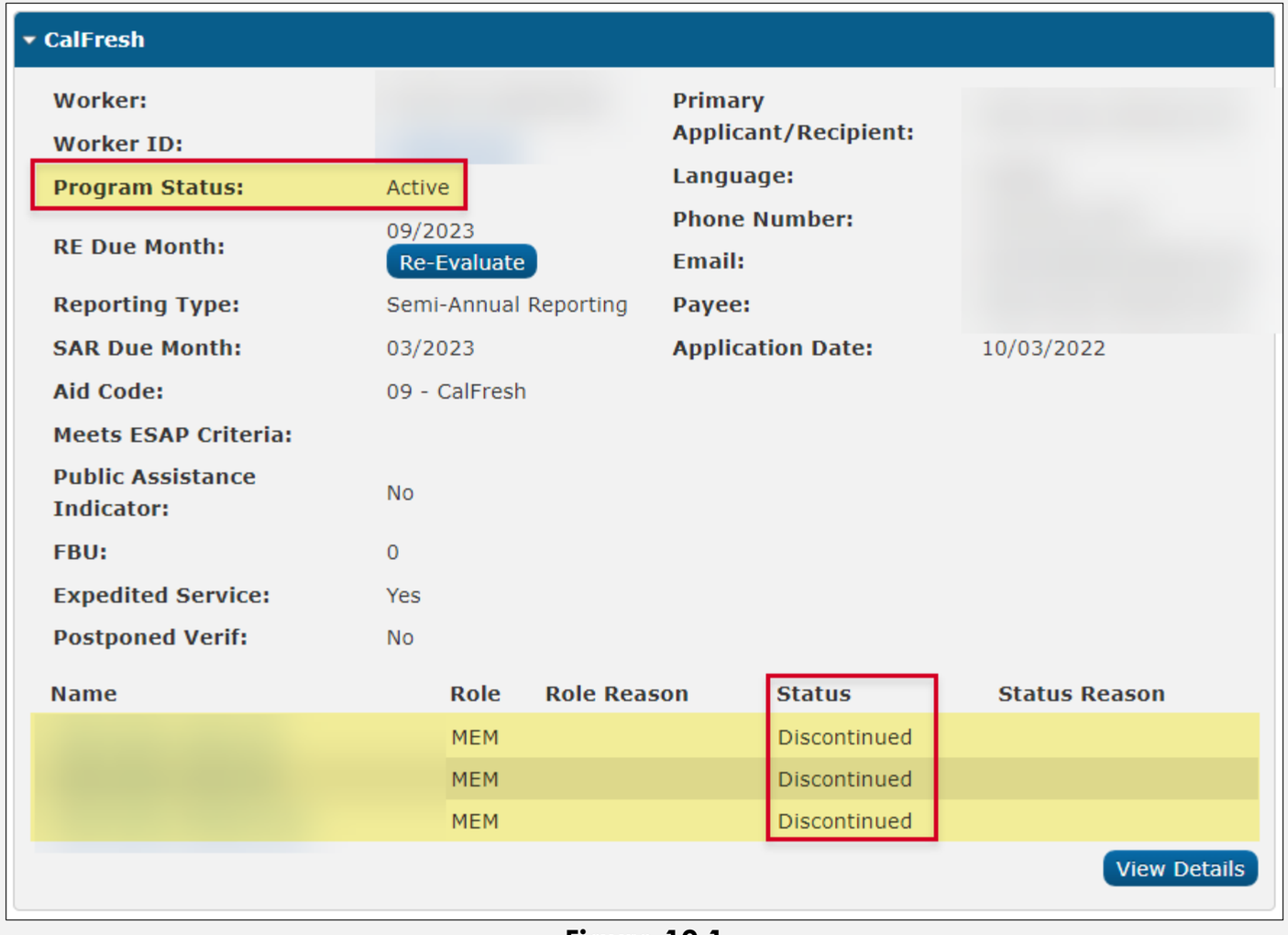
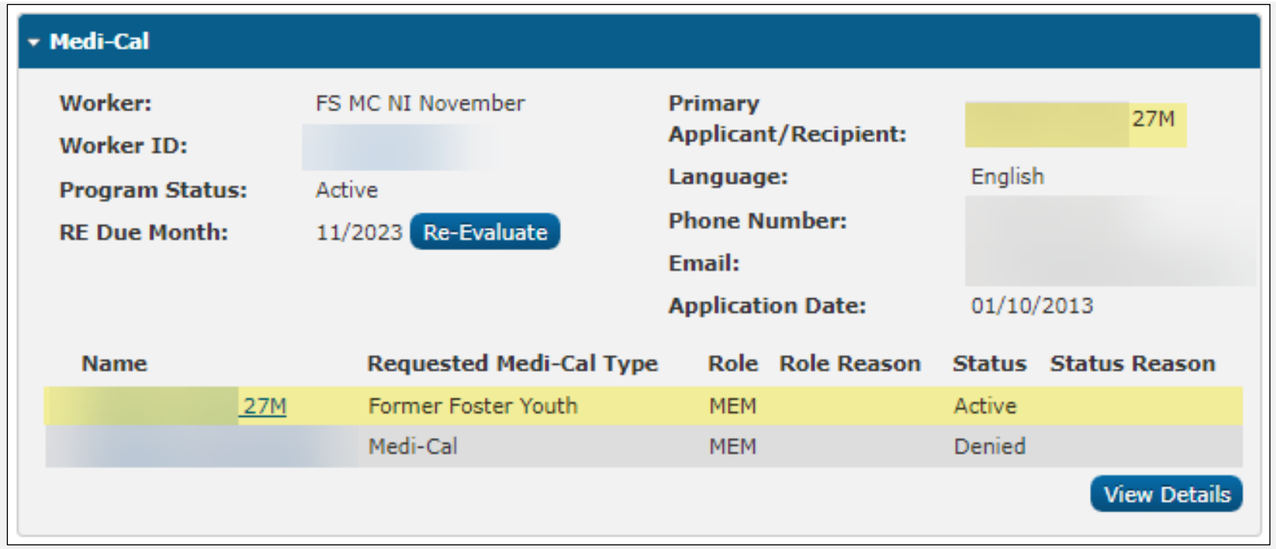


Figure 12.1

	Steps To Clear Alert	Screenshot
13	**Requested MC Type is FFY with a person 26 years of age or older** Cases with an Exclusion/Exception Reason of "Requested MC Type is FFY with a person 26 years of age or older," (Figures 13.1 & 13.2) will require the user to take the appropriate steps to discontinue the FFY MC program. The user will need to follow their county's business process to determine ongoing Medi-Cal eligibility for the person who is no longer eligible for FFY MC due to their age. The user will need to determine if they have the appropriate information to make an ongoing eligibility determination or run EDBC to discontinue the program. For cases where ongoing eligibility is appropriate, the user should follow county policy for transitioning Former Foster Youth Medi-Cal cases to regular Medi-Cal. For information on making a case determination, the user can follow the steps outlined in the Job Aid: **JA Medi-Cal Former Foster Youth (FFY) 4M Process.**	 **Figure 13.1**

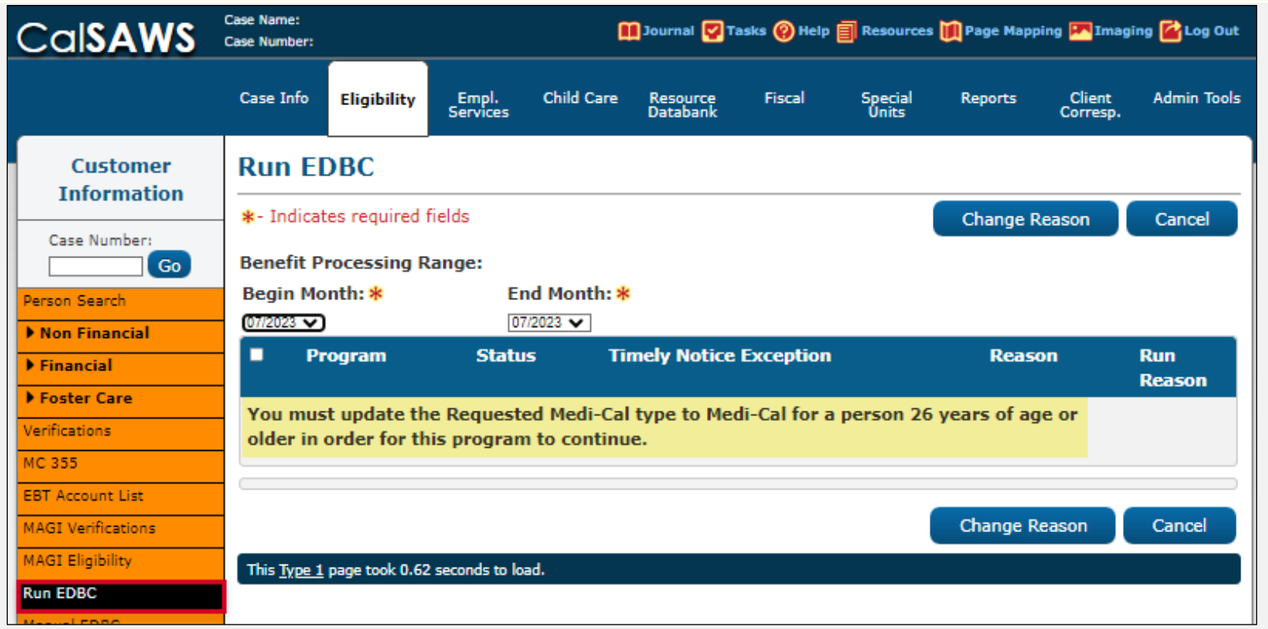
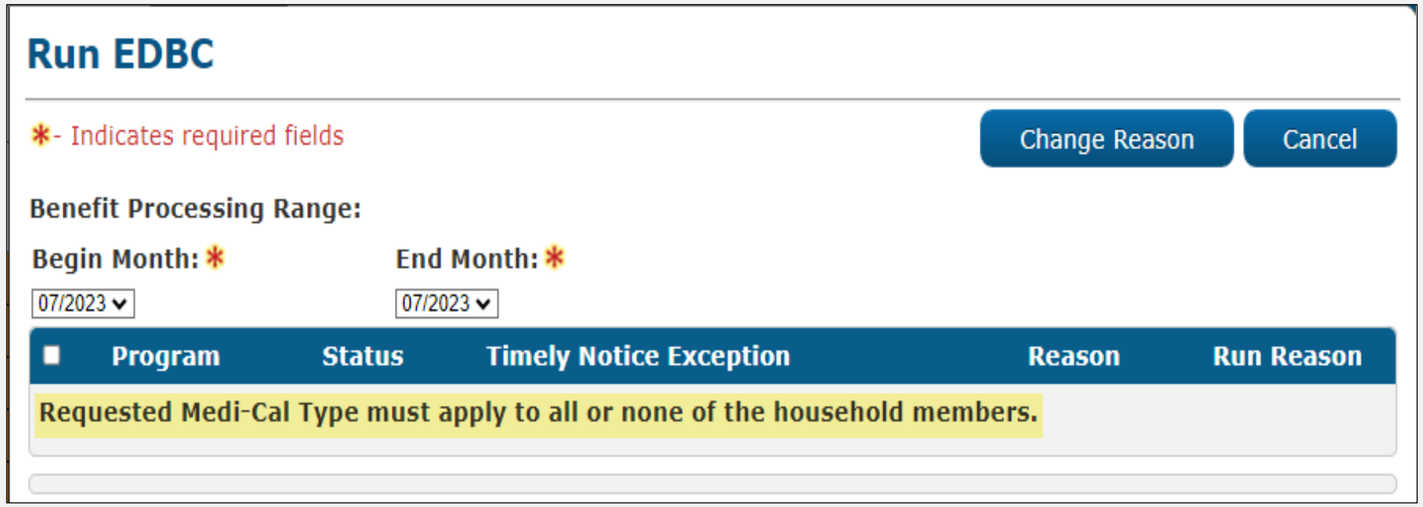
Steps To Clear Alert	Screenshot
	

Figure 13.2

	Steps To Clear Alert	Screenshot
14	**Requested Medi-Cal types must apply to all or none of the household members** Cases with an Exclusion/Exception Reason of "Requested Medi-Cal types must apply to all or none of the household members" will require the user to determine Medi-Cal Eligibility for households which contain a program person receiving Out of State AAP. The user will need to determine ongoing eligibility for all household members: CalSAWS only allows one Requested Medi-Cal Type for all active program persons on a Medi-Cal Program block. (Figures 14.1 &14.2) If the user finds that the only eligible person to Medi-Cal is the individual receiving Out of State AAP, the user will need to update the program status for the remaining household members to discontinued/denied. To do so, the user will update the Requested Medi-Cal Type for all other household members to **Out of State AAP** and proceed to run EDBC or create a manual EDBC to discontinue/deny these individuals. Only the individual receiving Out of State AAP should remain active on the case.	 **Figure 14.1**

Steps To Clear Alert	Screenshot
If the user finds that all or some of the household members have ongoing Medi-Cal eligibility, the user will need to remove the individual receiving Out of State AAP from the case and create a separate case with the requested Medi-Cal Type **Out of State AAP**. To do so, the user will update the requested Medi-Cal Type for all household members to **Medi-Cal**. Upon updating all other required data collection pages, the user will request MAGI with a negative action to remove the individual receiving Out of State AAP. The user will run EDBC to remove the individual. Once removed from the case, the user will create a separate case as mentioned above. For more information on requesting MAGI and making a Medi-Cal Eligibility determination, see the Job Aid: **JA Medi-Cal - MAGI Referrals and Eligibility Determinations**	 **Figure 14.2**

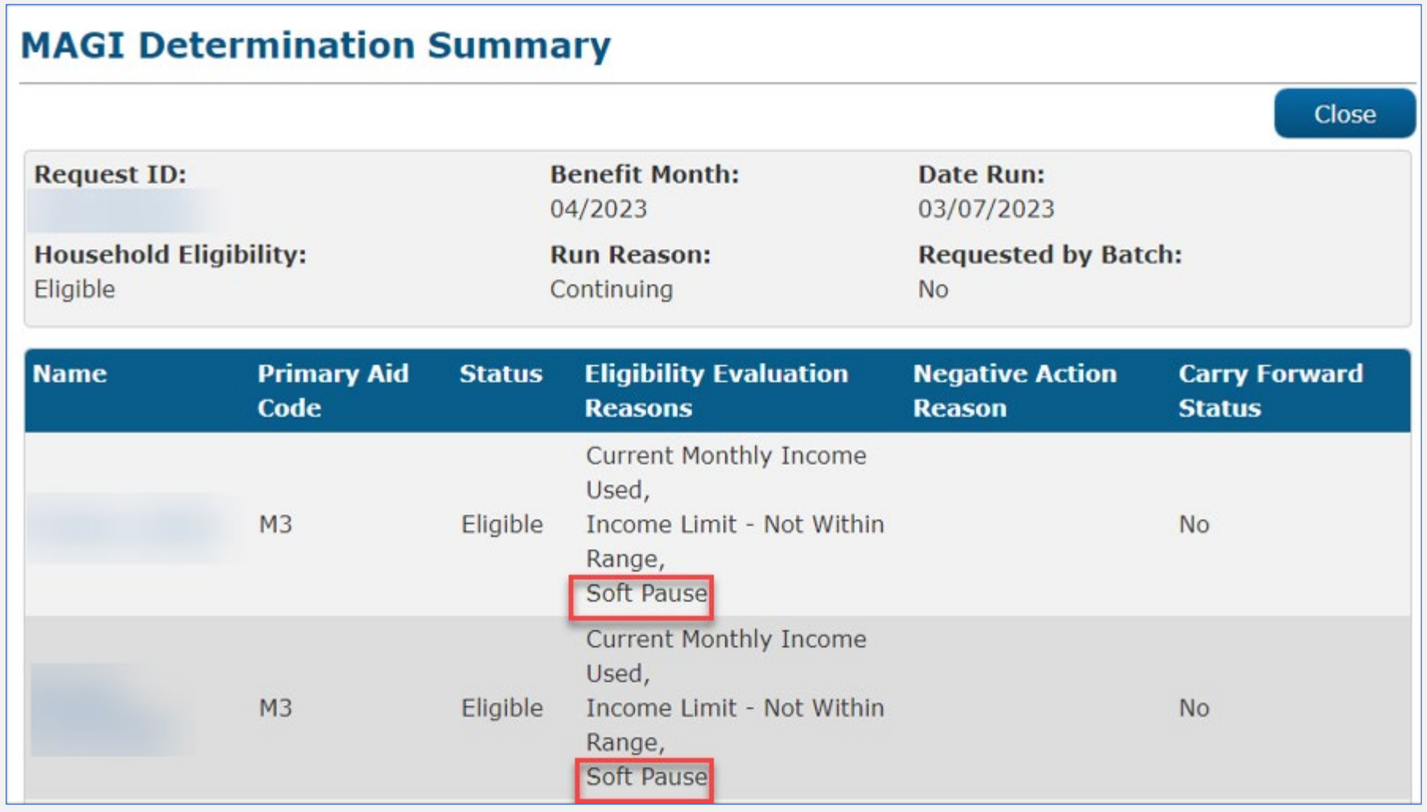
	Steps To Clear Alert	Screenshot
15	Soft Paused Cases with an Exclusion/Exception Reason of "Soft Paused" will require a case review to determine the reason the identified case members have a Soft Pause (Figure 15.1). Once the case review has been conducted, the user will request MAGI with a Soft Pause lift (Figure 15.2) for the appropriate case persons. Once the MAGI response is received the user will review the response for appropriate eligibility determination and Run EDBC to clear the Yellow Banner. The user can follow the steps outlined in Job Aid: **JA Medi-Cal – MAGI Soft Pause**, to request a MAGI response and remove the soft pause for applicable individuals.	

Figure 15.1

Steps To Clear Alert	Screenshot

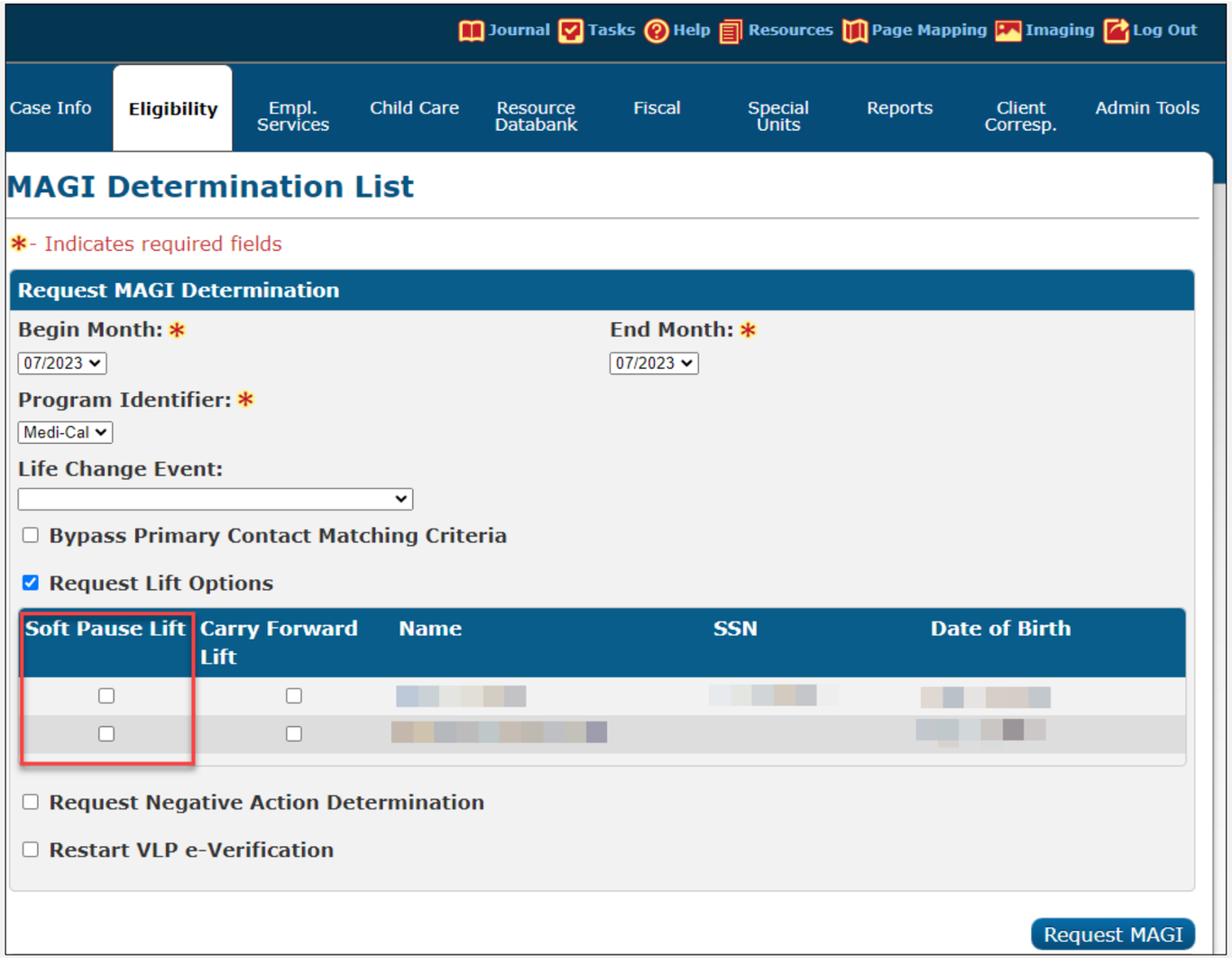


Figure 15.2

Steps To Clear Alert	Screenshot
16	

The following information is missing: KinGap Dates

Cases with an Exclusion/Exception Reason of "The following information is missing: KinGap Dates" (Figure 16.1) the user will be required to update the Payee information on the Kin-GAP Summary Detail Page.

Clean-Up Instructions:

1. Place the Cursor over **Eligibility** on the Global Navigation Bar.
2. Select **Customer Information** from the Local Navigator
3. Click the **Kin-GAP** link on the Task Navigation bar to expand the Kin-GAP section.
4. Click the **Summary** link on the Task Navigation bar to access the Kin-GAP Summary List page.
5. Click **Edit** next to Legal Guardian entry to access the Kin-GAP Summary Detail page (Figure 16.2).
6. Click the **Select** button under "Legal Guardian" to access the Select Foster Care Resource page.
7. Enter the **Name** of the Legal Guardian and click **Search**.
8. Click the **Radio Button** next to the correct placement entry in the Search Results Summary and click Select.
9. Select the appropriate placement type form the **Placement Type** Drop List. *
10. Update all **mandatory** data collection fields (indicated with a red asterisk).
11. Click **Save** to confirm the updates.
12. The user should now be able to run and save EDBC to clear the Yellow Banner.

For additional information on updating the Kin-GAP Summary page see the Job Aid: **JA Kin-GAP Summary and Rate Summary**

*** Note:** If an entry does not exist in the Resource Data Bank for the Legal Guardian, consult your counties procedure for adding new resources to the Resource Data Bank.

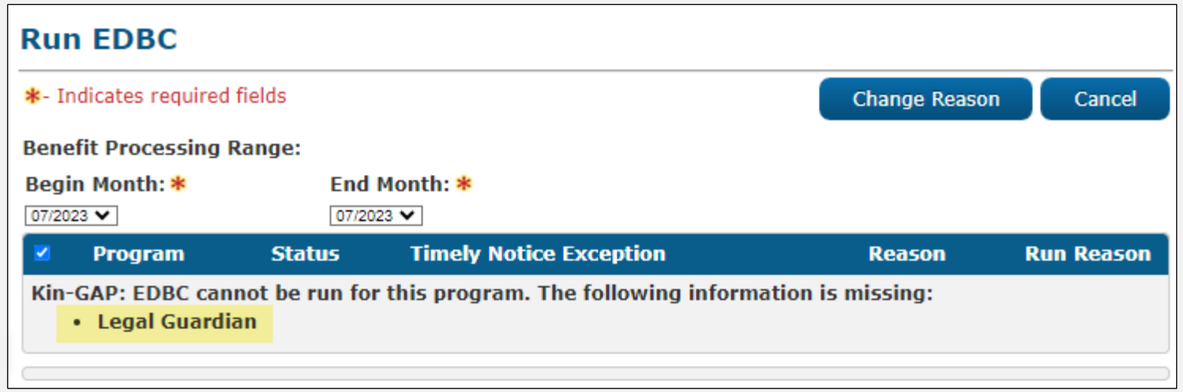


Figure 16.1

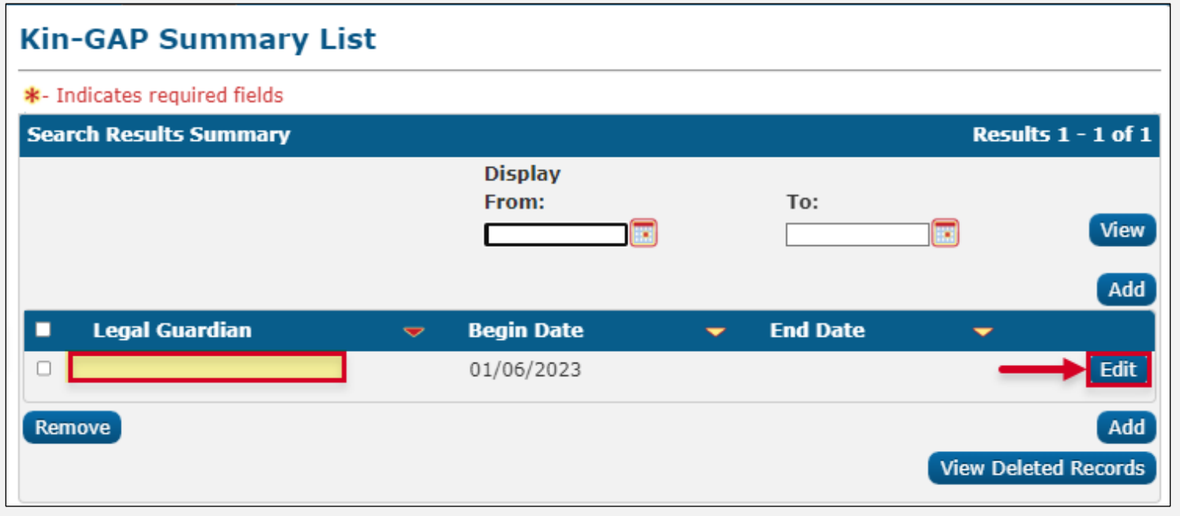
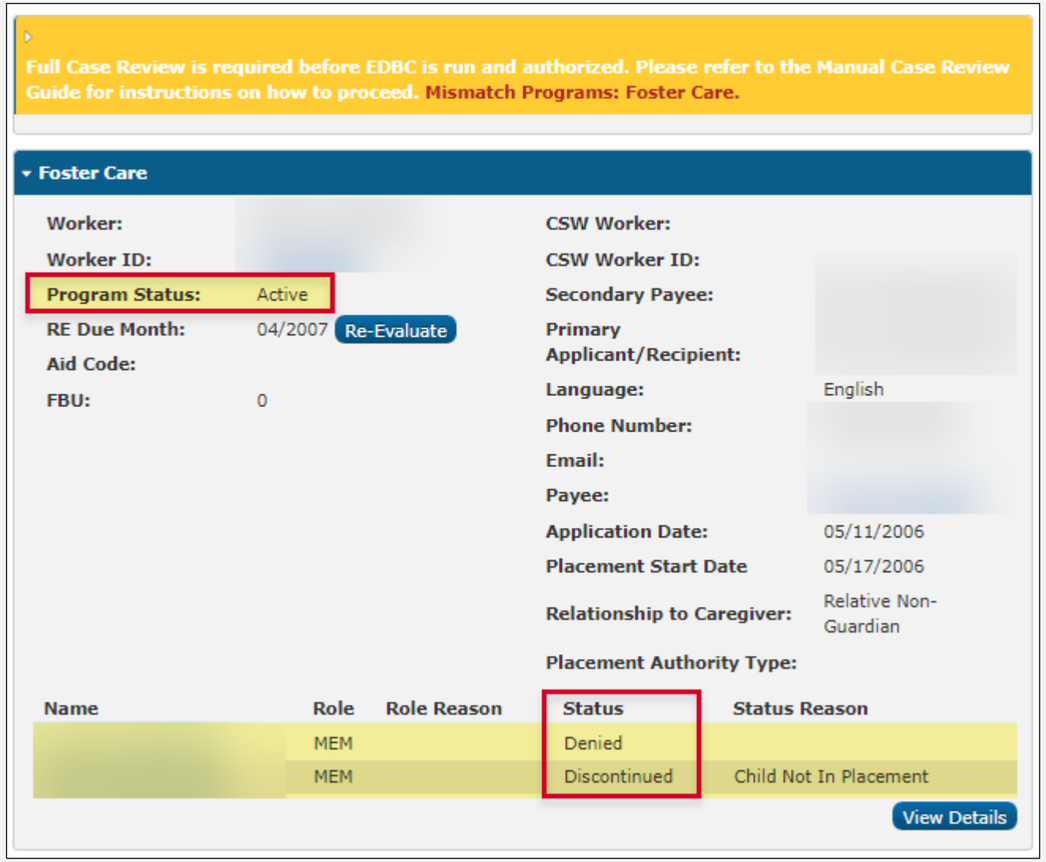


Figure 16.2

	Steps To Clear Alert	Screenshot
17	There is no active or pending person for this program Cases with an Exclusion/Exception Reason of "There is no active or pending person for this program", will require the user to review the case to determine the eligibility status for each person associated to the case. At conversion the individual's program status will reflect Discontinued/Denied for all Household members, while the overall program status shows active (Figure 17.1). The user will be required to conduct a full case review and review previous case comments to determine ongoing eligibility for the case. If the user finds that any or all household members have ongoing eligibility, they will need to rescind/reapply the appropriate program persons and update all required data collection pages prior to running EDBC. The user can follow the steps in Job Aid: **JA Reapplications and Recissions**, to update the person(s) program status to pending. If the user finds that **No** household member has ongoing eligibility to the program the user can either override the program configuration (for months post conversion) or create a Manual EDBC budget (for months prior to conversion) to update the Program Status to Discontinued or Denied. Users can follow the steps in following Job Aids to override or create a manual EDBC budget: **JA EDBC – Overriding Program Configuration** **JA EDBC – Manual EDBC and Clarifications**	 **Figure 17.1**

Steps To Clear Alert	Screenshot
18	

County arrival date is missing for the applicant

Cases with an Exclusion/Exception Reason of "County arrival date is missing for the applicant" will require the user to review the case and ensure that the Residency List page accurately reflects the applicant's date of arrival to the county.

The user will need to navigate to the Residency List Page (Figure 18.1) to review the applicant's residency status. To update the applicant's date of arrival the user will perform the following:

Clean-Up Instructions:

1. Place the Cursor over **Eligibility** on the Global Navigation Bar.
2. Select **Customer Information** from the Local Navigator.
3. Click the **Residency** link on the Task Navigation bar.
4. Click **Edit** next to the name of the primary applicant on the Residency List page.
5. Verify that the **County Arrival Date** has an entry and the **Intent to Reside** check box is checked (Figure 18.2).
6. Click **Save** to confirm the updates.
7. The user should now be able to run and save EDBC to clear the Yellow Banner.

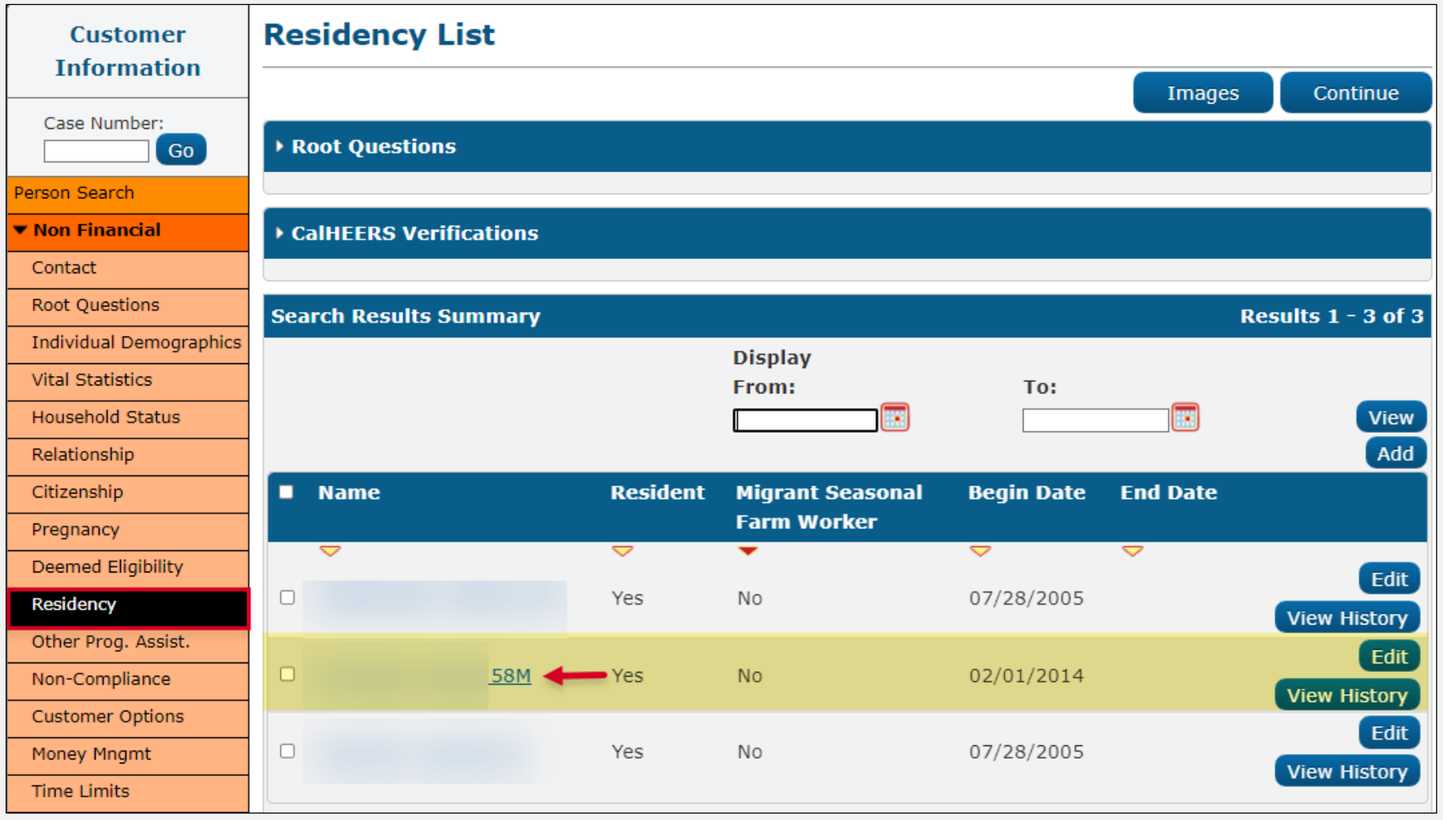


Figure 18.1

Steps To Clear Alert	Screenshot

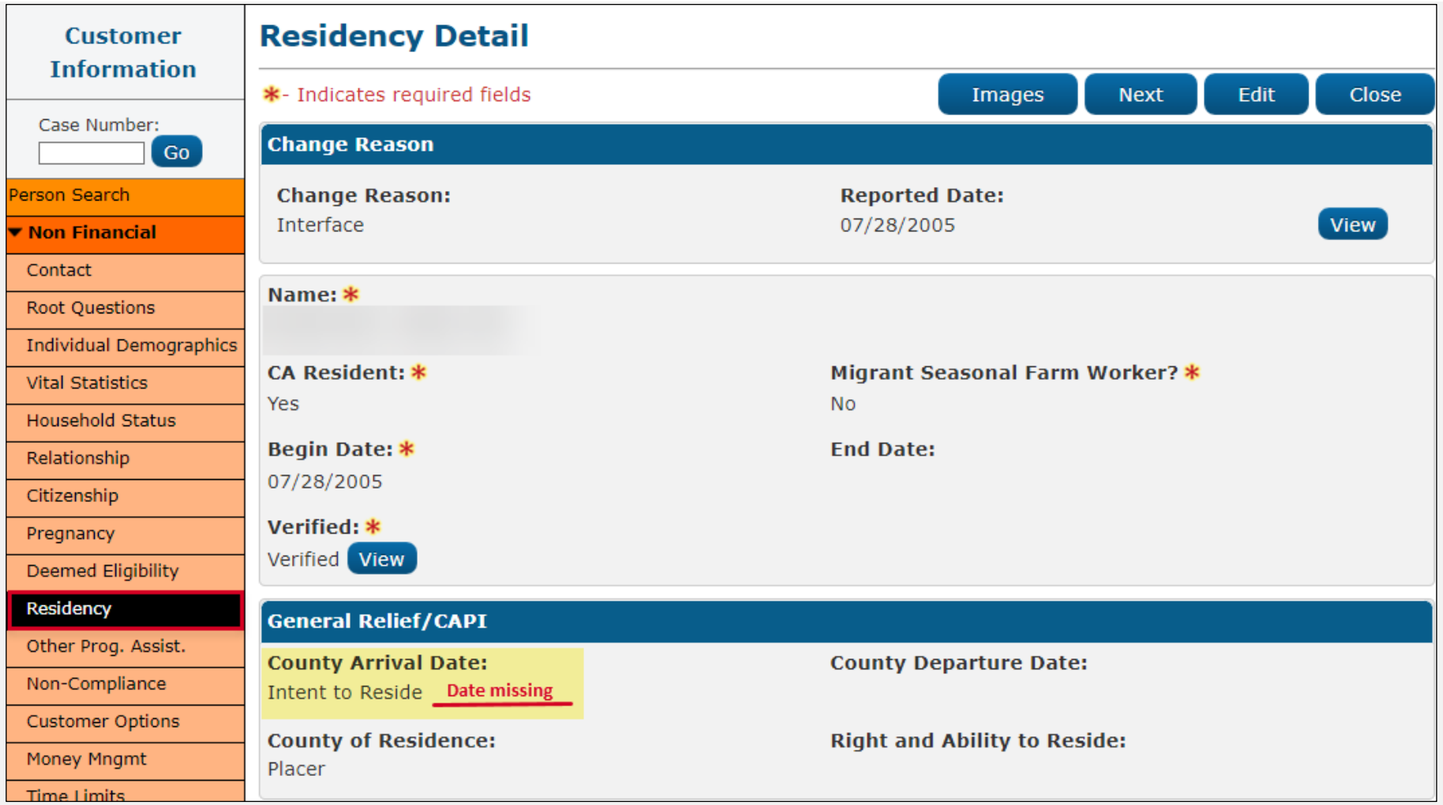


Figure 18.2