

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Original Behavior	New Behavior	Ticket Number
23.12.19	19-Dec-23	SCR	CA-271619	Client Correspondence	Medi-Cal/MSP/CMS	A 'Failed to Complete Redetermination' Notice of Action (NOA) is not always generating for all Medi-Cal programs/individuals who are discontinued for "RD" reason.	For the December Medi-Cal renewal cases discontinued in batch ED8C for "RD" reason and a 'Failed to Complete Redetermination' NOA was not auto generated, a generic NOA was generated by CalSAWS.	
23.12.19	19-Dec-23	SCR	CA-271244	Contact Center	CalFresh, CalWORKs, Medi-Cal/MSP/CMS, Welfare-to-Work/Gain	Previously customers were given 3 attempts to authenticate using the touch-tone authentication in the Inbound Customer IVR for San Diego, Kings, Riverside, Stanislaus and Santa Clara Counties.	Customers now will be given one opportunity to authenticate using the touch-tone authentication in the Inbound Customer IVR for San Diego, Kings, Riverside, Stanislaus and Santa Clara Counties.	