



[CA-255302] Medi-Cal Benefit Identification Card Request Modification in BenefitsCal

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Status:	New
Project:	CalSAWS
Component/s:	None
Fix Version/s:	None

Type:	CER	Assignee:	Joel M. Acevedo
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Labels:	None		

Main

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Programs Impacted: Other

Request: Currently, customers with a BenefitsCal account can request a replacement BIC for any household (HH) member who has an "Active" status in an open Medi-Cal or CalWORKs block in CalSAWS. This includes HH members who do not receive Medi-Cal through DPSS and whose "Role" in the program block is Financially Responsible - Included (FRI), Financially Responsible - Excluded (FRE), or Unaided Person (UP). BenefitsCal BIC requests are processed via Robotic Process Automation (RPA). If the RPS bot is unable to process the request, a task is sent to the "BIC Exception Task" bank in CalSAWS. Designated DPSS staff must access the bank several times a day to ensure the tasks are cleared timely. From October 1, 2022, to December 31, 2022, a total of 2,335 BIC exception task have been generated. Approximately 65%* of the BIC requests associated with these tasks could not be processed in CalSAWS because the individual for whom the BIC was requested:

- * Had a role of FRI, FRE, or UP in CalSAWS;
- * Was a Social Security Income (SSI) recipient**; and/or
- * Was a Medicare Savings Program (MSP) recipient.

When a BIC cannot be issued, designated staff manually send an e-Message to the BenefitsCal user to inform them of the BIC(s) that cannot be issued. Between November 1, 2022, and December 31, 2022, 686 e-Messages were sent to BenefitsCal users for this purpose. This task is time-consuming, and access to this functionality is limited to designated staff. Additionally, only Romanized characters can be entered in the e-Message, so e-Messages cannot be sent to customers whose written language is not English, Spanish, or Tagalog. As a result, staff must call the customer to provide the information verbally in the customer's spoken language, with the assistance of certified bilingual staff or Language Line Solutions.

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* The percentage of BICs that cannot be issued in CalSAWS is increasing. In October 2022, approximately 51% could not be issued in CalSAWS; in November 2022, 67% and in December 2022, 73%.

Recommendation:	<p>**BICs can be issued for SSI recipients manually in MEDS; however, this is a time-consuming task, as a limited number of staff have the capability to issue BICs in MEDS.</p> <p>#1. Modify the BIC request functionality in BenefitsCal to only allow users to request BICs for HH members who are:</p> <ul style="list-style-type: none"> * Active in a CalWORKs or Medi-Cal block (Status = "Active"); And * Identified as a Member (MEM) or Medi-Cal Member Only (MMO) (Role = "MEM" or "MMO") in a CalWORKs and/or Medi-Cal block. <p>2. On the BenefitsCal BIC request page that asks, "Who needs a new Medi-Cal Card? (required), "add the following text: "If there is a person who needs a new Medi-Cal card but is not listed below, please contact your county for assistance."</p>
Priority/ Implementation Consideration(s):	<p>Implementation of this change would result in a significant decrease in workload for designated DPSS staff. As of the date of submission of this CER, all BIC exception task is being handled by two staff members from the Line Operations Development (LOD) Section of DPSS. LOD intends to transfer responsibility of these tasks to designated staff at each line office in early 2023; however, the exact date of this transition is to be determined.</p>
Area(s) Impacted:	Self Service Portal
Committee:	Self Service Portal

Attachments

BPP-BPP ADM23-00129.pdf (68 kB)