☒ **CalSAWS M&E**   ☐ **CalWIN Migration**

Distribution Date:	October 13, 2023
To:	PPOC.All, Consortium.RegionalManagers.All, Committee.SelfServicePortal.All, Committee.Imaging.All, Committee.Correspondance.All, Committee.CalWORKS_CalFresh.All, Committee.MediCal_CMSP.All, Committee.MediCal.Correspondance.All, Committee.TaskManagement.All
CIT Name:	**Updated Customer Reporting and Document Uploads through the SSP Fact Sheet**
From:	CalSAWS Project

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

☐ General
☒ Policy
    ☒ CW
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    ☐ Child Care
    ☐ WtW
    ☐ Other Program(s)_____
☒ BenefitsCal   ☐ MyBenefitsCalWIN
☒ Customer Correspondence
☐ Other_____

☐ Reports
    ☐ Fiscal
    ☐ Caseload Movement
    ☐ Management
☐ Fiscal
☐ Security
☐ Batch and Interfaces
☒ Imaging
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☐ Conversion
☐ Technical
☒ Training
☒ Help Desk

Description:	**Purpose** The purpose of this CIT is to provide Counties with an updated "Customer Reporting and Document Uploads through the Self-Service Portal" fact sheet for BenefitsCal. The fact sheet was created to assist county staff with understanding how documents uploaded by the customer via the Self-Service Portal (SSP) impacts CalSAWS system functionality. **Background** BenefitsCal.com is the online application and case management website where customers can create an account and manage their case to help reduce visits/calls to the county. CIT 0262-23 Customer Reporting and Document Uploads through the SSP Fact Sheet was released to counties July 19, 2023. This CIT provides an update to the fact sheet. **Additional Information** Understanding how Self-Service Portal (BenefitsCal) customers send information to the county may assist county users to access the information and take any needed action timely. Customers with an active BenefitsCal (Self Service Portal) account are notified when a Redetermination/Renewal/Recertification (RE) or SAR 7 reporting document is

due. These documents are available for completion through BenefitsCal, or the customer can upload these documents through their BenefitsCal portal account using the Upload Document feature.

The Fact Sheet can be found on the Web Portal under the following path:

███████████████████████████████

As counties identify additional requests, new Fact Sheets may be created and will be posted in the above location on the Web Portal.

County Action
Please share this Fact Sheet with impacted county staff.

If you have questions on this CIT, please reach out to the Primary Contact listed below and cc your Regional Managers.

Primary Project Contact:	Dymas Pena CalSAWS | Business Analyst Policy & Design Team PenaD@CalSAWS.org
Backup Project Contact:	Rhiannon Chin CalSAWS | Technical Analyst Technical & Operations Team ChinR@CalSAWS.org
Attachments:	Customer Reporting and Document Uploads through the SSP Fact Sheet.pdf
Web Portal Link:	██████████ OR You may also retrieve the CIT document and attachments by following these steps: 1. Click on the CRFIs & CITs link at the top of the page. 2. Click on the "CalSAWS Information Transmittal (CIT)" folder. 3. Click on the "2023" folder. 4. Click on the appropriate CIT # folder.