

☒ CalSAWS M&E    ☐ CalWIN Migration

<b>Distribution Date:</b>	May 23, 2024
<b>To:</b>	PPOC.All, Consortium.RegionalManagers.All
<b>CIT Name:</b>	<b>BenefitsCal Fact Sheet: Case Linking and Case Linking Verification</b>
<b>From:</b>	CalSAWS Project

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

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| <input type="checkbox"/> General<br><input type="checkbox"/> Policy<br><input type="checkbox"/> CW<br><input type="checkbox"/> CF<br><input type="checkbox"/> MC<br><input type="checkbox"/> CMSP<br><input type="checkbox"/> FC/KG/AAP<br><input type="checkbox"/> Child Care<br><input type="checkbox"/> WtW<br><input checked="" type="checkbox"/> Other Program(s) _____<br><input checked="" type="checkbox"/> BenefitsCal<br><input type="checkbox"/> Customer Correspondence<br><input type="checkbox"/> Other _____ | <input type="checkbox"/> Reports<br><input type="checkbox"/> Fiscal<br><input type="checkbox"/> Caseload Movement<br><input type="checkbox"/> Management<br><input type="checkbox"/> Fiscal<br><input checked="" type="checkbox"/> Security<br><input type="checkbox"/> Batch and Interfaces<br><input type="checkbox"/> Imaging<br><input type="checkbox"/> Migration<br><input type="checkbox"/> Conversion<br><input type="checkbox"/> Technical<br><input checked="" type="checkbox"/> Training<br><input checked="" type="checkbox"/> Help Desk |
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Description:	<p><b>Purpose</b> 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><b>Background</b> Case linking was disabled on February 15, 2024. The project team re-enabled the Case Linking feature on April 25, 2024 with release 24.04.25. As an additional update, with the 24.05.30 release going in on May 30, 2024, customers will be able to select a mobile phone number or e-mail address as a method to receive their Case Linking Verification code.</p> <p><b>Additional Information</b> Case Linking has been updated to secure customer information by requiring a customer to match information from their case to successfully link to their BenefitsCal account.</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 their mobile phone number or email address on file from the CalSAWS case details.</p> <p>The user will enter the verification code on the BenefitsCal screen to successfully link a case.</p>
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	<p>This phase of the process allows customers to select which method they wish to receive their verification code to link their case.</p> <p>This provides an additional layer of security for customer information.</p> <p>The attached <i>BenefitsCal_Fact Sheet_Case Linking Verification doc.</i> provides instructions with visual aids on Case Linking, Case Linking Verification, Troubleshooting, and scenarios which assist in supporting Counties with the user journey in the Case Linking and Case Linking flow.</p> <p>[REDACTED]</p> <p><b>County Action</b> Please share this with your staff as appropriate.</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:	Marsale Eramya <a href="mailto:EramyaM@CalSAWS.org">EramyaM@CalSAWS.org</a>
Backup Project Contact:	Carrie White <a href="mailto:WhiteC@CalSAWS.org">WhiteC@CalSAWS.org</a>
Attachments:	CIT 0081-24 BenefitsCal_Fact Sheet_Case Linking Verification doc.
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"> <li>1. Click on the CRFIs &amp; CITs link at the top of the page.</li> <li>2. Click on the "CalSAWS Information Transmittal (CIT)" folder.</li> <li>3. Click on the "2024" folder.</li> <li>4. Click on the appropriate CIT # folder.</li> </ol>