

[CA-255980] [Update Inbound IVR Informational Messages for PHE Communication \(Phase 1\)](#) Created: 02/01/2023 Updated: 07/06/2023 Resolved: 06/13/2023

Status:	In Production		
Project:	CalSAWS		
Fix Version/s:	23.03		
Type:	SCR		
Reporter:	Danielle Benoit	Assignee:	Jared Kuester
Labels:	PHEUnwinding		
Attachments:	 Screenshot 2023-06-13 133919.png		
SCRB:	Approved		
SCRB Approved Date:	06/27/2023		
CCB:	Approved		
CCB Approved Date:	07/06/2023		
Designer Contact:	 Alexis Cabrera		
Policy/Design Consortium Contact:	 Darcy Alexander		
Tech/Ops Consortium Contact:	 Darcy Alexander		
Tester:	 Jared Kuester		
Minor Version:	23.03.24		
Team Responsible:	Contact Center		
Requested By:	State		
Project Phase (SCR):	Production		
Change Type (SCR):	Enhancement		
Impact Analysis:	Public Facing		
Funding Source ID:	PHE		
Current Design:	There is no PHE message on the IVR		
Request:	Add information messaging to inbound IVR for all counties related to unwinding of PHE (Phase 1)		

Recommendation: Add the following message to Inbound IVR:

English Informational Message:

1) It's almost time to renew your Medi-Cal coverage. You may need to take action to keep your coverage. If your current address, email address or phone number have changed, please update your information with your local county office. Remember to check your mail for a letter about your Medi-Cal coverage.

English Hold Messages:

1) It's almost time to renew your Medi-Cal coverage. You may need to take action to keep your coverage. Please respond as soon as possible to all requests for information from your local county office.

2) It's almost time to renew your Medi-Cal coverage. If you receive a renewal packet or a letter asking for more information, you may submit the information by mail, phone, in person, or online.

Spanish Informational Message:

1) Si se ha mudado en los últimos dos años, por favor proporcione su dirección nueva a su oficina local de Medi-Cal del condado para garantizar que continúe recibiendo información importante sobre su cobertura Medi-Cal.

Spanish Hold Messages:

1) Si han ocurrido cambios en su hogar, como de ingresos, alguien se ha embarazado, un miembro nuevo del hogar, o dirección, por favor reporte dichos cambios a su oficina local de Medi-Cal del condado lo más pronto posible.

2) Si su información de contacto (número de teléfono, correo electrónico, dirección postal) ha cambiado, reporte cualquiera de estos cambios a su oficina local de Medi-Cal del condado en línea o por teléfono, correo electrónico, fax, o en persona.