CalSAWS | Information Transmittal (CIT) 0013-24

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

Distribution Date:	January 31, 2024
To:	PPOC.All; Consortium.RegionalManagers.All; Committee.MediCal_CMSP.All
CIT Name:	**Medi-Cal Renewal Text Messaging and Fact Sheet**
From:	CalSAWS Project

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

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Description:	**Purpose** The purpose of this CIT is to provide counties updated information regarding the Medi-Cal renewal text messaging and to provide an updated Fact Sheet on Text Message Campaigns. This CIT obsoletes CIT 0261-23 that was previously issued on this subject. **Background** In the 21.05 release, SCR CA-224051 updated text messaging campaigns to support all 58 counties. Text message campaigns use the Automated Action framework. When a Text Outreach Automated Action is activated, text messages are sent for various reasons such as appointment reminders, missed appointments, document status updates or upcoming discontinuance. Text messages were sent for CalWORKs/CalFresh Redetermination (RE) packets when the packet was in Received, Incomplete or Processed status. For Medi-Cal (MC) Redetermination (RE) packets, text messages were only sent when the MC RE packet was in Sent status or when it had not been Received. On 4/13/2023, SCR CA-255445 updated text messages for MC RE packets to be sent when the status was Received, Incomplete or Processed. MC RE packets include Non-MAGI, MAGI, and Mixed Household Packets. With SCR CA-259384, text messages for all 58 counties were activated for several text message campaigns,

including: Form Incomplete, Form Received, Form Processed, MC Packet Sent and MC Redetermination Form Not Received.

In the 23.09 release, SCR CA-260725 updated text messages to send a text message when the Medi-Cal is auto-renewed by batch. The Text Outreach Automated Action was set to active for all counties.

Additional Information
County users with the appropriate security rights can turn off Automated Actions from the Automated Action Detail page, as needed.

When Text Outreach Automated Actions are active for a county, the system will automatically create an entry in the Customer Contact History page of each case, when a text message has been sent.

Note: The text message will only be sent if the Customer has opted into text messaging.

The following are Automated Actions available for MC RE text messaging:
- Form Received
- Form Incomplete
- Form Processed
- MC Packet Sent
- MC Redetermination Form Not Received
- Medi-Cal Auto Renewal Confirmation

*See attached MC RE Text Messages document.

County Action
No county action is required. This CIT is for informational purposes only. Counties are encouraged to share the information with the appropriate county staff.

An updated fact sheet has been posted at the following Web Portal location:

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

Primary Project Contact:	Maggie Orozco Orozco-VegaM@CalSAWS.org
Backup Project Contact:	Nina Butler ButlerN@CalSAWS.org
Attachments:	CIT 0013-24 MC RE Text Messages.docx CIT 0013-24 CalSAWS Fact Sheet - Text Message Campaigns.docx
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.

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