

☒ CalSAWS M&E ☐ CalWIN Migration

Distribution Date:	April 25, 2024
To:	PPOC.All, Consortium.RegionalManagers.All
CIT Name:	BenefitsCal Fact Sheet for Case Linking and MFA Case Linking Verification
From:	CalSAWS Project

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

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| <input type="checkbox"/> General
<input type="checkbox"/> Policy
<input type="checkbox"/> CW
<input type="checkbox"/> CF
<input type="checkbox"/> MC
<input type="checkbox"/> CMSP
<input type="checkbox"/> FC/KG/AAP
<input type="checkbox"/> Child Care
<input type="checkbox"/> WtW
<input checked="" type="checkbox"/> Other Program(s) _____
<input checked="" type="checkbox"/> BenefitsCal
<input type="checkbox"/> Customer Correspondence
<input type="checkbox"/> Other _____ | <input type="checkbox"/> Reports
<input type="checkbox"/> Fiscal
<input type="checkbox"/> Caseload Movement
<input type="checkbox"/> Management
<input type="checkbox"/> Fiscal
<input checked="" type="checkbox"/> Security
<input type="checkbox"/> Batch and Interfaces
<input type="checkbox"/> Imaging
<input type="checkbox"/> Migration
<input type="checkbox"/> Conversion
<input type="checkbox"/> Technical
<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Help Desk |
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Description:	<p>Purpose The purpose of this CIT is to notify Counties of the instructions for BenefitsCal account holders on Case Linking and Case Linking Verification.</p> <p>Background Case linking was disabled on February 15, 2024. The project team will re-enable the Case Linking feature on April 25, 2024 with release 24.04.25.</p> <p>Additional Information Case Linking has been updated to secure customer information by requiring a customer to match information from their case to successfully link.</p> <p>To enhance security and protect customer information, Multi-Factor Authentication (MFA) Case linking is required for account holders when linking their case on BenefitsCal. The customer is required to enter details from their case and prompts them to enter a unique code sent to the email address on file from the CalSAWS case details. The user will enter the email verification code on the BenefitsCal screen to successfully link a case.</p> <p>This phase of the process requires customers to have an email account associated to their case and match the information on their case link request. This provides an additional layer of security for customer information.</p>
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	<p>The attached <i>BenefitsCal_FactSheet_Case Linking MFA doc.</i> provides instructions with visual aids on Case Linking, MFA Case Linking, Troubleshooting, and scenarios which assist in supporting Counties with the user journey in the Case Linking and MFA Case Linking flow.</p> <p>[REDACTED]</p> <p>County Action None, this CIT is for informational purposes only.</p> <p>If you have questions on this CIT, please reach out to the Primary Contact listed below and cc your Regional Managers.</p>
Primary Project Contact:	<p>Marsale Eramya EramyaM@CalSAWS.org</p>
Backup Project Contact:	<p>Carrie White WhiteC@CalSAWS.org</p>
Attachments:	<p>BenefitsCal_FactSheet_Case Linking MFA</p>
Web Portal Link:	<p>[REDACTED]</p> <p>OR</p> <p>You may also retrieve the CIT document and attachments by following these steps:</p> <ol style="list-style-type: none"> 1. Click on the CRFs & CITs link at the top of the page. 2. Click on the "CalSAWS Information Transmittal (CIT)" folder. 3. Click on the "2024" folder. 4. Click on the appropriate CIT # folder.