



California Statewide Automated Welfare System

## **Design Document**

**CA-246401**

**Update Postpartum Approval NOA Generation**

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Justin Bourbonniere
	Reviewed By	Noel Acosta, Suneeta Minnekanti, William Baretsky, Tiffany Huckaby

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
04/03/24	1.0	Initial Design	Justin Bourbonniere
04/12/2024	1.1	Build Approval feedback – Add Assumption #2	Justin Bourbonniere
04/18/2024	1.2	BA feedback - Add mockup to supporting documents	Justin Bourbonniere
11/01/2024	1.3	Content Revision 1 - Build team feedback - Update 2.1.4 generation condition wording. Add Recommendation 2.	Justin Bourbonniere

## Table of Contents

1	Overview .....	4
	1.1 Current Design.....	4
	1.2 Requests.....	4
	1.3 Overview of Recommendations.....	4
	1.4 Assumptions .....	5
2	Recommendations.....	5
	2.1 Update generation conditions for Postpartum Approval NOA.....	5
	2.1.1 ..... Overview	5
	2.1.2 NOA Verbiage .....	6
	2.1.3 NOA Variable Population .....	6
	2.1.4 NOA Generation Conditions .....	6
3	SUPPORTING DOCUMENTS .....	7
4	..... Requirements	8
	Project Requirements .....	8

# 1 Overview

---

The postpartum approval NOA currently generates via EDBC when someone on a Medi-Cal case is granted the postpartum aid code. The NOA will generate at the time the aid code is granted via EDBC, and not when the postpartum coverage starts. This SCR will update the postpartum approval NOA generation logic to send out the NOA via EDBC when postpartum coverage starts instead of when aid code for postpartum is granted. This change applies to both Batch and Online EDBC.

## 1.1 Current Design

The postpartum approval NOA currently generates when someone on a Medi-Cal case is granted aid code 76 and EDBC is run. After EDBC is ran on the case the NOA will generate at the time the aid code is granted, and not when the postpartum coverage starts.

Example scenario: Pregnancy End Date/Due Date is March 2023. EDBC is run April 2022 and aid code 76 is granted. NOA for April 2022 has postpartum coverage informing the customer of their future benefits for postpartum from 04/2023 through 05/2024.

## 1.2 Requests

Update the postpartum approval NOA generation logic to send out the NOA when running EDBC when aid code 76 is granted, and postpartum coverage starts (based on end of pregnancy date). Currently the NOA is being sent out early due to aide code 76 being assigned during pregnancy.

1. The NOA will remain on EDBC and will generate based on the EDBC aide code 76 plus the pregnancy end date.
2. The NOA should generate for the same month as the pregnancy end date.
3. The NOA should generate retroactively if the county user runs EDBC in the future after the pregnancy end date.

## 1.3 Overview of Recommendations

1. Update the logic for the postpartum NOA to send out the NOA when postpartum coverage starts instead of when aid code for postpartum is granted.
  - a. The NOA will remain on EDBC and will generate based on the EDBC aid code 76 plus the Pregnancy End Date.

- b. The NOA will generate for the same month as the Pregnancy End Date.
- c. The NOA will generate retroactively if the county user runs EDBC in the future after the Pregnancy End Date.

2. Add an indicator to track if the Postpartum Approval NOA has been sent.

## 1.4 Assumptions

- 1. This NOAs is not generated by any other conditions outside the ones outlined in the design.
- 2. The changes to the NOA generation condition applies to both Online and Batch EDBC.

## 2 Recommendations

---

### 2.1 Update generation conditions for Postpartum Approval NOA

#### 2.1.1 Overview

This effort will update generation conditions of the existing Postpartum Approval NOA that generates via EDBC (both Online and Batch EDBC).

**Reason Fragment Name and ID:** MC\_AP\_POST\_PARTUM\_APPROVED\_M141 (ID: 6566)

**State Form/NOA:** MC 239

**Current NOA Template:** H\_NOA\_TEMPLATE

**Current Program(s):** Medi-Cal (MAGI/non-MAGI/mixed HH's.)

**Current Action Type:** Approval

**Current Fragment Level:** Person

**Currently Repeatable:** Yes, per applicable person

**Include NA Back 9:** Yes

**Current Forms/NOAs Generated with this NOA:** N/A

**Existing Languages:** English and Spanish

### 2.1.2 NOA Verbiage

There will be no updates to the existing verbiage of the Postpartum Approval NOA.

### 2.1.3 NOA Variable Population

There will be no updates to the existing variable population of the Postpartum Approval NOA.

### 2.1.4 NOA Generation Conditions

Currently the aid code 76 can be added to a case in various circumstances including during pregnancy, at or around the time of birth or in the future.

Update the generation of the Postpartum Approval NOA (MC\_AP\_POST\_PARTUM\_APPROVED\_M141) to send out the NOA when postpartum coverage starts instead of when aid code 76 is granted.

The start of the postpartum coverage will be determined using the Pregnancy End Date found from the most recent pregnancy record on the Pregnancy Detail Page and aid code 76.

#### **Generation Conditions**

Update the generation of the Postpartum NOA reason when there is at least one program person in the newly run EDBC with the following:

- The program person has an aid code of 76 in the most recently run EDBC.
- The EDBC Benefit Month is on or after the Pregnancy End Date from the most recent pregnancy record on the Pregnancy Detail Page.
- The NOA generation logic will check the indicator (created in section 2.2 of this design) to ensure multiple Postpartum Approval NOAs are not sent in relation to the same pregnancy.

**New Program Generation:** No

**New Reason Type:** No

**Update to Fragment Level:** No

**Updates to Attached Form(s):** No

## 2.2 Add an indicator to track if the Postpartum Approval NOA has been sent.

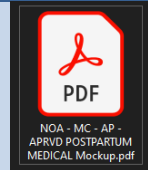
### 2.2.1 Overview

The current NOA generation functionality does not track if an individual NOA is sent. The NOA's are generated based on their individual generation conditions. The Postpartum Approval NOA (MC\_AP\_POST\_PARTUM\_APPROVED\_M141) has complex generation requirements, which can be addressed through adding a NOA generation indicator to track if this NOA has been sent in relation to the most recent pregnancy record on a case.

### 2.2.2 Description of Change

This effort will add an indicator to the database that will be flipped to yes when the user clicks "save and continue" for the EDBC that generated the notice.

## 3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Client Correspondence	NOA - MC - AP - APRVD POSTPARTUM MEDICAL Mockup.pdf	

**Technical note:** This mockup is provided for reference only. It is not intended for build or test purposes, as there are no changes to the verbiage of this NOA.

## 4 Requirements

---

### Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.3	<p>The LRS/CalSAWS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including:</p> <p>...</p> <p>b. Redetermination, Recertification, and/or Annual Agreement notices and forms;</p> <p>...</p> <p>n. COLA notices;</p>	<p>Update Form Generation via EDBC rules for NOA MC_AP_POST_PARTUM_APPROVED_M141</p>

# CalSAWS

California Statewide Automated Welfare System



## CA-248079

### Text Message Opt-In Report

## DOCUMENT APPROVAL HISTORY

Prepared By

TK Bui

Reviewed By

Susanna Martinez, Thao Ta

DATE

VERSION

REVISION DESCRIPTION

AUTHOR

10/16/2024

1.0

Initial document

TK Bui

12/12/2024

1.1

- Clarified wording that report will cover Active and Pending cases and programs, not only Active ones.
- Added filters for program(s), program status, begin date, and end date.
- Updated Mockup photos based on updates to the Measures and Filters.

TK Bui

1/10/2024

1.2

- Clarified measure calculations for cases which are not opted in.
- Updated column definitions for phone number and primary applicant.
- Updated report description.

TK Bui

1/22/2024

1.3

- Added additional columns for verification statuses for phone number opt-in, program opt-in, and email opt-in.
- Added clarifications for measure logic.
- Updated mockup screenshots for Details sheet.
- Updated description for displayed phone number in base population.
- Updated attached mockup in Supporting Documents.

TK Bui

# Table of Contents

<b>1</b>	<b>OVERVIEW .....</b>	<b>1</b>
1.1	Current Design .....	1
1.2	Requests .....	2
1.3	Overview of Recommendations .....	2
1.4	Assumptions.....	2
<b>2</b>	<b>RECOMMENDATIONS .....</b>	<b>4</b>
2.1	Text Message Opt-In Report .....	4
<b>3</b>	<b>SUPPORTING DOCUMENTS .....</b>	<b>24</b>
<b>4</b>	<b>REQUIREMENTS.....</b>	<b>25</b>
4.1	Project Requirements .....	25

# CA-248079 – Text Message Opt-In Report

## 1 OVERVIEW

Currently, counties are able to use ad-hoc requests to access information about active and pending cases where the primary applicant is marked as “Opt-In” for Text Messaging on the CalSAWS Contact Detail page. However, counties have expressed resource limitations on being able to generate ad-hoc requests on a regular basis.

In order to help counties more easily access primary applicant Text Messaging Opt-In information, a new curated on request report called the “Text Message Opt-In Report” will be created. The Text Message Opt-In Report will allow for counties to be able to identify the number of active and pending cases where the primary applicant has opted into Text Messaging, and then use this information to better implement campaigns to encourage as many customers as possible to opt into Text Messaging. The Text Message Opt-In Report will include the overall number of active and pending cases, the number and percentage of active and pending cases where the primary applicant has a phone number that is marked as “Opt-In” for Text Messaging, the number and percentage of active and pending cases where the primary applicant has NO phone number marked as “Opt-In” for Text Messaging, and details on all active and pending cases and the “Opt-In” statuses for Text Messaging. Additionally, primary applicant Opt-In information for Email Reminders, E-Notification Emails, and Two-Way Messaging will also be provided.

Recently, SCR CA-279707 was also created, which will introduce changes to the CalSAWS Contact Detail page where primary applicants will be able to “Opt-In” for Text Messaging *by specific programs* if they have a phone number that is marked as “Opt-In” for Text Messaging. Due to this additional ability for primary applicants to “Opt-In” for Text Messaging *by program*, the Text Message Opt-In Report will also include measures on the overall number of active and pending *programs*, the number and percentage of active and pending *programs* where the primary applicant has opted in for Text Messaging *by program*, the number and percentage of active and pending *programs* where the primary applicant has NOT opted in for Text Messaging *by program*, and details on all active and pending *programs* and the “Opt-In” statuses for Text Messaging *by program*.

### 1.1 Current Design

Counties are able to use ad-hoc requests to access information about active and pending cases where the primary applicant is marked as “Opt-In” for Text Messaging on the CalSAWS Contact Detail page. However, counties have expressed resource limitations on being able to generate ad-hoc requests on a regular basis.

## 1.2 Requests

Create a new on request report that provides the overall number of active and pending cases, the number and percentage of active and pending cases where the primary applicant has chosen to “Opt-In” for Text Messaging, the number and percentage of active and pending cases where the primary applicant has NOT chosen to “Opt-In” for Text Messaging, and details on all active and pending cases.

Also provide the overall number of active and pending programs, the number and percentage of active and pending programs where the primary applicant has chosen to “Opt-In” for Text Messaging by program, the number and percentage of active and pending programs where the primary applicant has NOT chosen to “Opt-In” for Text Messaging by program, and details on all active and pending programs.

Additionally, provide the primary applicant's “Opt-In” statuses for Text Messaging (both by phone number and by programs), Email Reminders, E-Notification Emails, and Two-Way Messaging. Allow for this report to be filtered by the Worker, Unit, Office, and County Levels at minimum.

## 1.3 Overview of Recommendations

1. Create a new On Request Report called the Text Message Opt-In Report.
  - a. Provide measures on the overall number of active and pending cases, the number and percentage of active and pending cases where the primary applicant has opted in for Text Messaging, and the number and percentage of active and pending cases where the primary applicant has NOT opted in for Text Messaging.
  - b. Provide measures on the overall number of active and pending *programs*, the number and percentage of active and pending *programs* where the primary applicant has opted in for Text Messaging *by program*, and the number and percentage of active and pending *programs* where the primary applicant has NOT opted in for Text Messaging *by program*.
  - c. Provide details on all active and pending cases and the primary applicant's “Opt-In” status for Text Messaging.
  - d. Provide details on all active and pending programs and the primary applicant's “Opt-In” status for Text Messaging by program.
  - e. Provide the primary applicant's “Opt-In” status for Email Reminders, E-Notification Emails, and Two-Way Messaging.
  - f. Allow for this report to be filtered by the Worker, Unit, Office, and County Levels.

## 1.4 Assumptions

1. This report will be created after the updates to the CalSAWS Contact Detail page from CA-279707 are enabled for county use with SCR CA-260623.

2. If a primary applicant has a phone number that is marked as “Opt-In” for Text Messaging, they must opt-in for Text Messaging *by program* for at least one program option on the CalSAWS Contact Detail page.

## 2 RECOMMENDATIONS

### 2.1 Text Message Opt-In Report

#### 2.1.1 Overview

---

The Text-Message Opt-In Report is a new curated on request report that is refreshed daily. The report provides summarized information such as:

- The overall number of active and pending cases.
- The number and percentage of active and pending cases where the primary applicant is marked as “Opt-In” for Text Messaging on the CalSAWS Contact Detail page.
- The number and percentage of active and pending cases where the primary applicant is NOT marked as “Opt-In” for Text Messaging on the CalSAWS Contact Detail page.
- The overall number of active and pending programs.
- The number and percentage of active and pending programs where the primary applicant is marked as “Opt-In” for Text Messaging *by program* on the CalSAWS Contact Detail page.
- The number and percentage of active and pending programs where the primary applicant is NOT marked as “Opt-In” for Text Messaging *by program* on the CalSAWS Contact Detail page.

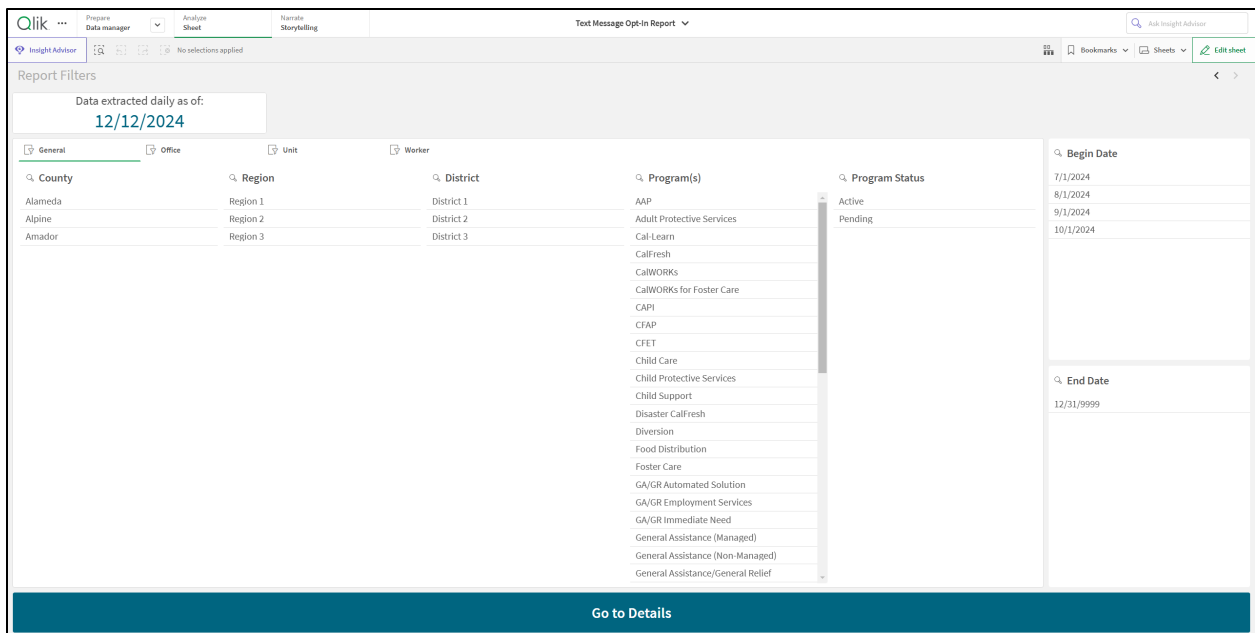
This information can be used by counties to understand the current reach they have to their customers by identifying the active and pending cases and programs which have or have not been opted into Text Messaging at the phone number and program levels. Then, counties can use this information to properly implement campaigns to encourage as many people as possible to opt into Text Messaging.

The report also provides details on all active and pending cases and programs, as well as the “Opt-In” statuses for Text Messaging (both by phone number and by programs), Email Reminders, E-Notification Emails, and Two-Way Messaging. Additionally, the report can be filtered by the Worker, Unit, Office, and County Levels.

#### 2.1.2 Text Message Opt-In Report Mockup

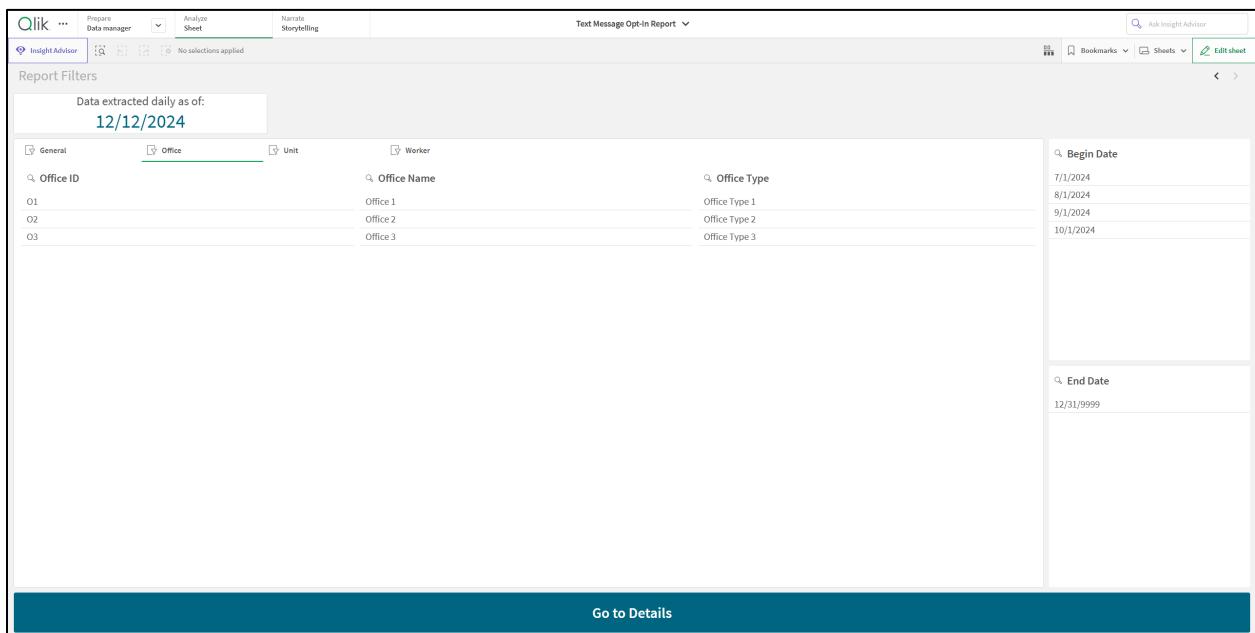
---

**Note:** In this section, for Figures 2.1.2.5 – 2.1.2.15, data from multiple counties are displayed. However, it should be noted that there is no change to the current process of report generation for the county users or project staff. County users will *only* be able to see data that is specific to *that county*, while project staff can generate the report for *all counties*.



**Figure 2.1.2.1 – Text Message Opt-In Report Mockup (Report Filters Sheet, General Tab)**

**Note:** The full report mockup can be found in the Supporting Documents section.



**Figure 2.1.2.2 – Text Message Opt-In Report Mockup (Report Filters Sheet, Office Tab)**

**Note:** The full report mockup can be found in the Supporting Documents section.

The screenshot shows the Qlik Text Message Opt-In Report interface. The top navigation bar includes 'Qlik', 'Prepare Data manager', 'Analyze Sheet', 'Narrate Storytelling', and 'Text Message Opt-In Report'. The 'Report Filters' section indicates 'Data extracted daily as of: 12/12/2024'. The 'Unit' tab is selected, showing a table with columns: Unit ID, Division, Unit Type, Begin Date, and End Date. The data is as follows:

Unit ID	Division	Unit Type	Begin Date	End Date
U1	Division 1	Unit Type 1	7/1/2024	12/31/9999
U2	Division 2	Unit Type 2	8/1/2024	12/31/9999
U3	Division 3	Unit Type 3	9/1/2024	12/31/9999
			10/1/2024	12/31/9999

A 'Go to Details' button is located at the bottom of the report.

**Figure 2.1.2.3 – Text Message Opt-In Report Mockup (Report Filters Sheet, Unit Tab)**

**Note:** The full report mockup can be found in the Supporting Documents section.

The screenshot shows the Qlik Text Message Opt-In Report interface. The top navigation bar includes 'Qlik', 'Prepare Data manager', 'Analyze Sheet', 'Narrate Storytelling', and 'Text Message Opt-In Report'. The 'Report Filters' section indicates 'Data extracted daily as of: 12/12/2024'. The 'Worker' tab is selected, showing a table with columns: Worker Name, Worker ID, Classification Title, Begin Date, and End Date. The data is as follows:

Worker Name	Worker ID	Classification Title	Begin Date	End Date
Worker Name 1	W0001	Title 1	7/1/2024	12/31/9999
Worker Name 2	W0002	Title 2	8/1/2024	12/31/9999
Worker Name 3	W0003	Title 3	9/1/2024	12/31/9999
			10/1/2024	12/31/9999

A 'Go to Details' button is located at the bottom of the report.

**Figure 2.1.2.4 – Text Message Opt-In Report Mockup (Report Filters Sheet, Worker Tab)**

**Note:** The full report mockup can be found in the Supporting Documents section.

Qlik

...

Prepare

Data manager

Analyze

Sheet

Narrate

Storytelling

Text Message Opt-In Report

▼

Ask Insight Advisor

Insight Advisor

No selections applied

Bookmarks

▼

Sheets

▼

Edit sheet

Details

Return to Filters

# Cases Opted In for Text Messaging:

4

# Cases NOT Opted In for Text Messaging:

2

# Programs Opted In for Text Messaging:

4

# Programs NOT Opted In for Text Messaging:

3

County Code	County Name	Case Number	Case Name	Primary Applicant	Program
01	Alameda	A01234	Alan Anderson	Alan A. Anderson	CalWORKS
01	Alameda	A01234	Alan Anderson	Alan A. Anderson	CalFresh
02	Alpine	B56789	Barry Brown	Barry B. Brown	CalFresh
02	Alpine	D56789	Dana Dune	Dana D. Dune	CAPI
03	Amador	C01234	Carrie Crothers	Carrie C. Crothers	Medi-Cal
03	Amador	E01234	Elaine Emerson	Elaine E. Emerson	CalWORKS
03	Amador	F56789	Fred Freeman	Fred F. Freeman	CalFresh

Bookmarks

Q Search

▼ My bookmarks (5)

All cases and programs

1/23/2025

All cases that are opted in for text messaging

1/23/2025

All programs that are opted in for text messaging by program

1/23/2025

All cases that are NOT opted in for text messaging

1/23/2025

All programs that are NOT opted in for text messaging by program

1/23/2025

**Figure 2.1.2.5 – Text Message Opt-In Report Mockup (Details sheet, Bookmark options)**  
**Note:** The full report mockup can be found in the Supporting Documents section.

Qlik

Prepare Data manager

Analyze Sheet

Narrate Storytelling

Text Message Opt-In Report

Ask Insight Advisor

Insight Advisor

No selections applied

Bookmarks

Sheets

Edit sheet

Details

Return to Filters

Data extracted daily as of:

1/23/2025

User:

example\_user

# Cases Opted In for Text Messaging:

4

# Cases NOT Opted In for Text Messaging:

2

# Cases:

6

% Cases Opted In for Text Messaging:

66.67%

% Cases NOT Opted In for Text Messaging:

33.33%

# Programs Opted In for Text Messaging:

4

# Programs NOT Opted In for Text Messaging:

3

# Programs:

7

% Programs Opted In for Text Messaging:

57.14%

% Programs NOT Opted In for Text Messaging:

42.86%

County Code	County Name	Case Number	Case Name	Primary Applicant	Program	Program Status	Begin Date	End Date	Phone Number	Phone Number Type	Opt-In for Text Messaging	Phone Number Opt-In Verification Status	Opt-In For Text Messaging by Program	Program Opt-In Verification Status	Opt-In Email Remi
01	Alameda	A01234	Alan Anderson	Alan A. Anderson	CalWORKS	Active	10/1/2024	12/31/9999	1111111111	Main	Y	Verified	Y	Verified	Y
01	Alameda	A01234	Alan Anderson	Alan A. Anderson	CalFresh	Pending	7/1/2024	12/31/9999	1111111111	Main	Y	Verified	N	-	Y
02	Alpine	B56789	Barry Brown	Barry B. Brown	CalFresh	Pending	10/1/2024	12/31/9999	2222222222	Home	Y	Verified	Y	Verified	Y
02	Alpine	D56789	Dana Dune	Dana D. Dune	CAPI	Active	8/1/2024	12/31/9999	5555555555	Cell	Y	Pending Verification	Y	Pending Verification	Y
03	Amador	C01234	Carrie Crothers	Carrie C. Crothers	Medi-Cal	Active	9/1/2024	12/31/9999	3333333333	Cell	Y	Pending Verification	Y	Pending Verification	Y
03	Amador	E01234	Elaine Emerson	Elaine E. Emerson	CalWORKS	Active	8/1/2024	12/31/9999	6666666666	Message	N	-	-	-	Y
03	Amador	F56789	Fred Freeman	Fred F. Freeman	CalFresh	Active	7/1/2024	12/31/9999	7777777777	Cell	Y	Undeliverable	-	-	-

**Figure 2.1.2.6 – Text Message Opt-In Report Mockup (Details Sheet, “All cases and programs” bookmark)**  
**Note:** The full report mockup can be found in the Supporting Documents section.

<div> <div>Qlik</div> <div> <div>Prepare</div> <div>Data manager</div> </div> <div> <div>Analyze</div> <div>Sheet</div> </div> <div> <div>Narrate</div> <div>Storytelling</div> </div> </div>													
<div> <div>Insight Advisor</div> <div> <div> <div> <div></div> <div></div> <div></div> </div> <div>No selections applied</div> </div> <div> <div>Text Message Opt-In Report</div> <div> <div>Ask Insight Advisor</div> <div>Bookmarks</div> <div>Sheets</div> <div>Edit sheet</div> </div> </div> </div> </div>													
<div> <div>Details</div> <div> <div>Return to Filters</div> <div> <div>Data extracted daily as of:</div> <div>1/23/2025</div> </div> <div> <div>User:</div> <div>example_user</div> </div> </div> </div>													
# Cases Opted In for Text Messaging:				# Cases NOT Opted In for Text Messaging:				# Cases:		% Cases Opted In for Text Messaging:		% Cases NOT Opted In for Text Messaging:	
4				2				6		66.67%		33.33%	
# Programs Opted In for Text Messaging:				# Programs NOT Opted In for Text Messaging:				# Programs:		% Programs Opted In for Text Messaging:		% Programs NOT Opted In for Text Messaging:	
4				3				7		57.14%		42.86%	
Program	Program Status	Begin Date	End Date	Phone Number	Phone Number Type	Opt-In for Text Messaging	Phone Number Opt-In Verification Status	Opt-In For Text Messaging by Program	Program Opt-In Verification Status	Opt-In for Email Reminders	Opt-In for E-Notification Emails	Email Verification Status	Opt-In for Two-Way Messaging
son CalWORKs	Active	10/1/2024	12/31/9999	1111111111	Main	Y	Verified	Y	Verified	Y	N	Pending Verification	Y
son CalFresh	Pending	7/1/2024	12/31/9999	1111111111	Main	Y	Verified	N	-	Y	N	Pending Verification	Y
in CalFresh	Pending	10/1/2024	12/31/9999	2222222222	Home	Y	Verified	Y	Verified	Y	Y	Pending Verification	N
PI CAPI	Active	8/1/2024	12/31/9999	5555555555	Cell	Y	Pending Verification	Y	Pending Verification	Y	N	Verified	N
hers Medi-Cal	Active	9/1/2024	12/31/9999	3333333333	Cell	Y	Pending Verification	Y	Pending Verification	Y	Y	Verified	Y
CalWORKs	Active	8/1/2024	12/31/9999	6666666666	Message	N	-	-	-	Y	Y	Verified	Y
an CalFresh	Active	7/1/2024	12/31/9999	7777777777	Cell	Y	Undeliverable	-	-	-	-	-	Y

**Figure 2.1.2.7 – Text Message Opt-In Report Mockup (Details Sheet, “All cases and programs” bookmark – Scrolled right for remaining columns)**  
**Note:** The full report mockup can be found in the Supporting Documents section.

Qlik

...

Prepare

Data manager

Analyze

Sheet

Narrate

Storytelling

Text Message Opt-In Report

▼

Ask Insight Advisor

Insight Advisor

CD\_AIDS\_SHORT\_000

2 of 3

ALLOW\_TEXT\_000

1 of 1

Bookmarks

▼

Sheets

▼

Edit sheet

Details

◀

▶

Return to Filters

Data extracted daily as of:

1/23/2025

User:

example\_user

# Cases Opted In for Text Messaging:

4

# Cases NOT Opted In for Text Messaging:

0

# Cases:

4

% Cases Opted In for Text Messaging:

100.00%

% Cases NOT Opted In for Text Messaging:

0.00%

# Programs Opted In for Text Messaging:

4

# Programs NOT Opted In for Text Messaging:

1

# Programs:

5

% Programs Opted In for Text Messaging:

80.00%

% Programs NOT Opted In for Text Messaging:

20.00%

County Code	County Name	Case Number	Case Name	Primary Applicant	Program	Program Status	Begin Date	End Date	Phone Number	Phone Number Type	Opt-In for Text Messaging	Phone Number Opt-In Verification Status	Opt-In For Text Messaging by Program	Program Opt-In Verification Status	Opt-In Email Remi
01	Alameda	A01234	Alan Anderson	Alan A. Anderson	CalWORKS	Active	10/1/2024	12/31/9999	1111111111	Main	Y	Verified	Y	Verified	Y
01	Alameda	A01234	Alan Anderson	Alan A. Anderson	CalFresh	Pending	7/1/2024	12/31/9999	1111111111	Main	Y	Verified	N	-	Y
02	Alpine	B56789	Barry Brown	Barry B. Brown	CalFresh	Pending	10/1/2024	12/31/9999	2222222222	Home	Y	Verified	Y	Verified	Y
02	Alpine	D56789	Dana Dune	Dana D. Dune	CAPI	Active	8/1/2024	12/31/9999	5555555555	Cell	Y	Pending Verification	Y	Pending Verification	Y
03	Amador	C01234	Carrie Crothers	Carrie C. Crothers	Medi-Cal	Active	9/1/2024	12/31/9999	3333333333	Cell	Y	Pending Verification	Y	Pending Verification	Y

**Figure 2.1.2.8 – Text Message Opt-In Report Mockup (Details Sheet, “All cases that are opted in for text messaging” bookmark)**  
**Note:** The full report mockup can be found in the Supporting Documents section.

Qlik

Properties Data manager

Analysis Sheet

Narrative Storytelling

Text Message Opt-In Report

Ask Insight Advisor

Insight Advisor

ALLOW\_TEXT\_OPT\_IN

CD\_400\_B\_SHORT\_D...

Bookmarks

Sheets

Edit sheet

Details

Return to Filters

Data extracted daily as of: 1/23/2025

User: example\_user

# Cases Opted In for Text Messaging: 4

# Cases NOT Opted In for Text Messaging: 0

# Cases: 4

% Cases Opted In for Text Messaging: 100.00%

% Cases NOT Opted In for Text Messaging: 0.00%

# Programs Opted In for Text Messaging: 4

# Programs NOT Opted In for Text Messaging: 1

# Programs: 5

% Programs Opted In for Text Messaging: 80.00%

% Programs NOT Opted In for Text Messaging: 20.00%

Program	Program Status	Begin Date	End Date	Phone Number	Phone Number Type	Opt-In for Text Messaging	Phone Number Opt-In Verification Status	Opt-In For Text Messaging by Program	Program Opt-In Verification Status	Opt-In for Email Reminders	Opt-In for E-Notification Emails	Email Verification Status	Opt-In for Two-Way Messaging	
son	CalWORKS	Active	10/1/2024	12/31/9999	1111111111	Main	Y	Verified	Y	Verified	Y	N	Pending Verification	Y
son	CalFresh	Pending	7/1/2024	12/31/9999	1111111111	Main	Y	Verified	N	-	Y	N	Pending Verification	Y
m	CalFresh	Pending	10/1/2024	12/31/9999	2222222222	Home	Y	Verified	Y	Verified	Y	Y	Pending Verification	N
s	CAPI	Active	8/1/2024	12/31/9999	5555555555	Cell	Y	Pending Verification	Y	Pending Verification	Y	N	Verified	N
hers	Medi-Cal	Active	9/1/2024	12/31/9999	3333333333	Cell	Y	Pending Verification	Y	Pending Verification	Y	Y	Verified	Y

**Figure 2.1.2.9 – Text Message Opt-In Report Mockup (Details Sheet, “All cases that are opted in for text messaging” bookmark – Scrolled right for remaining columns)**  
**Note:** The full report mockup can be found in the Supporting Documents section.

Qlik

...

Prepare

Data manager

▼

Analysis

Sheet

▼

Narrative

Storytelling

▼

Text Message Opt-In Report

▼

Ask Insight Advisor

Insight Advisor

OPT\_IN\_HDR

CD\_40\_C\_SHORT\_D...

Details

Return to Filters

Data extracted daily as of:

1/23/2025

User:

example\_user

# Cases Opted In for Text Messaging:

4

# Cases NOT Opted In for Text Messaging:

0

# Cases:

4

% Cases Opted In for Text Messaging:

100.00%

% Cases NOT Opted In for Text Messaging:

0.00%

# Programs Opted In for Text Messaging:

4

# Programs NOT Opted In for Text Messaging:

0

# Programs:

4

% Programs Opted In for Text Messaging:

100.00%

% Programs NOT Opted In for Text Messaging:

0.00%

County Code	County Name	Case Number	Case Name	Primary Applicant	Program	Program Status	Begin Date	End Date	Phone Number	Phone Number Type	Opt-In for Text Messaging	Phone Number Opt-In Verification Status	Opt-In For Text Messaging by Program	Program Opt-In Verification Status	Opt-In Email Reminders
01	Alameda	A01234	Alan Anderson	Alan A. Anderson	CalWORKS	Active	10/1/2024	12/31/9999	1111111111	Main	Y	Verified	Y	Verified	Y
02	Alpine	B56789	Barry Brown	Barry B. Brown	CalFresh	Pending	10/1/2024	12/31/9999	2222222222	Home	Y	Verified	Y	Verified	Y
02	Alpine	D56789	Dana Dune	Dana D. Dune	CAPI	Active	8/1/2024	12/31/9999	5555555555	Cell	Y	Pending Verification	Y	Pending Verification	Y
03	Amador	C01234	Carrie Crothers	Carrie C. Crothers	Medi-Cal	Active	9/1/2024	12/31/9999	3333333333	Cell	Y	Pending Verification	Y	Pending Verification	Y

**Figure 2.1.2.10 – Text Message Opt-In Report Mockup (Details Sheet, “All programs that are opted in for text messaging by program” bookmark)**  
**Note:** The full report mockup can be found in the Supporting Documents section.

Qlik ... Prepare Data manager Analyze Sheet Narrative Storytelling														
Text Message Opt-In Report														
Details														
Return to Filters					Data extracted daily as of: 1/23/2025					User: example_user				
# Cases Opted In for Text Messaging:			# Cases NOT Opted In for Text Messaging:			# Cases:			% Cases Opted In for Text Messaging:			% Cases NOT Opted In for Text Messaging:		
4			0			4			100.00%			0.00%		
# Programs Opted In for Text Messaging:			# Programs NOT Opted In for Text Messaging:			# Programs:			% Programs Opted In for Text Messaging:			% Programs NOT Opted In for Text Messaging:		
4			0			4			100.00%			0.00%		
Program	Program Status	Begin Date	End Date	Phone Number	Phone Number Type	Opt-In for Text Messaging	Phone Number Opt-In Verification Status	Opt-In For Text Messaging by Program	Program Opt-In Verification Status	Opt-In for Email Reminders	Opt-In for E-Notification Emails	Email Verification Status	Opt-In for Two-Way Messaging	
son CalWORKs	Active	10/1/2024	12/31/9999	1111111111	Main	Y	Verified	Y	Verified	Y	N	Pending Verification	Y	
m CalFresh	Pending	10/1/2024	12/31/9999	2222222222	Home	Y	Verified	Y	Verified	Y	Y	Pending Verification	N	
API	Active	8/1/2024	12/31/9999	5555555555	Cell	Y	Pending Verification	Y	Pending Verification	Y	N	Verified	N	
hers Medi-Cal	Active	9/1/2024	12/31/9999	3333333333	Cell	Y	Pending Verification	Y	Pending Verification	Y	Y	Verified	Y	

**Figure 2.1.2.11 – Text Message Opt-In Report Mockup (Details Sheet, “All programs that are opted in for text messaging by program” bookmark – Scrolled right for remaining columns)**

**Note:** The full report mockup can be found in the Supporting Documents section.

Qlik ... Prepare Data manager Analyze Sheet Narrative Storytelling														
Text Message Opt-In Report														
Details														
Return to Filters					Data extracted daily as of: 1/23/2025					User: example_user				
# Cases Opted In for Text Messaging:			# Cases NOT Opted In for Text Messaging:			# Cases:			% Cases Opted In for Text Messaging:			% Cases NOT Opted In for Text Messaging:		
0			2			2			0.00%			100.00%		
# Programs Opted In for Text Messaging:			# Programs NOT Opted In for Text Messaging:			# Programs:			% Programs Opted In for Text Messaging:			% Programs NOT Opted In for Text Messaging:		
0			2			2			0.00%			100.00%		
County Code	County Name	Case Number	Case Name	Primary Applicant	Program	Program Status	Begin Date	End Date	Phone Number	Phone Number Type	Opt-In for Text Messaging	Phone Number Opt-In Verification Status	Opt-In For Text Messaging by Program	Program Opt-In Verification Status
03	Amador	E01234	Elaine Emerson	Elaine E. Emerson	CalWORKs	Active	8/1/2024	12/31/9999	6666666666	Message	N	-	-	-
03	Amador	F56789	Fred Freeman	Fred F. Freeman	CalFresh	Active	7/1/2024	12/31/9999	TTTTTTTTTT	Cell	Y	Undeliverable	-	-

**Figure 2.1.2.12 – Text Message Opt-In Report Mockup (Details Sheet, “All cases that are NOT opted in for text messaging” bookmark)**

**Note:** The full report mockup can be found in the Supporting Documents section.

<div> <div>Qlik</div> <div> <div>Prepare</div> <div>Data manager</div> </div> <div> <div>Analyze</div> <div>Sheet</div> </div> <div> <div>Narrate</div> <div>Storytelling</div> </div> </div>													
<div> <div>Insight Advisor</div> <div> <div>ALLOW_TEXT_OPT_IN</div> <div>CD_405_B_SHORT_D...</div> <div>7/24</div> </div> <div> <div>Text Message Opt-In Report</div> <div>▼</div> </div> <div> <div>Ask Insight Advisor</div> </div> </div>													
<div> <div>Details</div> <div> <div>Return to Filters</div> <div> <div>Data extracted daily as of:</div> <div>1/23/2025</div> </div> <div> <div>User:</div> <div>example_user</div> </div> </div> </div>													
# Cases Opted In for Text Messaging:				# Cases NOT Opted In for Text Messaging:				# Cases:		% Cases Opted In for Text Messaging:		% Cases NOT Opted In for Text Messaging:	
0				2				2		0.00%		100.00%	
# Programs Opted In for Text Messaging:				# Programs NOT Opted In for Text Messaging:				# Programs:		% Programs Opted In for Text Messaging:		% Programs NOT Opted In for Text Messaging:	
0				2				2		0.00%		100.00%	
Program	Program Status	Begin Date	End Date	Phone Number	Phone Number Type	Opt-In for Text Messaging	Phone Number Opt-In Verification Status	Opt-In for Text Messaging by Program	Program Opt-In Verification Status	Opt-In for Email Reminders	Opt-In for E-Notification Emails	Email Verification Status	Opt-In for Two-Way Messaging
CalWORKS	Active	8/1/2024	12/31/9999	6666666666	Message	N	-	-	-	Y	Y	Verified	Y
an CalFresh	Active	7/1/2024	12/31/9999	TTTTTTTTTT	Cell	Y	Undeliverable	-	-	-	-	-	Y

**Figure 2.1.2.13 – Text Message Opt-In Report Mockup (Details Sheet, “All cases that are NOT opted in for text messaging” bookmark – Scrolled right for remaining columns)**  
**Note:** The full report mockup can be found in the Supporting Documents section.

Qlik

Prepare

Data manager

Analyze

Sheet

Narrate

Storytelling

Insight Advisor

OPT\_IN\_OPT\_IN

CD\_405\_C\_SHORT\_B...

7/24

Text Message Opt-In Report

Ask Insight Advisor

Details

Return to Filters

Data extracted daily as of:  
1/23/2025

User:  
example\_user

# Cases Opted In for Text Messaging:  
1

# Cases NOT Opted In for Text Messaging:  
2

# Cases:  
3

% Cases Opted In for Text Messaging:  
33.33%

% Cases NOT Opted In for Text Messaging:  
66.67%

# Programs Opted In for Text Messaging:  
0

# Programs NOT Opted In for Text Messaging:  
3

# Programs:  
3

% Programs Opted In for Text Messaging:  
0.00%

% Programs NOT Opted In for Text Messaging:  
100.00%

County Code	County Name	Case Number	Case Name	Primary Applicant	Program	Program Status	Begin Date	End Date	Phone Number	Phone Number Type	Opt-In for Text Messaging	Phone Number Opt-In Verification Status	Opt-In For Text Messaging by Program	Program Opt-In Verification Status	Opt-In Email Reminders
01	Alameda	A01234	Alan Anderson	Alan A. Anderson	CalFresh	Pending	7/1/2024	12/31/9999	1111111111	Main	Y	Verified	N	-	Y
03	Amador	E01234	Elaine Emerson	Elaine E. Emerson	CalWORKS	Active	8/1/2024	12/31/9999	6666666666	Message	N	-	-	-	Y
03	Amador	F56789	Fred Freeman	Fred F. Freeman	CalFresh	Active	7/1/2024	12/31/9999	7777777777	Cell	Y	Undeliverable	-	-	-

**Figure 2.1.2.14 – Text Message Opt-In Report Mockup (Details Sheet, “All programs that are NOT opted in for text messaging by program” bookmark)**  
**Note:** The full report mockup can be found in the Supporting Documents section.

Return to Filters		Data extracted daily as of: 1/23/2025		User: example_user	
# Cases Opted In for Text Messaging:	1	# Cases NOT Opted In for Text Messaging:	2	# Cases:	3
% Cases Opted In for Text Messaging:	33.33%	% Cases NOT Opted In for Text Messaging:	66.67%		
# Programs Opted In for Text Messaging:	0	# Programs NOT Opted In for Text Messaging:	3	# Programs:	3
% Programs Opted In for Text Messaging:	0.00%	% Programs NOT Opted In for Text Messaging:	100.00%		

Program	Program Status	Begin Date	End Date	Phone Number	Phone Number Type	Opt-In for Text Messaging	Phone Number Opt-In Verification Status	Opt-In for Text Messaging by Program	Program Opt-In Verification Status	Opt-In for Email Reminders	Opt-In for E-Notification Emails	Email Verification Status	Opt-In for Two-Way Messaging
son CalFresh	Pending	7/1/2024	12/31/9999	1111111111	Main	Y	Verified	N	-	Y	N	Pending Verification	Y
CalWORKs	Active	8/1/2024	12/31/9999	6666666666	Message	N	-	-	-	Y	Y	Verified	Y
an CalFresh	Active	7/1/2024	12/31/9999	TTTTTTTTTT	Cell	Y	Undeliverable	-	-	-	-	-	Y

**Figure 2.1.2.15 – Text Message Opt-In Report Mockup (Details Sheet, “All programs that are NOT opted in for text messaging by program” bookmark – Scrolled right for remaining columns)**

**Note:** The full report mockup can be found in the Supporting Documents section.

## 2.1.3 Description of Change

- Create a new on request report called the **Text Message Opt-In Report**, which is a curated on request report that is refreshed daily. The report captures information based on the following base population logic:
  - The program status is currently either Active or Pending. If a program has multiple Active/Pending statuses, use the Program Detail record with the latest begin date.
    - Technical Note:**
      - PGM\_DETL.STAT\_CODE is (CT-72):
        - AC** – Active
        - PE** – Pending
      - The date on the report is between PGM\_DETL.BEG\_DATE and PGM\_DETL.END\_DATE. Use the PGM\_DETL record with the latest PGM\_DETL.BEG\_DATE.
    - The reported person is the primary applicant on the program.
      - Technical Note:**
        - PGM\_ADMIN.ADMIN\_CODE is (CT-255):
          - PR** – Primary Applicant/Recipient
        - The date on the report is between PGM\_ADMIN.BEG\_DATE and PGM\_ADMIN.END\_DATE.
      - If a primary applicant is marked as “Opt-In” for Text Messaging for a specific phone number on the CalSAWS Contact Detail page, the text message verification status is either Pending Verification or Verified to be considered as opted-in for text messaging on the phone number level. Display the phone number that is used to opt-in for text messaging, if

any. If a primary applicant has multiple phone numbers that are opted-in within the system, use the latest updated phone number that has opted-in. If no phone numbers are opted-in, use the latest updated phone number.

- **Note:** The verification status is only relevant for the calculated measures displayed in the report. All records are still captured in the report, regardless of their status.
- **Technical Note:**
  - If PH\_NUM\_PERS.ALLOW\_TEXT\_IND = 'Y', then PH\_NUM\_PERS.TEXT\_VERIF\_STAT\_CODE is one of the following to be considered as opted-in for text messaging on the phone number level (CT-465):
    - **PV** – Pending Verification
    - **VF** – Verified
  - Use the PH\_NUM\_PERS record with the latest UPDATED\_ON date.
- If a primary applicant is marked as “Opt-In” for Text Messaging for a specific phone number on the CalSAWS Contact Detail page, then the primary applicant can also choose to “Opt-In” for Text Messaging by Program. If a primary applicant has chosen to “Opt-In” for Text Messaging for a specific program, the text message verification status for that program is either Pending Verification or Verified to be considered as opted-in for text messaging on the program level.
  - **Note:**
    - For additional information and context on the new “Text Message Opt-In by Program” section of the Contact Detail page, see section 2.1: Contact Detail, particularly the mockups in section 2.1.2, from the CA-279707 design document.
    - The verification status is only relevant for the calculated measures displayed in the report. All records are still captured in the report, regardless of their status.
  - **Technical Note:** If PERS\_OPT\_IN\_PGM.OPT\_IN\_IND = 'Y', then PERS\_OPT\_IN\_PGM.STAT\_CODE is one of the following to be considered as opted-in for text messaging on the program level (CT-465):
    - **PV** – Pending Verification
    - **VF** – Verified
- If the primary applicant has opted in for Email Reminders and/or E-Notification Emails, the email verification status is either Pending Verification or Verified to be considered as opted-in for emails.
  - **Note:** All records are still captured in the report, regardless of their verification status.
  - **Technical Note:** If PERS.EMAIL\_REMIND\_IND = 'Y' and/or PERS.EMAIL\_NOTIF\_IND = 'Y', then PERS.EMAIL\_VERIF\_STAT\_CODE is one of the following to be considered as opted-in for emails (CT-465):
    - **PV** – Pending Verification
    - **VF** – Verified

- Opting in for Two-Way Messaging is set at the County Level. If a primary applicant's county has opted in for Two-Way Messaging, the primary applicant is also considered to be opted in for Two-Way Messaging.
  - **Technical Note:** CODE\_DETL.REFER\_TABLE\_72\_DESCR (CT-15) where CASE.COUNTY\_CODE = CODE\_DETL.CODE\_NUM\_IDENTIF.

2. **Text Message Opt-In Report** – This report will display the following columns:

Column Name	Column Description
<b>County Code</b>	This column contains the county code.  <b>Technical Note:</b> CASE.COUNTY_CODE (CT-15)
<b>County Name</b>	This column contains the county name.  <b>Technical Note:</b> This value is derived from CASE.COUNTY_CODE (CT-15).
<b>Case Number</b>	This column contains the case number.  <b>Technical Note:</b> CASE.SERIAL_NUM_IDENTIF
<b>Case Name</b>	This column contains the case name.  <b>Technical Note:</b> CASE.CASE_NAME
<b>Primary Applicant</b>	This column contains the name of the primary applicant.  <b>Technical Note:</b> PERS.FIRST_NAME + PERS.MID_NAME + PERS.LAST_NAME + PERS.NAME_SUFFIX
<b>Program</b>	This column contains the program on the case where the primary applicant has opted in for Text Messaging.  <b>Technical Note:</b> This value is derived from PGM.PGM_CODE (CT-18).
<b>Program Status</b>	This column contains the program status code of the program on the case where the primary applicant has opted in for Text Messaging.  <b>Technical Note:</b> This value is derived from PGM_DETL.STAT_CODE (CT-72): <ul style="list-style-type: none"> <li>• <b>AC</b> – Active</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>PE</b> – Pending</li> </ul>
<b>Begin Date</b>	<p>This column contains the begin date of the program status.</p> <p><b>Technical Note:</b> PGM_DETL.BEG_DATE</p>
<b>End Date</b>	<p>This column contains the end date of the program status.</p> <p><b>Technical Note:</b> PGM_DETL.END_DATE</p>
<b>Phone Number</b>	<p>This column contains the phone number that the primary applicant uses to opt-in for text messaging. This can also be blank.</p> <p><b>Technical Note:</b> PH_NUM.PH_NUM</p>
<b>Phone Number Type</b>	<p>This column contains the phone number type. This can also be blank.</p> <p><b>Technical Note:</b> This value is derived from PH_NUM.TYPE_CODE (CT-254):</p> <ul style="list-style-type: none"> <li>• <b>CE</b> – Cell</li> <li>• <b>FA</b> – Fax</li> <li>• <b>HO</b> – Home</li> <li>• <b>IV</b> – IVR</li> <li>• <b>ME</b> – Message</li> <li>• <b>MN</b> – Main</li> <li>• <b>TD</b> – TDD</li> <li>• <b>TF</b> – Toll Free</li> <li>• <b>WK</b> – Work</li> </ul>
<b>Opt-In for Text Messaging</b>	<p>This column contains the indicator of whether or not the primary applicant has a phone number that is opted in to text messaging. This can also be blank.</p> <p>Values:</p> <ul style="list-style-type: none"> <li>• N (No)</li> <li>• Y (Yes)</li> </ul> <p><b>Technical Note:</b> PH_NUM_PERS.ALLOW_TEXT_IND</p>
<b>Phone Number Opt-In Verification Status</b>	<p>This column contains the opt-in for text messaging verification status of the phone number. This value can also be blank.</p>

	<p><b>Technical Note:</b> This value is derived from PH_NUM_PERS.TEXT_VERIF_STAT_CODE, such as (CT-465):</p> <ul style="list-style-type: none"> <li>• <b>AO</b> – Automatically Opted-Out</li> <li>• <b>NR</b> – No Response</li> <li>• <b>OP</b> – Opted-Out</li> <li>• <b>PV</b> – Pending Verification</li> <li>• <b>UD</b> – Undeliverable</li> <li>• <b>VF</b> – Verified</li> </ul>
<b>Opt-In for Text Messaging by Program</b>	<p>This column contains the indicator of whether or not the primary applicant has opted in to text messaging for the specific program. This value can also be blank.</p> <p>Values:</p> <ul style="list-style-type: none"> <li>• N (No)</li> <li>• Y (Yes)</li> </ul> <p><b>Technical Note:</b> PERS_OPT_IN_PGM.OPT_IN_IND</p>
<b>Program Opt-In Verification Status</b>	<p>This column contains the opt-in for text messaging verification status of the program. This value can also be blank.</p> <p><b>Technical Note:</b> This value is derived from PERS_OPT_IN_PGM.STAT_CODE, such as (CT-465):</p> <ul style="list-style-type: none"> <li>• <b>AO</b> – Automatically Opted-Out</li> <li>• <b>NR</b> – No Response</li> <li>• <b>OP</b> – Opted-Out</li> <li>• <b>PV</b> – Pending Verification</li> <li>• <b>UD</b> – Undeliverable</li> <li>• <b>VF</b> – Verified</li> </ul>
<b>Opt-In for Email Reminders</b>	<p>This column contains the indicator of whether or not the primary applicant has opted in to email reminders. This value can also be blank.</p> <p>Values:</p> <ul style="list-style-type: none"> <li>• N (No)</li> <li>• Y (Yes)</li> </ul> <p><b>Technical Note:</b> PERS.EMAIL_REMIND_IND</p>
<b>Opt-In for E-Notification Emails</b>	<p>This column contains the indicator of whether or not the primary applicant has opted in to e-notification emails. This option is only available for primary applicants with</p>

	<p>a linked BenefitsCal account. This value can also be blank.</p> <p>Values:</p> <ul style="list-style-type: none"> <li>• N (No)</li> <li>• Y (Yes)</li> </ul> <p><b>Technical Note:</b> PERS.EMAIL_NOTIF_IND</p>
<b>Email Verification Status</b>	<p>This column contains the opt-in verification status for the email of the primary applicant, if it exists. This value can also be blank.</p> <p><b>Technical Note:</b> This value is derived from PERS.EMAIL_VERIF_STAT_CODE, such as (CT-465):</p> <ul style="list-style-type: none"> <li>• <b>OP</b> – Opted-Out</li> <li>• <b>PV</b> – Pending Verification</li> <li>• <b>UD</b> – Undeliverable</li> <li>• <b>VF</b> – Verified</li> <li>• <b>VN</b> – Verification Not Sent</li> </ul>
<b>Opt-In for Two-Way Messaging</b>	<p>This column contains the indicator of whether or not the county which the primary applicant's case resides in is opted in for Two-Way Messaging. This value can also be blank.</p> <p>Values:</p> <ul style="list-style-type: none"> <li>• N (No)</li> <li>• Y (Yes)</li> </ul> <p><b>Technical Note:</b> CODE_DETL.REFER_TABLE_72_DESCR (CT-15) where CASE.COUNTY_CODE = CODE_DETL.CODE_NUM_IDENTIF.</p>

3. **Text Message Opt-In Report** – This report will display the following measures:

Measure Name	Measure Description
<b># Cases Opted In for Text Messaging</b>	<p>This measure displays the total number of active and pending cases that have been opted in for text messaging.</p> <p><b>Technical Note:</b> Count the distinct active and pending cases where the primary applicant has opted in for text messaging based on the logic below.</p>

	<ul style="list-style-type: none"> <li>Count the distinct active and pending cases where PH_NUM_PERS.ALLOW_TEXT_IND = 'Y' AND PH_NUM_PERS.TEXT_VERIF_STAT_CODE is 'PV' or 'VF'.</li> </ul>
<b># Cases NOT Opted In for Text Messaging</b>	<p>This measure displays the total number of active and pending cases that have <b>NOT</b> been opted in for text messaging.</p> <p><b>Technical Note:</b> Count the distinct active and pending cases where the primary applicant has NOT opted in for text messaging based on the logic below.</p> <ul style="list-style-type: none"> <li>Count the distinct active and pending cases which are NOT in the "# Cases Opted In for Text Messaging" population. This includes records which fulfill one of the following: <ul style="list-style-type: none"> <li>PH_NUM_PERS.ALLOW_TEXT_IND is NULL or 'N'.</li> <li>PH_NUM_PERS.TEXT_VERIF_STAT_CODE is NOT 'PV' or 'VF'.</li> </ul> </li> </ul>
<b># Cases</b>	<p>This measure displays the total number of active and pending cases.</p> <p><b>Technical Note:</b> Count the distinct active and pending cases, regardless of the PH_NUM_PERS.ALLOW_TEXT_IND value. This should equal the sum of "# Cases Opted In for Text Messaging" and "# Cases NOT Opted In for Text Messaging".</p>
<b>% Cases Opted In for Text Messaging</b>	<p>This measure displays the percentage of "# Cases Opted In for Text Messaging" out of "# Cases".</p> <p><b>Technical Note:</b> ( "# Cases Opted In for Text Messaging" / "# Cases" ) * 100</p> <ul style="list-style-type: none"> <li>Format: XX.XX%</li> </ul>
<b>% Cases NOT Opted In for Text Messaging</b>	<p>This measure displays the percentage of "# Cases <b>NOT</b> Opted In for Text Messaging" out of "# Cases".</p> <p><b>Technical Note:</b> ( "# Cases <b>NOT</b> Opted In for Text Messaging" / "# Cases" ) * 100</p> <ul style="list-style-type: none"> <li>Format: XX.XX%</li> </ul>
<b># Programs Opted In for Text Messaging</b>	<p>This measure displays the total number of active and pending <i>programs</i> that have been opted in for text messaging by <i>program</i>.</p>

	<p><b>Technical Note:</b> Count the distinct active and pending <i>programs</i> where the primary applicant has opted in for text messaging <b>based on the logic below</b>.</p> <ul style="list-style-type: none"> <li>Count the distinct active and pending <i>programs</i> where PERS_OPT_IN_PGM.OPT_IN_IND = 'Y' <b>AND</b> PERS_OPT_IN_PGM.STAT_CODE is 'PV' or 'VF'.</li> </ul>
<b># Programs NOT Opted In for Text Messaging</b>	<p>This measure displays the total number of active and pending <i>programs</i> that have <b>NOT</b> been opted in for text messaging <i>by program</i>.</p> <p><b>Technical Note:</b> Count the distinct active and pending <i>programs</i> where the primary applicant has NOT opted in for text messaging <b>based on the logic below</b>.</p> <ul style="list-style-type: none"> <li>Count the distinct active and pending <i>programs</i> which are NOT in the "# Programs Opted In for Text Messaging" population. This includes records which fulfill one of the following: <ul style="list-style-type: none"> <li>PERS_OPT_IN_PGM.OPT_IN_IND is <b>NULL</b> or 'N'.</li> <li>PERS_OPT_IN_PGM.STAT_CODE is NOT 'PV' or 'VF'.</li> </ul> </li> </ul>
<b># Programs</b>	<p>This measure displays the total number of active and pending <i>programs</i>.</p> <p><b>Technical Note:</b> Count the distinct active and pending <i>programs</i>, regardless of the PERS_OPT_IN_PGM.OPT_IN_IND value. This should equal the sum of "# Programs Opted In for Text Messaging" and "# Programs NOT Opted In for Text Messaging".</p>
<b>% Programs Opted In for Text Messaging</b>	<p>This measure displays the percentage of "# Programs Opted In for Text Messaging" out of "# Programs".</p> <p><b>Technical Note:</b> ( "# Programs Opted In for Text Messaging" / "# Programs" ) * 100</p> <ul style="list-style-type: none"> <li><b>Format:</b> XX.XX%</li> </ul>
<b>% Programs NOT Opted In for Text Messaging</b>	<p>This measure displays the percentage of "# Programs <b>NOT</b> Opted In for Text Messaging" out of "# Programs".</p> <p><b>Technical Note:</b> ( "# Programs <b>NOT</b> Opted In for Text Messaging" / "# Programs" ) * 100</p> <ul style="list-style-type: none"> <li><b>Format:</b> XX.XX%</li> </ul>

4. **Text Message Opt-In Report** – This report will allow filtering by the following fields:
- **Note:** These filters are organized across different filter tabs as seen in Figures 2.1.2.1-2.1.2.4 as follows:
    - **General** contains the filters for the County, Region, District, Program(s), and Program Status.
    - **Office** contains the filters for the Office ID, Office Name, and Office Type.
    - **Unit** contains the filters for the Unit ID, Unit Type, and Division.
    - **Worker** contains the filters for the Worker Name, Worker ID, and Classification Title.
    - **Begin Date** contains the filter for the program status Begin Date.
    - **End Date** contains the filter for the program status End Date.

Filter Name	Filter Description
<b>County</b>	<p>This field will filter the list of cases to only include cases under the specified county/counties.</p> <p><b>Technical Note:</b> This value is derived from CASE.COUNTY_CODE (CT-15).</p>
<b>Region</b>	<p>This field will filter the list of cases to only include cases under the selected region(s).</p> <p><b>Technical Note:</b> This value is derived from OFFICE.REGN_CODE (CT-244).</p>
<b>District</b>	<p>This field will filter the list of cases to only include cases under the selected district(s).</p> <p><b>Technical Note:</b> This value is derived from OFFICE.DISTR_CODE (CT-212).</p>
<b>Program(s)</b>	<p>This field will filter the list of cases to only include cases with the selected program(s).</p> <p><b>Technical Note:</b> This value is derived from PGM.PGM_CODE (CT-18).</p>
<b>Program Status</b>	<p>This field will filter the list of cases to only include cases with programs with the selected program status(es).</p> <p><b>Technical Note:</b> This value is derived from PGM_DETL.STAT_CODE (CT-72).</p>

<b>Office ID</b>	<p>This field will filter the list of cases to only include cases whose assigned worker is a part of the office(s) with the selected office ID(s).</p> <p><b>Technical Note:</b> OFFICE.OFFICE_NUM_IDENTIF</p>
<b>Office Name</b>	<p>This field will filter the list of cases to only include cases whose assigned worker is a part of the office(s) with the selected office name(s).</p> <p><b>Technical Note:</b> OFFICE.OFFICE_NAME</p>
<b>Office Type</b>	<p>This field will filter the list of cases to only include cases whose assigned worker is a part of the office(s) with the selected office type(s).</p> <p><b>Technical Note:</b> This value is derived from OFFICE.TYPE_CODE (CT-253).</p>
<b>Unit ID</b>	<p>This field will filter the list of cases to only include cases whose assigned worker is a part of the unit(s) with the selected unit ID(s).</p> <p><b>Technical Note:</b> UNIT.UNIT_NUM_IDENTIF</p>
<b>Unit Type</b>	<p>This field will filter the list of cases to only include cases whose assigned worker is a part of the unit(s) with the selected unit type(s).</p> <p><b>Technical Note:</b> This value is derived from UNIT.TYPE_CODE (CT-287).</p>
<b>Division</b>	<p>This field will filter the list of cases to only include cases under the selected division(s).</p> <p><b>Technical Note:</b> This value is derived from OFFICE.DIVSN_CODE (CT-10174).</p>
<b>Worker Name</b>	<p>This field will filter the list of cases to only include cases assigned to the worker(s) with the selected name(s).</p> <p><b>Technical Note:</b> STAFF.FIRST_NAME, STAFF.MID_NAME, STAFF.LAST_NAME, STAFF.NAME_SUFFIX</p>
<b>Worker ID</b>	<p>This field will filter the list of cases to only include cases assigned to the worker(s) with the selected worker ID(s).</p>

	<b>Technical Note:</b> STAFF_WRKR.WRKR_NUM_IDENTIF
<b>Classification Title</b>	<p>This field will filter the list of cases to only include cases whose assigned worker is under the selected classification title(s).</p> <p><b>Technical Note:</b> This value is derived from STAFF.CLASS_CODE (CT-286).</p>
<b>Begin Date</b>	<p>This field will filter the list of cases to only include cases with programs whose begin date is selected.</p> <p><b>Technical Note:</b> PGM_DETL.BEG_DATE</p>
<b>End Date</b>	<p>This field will filter the list of cases to only include cases with programs whose end date is selected.</p> <p><b>Technical Note:</b> PGM_DETL.END_DATE</p>

#### 2.1.4 Report Location

- **Global:** Reports
- **Local:** On Request
- **Task:** Administrative
- **Description:** Provides information on primary applicant opt-ins for Text Messaging, Emails, and Two-Way Messaging for active and pending cases and programs.

#### 2.1.5 Counties Impacted

All counties will be impacted.

#### 2.1.6 Security Updates

##### 1. Security Rights

Security Right	Right Description	Right to Group Mapping
TextMessage OptInReport	Grants access to the Text Message Opt-In Report.	<ul style="list-style-type: none"> <li>• LRS Reports Access – Operational Reports</li> <li>• Text Notification Report</li> </ul>

##### 2. Security Groups

Security Group	Group Description	Group to Role Mapping
N/A	N/A	N/A



### 2.1.7 Report Usage/Performance

---

This report will be able to be accessed by all counties.

**Technical Note:** The report is expected to perform similarly to other administrative on request reports, since this report does not access high volume tables that would hinder its performance.

### 3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Reports	Text Message Opt-In Report Mockup	 Text Message Opt-In Report Mockup.docx
2	Reports	Security Matrix	 CA-248079 Security Matrix.xlsx

## 4 REQUIREMENTS

### 4.1 Project Requirements

Req #	Requirement Text	How Requirement Met
2.24.2.4	The CalSAWS shall produce several types of reports which support all levels of staff in managing their particular workloads, including management reports, State level reports, and ad hoc reports.	The Text Message Opt-In Report will be created to provide information on primary applicant opt-ins for Text Messaging, Emails, and Two-Way Messaging for active and pending cases and programs.

# CalSAWS

California Statewide Automated Welfare System



## CA-260623

Update CalSAWS Text Messaging Functionality to Allow Opt-In by Program - Phase 3

## DOCUMENT APPROVAL HISTORY

	Prepared By	Andrea Rodriguez, Shining Liu, Eric Haymes, Nithin Halesh, Gillian Bendicio, Susanna Martinez	
	Reviewed By	Rupalatha Putta, Mathew Lower, Edgars Reinholds, Gokul Suresh, Priya Sridharan,	
DATE	VERSION	REVISION DESCRIPTION	AUTHOR
07/02/2024	1.0	Initial	Andrea Rodriguez, Shining Liu, Eric Haymes, Nithin Halesh, Gillian Bendicio, Susanna Martinez
12/03/2024	1.1	Updates made to Section 2.1, 2.11, and 2.19	Andrea Rodriguez, Shining Liu
1/9/2025	1.2	Updates made to add business validations to Section 2.3; updates made to Sections 2.11, 2.12, and 2.18	Gillian Bendicio, Shining Liu

# Table of Contents

<b>1</b>	<b>OVERVIEW .....</b>	<b>1</b>
1.1	Current Design .....	1
1.2	Requests .....	1
1.3	Overview of Recommendations .....	2
1.4	Assumptions.....	2
<b>2</b>	<b>RECOMMENDATIONS .....</b>	<b>4</b>
2.1	Auto Text Opt-In.....	4
2.1.1	Overview .....	4
2.1.2	Auto Text Opt-In Mockup .....	4
2.1.3	Description of Changes .....	5
2.1.4	Page Location .....	6
2.1.5	Security Updates .....	6
2.1.6	Page Mapping .....	6
2.1.7	Accessibility.....	6
2.1.8	Page Usage/Data Volume Impacts .....	6
2.2	Appointment API .....	7
2.2.1	Overview.....	7
2.2.2	Description of Change .....	7
2.2.3	Partner Integration Testing.....	9
2.2.4	Counties Impacted.....	9
2.3	Customer Contact Details API.....	10
2.3.1	Overview.....	10
2.3.2	Description of Change .....	10
2.3.3	Execution Frequency .....	13
2.3.4	Key Scheduling Dependencies.....	13
2.3.5	Counties Impacted.....	13
2.3.6	Category.....	13
2.3.7	Data Volume/Performance .....	13
2.3.8	Interface Partner .....	13
2.3.9	Failure Procedure/Operational Instructions .....	13
2.4	Form Received - MarkDocumentReceived API .....	13
2.4.1	Overview.....	13
2.4.2	Description of Change .....	13
2.4.3	Partner Integration Testing.....	15
2.4.4	Execution Frequency .....	15
2.4.5	Key Scheduling Dependencies.....	16

2.4.6	Counties Impacted.....	16
2.4.7	Category.....	16
2.4.8	Data Volume/Performance .....	16
2.4.9	Interface Partner .....	16
2.4.10	Failure Procedure/Operational Instructions .....	16
2.5	Update Batch Text Campaigns.....	16
2.5.1	Overview.....	16
2.5.2	Description of Change .....	17
2.5.3	Execution Frequency .....	20
2.5.4	Key Scheduling Dependencies.....	20
2.5.5	Counties Impacted.....	20
2.5.6	Category.....	20
2.5.7	Data Volume/Performance .....	20
2.5.8	Failure Procedure/Operational Instructions .....	20
2.6	No Response Opt-Out Batch Job.....	21
2.6.1	Overview.....	21
2.6.2	Description of Change .....	21
2.6.3	Execution Frequency .....	22
2.6.4	Key Scheduling Dependencies.....	22
2.6.5	Counties Impacted.....	22
2.6.6	Category.....	22
2.6.7	Data Volume/Performance .....	23
2.6.8	Failure Procedure/Operational Instructions .....	23
2.7	Domestic Violence Opt-Out Batch Job.....	23
2.7.1	Overview.....	23
2.7.2	Description of Change .....	23
2.7.3	Execution Frequency .....	23
2.7.4	Key Scheduling Dependencies.....	23
2.7.5	Counties Impacted.....	23
2.7.6	Category.....	23
2.7.7	Data Volume/Performance .....	24
2.7.8	Failure Procedure/Operational Instructions .....	24
2.8	EBT Out of State Transaction Batch.....	24
2.8.1	Overview.....	24
2.8.2	Description of Change .....	24
2.8.3	Execution Frequency .....	24
2.8.4	Key Scheduling Dependencies.....	24
2.8.5	Counties Impacted.....	25
2.8.6	Category.....	25
2.8.7	Data Volume/Performance .....	25

2.8.8	Failure Procedure/Operational Instructions .....	25
2.9	EBT Out of County Transaction Batch .....	25
2.9.1	Overview .....	25
2.9.2	Description of Change .....	25
2.9.3	Execution Frequency .....	25
2.9.4	Key Scheduling Dependencies.....	25
2.9.5	Counties Impacted.....	25
2.9.6	Category.....	25
2.9.7	Data Volume/Performance .....	26
2.9.8	Failure Procedure/Operational Instructions .....	26
2.10	Pending GAIN Assignment Batch.....	26
2.10.1	Overview .....	26
2.10.2	Description of Change .....	26
2.10.3	Execution Frequency .....	26
2.10.4	Key Scheduling Dependencies.....	26
2.10.5	Counties Impacted.....	26
2.10.6	Category.....	26
2.10.7	Data Volume/Performance .....	27
2.10.8	Failure Procedure/Operational Instructions .....	27
2.11	Automated Opt-In Batch Job.....	27
2.11.1	Overview .....	27
2.11.2	Description of Change .....	27
2.11.3	Execution Frequency .....	31
2.11.4	Key Scheduling Dependencies.....	31
2.11.5	Counties Impacted.....	31
2.11.6	Category.....	31
2.11.7	Data Volume/Performance .....	31
2.11.8	Failure Procedure/Operational Instructions .....	31
2.12	<b>Real-Time Batch</b> Text Notifications – Auto Opt-In Verifications.....	31
2.12.1	Overview .....	31
2.12.2	Description of Change .....	32
2.12.3	Partner Integration Testing.....	34
2.12.4	Execution Frequency .....	35
2.12.5	Key Scheduling Dependencies.....	35
2.12.6	Counties Impacted.....	35
2.12.7	Category.....	35
2.12.8	Data Volume/Performance .....	35
2.12.9	Interface Partner .....	35
2.12.10	Failure Procedure/Operational Instructions .....	35
2.13	Test Only – Emergency Text.....	35

2.13.1	Overview.....	35
2.13.2	Description of Change .....	35
2.13.3	Execution Frequency .....	35
2.13.4	Counties Impacted.....	36
2.13.5	Category.....	36
2.13.6	Data Volume/Performance .....	36
2.13.7	Failure Procedure/Operational Instructions .....	36
2.14	Correspondence - Update GEN 102 Program Variable Population .....	36
2.14.1	Overview.....	36
2.14.2	Discerption of Changes .....	36
2.14.3	Form Verbiage.....	36
2.14.4	Form Variable Population .....	36
2.14.5	Form Generation Conditions .....	38
2.15	Correspondence - Update Notice of missed interview Form CF 386 Batch Generation Conditions .....	38
2.15.1	Overview.....	38
2.15.2	Form Verbiage.....	38
2.15.3	Form Variable Population .....	39
2.15.4	Form Generation Conditions .....	39
	2.15.4.1 Description of Changes.....	39
2.16	Text Notification Report.....	40
2.16.1	Overview .....	40
2.16.2	Text Notification Report Mockup .....	40
2.16.3	Description of Change .....	42
2.16.4	Report Location.....	44
2.16.5	Counties Impacted.....	44
2.16.6	Security Updates .....	44
2.16.7	Report Usage/Performance .....	44
2.17	Text Message Status Data Change.....	45
2.17.1	Overview .....	45
2.17.2	Description of Change .....	45
2.17.3	Estimated Number of Records Impacted/Performance .....	45
2.18	One-Time Automated Opt-In for Medi-Cal .....	46
2.18.1	Overview .....	46
2.18.2	Description of Change .....	46
2.18.3	Data Volume/Performance .....	47
2.19	Update Code Category 2799.....	47
2.19.1	Overview .....	47
2.19.2	Description of Change .....	47
2.20	Automated Regression Test .....	48

2.20.1 Overview.....	48
2.20.2 Description of Change .....	48
<b>3 SUPPORTING DOCUMENTS .....</b>	<b>50</b>
<b>4 REQUIREMENTS.....</b>	<b>51</b>
4.1 Project Requirements .....	51

# CA-260623 Update CalSAWS Text Messaging Functionality To Allow Opt-In By Program - Phase 3

## 1 OVERVIEW

The Federal Communications Commission (FCC) declaratory ruling provided guidance to federal and state governmental agencies and their partners on the applicability of the Telephone Consumer Protection Act (TCPA) of 1991 when making automated calls or text messages. The ruling states that the TCPA does not apply to calls/texts that are initiated by DHCS for purposes of Medi-Cal.

Currently, the text messaging consent functionality in CalSAWS does not allow for consent to be differentiated by program. In other words, once a client has opted to receive text for one program, they are opted in to receiving texts from other programs in which they participate, even if they have not expressly provided consent.

This System Change Request (SCR) will make updates related to appointment text messaging and texting consent functionality in CalSAWS, to support program-based text messaging. The following changes are included:

- Auto text opt-in page creation
- Appointment Application Programming Interface (API) updates
- Customer Contact Details API updates
- Text Campaigns batch job updates as listed in the section 2.4
- Opt-Out batch job for 'No Response' status and Domestic Violence tracked cases of text opt-in updates
- Pending GAIN Assignment batch for appointment scheduling updates
- Automated opt-in sweep job to update the opt-in status of program updates
- MarkDocumentReceived API updates
- GEN 102 appointment letter updates
- Notice of Missed Interview (NOMI) batch updates
- Text Notification Report updates

### 1.1 Current Design

Text messages are sent to primary applicants who are opted-in to text messaging and have a text messaging status of 'Verified.' CalSAWS currently attributes a customer's opt-in action to be for all text messages that the customer could receive from the system. There is no differentiation for a customer based on the program that the text message is generated for.

### 1.2 Requests

Update CalSAWS to support program level opt-in for text messages and utilize this new information when sending a text message to the customer through web services (APIs), batch jobs, and online pages.

### 1.3 Overview of Recommendations

1. Create Consortium controlled admin page to turn on and off automated verification opt-in batch functionality for the Medi-Cal program across all counties. The functionality will be activated at go-live.
2. DCR to move contact data to new table structure.
3. Update existing text campaigns to account for program level opt-in.
4. Contact Preference API to retrieve and save text opt-in per program.
5. Update the Automated Test Scripts for Contact Preference API.
6. Update the other applicable Text Campaign Sweep Jobs to support opt-in by program as mentioned in the section below "Update Batch Text Campaigns".
7. Update the Appointment API to accept and use the program in the request when creating an appointment.
8. Update the Automated Test Scripts for the Appointment API.
9. Update the trigger conditions for the CF 386 NOMI batch job PB00R541 to generate CF 386 NOMI only when an appointment is created for the CalFresh Program.
10. Update GEN 102 form field population for program to check the appointments created for the program.
11. Update the EBT Out of State Transaction (PI19F411), EBT Out of County Transaction (PI19F410), and Pending GAIN Assignment Batch (PB19M111), and Pending Unassigned Pool Appraisal Batch (PB19M115) batch jobs to schedule the appointments by program.
12. Update No Response Opt-Out batch job (PB00C945) that auto opts-out customers if they have not verified their text opt-in within 3 days. Update job to opted-out pending verification on program-level.
13. Update Domestic Violence Opt-Out batch job (PB00C113) that auto opts-out customer from text notification due to being on a domestic violence case. Update job to opted-out both the overall text status and all program-level statuses.
14. Test the emergency text message campaigns with batch framework supporting program opt-in, ensuring they still work as originally designed.
15. Update the Text Notification Report to display the program the text notification is associated to.

### 1.4 Assumptions

1. All other functionalities remain unchanged unless specifically stated by this document.
2. The functionalities implemented in phase 1 SCR CA-279688 and phase 2 SCR CA-279707 will be turned ON along with the functionalities mentioned in this SCR.
3. A text message is sent in Spanish if the participant's written language preference is 'Spanish'. Otherwise, the text message is sent in English.
4. The current batch text notification process prevents duplicative texts from being sent to the same customer on the same day. The addition of program associations to text notifications will not affect this process.
5. 'Universal User' is a Project staff member with a County 90 login.
6. Other than GEN 102, forms generated through the Customer Scheduling Detail page are not affected.

7. SCR CA-248079 will address the creation of an On-Request Text Message Opt-In report.
8. The Appointment API changes will continue to support all existing universal requirements for all APIs such as request headers and exception handling.
9. Text notifications sent by batch processes will be sent during business hours only (Monday – Friday, 8:00 AM to 6:00 PM). Any text messages that cannot be sent before the end of a particular business day will be sent during business hours the following business day.
10. The update to Appointment API is a change to the currently supported versions, to add a new require parameter when creating an appointment. All ancillary applications will have to be updated if they utilize the API's ability to create new appointments. Otherwise, the ancillary application risks losing the ability to use the Appointment API.
11. For the purposes of this SCR, the text notification currently sent to customers when opting into text notifications on the Contact Detail page is referred to as the "Pending Verification Message" text notification campaign.

## 2 RECOMMENDATIONS

### 2.1 Auto Text Opt-In

#### 2.1.1 Overview

This SCR will create a new Auto Text Opt-In page that will allow users with the appropriate security rights to activate batch functionality across all counties that will automatically send verification texts to opt-in primary applicants into text messaging for Medi-Cal. The 'Active' status activates the Automated Opt-In batch job (see section 2.11) for all 58 counties in the entire CalSAWS system.

#### 2.1.2 Auto Text Opt-In Mockup

##### Auto Text Opt-In

Edit

Program	Automated Text Opt-In Status	Status Date
Medi-Cal	Active	03/24/2025

Edit

Last Updated On 03/24/2025 8:00:00 AM By: [1234567](#)

**Figure 2.1.1 – Auto Text Opt-In Mockup (View mode for Universal User with AutoTextOptInEdit rights)**

##### Auto Text Opt-In

Save and Return

Cancel

Program	Automated Text Opt-In Status	Status Date
Medi-Cal	<div>Active</div> <div>Active</div> <div>Inactive</div>	03/24/2025

Save and Return

Cancel

Last Updated On 03/24/2025 8:00:00 AM By: [1234567](#)

**Figure 2.1.2 – Auto Text Opt-In Mockup (Edit mode for Universal User with AutoTextOptInEdit rights)**

##### Auto Text Opt-In

Program	Automated Text Opt-In Status	Status Date
Medi-Cal	Active	03/24/2025

Last Updated On 03/24/2025 8:00:00 AM By: [1234567](#)

**Figure 2.1.3 – Auto Text Opt-In Mockup (View mode for Universal User without AutoTextOptInEdit rights)**

### 2.1.3 Description of Changes

---

1. Create a new Auto Text Opt-In page that will be used to activate batch functionality across all counties when updated and automatically send verification texts to opt-in primary applicants into text messaging for Medi-Cal.
  - a. Display a table with the following columns (as shown in Figures 2.1.1 to 2.1.3.):
    - i. Program
      1. This column will list the Medi-Cal program.
    - ii. Auto Text Opt-In Status
      1. This column will indicate whether the auto opt-in functionality has been activated for the associated program.
      2. In edit mode, the column will contain a drop-down with the following options:
        - a. Active
        - b. Inactive
      3. By default, the value will be Active.
      4. In view mode, the column will contain the current opt-in status value for the associated program.
    - iii. Status Date
      1. This column will indicate when the auto opt-in status was last updated for the associated program.
      2. By default, the value will be the SCR go-live date, 03/24/2025.
  - b. The page will display an Edit button in view mode.
    - i. This button will be protected by the AutoTextOptInEdit right and will not display for users without this right (as shown in Figure 2.1.3). Users that are not Universal Users will also not be able to access this page.
  - c. The page will display a Save and Return button in edit mode.
    - i. Clicking this button while in edit mode will save the Auto Text Opt-In page and return the user back to the Auto Text Opt-In page in view mode.
  - d. The page will display a Cancel button in edit mode.
    - i. Clicking this button will in edit mode will not update the Auto Text Opt-In page and return the user back to the Auto Text Opt-In page in view mode.
2. Create a new task navigation titled 'Auto Text Opt-In' for the page location.
  - a. The Task Navigation will display in the Admin Global navigation under the Admin Local Navigation.
  - b. The Task Navigation will display below the 'Emergency Text' Task Navigation.
  - c. This page can be accessed by clicking the 'Auto Text Opt-in' task when the user has the proper security right.
3. The page will be protected by the AutoTextOptInView security right and only be viewable for Universal Users. It will not be visible without this right. Editing the page will be protected by the AutoTextOptInEdit security right. It will not be

editable by non-Universal Users or by Universal Users without the AutoTextOptInEdit security right.

#### 2.1.4 Page Location

---

- **Global:** Admin
- **Local:** Admin
- **Task:** Auto Text Opt-In (Need to be a Universal User and have the AutoTextOptInView to view Task Navigation)

#### 2.1.5 Security Updates

---

##### 1. Security Rights

Security Right	Right Description	Right to Group Mapping
AutoTextOptInView	View Auto Text Opt-In Information.	Auto Text Opt In View, Auto Text Opt In Edit
AutoTextOptInEdit	Edit Auto Text Opt-In Information.	Auto Text Opt In Edit

##### 2. Security Groups

Security Group	Group Description	Group to Role Mapping
Auto Text Opt In View	View Auto Text Opt-In Information.	Refer to Security Matrix
Auto Text Opt In Edit	Edit Auto Text Opt-In Information.	Refer to Security Matrix

Note: The Security Groups should be visible on the Select Security Groups page.

#### 2.1.6 Page Mapping

---

Create page mapping to reflect new Auto Text Opt-In page.

#### 2.1.7 Accessibility

---

This is a new page, and the page should be assessed for accessibility requirements and meet accessibility standards.

#### 2.1.8 Page Usage/Data Volume Impacts

---

N/A

## 2.2 Appointment API

### 2.2.1 Overview

The Appointments API provides ancillary applications (example: Self-Service Portal) a way to access appointment data from CalSAWS. This API also allows ancillary applications to search for existing appointments, update an existing appointment status, and create new appointments.

CalSAWS is adding the ability to associate program types (ex: CalFresh and CalWORKs) to appointments. The Appointment API will be updated so that any appointment created through the API will require the new appointment to have associated program(s).

### 2.2.2 Description of Change

1. All changes described in this section are applicable to the following versions of the Appointment API:

API Versions
V2
V3

**Note(s):**

- Associating appointments to programs is related to a policy change for program-level texting notification opt-ins. The existing supported versions will be updated instead of new version being created. All ancillary applications will be required to update to meet any new requirements, otherwise they may lose the ability to utilize some or all parts of the Appointment API.
- CalSAWS traditionally only supports the two most recent versions of any API.
- The preexisting core difference between V2 and V3 is that V3 supports flexible appointment scheduling. Not all counties support flexible appointment scheduling.

2. The following is a table of all supported appointment programs that the Appointment API will use:

Appointment Programs
CalFresh
CalWORKs

Appointment Programs
GA/GR
GAGR ES/GROW
Medi-Cal
Other
WTW/REP

**Table 2.2.2-1**

3. Update the existing Appointment API's interface for creating new appointments. Appointments created through the API will include a parameter defining what program(s) are associated to the new appointment.

- a. Add the following field:

Parameter Name	Required Parameter	Data Type	Valid Values	Other Requirements
programList	Yes	String	Refer to Table 2.2.2-1	<ul style="list-style-type: none"> <li>The program parameter has a required minimum of one value that must be provided.</li> <li>The program parameter has no maximum number of values it can be provided.</li> <li>The program parameter cannot contain duplicates of the same program values</li> </ul>

- b. The new parameter will have the following validations:

Validation Trigger Scenario	Validation Error Message	Message {parameter name}	Message {Reason}
The required programList (list) parameter has no values in it.	400 Bad Request. {parameter name} is invalid. {Reason}	programList	Request body parameter programList is invalid for {programList}
The required programList (list) parameter has duplicate values in the list. The same program is listed more than one time.			
The required programList (list) parameter has any value that does not match the supported appointment program types.			

### 2.2.3 Partner Integration Testing

Partner Testing Required with the following partners:

- All Counties

### 2.2.4 Counties Impacted

All Counties

## 2.3 Customer Contact Details API

### 2.3.1 Overview

The Customer Contact Details API is a RESTful API that retrieves the Self-Service Portal (SSP) user's contact information and preferences from CalSAWS and sends it to the SSP for the user to view. This action happens by calling the GET endpoint of the API. Additionally, it also stores the user's contact preferences that are collected through the SSP into CalSAWS. This action happens by calling the PUT endpoint of the API. This API will be updated to allow the customer to opt-in for text notifications by program and return the customer's text notification opt-in status by program.

### 2.3.2 Description of Change

1. Update the Customer Contact Details GET /customer/customerContactDetails/ endpoint to include the following response fields (Refer to the Interface documentation under the Supporting Documents section):

GET - Customer Contact Details - Response			
CALSAWS FIELD NAME	TYPE	COMMENTS	REQUIRED
calFreshOptIn	String (1 char min, 2 char max)	Text message opt-in for CalFresh program. Returns 'Y' if the number is opting-in for text notifications for CalFresh. Otherwise, returns 'N'	N/A
calWorksOptIn	String (1 char min, 2 char max)	Text message opt-in for CalWORKs program. Returns 'Y' if the number is opting-in for text notifications for CalWORKs. Otherwise, returns 'N'	N/A
mediCalOptIn	String (1 char min, 2 char max)	Text message opt-in for Medi-Cal program. Returns 'Y' if the number is opting-in for text	N/A

GET - Customer Contact Details - Response			
CALSAWS FIELD NAME	TYPE	COMMENTS	REQUIRED
		notifications for Medi-Cal. Otherwise, returns 'N'	
otherPgmOptIn	String (1 char min, 2 char max)	Text message opt-in for other programs. Returns 'Y' if the number is opting-in for text notifications for other programs excluding CalFresh, CalWORKs, and Medi-Cal. Otherwise, returns 'N'	N/A

2. Update the Customer Contact Details PUT /customer/customerContactDetails/Update endpoint to include the following request fields (Refer to the Interface documentation under the Supporting Documents section):
  - a.

PUT - Customer Contact Details - Request			
CALSAWS FIELD NAME	TYPE	COMMENTS	REQUIRED
calFreshOptIn	String (1 char min, 2 char max)	Text message opt-in for CalFresh program. Returns 'Y' if the number is opting-in for text notifications for CalFresh. Otherwise, returns 'N'	No
calWorksOptIn	String (1 char min, 2 char max)	Text message opt-in for CalWORKs program. Returns 'Y' if the number is opting-in for text notifications for CalWORKs.	No

PUT - Customer Contact Details - Request			
CALSAWS FIELD NAME	TYPE	COMMENTS	REQUIRED
		Otherwise, returns 'N'	
mediCalOptIn	String (1 char min, 2 char max)	Text message opt-in for Medi-Cal program. Returns 'Y' if the number is opting-in for text notifications for Medi-Cal. Otherwise, returns 'N'	No
otherPgmOptIn	String (1 char min, 2 char max)	Text message opt-in for other programs. Returns 'Y' if the number is opting-in for text notifications for other programs excluding CalFresh, CalWORKs, and Medi-Cal. Otherwise, returns 'N'	No

- b. Create a new 422 response code for the following scenarios (Refer to the Interface documentation under the Supporting Documents section):
- i. The SSP account does not exist in CalSAWS:
    1. benefitscal-00001: The guid does not exist in the system.
  - ii. The customer is opting-in for text message notifications, but no programs provided for opt-in:
    1. benefitscal-00002: At least one program opt-in field must be set to Y when the paperlessTextConsent field is set to Y.
  - iii. The customer is opting-out of text message notifications, but at least one of the programs are opting-in:
    1. benefitscal-00003: All program opt-in fields must be set to N when the paperlessTextConsent field is set to N.
  - iv. The customer is opting in/out of text message notifications, but no program opt-in/out is provided:
    1. benefitscal-00004: If a paperlessTextConsent field is included in the request, at least one program opt-in field must be included in the request.'

### 2.3.3 Execution Frequency

---

Real-time

### 2.3.4 Key Scheduling Dependencies

---

No impact to this section.

### 2.3.5 Counties Impacted

---

CalSAWS counties.

### 2.3.6 Category

---

No impact to this section.

### 2.3.7 Data Volume/Performance

---

N/A – No change is expected in the frequency of requests/responses.

### 2.3.8 Interface Partner

---

Self-Service Portal

### 2.3.9 Failure Procedure/Operational Instructions

---

Operations staff will evaluate transmission errors and failures and determine the appropriate resolution (i.e., manually retrieving the file from the directory and contacting the external partner if there is an account or password issue, etc.)

## 2.4 Form Received - MarkDocumentReceived API

### 2.4.1 Overview

---

When a request is made to the MarkDocumentReceived API, an attempt is made to send a 'Form Received' text notification. The 'Form Received' text notification triggered from the API will be updated to check program associated to the received form and program-level text notification opt-in before sending a text notification.

### 2.4.2 Description of Change

---

1. Update the 'Form Received' text notification campaign to identify which program type(s) an individual text notification is associated to.
  - a. Forms can potentially be associated to more than one program. Each individual form's program(s) will be identified by the form's customer report program type(s).
  - b. One or more program(s) associated to the customer report will be marked 'Received'. The text notification should only be associated to the program(s) marked 'Received'.

**Notes:**

- The currently supported form types are variations of different customer reports. All customer reports have one or more program types directly associated to the form and each associated program has its own separately tracked status.
  - The currently supported form types are pre-existing and not changing as part of this SCR. See existing design for further details.
2. Update the process to check whether a customer is opted into the correct program-level opt-in to receive a text notification.
    - a. An individual text notification may be associated to more than one program type. The customer only needs to have opted-in to at least one of the associated program types for the text notification to be sent.
    - b. The below table describes what text notification opt-in program type aligns with which identified program type(s).

Text Opt-In Program Type	Campaign Program Type
CalFresh	CalFresh
CalWORKs	CalWORKs
Medi-Cal	Medi-Cal
Other	<b>Note:</b> Any program type not listed prior in this column

**Notes:**

- The customer's current program-level text notification opt-in status is found on the customer's Contact Detail page.
  - If the text notification is associated to a CalWORKs/CalFresh combined concept (for example, a combination Redetermination Packet), it will be treated as both CalWORKs and CalFresh. If a customer opted-in to receive notifications from at least one of these programs, they will receive the text notification.
- c. A customer is considered opted-in to receive text notifications for a program based on the Contact Detail page's Text Message Opt-In by Program subsection. The below table describes what the field values need to be to be considered opted-in for that program.

Field	Value
Program Opt-In	Yes
Program Text Message Status	Verified

**Note:** The program-level opt-in validation is in addition to other existing opt-in requirements.

3. See the below table for what action to perform, based on the customer's program opt-in status.

Scenario	Triggered Action
----------	------------------

The customer did opt-in to receive a text message for the program type, on the Contact Detail page.	1) The text campaign will be sent.  2) Proceed to perform any already existing post-text actions that are required. (Ex: Adding a record to the Customer Contact History page for the sent text.)
The customer did not opt-in to receive texts for the program type.	1) The text message will not be sent to the customer.  2) Do not perform any further actions. Treat these instances the same as if the text campaign never identified the customer to send a text to.

4. Provide the Customer Contact History page with the program type(s) the text message was sent for. Please view the below table for more details about providing the program type(s) to the Customer Contact History page.

Scenario	Triggered Action
1) A single sent text message is associated to only one program type.	1) Provide the Customer Contact History page with the program type to display on the page.
1) A single sent text message is associated to multiple different programs.	1) Provide the Customer Contact History page with a list of each program associated to the sent text message. <ul style="list-style-type: none"> <li>The page will not be provided any duplicates of individual program types.</li> </ul>

**Note:** Other processes initiated by the MarkDocumentReceived API will be unaffected if a 'Form Received' text notification is not sent or does not send.

### 2.4.3 Partner Integration Testing

N/A

### 2.4.4 Execution Frequency

No change

## 2.4.5 Key Scheduling Dependencies

---

No change

## 2.4.6 Counties Impacted

---

All counties

## 2.4.7 Category

---

No change

## 2.4.8 Data Volume/Performance

---

No change

## 2.4.9 Interface Partner

---

CalSAWS Imaging Solution

## 2.4.10 Failure Procedure/Operational Instructions

---

No change

# 2.5 Update Batch Text Campaigns

## 2.5.1 Overview

---

There are multiple text message campaigns that send a text to customers. Customers receive the text messages only when specific scenarios occur to trigger the message.

Existing campaigns to be updated are:

- Redetermination with Appointment Sent
- Redetermination without Appointment Sent
- SAR 7 Not Received
- CalWORKs Redetermination Packet Not Received
- CalFresh Recertification Packet Not Received
- CalWORKs/CalFresh Recertification Packet Not Received
- SAR 7 Not Received (NA 960X Sent)
- SAR 7 Not Received (Balderas Sent)
- SAR 7 Sent
- QR 7 Due
- GR Non-compliance
- GROW Non-compliance
- MC Packet Sent
- Verification Request Sent
- MC Redetermination Form Not Received

- Notice of Action Sent
- WTW Form Sent
- Upcoming WTW Activity
- Medi-Cal is Auto Renewed
- General Relief Expiration Reminder Text

## 2.5.2 Description of Change

1. Update all the text notification campaigns in Table 2.4.1 in the following ways:
  - a. Capture the program type(s) (ex: CalFresh, CalWORKs, etc.) associated to each individual message to be sent to a customer. Refer to Table 2.4.1's "Program Source" column for where each campaign derives program type information from.

**Note:** See SCR CA-279707 for the recommendation about how program type information is used to verify the customer's program-level opt-in.

Campaign Name	Batch Job Number	Program Source
Redetermination with Appointment Sent	PO00V105	<p>The combined list of programs from the following pages:</p> <ul style="list-style-type: none"> <li>• Customer Reporting Detail</li> <li>• Appointment Detail</li> </ul> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• Appointments created before go-live will have no programs associated to them. These will be treated as "all programs" appointments.</li> <li>• If the RE and the appointment include the same program, only one copy of the program is retained.</li> </ul>
Redetermination without Appointment Sent	PO00V107	The list of programs from Customer Reporting Detail page.
SAR 7 Not Received	PO00V109	The list of programs from Customer Reporting Detail page.
CalWORKs Redetermination	PO00V111	The list of programs from Customer Reporting Detail page.

Packet Not Received		
CalFresh Recertification Packet Not Received	PO00V113	The list of programs from Customer Reporting Detail page.
CalWORKs/CalFresh Recertification Packet Not Received	PO00V115	The list of programs from Customer Reporting Detail page.
SAR 7 Not Received (NA 960X Sent)	PO00V117	The program(s) that the form was sent for, from the Program Detail page.
SAR 7 Not Received (Balderas Sent)	PO00V119	The program(s) that the form was sent for, from the Program Detail page.
SAR 7 Sent	PO00V125	The list of programs from Customer Reporting Detail page.
QR 7 Due	PO00V127	The list of programs from Customer Reporting Detail page.
GR Non-compliance	PO00V129	The program that is non-compliant, from the Program Detail page.
GROW Non-compliance	PO00V131	The program that is non-compliant, from the Program Detail page.
MC Packet Sent	PO00V133	The list of programs from Customer Reporting Detail page.
Verification Request Sent	PO00V135	The program that the form was sent for, from the Program Detail page.
MC Redetermination Form Not Received	PO00V145	The list of programs from Customer Reporting Detail page.
Notice of Action Sent	PO00V151	The program that the form was sent for, from the Program Detail page.
WTW Form Sent	PO00V193	The program that the form was sent for, from the Program Detail page.

Upcoming WTW Activity	PO00V197	The Program Detail page for the program linked to the activity.
Medi-Cal is Auto Renewed	PO00V199	The Program Detail page for the program running EDBC.
General Relief Expiration Reminder Text	PO00V211	The program that the form was sent for, from the Program Detail page.

**Table 2.4.1 – Batch Text Notification Campaigns**

2. Update the Redetermination with Appointment Sent text campaign by adding the below listed requirements.
  - a. Send a text notification to the individual if all the following conditions have been met:

- i. The RE program type is at least one of the following, which is identified by the form's customer report program type(s):

Program
CalWORKs
CalFresh

- i. And the appointments identified by current design include at least one of the following programs:

Program
CalWORKs
CalFresh

**Notes:**

- The above describes recommendations in addition to all existing conditions for the text notification campaign. It does not replace existing conditions.
- The RE program(s) and the program(s) that an appointment is associated to do not need to be the same program(s).
  - Examples of when a text notification will be sent include but are not limited to:
    - An RE associated to CalWORKs only and an appointment associated to CalFresh only.
    - An RE associated to CalWORKs only and an appointment associated to CalFresh and Medi-Cal.

- An RE associated to CalFresh and Medi-Cal and an appointment associated to CalWORKs and GA/GR.

3. Update the Redetermination without Appointment Sent text campaign by adding the below listed requirements.
  - a. Send a text notification to the individual if all the following conditions have been met:

- i. The RE program type is at least one of the following, which is identified by the form's customer report program type(s):

Program
CalWORKs
CalFresh

- ii. And the appointments identified by current design **do not** include any of the following program(s):

Program
CalWORKs
CalFresh

**Note:**

- The above describes recommendations in addition to all existing conditions for the text notification campaign. It does not replace existing conditions.

### 2.5.3 Execution Frequency

---

No change

### 2.5.4 Key Scheduling Dependencies

---

No change

### 2.5.5 Counties Impacted

---

All counties

### 2.5.6 Category

---

No change

### 2.5.7 Data Volume/Performance

---

No change

### 2.5.8 Failure Procedure/Operational Instructions

---

No change

## 2.6 No Response Opt-Out Batch Job

### 2.6.1 Overview

The No Response Opt-Out batch job (PB00C945) changes the text message opt-in status to 'Opt-Out' with a text message status of 'No Response' when the most recent verification text message sent to a customer was 3 or more days ago from the day the batch job runs, and the text message status has remained 'Pending Verification'. The batch job will be updated to opt out a person's program-level text notification opt-in.

### 2.6.2 Description of Change

1. Update the process to opt-out program-level opt-in statuses, if the program's verification message was sent 3 or more days ago from the day the batch job runs.
  - a. Add a process to identify which opt-in verification text notification is associated to which program-level 'Pending Verification' status. An opt-in verification text notification is associated to a 'Pending Verification' status if it meets all the following criteria:
    - i. On the Contact Detail page, there is at least one program opt-in status of 'Pending Verification'.
    - ii. On the Customer Contact History page, there is a verification text notification that was sent after the Status Date on the Contact Detail page.
      1. The Reason column has a value of 'Phone Number Verification'.
      2. The Date/Time column is the most recent for that program.
      3. The Date/Time value is 3 or more days ago from the day the batch job runs.
      4. The Program column includes the same program identified on the Contact Detail page.
      5. The Date/Time column has a value for the same day or later than the identified Contact Detail page Status Date.
  - b. If a Customer Contact History record has been matched to a Contact Detail record (see above), perform the following actions:
    - i. Update the following Contact Detail page fields to the values described in the below table.

Field	New Value
Program Opt-In	No

Program Text Message Status	No Response
Status Date	<b>Note:</b> The current date, when the status change took place

2. Modify the existing process for opting out phone numbers from text notifications.
  - a. The above-described new process of identifying and opting-out programs will occur prior to determining if the phone number will be opted-out.
  - b. Override all preexisting processes for identifying what phone numbers to opt-out. Do **not** opt-out the phone number from text notifications if there are remaining program-level opt-ins with a status of one of the following:

Program Text Message Status
Pending Verification
Verified

- c. Opt-out the phone number from text notifications if there are **no** remaining program-level opt-ins with a status of one of the following:

Program Text Message Status
Pending Verification
Verified

- d. If the phone number should be opted-out, update the following Contact Detail page fields to the values described in the below table.

Field	New Value
Text Message	Opt-Out
Text Message Status	No Response

### 2.6.3 Execution Frequency

No change

### 2.6.4 Key Scheduling Dependencies

No change

### 2.6.5 Counties Impacted

All counties

### 2.6.6 Category

No change

## 2.6.7 Data Volume/Performance

No change

## 2.6.8 Failure Procedure/Operational Instructions

No change

# 2.7 Domestic Violence Opt-Out Batch Job

## 2.7.1 Overview

The Domestic Violence Opt-Out batch job (PB00C113) identifies Domestic Violence cases. Customers on the identified cases are opted out from receiving text notifications. The batch job will be updated to also opt out a person's program-level text notification opt-ins.

## 2.7.2 Description of Change

1. Update the process when opting out a customer's phone number. In addition to opting out the phone number, opt out **all** program-level text notification opt-ins.
  - a. For all programs on the Contact Detail page, update the following fields to the values described in the below table.

Field	New Value
Program Opt-In	No
Program Text Message Status	Opted-Out
Status Date	<b>Note:</b> The current date, when the status change took place

**Note:** The changing of the program-level field values is in addition to all existing triggered processes. It does not replace the existing processes.

## 2.7.3 Execution Frequency

No change

## 2.7.4 Key Scheduling Dependencies

No change

## 2.7.5 Counties Impacted

All counties

## 2.7.6 Category

No change

## 2.7.7 Data Volume/Performance

---

No change

## 2.7.8 Failure Procedure/Operational Instructions

---

No change

# 2.8 EBT Out of State Transaction Batch

## 2.8.1 Overview

---

EBT out of State Transaction Batch job (PI19F411) processes the EBT out of state transactions. Based on the program code, it creates appointments and must consider program-specific appointments moving forward.

## 2.8.2 Description of Change

---

1. When scheduling appointments, program details should be included in the appointments.
  - a. For General Assistance/General Relief program type, the batch job will create appointments with option 'GA/GR'.
  - b. For CalWORKs program type, the batch job will create appointments with option 'CalWORKs'.
  - c. For CalFresh program type, the batch job will create appointments option 'CalFresh'.
  - d. For Refugee Cash Assistance and CAPI program type, the batch job will create appointments with option 'Other'.
2. The batch job checks for existing appointments before attempting to schedule an appointment. Update the process that determines if a new appointment should be created.

**Note:**

- Other criteria defining an existing appointment is not changing as part of this SCR. See current functionality for clarification on the criteria for an existing appointment.
- Appointments that are created prior to Phase 3 deployment will be considered an appointment for all programs. The batch job will not attempt to schedule an additional appointment if an appointment for all programs exists.

## 2.8.3 Execution Frequency

---

No change

## 2.8.4 Key Scheduling Dependencies

---

No change

### 2.8.5 Counties Impacted

---

Los Angeles

### 2.8.6 Category

---

No change

### 2.8.7 Data Volume/Performance

---

N/A

### 2.8.8 Failure Procedure/Operational Instructions

---

Batch Support Operations staff will evaluate transmission errors and failures and determine the appropriate resolution (i.e., manually retrieving the file from the directory and contacting the external partner if there is an account or password issue, etc.)

## 2.9 EBT Out of County Transaction Batch

### 2.9.1 Overview

---

EBT Out of County Transaction Batch job (PI19F410) processes the EBT out of county transactions. Based on the program code, it generates appointments for General Assistance/General Relief program.

### 2.9.2 Description of Change

---

When scheduling appointments, program details should be included in the appointments. For General Assistance/General Relief program type, the batch job will create appointments with option 'GA/GR'.

### 2.9.3 Execution Frequency

---

No change

### 2.9.4 Key Scheduling Dependencies

---

No change

### 2.9.5 Counties Impacted

---

Los Angeles

### 2.9.6 Category

---

No change

## 2.9.7 Data Volume/Performance

---

N/A

## 2.9.8 Failure Procedure/Operational Instructions

---

Batch Support Operations staff will evaluate transmission errors and failures and determine the appropriate resolution (i.e., manually retrieving the file from the directory and contacting the external partner if there is an account or password issue, etc.

## 2.10 Pending GAIN Assignment Batch

---

### 2.10.1 Overview

---

Pending GAIN Assignment Batch (PB19M111) and Pending Unassigned Pool Appraisal Batch (PB19M115) creates appointments. It will be updated to associate appointments to program types.

### 2.10.2 Description of Change

---

1. Update Pending GAIN Assignment Batch (PB19M111) and Pending Unassigned Pool Appraisal Batch (PB19M115).
  - a. 'Appraisal Appointment' appointments created by this either batch job will have the following program type:

Program Type
WTW/REP

- b. 'Cal-Learn Orientation' appointments created by this either batch job will have the following program type:

Program Type
Other

### 2.10.3 Execution Frequency

---

No change

### 2.10.4 Key Scheduling Dependencies

---

No change

### 2.10.5 Counties Impacted

---

Los Angeles

### 2.10.6 Category

---

No change

## 2.10.7 Data Volume/Performance

---

No change

## 2.10.8 Failure Procedure/Operational Instructions

---

No change

# 2.11 Automated Opt-In Batch Job

## 2.11.1 Overview

---

CalSAWS's current design does not support automated opt-ins for text notifications.

CalSAWS will be updated to support automated opt-ins for text notifications for Medi-Cal. A new batch job will be created to identify Medi-Cal customers eligible for automated opt-in.

## 2.11.2 Description of Change

---

1. Automatically opt-in a customer for Medi-Cal text notifications if Medi-Cal is 'Active' on the Auto Text Opt-In page and they meet all the following criteria:

a. The customer meets all the criteria for at least one of the following scenarios:

i. Scenario 1: Newly Approved Applications

1. The customer has a Medi-Cal application that meets the following criteria on the Person History page in the Person Application History section:

a. The application had an initial action that meets the following criteria:

i. The initial action is the following:

Action
Approval

ii. The initial action occurred between the prior batch run and the current run.

**Note:** An initial action of an application is the original approval or denial of an application that takes place after a 'Pending' action.

ii. Scenario 2: Rescinded Approvals

1. The customer has a Medi-Cal application that meets the following criteria on the Person History page in the Person Application History section:
  - a. The application had a rescind action that meets the following criteria:
    - i. A rescind action is one of the following:

Action
Rescind Approved (Denial)
Rescind Approved (Discontinued)

- ii. The rescind action occurred between the prior batch run and the current run.

**Note:** An rescind action is when the application's denial or discontinuance is reversed.

iii. Scenario 3: Primary Applicant Changes

1. The customer meets the following criteria:
  - a. The customer is on a Medi-Cal program.
  - b. The customer became the primary applicant on the Medi-Cal program between the prior batch run and the current batch run.

**Note:** CalSAWS current design supports a worker being able to override historical primary applicant information. If this occurs, it is not possible to identify changes in primary applicants.

- b. And the customer also meets all the following criteria:
  - i. The customer's Medi-Cal text notification status is not any of the following statuses:

Program Text Message Status
Pending Verification
Verified

- ii. The customer has a phone number of at least one of the following types:
      1. Cell
      2. Main
      3. Home
    - iii. The customer is the current primary applicant on the Medi-Cal program.
    - iv. The customer's Medi-Cal program is currently 'Active'.
    - v. The customer is not associated to an 'Active' or 'Pending' Foster Care, AAP, or Kin-GAP program.

- vi. The customer is not linked to a Minor Consent case. A Minor Consent case is a Medi-Cal program with an aid code of 7M, 7N, 7P, or 7R.
- vii. The customer does not have a Cash or Medi-Cal program with an aid code tied to Foster Care, AAP, or Kin-GAP. See Table 2.191.1 for a list of aid codes tied to Foster Care, AAP, or Kin-GAP.

Aid Code	Aid Code Description
03	Adoption Assistance – Federal
04	Adoption Assistance – State Only
05	Seriously Emotionally Disturbed – Non-Emergency As
06	Federal AAP Cash Subsidy from Out-of-State
07	Adoption Assistance – Extended – Federal
2P	ARC Only
2R	ARC Only for NMD
2S	ARC with Federal CalWORKs
2T	ARC with State CalWORKs
2U	ARC with State CalWORKs for NMDs
40	AFDC – Foster Care (State Only)
42	AFDC – Foster Care (Federal)
43	Foster Care Extended (State) beyond age 18
45	County Funded Foster Care
46	Federally Funded FC Benefits from Out-of-State
49	Foster Care Extended (Federal) beyond age 18
4A	Aid to Adoptions – Out of State Adoption
4E	Presumptive Eligibility for Former Foster Care Children
4F	Kin-GAP (State Only)
4G	Kin-GAP (State Only) for children beyond age 18 due to a disability
4H	Foster Care Child in California Work Opportunity and Responsibility to Kids
4L	1931(b) Foster Care
4S	Kin-GAP Extended (Federal)
4T	Kin-GAP (Federal)
4W	Kin-GAP Extended (State)
5K	Emergency Assistance – Foster Care
5L	Emergency Caregiver – Emergency Assistance Ineligible – Foster Care

**Table 2.191.1 – Aid Codes Tied to Foster Care, AAP, or Kin-GAP**

2. From the prior identified opt-in population (see above), perform the following actions:

- a. Identify whether the customer has a phone number opted-in to text notifications.
  - i. If the customer does, use the opted-in phone number.
  - ii. If the customer does not, perform the below actions:
    1. Determine the phone number to be opted-in using the following prioritization:
      - a. Exclude any phone number that is already opted-in to text notifications by a different customer.
      - b. Select the phone number with the highest priority phone number type. The order of phone number type priority is as follows, from highest priority to lowest priority:
        - i. Cell
        - ii. Main
        - iii. Home
      - c. If a customer has multiple phone numbers of the same priority, use the most recently updated phone number.
      - d. If there are no valid phone numbers to opt-in, do not opt-in the customer.
    2. ~~If the individual's phone number is not already 'Verified' or 'Pending Verification' for text notifications, Update the text notification opt-in status on the Contact Detail page for the phone number~~ **should be changed** to the following:

Field	New Value
Text Message	Opt-In
Text Message Status	Pending Verification

- b. The program opt-in status for Medi-Cal should be changed to the following:

Field	New Value
Program Opt-In	Yes
Program Text Message Status	Pending Verification
Status Date	<b>Note:</b> The current date, when the status change took place

- c. Prepare a pending opt-in verification text notification to be sent to the customer's phone number. The text notification will be sent to the customer during the next standard scheduled batch text notification window. See the Assumptions section.

- ~~1. Select the phone number with the highest priority phone number type. The order of phone number type priority is as follows, from highest priority to lowest priority:~~
  - ~~a. Cell~~

b. Main  
c. Home

d. Create the same journal that is currently created when the customer is opted-in through the Contact Detail page.

**Notes:**

- The pending opt-in verification text notification to be sent to the customer is the same text message that is currently triggered through the Contact Detail page. Existing opt-in and opt-out processes apply, depending on the response or non-response from the participant.
- Text notifications will be sent during business hours only (Monday – Friday, 8:00 AM to 6:00 PM). For example, customers identified for auto opt-in text notifications on a Friday would not receive auto opt-in text notifications until the following Monday.

### 2.11.3 Execution Frequency

---

Daily (Monday – Saturday)

### 2.11.4 Key Scheduling Dependencies

---

After PB00C113 (Domestic Violence Opt-Out batch job) and before PO00V200 (text message sweep load balancer).

### 2.11.5 Counties Impacted

---

All counties

### 2.11.6 Category

---

Core

### 2.11.7 Data Volume/Performance

---

~200,000 records per month

### 2.11.8 Failure Procedure/Operational Instructions

---

Batch Support Operations staff will evaluate transmission errors and failures and determine the appropriate resolution (i.e., manually retrieving the file from the directory and contacting the external partner if there is an account or password issue, etc.)

## 2.12 Real-Time Batch Text Notifications – Auto Opt-In Verifications

### 2.12.1 Overview

---

Opt-in verification texts for auto opt-in are sent through a batch job, which are only sent during business hours. If a customer responds with an opt-in or opt-out keyword, any pending opt-in verification text that has yet to be sent will not be sent.

## 2.12.2 Description of Change

1. Update the back-end batch text notification process in all the following ways:

**Note:** The below changes are to CalSAWS back-end only.

- a. Create a new status type for batch's transaction queue of text notifications waiting to be sent to customers. The new transaction status is:

Status	Description
Void	<p>The text transaction no longer needs to be sent to the customer. The queue for sending notifications can ignore this transaction.</p> <p><b>Note:</b> See later bullets that define scenarios a notification will not be sent.</p>

- b. When a "Pending Verification Message" campaign notification is successfully sent to a customer, perform the following actions:
  - i. Update the customer's "Notification Sent Indicator" value to "Yes" for the phone number the notification was sent to.
- c. Update the process that limits sending only notifications for Automated Actions. Do not check for an Automated Action for any process generating a "Pending Verification Message" campaign as a batch text notification.

**Note:** The "Pending Verification Message" campaign is not considered an Automated Action. It is considered as a step that occurs before an Automated Action can occur.

2. Update the batch text notification process to intentionally stop an individual notification from being sent to a customer. See below for what criteria conditions must be met to prevent sending the notification and what actions to perform when this occurs.
  - a. A text notification will not be sent if all the following criteria are met:
    - i. The notification is for the "Pending Verification Message" campaign.
    - ii. The notification's targeted customer does not meet the criteria for all the below scenarios:

**Note:** If at least one of the below scenarios is true for the customer, the notification will be sent.

Scenario	Description
The phone number is still pending verification.	<p>On the Contact Detail page, the customer has a phone number that meets all the following criteria:</p> <ul style="list-style-type: none"><li>• The Number field has a value that matches the original phone number identified for the notification.</li><li>• The Text Message field has a value of "Opt-In".</li><li>• The Text Message Status field has a value of "Pending Verification".</li><li>• The phone number's Text Message Status was changed to that value on the same date as when the notification was originally generated (to be sent the next business day).</li></ul> <p><b>Note:</b> The Contact Detail page does not display the date/time for when a status was changed. However, this information can be viewed on the Transaction History Detail page.</p>
The program(s) are still pending verification.	<p>On the Contact Detail page, in the Text Message Opt-In by Program subsection, there is at least one program that meets the following criteria:</p> <ul style="list-style-type: none"><li>• The Program field value matches at least one of the programs associated to the generated notification.</li><li>• The Program Opt-In field has a value of "Yes".</li></ul>

	<ul style="list-style-type: none"> <li>• The Program Text Message Status field value is "Pending Verification".</li> <li>• The Status Date field is for the same date as when the notification was originally generated (to be sent the next business day).</li> </ul>
--	--

**Note:** Customer may no longer have any relevant 'Pending Verification' statuses because of the delay between when auto-opt-in occurs and when the verification request notification is sent. A customer may have taken other actions that impacted their statuses, prior to receiving the verification request. For example, the customer may have verified their opt-in through the Self-Service Portal or they may have opted out of text notifications entirely by sending a "STOP" text message to CalSAWS.

- b. When a notification is identified to not be sent (as described above), all the following actions will occur:
  - i. The text notification will not be sent to the customer.
  - ii. The text notification's (back-end only) batch transaction status will be updated to "Void".

1. Update the opt in and opt out processes triggered by a customer keyword response. If a customer responds with an opt in or opt out keyword and there is a pending opt in verification text that has not yet been sent to the customer, the pending opt in verification text should not be sent.
2. Create new status codes in category 10614. If there is a pending opt in verification text and the customer opts in prior to the text notification being sent, update the status of the text notification to indicate that it will not be sent due to customer opt in. If there is a pending opt in verification text and the customer opts out prior to the text notification being sent, update the status of the text notification to indicate that it will not be sent due to customer opt out.

**Technical Note:** This status is back end only.

**Notes:**

- The above is in addition to all other existing processes. It does not replace the existing process.
- Opt in and opt out keywords and supported language equivalents are preexisting and not being updated in this SCR.

### 2.12.3 Partner Integration Testing

N/A

#### 2.12.4 Execution Frequency

---

N/A

#### 2.12.5 Key Scheduling Dependencies

---

N/A

#### 2.12.6 Counties Impacted

---

All counties

#### 2.12.7 Category

---

N/A

#### 2.12.8 Data Volume/Performance

---

N/A

#### 2.12.9 Interface Partner

---

N/A

#### 2.12.10 Failure Procedure/Operational Instructions

---

N/A

### 2.13 Test Only – Emergency Text

#### 2.13.1 Overview

---

Counties can create custom text messages and specify program(s) to limit the target audience of the text message. When an Emergency Text is sent to a customer, there is no record added to the Customer Contact History page.

The design of the Emergency Text campaign is not being changed by this SCR. It will not check program-level opt-ins. Emergency Text campaign will be tested to verify that there is not any unintentional impact by other batch text notification process changes.

#### 2.13.2 Description of Change

---

1. Test the Emergency Text notification campaign. Validate the campaign still functions as per its current design.

#### 2.13.3 Execution Frequency

---

No change

### 2.13.4 Counties Impacted

---

All counties

### 2.13.5 Category

---

No change

### 2.13.6 Data Volume/Performance

---

No change

### 2.13.7 Failure Procedure/Operational Instructions

---

No change

## 2.14 Correspondence - Update GEN 102 Program Variable Population

### 2.14.1 Overview

---

SCR CA-279688 updated the Customer Appointment Detail page to indicate the programs for the appointment scheduled on a new section titled "Program Information". Update the GEN 102 Appointment Letter Program Variable Population to check the appointments Created for the Program.

**State Forms:** GEN 102

**Programs:** Multiple

**Attached Forms:** N/A

**Forms Category:** Forms

**Editable:** Yes

**Visibility:** All Counties

**Current Languages** (13): English, Armenian, Arabic, Cambodian, Chinese, Farsi, Tagalog, Hmong, Korean, Lao, Russian, Spanish, Vietnamese

### 2.14.2 Discription of Changes

---

Update the GEN 102 form to adjust the alignment of the program checkboxes as indicated in the mockup. For reference, refer to supporting document #5.

### 2.14.3 Form Verbiage

---

There is no change the form verbiage.

### 2.14.4 Form Variable Population

---

Update the GEN 102 Appointment Letter Program Variable Population to check the appointments Created for the Program.

Variable Name	Population	Formatting	Editable/ Field Type	Template Repository Population	Populates with Form Generation	Populate s in Packet
CalFresh Checkbox	Checked if the 'CalFresh' program is selected on the Customer Appointment Detail Page under Program Information Section.	--	Y Standard Checkbox	N	Y	Y
CalWORKs Checkbox	Checked if the 'CalWORKs' program is selected on the Customer Appointment Detail Page under Program Information Section.	--	Y Standard Checkbox	N	Y	Y
Other Checkbox	Checked if the 'GA/GR' or 'GAGRES/GROW' or 'Medi-Cal' or 'WTW/REP' programs are selected on the Customer Appointment Detail Page under Program Information Section.	--	Y Standard Checkbox	N	Y	Y
Other Programs	Populate the field with the programs selected on the Customer Appointment Detail Page under the Program Information	-	Y Standard Text	N	Y	Y

	<p>section, excluding <b>CalFresh</b> and <b>CalWORKs</b>. The programs should be listed, separated by commas.</p> <p>For Example: if the 'GA/GR', 'GAGR ES/GROW', 'Medi-Cal' and 'WTW/REP' programs are selected, the field should be populated as: GA/GR, GAGR ES/GROW, Medi-Cal, WTW/REP.</p>					
--	--	--	--	--	--	--

### 2.14.5 Form Generation Conditions

There is no change in the Form Generation Conditions.

## 2.15 Correspondence - Update Notice of missed interview Form CF 386 Batch Generation Conditions

### 2.15.1 Overview

The CF 386 CalFresh NOMI is used to alert the customer that they have missed their CalFresh interview appointment and informs them of the due date to complete their interview or their CalFresh benefits will be denied or discontinued.

**State Form:** CF 386 (2/14)

**Current Programs:** CalFresh and CalWORKs

**Current Forms Category:** NOA

**Form Mockups/Examples:** No change to the form template/verbiage.

**Existing Languages:** English, Spanish, Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Vietnamese

### 2.15.2 Form Verbiage

There is no change to the form verbiage.

### 2.15.3 Form Variable Population

---

There is no change to the form variable population.

### 2.15.4 Form Generation Conditions

---

Currently PB00R541 batch job triggers CF 386 Notice of Missed Interview (NOMI) for households who missed their intake interview, when,

1. CalFresh program is Pending and,
2. General appointment type with Telephone interview intake  
or  
Intake interview type and,
3. Appointment status is 'No Show', 'Scheduled' or 'Rescheduled'.

Or when,

1. CalFresh program is Active and,
2. General appointment type with Telephone interview intake  
or  
Intake interview type and,
3. Appointment status is 'No Show', 'Scheduled' or 'Rescheduled' and,
4. Appointment date is within the redetermination period and,
5. No other above listed appointments created with in the current redetermination period.

Or for households who missed their redetermination interview, when,

1. CalFresh program is Active and,
2. General appointment type with Telephone interview recertification  
or  
Telephone CW/CF RE Interview, Re-Evaluation CW/CF Interview or Re-Evaluation Interview types and,
3. Appointment status is 'No Show', 'Scheduled' or 'Rescheduled' and,
4. Appointment date is,  
    within the redetermination due month,  
    Or,  
    within the prior month of redetermination due month.

#### 2.15.4.1 Description of Changes

Along with the current form generation condition add the below new condition.

*New Condition to be added:*

Customer appointment is scheduled for the CalFresh Program by selecting the CalFresh program checkbox under the Program Information Section on the Customer Appointment Detail Page.

## 2.16 Text Notification Report

### 2.16.1 Overview

The Text Notification Report is a monthly scheduled report that provides summary and detailed backup information for outbound text message notifications. This report will be updated to add a column displaying the programs the text notification is associated to.

### 2.16.2 Text Notification Report Mockup

CalSAWS Text Notification Report						
San Bernardino						
Run Date: OCT-02-24 03:10 PM						
Report Month: 09/2024						
Total:						10
Case Number	Case Name	Person Name	English/Spanish	Text Status	Text Date	Text Reason
0019058	Case Name	Person Name	English	Sent	09/27/2024	Text Notification SAR 7 Sent
0050193	Case Name	Person Name	English	Sent	09/18/2024	Appointment Reminder
0068375	Case Name	Person Name	English	Sent	09/13/2024	Medi-Cal is Auto Renewed
0092936	Case Name	Person Name	English	Sent	09/27/2024	Text Notification SAR 7 Sent
0102982	Case Name	Person Name	English	Sent	09/18/2024	Appointment Reminder
0102982	Case Name	Person Name	English	Sent	09/18/2024	Text Notification CW/CF RE Sent
0105507	Case Name	Person Name	English	Sent	09/18/2024	Text Notification CW/CF RE Sent
0110491	Case Name	Person Name	English	Sent	09/16/2024	Text Notification MC RE Sent
0127396	Case Name	Person Name	English	Sent	09/13/2024	Medi-Cal is Auto Renewed
0136408	Case Name	Person Name	English	Sent	09/04/2024	Text Notification Customer Report Received

Figure 2.16.2.1 – Text Notification Report Details Sheet Before Addition of Program Column

CalSAWS Text Notification Report							
San Bernardino							
Run Date: OCT-02-24 03:10 PM							
Report Month: 09/2024							
Total:							10
Case Number	Case Name	Person Name	English/Spanish	Text Status	Text Date	Text Reason	Program
0019058	Case Name	Person Name	English	Sent	09/27/2024	Text Notification SAR 7 Sent	CF
0050193	Case Name	Person Name	English	Sent	09/18/2024	Appointment Reminder	CF, CW, MC
0068375	Case Name	Person Name	English	Sent	09/13/2024	Medi-Cal is Auto Renewed	MC
0092936	Case Name	Person Name	English	Sent	09/27/2024	Text Notification SAR 7 Sent	CF
0102982	Case Name	Person Name	English	Sent	09/18/2024	Appointment Reminder	CF, CW, MC, Other
0102982	Case Name	Person Name	English	Sent	09/18/2024	Text Notification CW/CF RE Sent	CF, CW
0105507	Case Name	Person Name	English	Sent	09/18/2024	Text Notification CW/CF RE Sent	CF, CW
0110491	Case Name	Person Name	English	Sent	09/16/2024	Text Notification MC RE Sent	MC
0127396	Case Name	Person Name	English	Sent	09/13/2024	Medi-Cal is Auto Renewed	MC
0136408	Case Name	Person Name	English	Sent	09/04/2024	Text Notification Customer Report Received	-

Figure 2.16.2.2 – Text Notification Report Details Sheet After Addition of Program Column

CalSAWS		Text Notification Report		
San Bernardino				
Run Date: OCT-02-24 03:10 PM				
Report Month: 09/2024				
Sent Text Summary				
Reason	Total			
Appointment Reminder	2			
CF RE Discontinuance	0			
CW RE Discontinuance	0			
CW/CF Discontinuance	0			
Medi-Cal is Auto Renewed	2			
Missed Appointment	0			
Missing SAR 7	0			
Notice of Action Sent	0			
Phone Number Verification	0			
Text Notification Customer	0			
Text Notification Customer	0			
Text Notification Customer	1			
Text Notification CW/CF RE	2			
Text Notification MC RE Sent	1			
Text Notification SAR 7 Sent	2			
Text Notification Verification	0			
Upcoming WTW Activity	0			
WTW Form Sent	0			
Total	10			
Undeliverable Text Summary				
Reason	Total			
Undeliverable	0			

Figure 2.16.2.3 – Text Notification Report Summary Sheet Before Adjustment of Reason Column Width

CalSAWS		Text Notification Report		
San Bernardino				
Run Date: OCT-02-24 03:10 PM				
Report Month: 09/2024				
Sent Text Summary				
Reason	Total			
Appointment Reminder	2			
CF RE Discontinuance	0			
CW RE Discontinuance	0			
CW/CF Discontinuance	0			
Medi-Cal is Auto Renewed	2			
Missed Appointment	0			
Missing SAR 7	0			
Notice of Action Sent	0			
Phone Number Verification	0			
Text Notification Customer Report Complete	0			
Text Notification Customer Report Incomplete	0			
Text Notification Customer Report Received	1			
Text Notification CW/CF RE Sent	2			
Text Notification MC RE Sent	1			
Text Notification SAR 7 Sent	2			
Text Notification Verification Request Sent	0			
Upcoming WTW Activity	0			
WTW Form Sent	0			
Total	10			
Undeliverable Text Summary				
Reason	Total			
Undeliverable	0			

**Figure 2.16.2.4 – Text Notification Report Summary Sheet After Adjustment of Reason Column Width**

### 2.16.3 Description of Change

1. Update the Text Notification Report to add a new 'Program' column on the 'Details' sheet, that will display the program(s) associated to the text message notification.

Column Name	Column Description
Program	This is the program(s) associated to the text message notification that was sent to the customer. The text message notification can be associated to one or more programs.

	<p>The value for this column will display as the program code of the program or 'Other'.</p> <p>The value of 'Other' can occur under any of the following conditions:</p> <ul style="list-style-type: none"> <li>On the Contact Detail page, the 'Other' program was selected to opt-in to receive text notifications instead of the additional options of <ul style="list-style-type: none"> <li>CalFresh</li> <li>CalWORKs</li> <li>Medi-Cal</li> </ul> as per Phase 2 SCR CA-279707.</li> <li>When creating a new customer appointment, 'Other' is selected as the associated program instead of the additional options of <ul style="list-style-type: none"> <li>CalFresh</li> <li>CalWORKs</li> <li>GA/GR</li> <li>GAGR ES/GROW</li> <li>Medi-Cal</li> <li>WTW/REP</li> </ul> as per Phase 1 SCR CA-279688.</li> </ul> <p>If the text message notification is associated to multiple programs the program code values will be displayed in a comma separated list in alphabetical order. The value of 'Other' will also be included in this list if exists.</p> <p>For example: CF, MC, Other</p> <p>If the text message notification is not associated to a program or 'Other' then the blank value will be denoted by '-'.</p> <p><b>Tech Notes:</b>  SELECT CONTACT_LOG_PGM.PGM_CODE  WHERE CONTACT_LOG_PGM.CONTACT_LOG_ID =  CONTACT_LOG.ID</p> <p>The value of 'Other' occurs when  CONTACT_LOG_PGM.OTHER_IND = 'Y'</p>
--	---

- Update the 'Details' sheet to account for the shift of the 'Total' field to align with the addition of the new 'Program' column. See **Figure 2.16.2.2** for reference.

3. Update the 'Summary' sheet to expand the width of the 'Reason' column to adjust the display of longer 'Reason' column values. See **Figure 2.16.2.4** for reference.

#### 2.16.4 Report Location

---

- **Global: Reports**
- **Local: Scheduled**
- **Task: Administrative**

#### 2.16.5 Counties Impacted

---

All counties will be impacted by the changes outline in this section.

#### 2.16.6 Security Updates

---

1. Security Rights

Security Right	Right Description	Right to Group Mapping
N/A	N/A	N/A

2. Security Groups

Security Group	Group Description	Group to Role Mapping
N/A	N/A	N/A

#### 2.16.7 Report Usage/Performance

---

No significant change in report usage or performance is expected.

## 2.17 Text Message Status Data Change

### 2.17.1 Overview

---

This SCR will process a data change to move existing contact text message data to the new table structure.

### 2.17.2 Description of Change

---

1. Process a data change to move existing contact text message data to new table structure.
  - a. Customers that currently have a phone number with a text message value of 'Opt-In' will have the Program Opt-In values set to 'Yes' for all Program options (CalFresh, CalWORKs, Medi-Cal, Other).
    - i. Opted-In customers that currently have a text message status of 'Verified' will have the Program Opt-In Status value set to 'Verified'
    - ii. Opted-In customers that currently have a text message status of 'Pending Verification' will have the Program Opt-In Status value set to 'Pending Verification.'
    - iii. The initial Status Date value will be set based on the date the phone number record was last updated.
  - b. Update Customer Contact History records for the verification texts sent to customers that are 'Pending Verification' at the time the data change is processed.
    - i. The Program field will be updated to indicate all Program options (CalFresh, CalWORKs, Medi-Cal, Other).

**Note:** When multiple records exist for a customer, only the most recent Customer Contact History record for the customer should be updated.

**Technical Note:** This data change should be applied at go-live, prior to other data changes.

### 2.17.3 Estimated Number of Records Impacted/Performance

---

7,258,315 records

## 2.18 One-Time Automated Opt-In for Medi-Cal

### 2.18.1 Overview

Customers currently active on a Medi-Cal program who have not opted-in or opted-out of text notifications previously will be prompted to opt-in to text notifications for Medi-Cal.

### 2.18.2 Description of Change

1. Create a data change to identify the list of customers who will be sent an opt-in verification text notification. Customers should meet all the following criteria:
  - a. The customer is the current primary applicant on a Medi-Cal program.
  - b. The Medi-Cal program is currently 'Active'.
  - c. All phone numbers associated to the customer have a blank 'Text Message Status'.
  - d. The customer has a phone number with one of the following types:
    - i. Cell
    - ii. Main
    - iii. Home
  - e. The customer is not linked to any case with an active 'Domestic Violence' case flag and/or an existing 'Domestic Violence' confidentiality record and their household status for the case is 'In the Home'.
  - f. The customer is not associated to an 'Active' or 'Pending' Foster Care, AAP, or Kin-GAP program.
  - g. The customer is not linked to a Minor Consent case. A Minor Consent case is a Medi-Cal program with an aid code of 7M, 7N, 7P, or 7R.
  - h. The customer does not have a Cash or Medi-Cal program with an aid code tied to Foster Care, AAP, or Kin-GAP. See Table 2.101.1 for a list of aid codes tied to Foster Care, AAP, or Kin-GAP.
2. For the prior identified opt-in population (see above), perform the following actions: all actions specified in the "Automated Opt-In Batch Job" [section](#) describing what actions to take for the target population.
  - a. ~~Select the phone number with the highest priority phone number type. The order of phone number type priority is as follows, from highest priority to lowest priority:~~
    1. ~~Cell~~
    2. ~~Main~~
    3. ~~Home~~
  - b. ~~Update the text notification opt-in status on the Contact Detail page for the phone number to the following:~~

Field	New Value
Text Message Status	Pending Verification

- ~~c. Update the program opt-in status for Medi-Cal to the following:~~

Field	New Value
-------	-----------

Program Opt-In	Yes
Program Text Message Status	Pending Verification
Status Date	<b>Note:</b> The current date, when the status change took place

d. Prepare a pending opt-in verification text notification to be sent to the customer's phone number.

**Notes:**

- The pending opt-in verification text notification to be sent to the customer is the same text message that is currently triggered through the Contact Detail page. Existing opt-in and opt-out processes apply, depending on the response or non-response from the customer.
- Text notifications will be sent during business hours only (Monday – Friday, 8:00 AM to 6:00 PM).

**Technical Notes:**

- The CalHEERS Information Updates job will be turned off during the time that the data change is processing. No information updates transactions will be sent during this time.
  - CalHEERSUpdateTransaction (PB00CH200) and CalHEERSUpdateTransactionTables (PB00CH201) will be turned off on the night of the implementation of SCR.
  - CalHEERSUpdateTransaction (PB00CH200) and CalHEERSUpdateTransactionTables (PB00CH201) will be turned back on during the night following the implementation of SCR to resume normal processing.
- This data change should be applied after the data change to move existing contact text message data to the new, program-specific table structure, which is detailed earlier in this document.
- This data change should be applied at go-live.

### 2.18.3 Data Volume/Performance

~1 million records

## 2.19 Update Code Category 2799

### 2.19.1 Overview

Program-specific logic is not applicable in production until Phase 3 release date. Update the back-end date to align with Phase 3 release date.

### 2.19.2 Description of Change

1. Update 'Text Messaging by Program Go-Live' record in code category 2799, added in SCR CA-279688, to align with Phase 3 release date.

## 2.20 Automated Regression Test

### 2.20.1 Overview

---

Create new automated regression test scripts to verify the basic functionality of the new Auto Text Opt-In page, the page mapping entries for this page, and the changes to the two Customer Contact Details API endpoints.

### 2.20.2 Description of Change

---

1. Create regression scripts to verify that a Universal User can navigate to the Auto Text Opt-In page and view, edit, and cancel updates to the Medi-Cal opt-in status.
2. Create regression scripts to verify that the task nav link for the Auto Text Opt-In page is not visible to a county-specific user.
3. Create regression scripts to verify that a page mapping entry exists for each applicable field on the Auto Text Opt-In page.
4. Create (or update existing) regression scripts to verify that when valid requests are sent to the Customer Contact Details API GET endpoint, the responses include opt-in status values for each program/category.
5. Create regression scripts to verify that valid requests sent to the Customer Contact Details API PUT endpoint with each program/category parameter populated:
  - a. A successful response is returned.
  - b. The changes are reflected on the Customer Contact Detail page.

**Technical Note:** Each opt-in parameter should be tested individually, and in full combination (5 requests total).

6. Create regression scripts to verify that when valid requests are sent to the Appointment API POST (create) endpoint with each of the following "programList" details, a successful (code 201) response is returned:
  - a. One supported program value
  - b. A subset of supported program values
  - c. All seven supported program values

**Technical Note:** Each script must support both applicable versions of the Appointment API (v2, v3).

7. Create regression scripts to verify that when invalid requests due to the following deficiencies in the "programList" parameter value are sent to the Appointment API POST (create) endpoint, a bad request (code 400) response is returned with error details indicating the deficiency:
  - a. No value
  - b. Duplicate values
  - c. Unsupported value







**Technical Note:** Each script must support both applicable versions of the Appointment API (v2, v3).

8. Update the existing regression scripts which send requests to the Appointment API POST (create) endpoint to include a valid "programList" parameter value.

**Technical Note:** Only the script logic for the applicable versions of the Appointment API (v2, v3) shall be updated. Script logic targeting a prior version (v1) should remain as-is.

**Expected Impact:** 25 to 40 regression scripts

### 3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Online	Security Matrix	 CA-26062 Security Matrix.xls
2	Reports	Text Notification Report Mockup	 Text Notification Report Mockup.xlsx
3	Interface	Customer Contact Details YAML file	 CustomerContactPreferences.yaml
4	Interface	Customer Contact Details HTML file	 CustomerContactPreferences.html
5	Correspondence	GEN 102 in English	 GEN_102_EN.pdf
6	Interface	Appointment API HTML file	 appointmentsv3.html

## 4 REQUIREMENTS

### 4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.20	CalSAWS shall support multiple means of communicating appointments, appointment reminders, and critical dates and/or information that may affect a participant's eligibility, using the following means: a. E-mail; b. Text messaging; d. Automated phone reminder; e. USPS mail	This SCR will update the process by which a participant opts-in to receive text messages.
2.24.2.4	CalSAWS shall produce several types of reports which support all levels of staff in managing their particular workloads, including management reports, State level reports, and ad hoc reports	The Text Notification Report will be updated to provide program details associated to the text message notification.

# CalSAWS

California Statewide Automated Welfare System

## **Design Document**

CA-265032

Implement Test Data Slicer Tool

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	LeS
	Reviewed By	ZhaoA

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
9/20/2023	1.0	Added requirements for online screens	LeS
10/19/2023	1.1	Added requirements for batch jobs	ZhaoA
2/29/2024	1.2	Updated Table of Contents, added security rights and groupings, included security matrix in support documents, removed placeholder text	LeS
1/29/2025	1.3	Update security rights name, page/field names. Update security matrix to match the security rights name updates. Add supporting document for list of Accenture resources who need to be assigned the new rights	ZhaoA

## Table of Contents

1	Overview .....	5
1.1	Current Design.....	5
1.2	Requests.....	5
1.3	Overview of Recommendations.....	5
1.4	Assumptions .....	5
2	Recommendations.....	6
2.1	Admin Task Navigation .....	6
2.1.1	Overview .....	6
2.1.2	Admin Task Navigation Mockup .....	6
2.1.3	Description of Changes .....	7
2.1.4	Page Location .....	7
2.1.5	Security Updates.....	7
2.1.6	Page Mapping.....	8
2.1.7	Page Usage/Data Volume Impacts .....	8
2.2	Data Slicer - Landing Page.....	8
2.2.1	Overview .....	8
2.2.2	Data Slicer – Landing Page Mockup .....	8
2.2.3	Description of Changes .....	8
2.2.4	Page Location .....	8
2.2.5	Security Updates.....	9
2.2.6	Page Mapping.....	9
2.3	Data Slicer – Initial Case Load.....	9
2.3.1	Overview .....	9
2.3.2	Data Slicer – Initial Case Load Mockup .....	9
2.3.3	Description of Changes .....	10
2.3.4	Page Location .....	10
2.3.5	Security Updates.....	10
2.3.6	Page Mapping.....	10
2.3.7	Page Usage/Data Volume Impacts .....	10
2.4	Data Slicer – Multiple Case Copy .....	10
2.4.1	Overview .....	10
2.4.2	Data Slicer – Multiple Case Copy Mockup .....	11
2.4.3	Description of Changes .....	11

2.4.4	Page Location .....	12
2.4.5	Security Updates.....	12
2.4.6	Page Mapping.....	12
2.4.7	Page Usage/Data Volume Impacts .....	12
2.5	Data Slicer – Individual Case Copy .....	12
2.5.1	Overview .....	12
2.5.2	Data Slicer – Individual Case Copy Mockup .....	12
2.5.3	Description of Changes .....	13
2.5.4	Page Location .....	14
2.5.5	Security Updates.....	14
2.5.6	Page Mapping.....	14
2.5.7	Page Usage/Data Volume Impacts .....	15
2.6	Create Batch Jobs to Populate Lower Environment Test Data .....	15
2.6.1	Overview .....	15
2.6.2	Description of Changes .....	16
2.6.3	Execution Frequency.....	16
2.6.4	Key Scheduling Dependencies .....	16
2.6.5	Counties Impacted .....	16
2.6.6	Category .....	16
2.6.7	Data Volume/Performance .....	17
2.6.8	Failure Procedure/Operational Instructions.....	17
3	Supporting Documents .....	17

# 1 OVERVIEW

---

This System Change Request (SCR) will implement the test data slicer tool to populate test data in the lower environments, masked or unmasked depending on the environment.

## 1.1 Current Design

Currently, test data for lower environments are copied through a data refresh or using the case copy batch job in select environments.

## 1.2 Requests

The Test Data Slicer Tool has the following requirements:

1. An online screen that will enable specific users to select what type of process they would like to use to populate lower environments with cases.
2. A copy process to populate lower environments post baseline production deployment (approximately every 2 months).
3. A copy process to copy a small-scale test data for lower environments.

## 1.3 Overview of Recommendations

1. Create a Data Slicer page with a dropdown of the different copy processes the user will use to populate the lower environments.
  - a. Initial Case Load
  - b. Multiple Case Copy
  - c. Individual Case Copy
2. Implement the copy process to populate the lower environments, masked and unmasked depending on the environment, with production data.
3. Implement a process to toggle the tool on and off with a Data Change Request (DCR)

## 1.4 Assumptions

1. The selected lower environments will no longer be copied through a data refresh.
2. The existing Case Copy functionality will continue to exist for PRT and Training Staging environments.

## 2 RECOMMENDATIONS

---

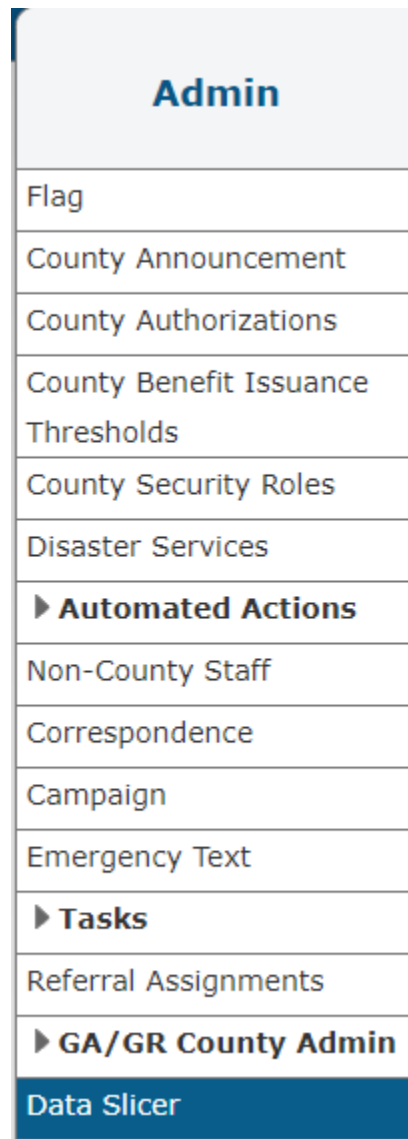
This section outlines the recommendations to introduce the Test Data Slicer tool in order to populate lower environments with test data.

### 2.1 Admin Task Navigation

#### 2.1.1 Overview

Users will be able to navigate to the Data Slicer page by using the existing Admin Navigations in the CalSAWS System.

#### 2.1.2 Admin Task Navigation Mockup

A vertical navigation menu mockup. The top item is 'Admin' in a light blue box. Below it are several white boxes with blue text: 'Flag', 'County Announcement', 'County Authorizations', 'County Benefit Issuance Thresholds', 'County Security Roles', 'Disaster Services', '► Automated Actions', 'Non-County Staff', 'Correspondence', 'Campaign', 'Emergency Text', '► Tasks', 'Referral Assignments', '► GA/GR County Admin', and 'Data Slicer' in a dark blue box at the bottom.

<b>Admin</b>
Flag
County Announcement
County Authorizations
County Benefit Issuance Thresholds
County Security Roles
Disaster Services
► Automated Actions
Non-County Staff
Correspondence
Campaign
Emergency Text
► Tasks
Referral Assignments
► GA/GR County Admin
<b>Data Slicer</b>

Figure 2.1.2 – Admin Task Navigation Mockup

### 2.1.3 Description of Changes

1. Add a "Data Slicer" task navigation option to the Admin Local Navigation
  - a. This navigation will be under the GA/GR County Admin task navigation option as seen in Figure 2.1.2
  - b. This option will display if the User's security profile contains the DataSliceView security right.
2. Clicking "Data Slicer" navigation will navigate the user to the Data Slicer page.
3. The User can edit the "Data Slicer" page if the User's security profile contains the DataSliceEdit security right.
4. The visibility of the DataSliceView and DataSliceEdit security rights and related security groups Data Slicer View and Data Slicer Edit will be turned off. These rights are only applicable to a subset of non-county staff which is detailed in the Supporting Documents section.

### 2.1.4 Page Location

- **Global: Admin Tools**
- **Local: Admin**
- **Task: Data Slicer**

### 2.1.5 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
DataSliceView	Ability to view the Data Slicer Pages	Data Slicer View
DataSliceEdit	Ability to make requests on the Data Slicer Pages	Data Slicer Edit

2. Security Groups

Security Group	Group Description	Group to Role Mapping
Data Slicer View	Allow specific uses to access the Data Slicer page	N/A
Data Slicer Edit	Allow specific uses to view and edit the Data Slicer page	N/A

### 2.1.6 Page Mapping

N/A

### 2.1.7 Page Usage/Data Volume Impacts

There are no expected page usage/volume impacts.

## 2.2 Data Slicer - Landing Page

### 2.2.1 Overview

The Data Slicer page will initially load with a dropdown menu. The dropdown menu will provide the different copy process options.

### 2.2.2 Data Slicer – Landing Page Mockup

#### Data Slicer

\*- Indicates required fields

Request Data

The mockup shows a form titled "Data Request Type: \*" with a dropdown menu. The dropdown menu is open, showing four options: "Initial Case Load", "Individual Case Copy", "Initial Case Load", and "Multiple Case Copy". The first "Initial Case Load" option is highlighted. To the right of the dropdown is a blue button labeled "Request Data".

Figure 2.2.1 – Data Slicer – Landing Page Mockup

### 2.2.3 Description of Changes

1. Add a Data Slicer page to the CalSAWS System
  - a. Data Request Type – This field displays a dropdown menu of the different data request types that can be used to copy test data into lower environments. It will be defaulted to Initial Case Load. The options will be (in this order):
    - i. Initial Case Load
    - ii. Multiple Case Copy
    - iii. Individual Case Copy
  - b. Request Data Button
    - i. Clicking this button will initiate a copy process to populate lower environments with data based on the parameters selected on the page.

### 2.2.4 Page Location

- Global: Admin Tools
- Local: Admin

- Task: Data Slicer

## 2.2.5 Security Updates

1. See Section 2.1.5

## 2.2.6 Page Mapping

Create new page mapping to add the new fields in this page.

## 2.3 Data Slicer – Initial Case Load

### 2.3.1 Overview

The “Initial Case Load” Data Request Type for the Data Slicer page will allow users to select up to 5 counties to populate test data into the lower environments.

### 2.3.2 Data Slicer – Initial Case Load Mockup

Data Slicer

\*- Indicates required fields

Request Data

Data Request Type: \*

Initial Case Load

Release Data Refresh

County(s) \*

☐ Alameda
☐ Alpine
☐ Amador
☐ Butte
☐ Calaveras

☐ Colusa
☐ Contra Costa
☐ Del Norte
☐ El Dorado
☐ Fresno

☐ Glenn
☐ Humboldt
☐ Imperial
☐ Inyo
☐ Kern

☐ Kings
☐ Lake
☐ Lassen
☐ Los Angeles
☐ Madera

☐ Marin
☐ Mariposa
☐ Mendocino
☐ Merced
☐ Modoc

☐ Mono
☐ Monterey
☐ Napa
☐ Nevada
☐ Orange

☐ Placer
☐ Plumas
☐ Riverside
☐ Sacramento
☐ San Benito

☐ San Bernardino
☐ San Diego
☐ San Francisco
☐ San Joaquin
☐ San Luis Obispo

☐ San Mateo
☐ Santa Barbara
☐ Santa Clara
☐ Santa Cruz
☐ Shasta

☐ Sierra
☐ Siskiyou
☐ Solano
☐ Sonoma
☐ Stanislaus

☐ Sutter
☐ Tehama
☐ Trinity
☐ Tulare
☐ Tuolumne

☐ Ventura
☐ Yolo
☐ Yuba

Request Data

Figure 2.3.1 – Data Slicer – Initial Case Load Mockup

### 2.3.3 Description of Changes

#### 1. Initial Case Load

- a. This section will dynamically display once the “Initial Case Load” option is selected for the Data Request Type field.
- b. Full Load County (Max 5)
  - i. This section will display all 58 counties in 5 columns with selectable checkboxes, as seen in Figure 2.3.1

#### 2. Request Data Button

- a. Clicking this button will store the selected counties into the database to be processed by batch.
  - i. The page will refresh and start at the landing page as seen in Figure 2.2.1
- b. Page Validations will be triggered upon clicking this button prior to saving the information.
  - i. If no counties were selected the validation will state: “Full Load County: Field is required. Please select a value.”
  - ii. If more than 5 counties are selected the validation will state: “Maximum County allowed is 5.”

### 2.3.4 Page Location

- **Global: Admin Tools**
- **Local: Admin**
- **Task: Data Slicer**

### 2.3.5 Security Updates

1. See Section 2.1.5

### 2.3.6 Page Mapping

Create new page mapping to add the new fields in this page.

### 2.3.7 Page Usage/Data Volume Impacts

There are no expected page usage/volume impacts.

## 2.4 Data Slicer – Multiple Case Copy

### 2.4.1 Overview

The “Multiple Case Copy” Data Request Type for the Data Slicer page will allow users to input case and county delimited by a comma to populate test data into the lower environments.

## 2.4.2 Data Slicer – Multiple Case Copy Mockup

### Data Slicer

\* - Indicates required fields

Request Data

Data Request Type: \*

Multiple Case Copy ▼

**Multiple Case Copy**

Destination: \*

☐ STG5 ☐ AT4

Case, County: \*

Case Number and County must be separated by a comma(,) and each set is on a new line

123123,19  
223456,34

Request Data

Figure 2.4.1 – Data Slicer – Multiple Case Copy Mockup

## 2.4.3 Description of Changes

1. Multiple Case Copy
  - a. This section will dynamically display once the “Multiple Case Copy” option is selected for the Data Request Type field.
  - b. Case, County – a free text field that allows the User to add case and county information with a maximum length of 20,000 characters.
    - i. A note will be displayed under the field title to let the user know how they should format the text. It will state:
      1. Case Number and County must be separated by a comma and each set is on a new line.
    - ii. When the text field is empty, it will show placeholder text to indicate the format the user should use.
      1. Once the user types in the text field, the placeholder text will disappear.
2. Request Data Button
  - a. Clicking this button will store the selected counties into the database to be processed by batch.
    - i. The page will refresh and start at the landing page as seen in Figure 2.2.1
  - b. Page Validations will be triggered upon clicking this button prior to saving the information.

- i. If nothing is selected in the Destination field, the validation will state: "Destination: Field is required. Please select a value."
- ii. If no inputs were made in the Case, County text field, the validation will state: "Case, County: Field is required. Please enter a value."

#### **2.4.4 Page Location**

- **Global: Admin Tools**
- **Local: Admin**
- **Task: Data Slicer**

#### **2.4.5 Security Updates**

1. See Section 2.1.5

#### **2.4.6 Page Mapping**

Create new page mapping to add the new fields in this page.

#### **2.4.7 Page Usage/Data Volume Impacts**

There are no expected page usage/volume impacts.

### **2.5 Data Slicer – Individual Case Copy**

#### **2.5.1 Overview**

The "Individual Case Copy" Data Request Type for the Data Slicer page will allow users to select case and county to populate test data into the lower environments.

#### **2.5.2 Data Slicer – Individual Case Copy Mockup**

Data Slicer

\*- Indicates required fields

Request Data

Data Request Type: \*  
Individual Case Copy

Individual Case Copy

Destination: \*  
☐ STG5    ☐ AT4

Cases

Case Number *	County
No Case Selected	
Select	

Request Data

Figure 2.5.1 – Data Slicer – Individual Case Copy – No Case Selected Mockup

Data Slicer

\*- Indicates required fields

Request Data

Data Request Type: \*  
Individual Case Copy

Individual Case Copy

Destination: \*  
☐ STG5    ☐ AT4

Cases

	Case Number *	County
<input type="checkbox"/>	M101D07	San Bernardino
Remove		

Request Data

Figure 2.5.2 – Data Slicer – Individual Case Copy – 1 Case Selected Mockup

2.5.3 Description of Changes

- 1. Individual Case Copy
  - a. This section will dynamically display once the “Individual Case Copy” option is selected for the Data Request Type field.

- c. Destination – This required field will display, on a single row, the available environments with selectable checkboxes, as seen in Figure 2.5.2
- d. Case Number and County
  - i. This section will display the selected case to be populated in the selected Destinations.
  - ii. "No Case Selected" will display if no case has been selected.
  - iii. Select Button – This button will allow us to search for the case and county.
    - 1. Clicking this button will take us to the existing "Select Person" flow in order to select a person and then the case associated to that person.
    - 2. After selecting the Case Number and county, the static information will display as seen in Figure 2.5.2
    - 3. This button will no longer display if a case has been selected, it will reappear if the case is removed
- e. Remove Button – This button will display when there is a case selected.
  - i. Clicking this button will remove the selected case
- 2. Request Data Button
  - a. Clicking this button will store the selected counties into the database to be processed by batch.
    - i. The page will refresh and start at the landing page as seen in Figure 2.2.1
  - b. Page Validations will be triggered upon clicking this button prior to saving the information.
    - i. If no destinations were selected the validation will state: "Destination: Field is required. Please enter a value."
    - ii. If no cases were selected the validation will state: "Case Number: Field is required. Please select a value."

#### 2.5.4 Page Location

- **Global: Admin Tools**
- **Local: Admin**
- **Task: Data Slicer**

#### 2.5.5 Security Updates

- 1. See Section 2.1.5

#### 2.5.6 Page Mapping

Create new page mapping to add the new fields in this page.

### 2.5.7 Page Usage/Data Volume Impacts

There are no expected page usage/volume impacts.

## 2.6 Create Batch Jobs to Populate Lower Environment Test Data

### 2.6.1 Overview

#### **Data Refresh Background**

Currently, lower environments are regularly refreshed with a full copy of production data via Delphix. Environments may be masked or unmasked. A snapshot is kept in a dedicated staging environment where the data is masked, then copied to the appropriate masked environments.

#### **Case Copy Background**

In addition, for training environments, there are case copy batch jobs which are used to copy only requested case data. Workers can request specific cases to copy, which are staged to a transaction table. The case copy batch job, which are configured to a specific source and destination database pair, processes those transactions to copy the case. The data is always copied to the destination database with a new generated case number. Note that these jobs only copied data which can be linked to a case. There are also some restrictions implemented to prevent some data linked to cases from being copied. Therefore, static tables, a subset of tables that link to case, and all tables which do not link to case will not be copied by the case copy jobs. Note that we have an in-house masking solution which is used to mask data before it is inserted into any masked database.

#### **New Approach to Populating Test Data**

As described in the previous section, we can use case copy batch jobs to copy specific cases from one environment to another. In addition, upon refresh of a database, a full copy of the dataset of a production snapshot is applied to an environment. However, for masked lower environments, Delphix, the tool that performs this full dataset refresh, is planned for decommission. Therefore, there is a need to support both specific case copy as well as a method to refresh an environment with data. The new approach to populating test data is similar to case copy, but at greater scale. Instead of requesting specific cases, release management will have the option to request specific cases to copy. Batch jobs will identify the staged county to copy, identify all case data belonging to that copy in the staging database, and delete all case data not belonging to the requested counties. In addition, static tables will remain intact. This sliced dataset will then be propagated to lower environments.

## 2.6.2 Description of Changes

1. Individual/Multi- Case Copy Job – Job will reuse case copy logic, read in requested case and target database from a staging table, identify the case data to be copied, mask the data using the in-house Data Masking Profiler (DMP), and insert the data to the target database.
2. **Initial Case Load** Jobs – This series of jobs will run against the batch performance database. Data is grouped into subsets which are processed in parallel. For example, OCAT table and its children will be processed in parallel to EDBC table and its children. We will call these subsets data groups with the parent table representing the subset of tables of the data group.
  - a. Component 1 – Load balancers will divide the work of processing the larger database tables by assigning that work to downstream thread jobs.
  - b. Component 2 – Downstream jobs will query for the table that was assigned to it from component 1 if applicable and query that table for all records that belong to the requested counties. An indicator is left null if the record does not belong to the requested county and marked with the case ID otherwise.
  - c. Component 3 – Jobs will process the child tables of tables process by component 2. Child records will inherit the indicator of their parent record.
  - d. Component 4 – Jobs will delete all records that still have a null indicator.

## 2.6.3 Execution Frequency

Individual/Multi- Case Copy Job: Initially unscheduled. To be scheduled in future SCR.

**Initial Case Load** Job: Every two months per baseline release cycle timeline.

## 2.6.4 Key Scheduling Dependencies

N/A

## 2.6.5 Counties Impacted

All counties.

## 2.6.6 Category

Non-Core.



### 2.6.7 Data Volume/Performance

N/A

### 2.6.8 Failure Procedure/Operational Instructions

N/A

## 3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Online	Security Matrix	 CA-265032 Security Matrix.xls
2	Online	Users to be assigned the new security group	 DataSlicerSecurityGroupUsers.xlsx

# CalSAWS

California Statewide Automated Welfare System

## **Design Document**

CA-268774

Update the DHCS Renewals Master Request  
Report to V2.5

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Esequiel Herrera-Ortiz, Jeric Derama
	Reviewed By	Esequiel Herrera-Ortiz, Thao Ta, Ravneet Bhatia, Gokul Suresh

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
12/12/2023	1.0	Initial Version	Esequiel Herrera-Ortiz
10/1/2024	1.1	Added "Beneficiary-Provided Information", "Over Income", and "Failure to Respond" recategorization logic.	Jeric Derama
10/16/2024	1.2	Per discussion with Esequiel updated logic for Auto Ex-Parte and Manual Ex-Parte. Removed Aid Code 38 recommendation.	Jeric Derama
10/29/2024	1.3	Updated appendix to include definitions and logic/indicator explanations, added scenarios for Auto and Manual Ex-Parte, and added original design document as well as Current Mock-Ups of the report.	Jeric Derama
10/30/2024	1.4	Updated appendix scenarios and updated hierarchy.	Jeric Derama
11/8/2024	1.5	Removed 4M aid code based on the Aid Code List	Jeric Derama
1/10/2025	1.6	Updated Discontinued to Over Income and Failure to Provide. Updated Auto Ex-Parte logic.	Jeric Derama

## Table of Contents

1	Overview .....	4
1.1	Current Design.....	4
1.1.1	DHCS Renewals Master Request – County Version Existing Mock-Up: .....	4
1.1.2	DHCS Renewals Master Request – State Version .....	5
1.2	Requests.....	6
1.3	Overview of Recommendations.....	6
1.4	Assumptions .....	9
2	Recommendations.....	10
2.1	DHCS Renewals Master Request.....	10
2.1.1	Overview .....	10
2.1.2	Description of Change.....	10
2.1.3	Report Location .....	15
2.1.4	Security Updates.....	15
2.1.5	Report Usage/Performance .....	15
3	Supporting Documents .....	16
4	Requirement .....	16
4.1	Project Requirements.....	16
5	Appendix.....	17
5.1	Medi-Cal Definitions .....	17
5.2	Renewals Master Request Report Specific Logic Definitions .....	17
5.3	MAGI and Non-MAGI Aid Code Lists.....	18
5.3.1	Restricted MAGI Aid Code List to be newly captured .....	18
5.3.2	Restricted Non-MAGI Aid Code List to be newly captured.....	19
5.4	Auto and Manual Ex-Parte Scenarios.....	20

SAWS:	CalSAWS	Report Date:	10/02/2024
Unit of Reporting:	Case Level	Reporting Period (monthly reporting):	06-01-2024 to 09-30-2024
	<div>Renewals Due This Month</div>		
Counties (A)	(B)		
San Bernardino	29291		

**MAGI**

NON-MAGI

**Figure 1.1.1.2 – DHCS Renewals Master Request – County Version, Individual Summary Tab**

**Figure 1.1.1.3 – DHCS Renewals Master Request – County Version, Detail Tab**

[illegible]

**Figure 1.1.2.1 – DHCS Renewals Master Request – State Version, Case Summary Tab**

SAVS:	CaSAVS	Report Date:	08/02/2024												
Unit of Reporting:	Individual/Level	Reporting Period (monthly reporting):	04-01-2024 to 07-31-2024												
MAGI															
Total Number of Renewals Due	Completion Timeframe Continued and Discontinued Eligibility					Completed & Resulted in Continued Medi-Cal				Completed & Resulted in Discontinued Medi-Cal				Eligibility Reinstatements	
	Total Number Completed (B+C+D+E+F) & (B+C+G)	Month Due	Month 1 Post Due Month	Month 2 Post Due Month	Month 3 Post Due Month	Total Number of Renewals Completed Resulting in Continued Eligibility (G+H+I)	Auto Ex-Pate	Manual Ex-Pate	Beneficiary-Provided Information	Total Number of Renewals Completed Resulting in Discontinuance (J+K+L+M)	Failure to Respond	Over Income	Other Reasons	Reinstatements During the 30-day Cure Period	

**Figure 1.1.2.2 – DHCS Renewals Master Request – State Version, Individual Summary Tab, MAGI**

[illegible]

**Figure 1.1.2.3 – DHCS Renewals Master Request – State Version, Individual Summary Tab, NON-MAGI**

## 1.2 Requests

The following updates will be made to the Renewals Master Request report:

1. Update aid code logic, prevent duplicate persons in scenarios where they have more than one aid code, and remove the MAGI aid code 4M.
2. Update the Renewals Master Request report logic to recategorize individuals reported as Discontinued for "Other Reasons" as either Continued under "Beneficiary Provided Information", Discontinued for "Failure to Respond", or Discontinued for "Over Income" to more accurately assess the disposition as Continued or Discontinued.
3. Update the report logic to look at the individual level instead of the household level when considering Auto Ex-Parte. Update the report logic to look at Stable Income for Non-Magi Auto Ex-Parte.
4. Update the report logic for Manual Ex-Parte to look three months prior to the renewal due month, whereas it's currently looking two months prior.

### 1.3 Overview of Recommendations

1. Update the report logic to remove the conditions which are preventing some MAGI and Non-MAGI aid codes from the report as listed in the [appendix – 5.3](#). When a person is aided with two or more aid codes, any MAGI aid code will take precedence. This is to avoid duplicates. Also update the logic to no longer capture MAGI aid code 4M.
2. Report individuals that have a Renewal Due Date in the report month, have been discontinued, have no discontinuance reason but have one of the role reasons listed below under “Beneficiary-Provided Information.” These are individuals who were previously Active Members but were Discontinued due to

receiving aid on a different program. These individuals are currently being reported as Discontinued under "Other Reasons".

- Eligible for Cash-Based Medi-Cal - Provides Linkage,
  - Receiving Adoption Assistance Program,
  - Receiving Foster Care benefits,
  - Receiving Foster Care ARC benefits,
  - Receiving SSI,
  - Receiving SSI/SSP,
  - Receiving Kin-GAP,
  - Receiving Refugee Cash Assistance
3. Report individuals that have a Renewal Due Date in the report month, that have been discontinued, have no discontinuance reason but have one of the role reasons listed below under "Failure to Respond". These are individuals who were previously Active Members but were Discontinued due to failing to provide verification. These individuals are currently being reported as Discontinued under "Other Reasons".
- Failed to Verify Name/Identity
  - Did Not Apply for Medi-Care
  - Child/Medical Support Noncooperation
  - Child of FTP Income
  - No Linkage - No Property Verif
  - Refused to Apply for /Accept Unconditionally Available Income - UIB
  - Refused to Assign Child Support Rights
  - Spouse of FTP Income
  - Failed to Provide SSN,
  - Failure To Provide Other Health Care Coverage,
  - Failed to Complete Redetermination
4. Report individuals that have a Renewal Due Date in the report month, that were Discontinued with a discontinuance reason of Inter-county Transfer (ICT) under "Beneficiary-Provided Information". These individuals should have coverage on a different case. These individuals are currently being reported as Discontinued under "Other Reasons".
- Inter-county Transfer
5. Report individuals that have a Renewal Due Date in the report month, that were Discontinued with one of the discontinuance reasons listed below under "Beneficiary-Provided Information". These individuals should have coverage on a different case. These individuals are currently being reported as Discontinued for "Other Reasons".
- Gets CAPI
  - Inter-County Transfer
  - Receiving Adoption Assistance Program
  - Receiving CalWORKs Aid
  - Receiving Foster Care ARC benefits
  - Receiving Foster Care benefits
  - Receiving Kin-GAP
  - Receiving Refugee Cash Assistance

- Receiving SSI
  - Receiving SSI/SSP
6. Report individuals that have a Renewal Due Date in the report month, that were Discontinued with a reason of "No Elig Members" and one of the role reasons listed below as "Beneficiary-Provided Information". These individuals are receiving aid through another program. These individuals are currently being reported as Discontinued for "Other Reasons".
- Receiving SSI
  - Receiving SSI/SSP,
  - Receiving Adoption Assistance Program,
  - Receiving Foster Care benefits,
  - Receiving Foster Care ARC benefits,
  - Receiving Kin-GAP,
  - Receiving Refugee Cash Assistance,
  - Eligible for Cash-Based Medi-Cal - Provides Linkage
7. Report individuals that have a Renewal Due Date in the report month, that were discontinued with a discontinuance reason of "No Elig Members" under either "Failure to Respond" or "Over Income" depending on the CalHEERS Eligibility Status Reason hierarchy provided by DHCS. These individuals are currently being reported as Discontinued for "Other Reasons".
1. Failure to apply for/accept unconditionally available income
  2. Deceased - Admin Verified
  3. MAGI Medi-Cal Current Monthly Income - Admin Verification Failed
  4. MAGI Medi-Cal Projected Annual Income - Admin Verification Failed
  5. Individual not a California Resident
  6. Residency - Admin Verification Failed
  7. Failure to comply with Third Party Liability
  8. Incarceration - Admin Verified
  9. MEDS MEC Check
  10. Income Limit - Not Within Range
  11. M1/M2-Parent/Caretaker Relative Disc/Denied due to Dependent Child w/o MEC
  12. Medicare - Admin Verified (Only for the New Adult Group)
  13. Failure to provide or apply for SSN
  14. SSN - Admin Verification Failed
  15. SSN Waiver - Admin Verification Failed
  16. Failure to provide identity/name
  17. Failure to apply for Medicare
  18. Failure to provide 2.1Q (Child Support)
  19. MAGI Medi-Cal Household Income Other Member - Admin Verification Failed
  20. Failure to provide Other Health Insurance information
  21. Negative Action Discontinued
  22. [No CalHEERS Eligibility Status Reason]
8. Update the report logic to consider a person Auto Ex-Parte at the individual level rather than the household level. Furthermore, update logic for Non-MAGI Auto Ex-Parte to include households that have Stable Income.

9. Update the report logic for Manual Ex-Parte to include one extra prior month over the existing logic for Online EDBC's for their respective run dates and begin dates.

#### **1.4 Assumptions**

1. Existing discontinuance logic will not be changed only the categorization of Continuance and Discontinuance reported individuals will change.
2. Rolling REs (see [appendix - 5.1](#)) are not included in this report.

## 2 RECOMMENDATIONS

---

The DHCS Renewals Master Request report will be updated per the latest instructions provided by DHCS.

### 2.1 DHCS Renewals Master Request

#### 2.1.1 Overview

The DHCS Renewals Master Request reports on renewals, the processing of renewals, and continuance and discontinuance of Medi-Cal based on the renewal due month. Logic changes are to be made to recategorize processed renewals that are categorized as discontinuances due to "Other Reasons" to either discontinuances under "Over Income" / "Failure to Respond" or continuances under "Beneficiary Provided Information". Changes will also be made to Auto Ex-Parte and Manual Ex-Parte logic. Finally, aid code changes will be made to be less restrictive.

#### 2.1.2 Description of Change

1. Update aid code logic for MAGI aid codes and NON-MAGI aid codes to make them less restrictive:
  1. For MAGI Aid Codes listed in the [appendix – 5.3.1](#):
    1. Remove the check "MAGI Aid Code" indicator.  
**Tech Note:** CODE\_DETL.REFER\_TABLE\_20\_DESCR for Category 184
  2. Non-MAGI Aid Codes listed in the [appendix – 5.3.2](#):
    1. Remove check that the "Eligibility Medi-Cal Benefit Categorization" does not exist or is not "Secondary".  
**Tech Note:** CODE\_DETL.REFER\_TABLE\_2\_DESCR for Category 184
    2. Remove check that the "C-IV Program" is "MC".  
**Tech Note:** CODE\_DETL.REFER\_TABLE\_5\_DESCR for Category 184

**Note:** If a person has more than one aid code the MAGI aid code takes precedence.

  3. Update the aid code logic to no longer capture MAGI aid code 4M.
2. Update Auto Ex-Parte Logic to also look into the individual level instead of just the household level if the individual has the following (please see [appendix – 5.2](#) for the current logic):
  1. Has at least one CalHEERS eligible detail record that doesn't have a reason code of "Soft Pause" ("SP").
  2. Has an Eligible MAGI Medi-Cal Status Code of "Eligible" ("EL") (CT402 - CalHEERS Aid Status Codes) for the CalHEERS eligible detail record.
  3. Has an Effective Date that is equivalent to one month prior to the Renewal Due Date.
  4. Has a Run Reason Code of "Renewal - batch administrative renewal" ("RE") (CT395 - MAGI Run Reason).

5. Has a Type Code of "DER" ("DR") (CT297 - CalHEERS Transaction Type).
3. Update the Auto Ex-Parte Logic (please see [appendix – 5.2](#) for the current logic) for Non-MAGI households to mark them Auto Authorized if they:
  1. Have a Non-MAGI Aid Code.
  2. Have an EDBC with a "Non-MAGI Auto Renewal Indicator" of "Y".
  3. Have an EDBC Begin Date between **two** months prior to the Renewal Due Date and one month after the Renewal Due Date.
4. Update the Manual Ex-Parte Logic (please see [appendix – 5.2](#) for the current logic) to also look for households with Online EDBC run dates that are up to six months prior to the report month and begin dates that are up to five months prior to the report month.
5. Update the logic to recategorize individuals from Discontinued under "Other Reasons" to Continued under "Beneficiary-Provided Information" if they fulfill one of the following sets of conditions:
  1. **Set One:**
    1. Have a discontinued indicator is set to "Y". **(Please see [appendix – 5.2](#) for the discontinued indicator).**
    2. Rescind indicator is either "N" or NULL. **(Please see [appendix – 5.2](#) for the discontinued indicator).**
    3. Discontinuance Reason Code (CT73 – Program Reason Codes) is NULL.
    4. Program Person Role Reason Code (CT73 – Program Reason Codes) is one of the following:
      - Eligible for Cash-Based Medi-Cal - Provides Linkage
      - Receiving Adoption Assistance Program ("FU")
      - Receiving Foster Care benefits ("FV")
      - Receiving Foster Care ARC benefits ("FV1")
      - Receiving SSI ("JW")
      - Receiving SSI/SSP ("25")
      - Receiving Kin-GAP ("FT")
      - Receiving Refugee Cash Assistance ("FS")
  2. **Set Two:**
    1. Have a discontinued indicator of "Y". **(Please see [appendix – 5.2](#) for the discontinued indicator).**
    2. Rescind indicator that is either "N" or NULL. **(Please see [appendix – 5.2](#) for the rescind indicator).**
    3. Have a Discontinuance Reason Code of "No Eligible Members" ("11") (CT73 - Program Reason Codes)
    4. Have an EDBC Person Role Reason Code (CT73 – Program Reason Codes) with one of the following:
      - Eligible for Cash-Based Medi-Cal - Provides Linkage
      - Receiving Adoption Assistance Program ("FU")
      - Receiving Foster Care benefits ("FV")

- Receiving Foster Care ARC benefits ("FV1")
  - Receiving SSI ("JW")
  - Receiving SSI/SSP ("25")
  - Receiving Kin-GAP ("FT")
  - Receiving Refugee Cash Assistance ("FS")
3. **Set Three:**
1. Have a discontinued indicator of "Y". **(Please see [appendix – 5.2](#) for the discontinued indicator).**
  2. Rescind indicator that is either "N" or NULL. **(Please see [appendix – 5.2](#) for the rescind indicator).**
  3. Have a Discontinuance Reason Code (CT73 – Program Reason Codes) with one of the following:
    - Gets CAPI ("Y8")
    - Inter-County Transfer ("85")
    - Receiving Adoption Assistance Program ("FU")
    - Receiving CalWORKs Aid ("GKJ")
    - Receiving Foster Care benefits ("FV")
    - Receiving Foster Care ARC benefits ("FV1")
    - Receiving SSI ("JW")
    - Receiving SSI/SSP ("25")
    - Receiving Kin-GAP ("FT")
    - Receiving Refugee Cash Assistance ("FS")
6. Update the logic to recategorize individuals from Discontinued under "Other Reasons" to Discontinued under "Failure to Respond" if they fulfill one of the following set conditions:
1. **Set One:**
    1. Have a discontinued indicator of "Y". **(Please see [appendix – 5.2](#) for the discontinued indicator).**
    2. Rescind indicator that is either "N" or NULL. **(Please see [appendix – 5.2](#) for the rescind indicator).**
    3. Discontinuance Reason Code (CT73 – Program Reason Codes) is NULL.
    4. Have a Program Person Detail Role Reason Code (CT73 – Program Reason Codes) with one of the following:
      - Failed to Verify Name/Identity ("CJ")
      - Did Not Apply for Medi-Care ("8F")
      - Child/Medical Support Noncooperation ("DX")
      - Child of FTP Income ("K8")
      - No Linkage - No Property Verif ("KB")
      - Refused to Apply for /Accept Unconditionally Available Income – UIB ("30")
      - Refused to Assign Child Support Rights ("CD")
      - Spouse of FTP Income ("K7")
      - Failed to Provide SSN ("C4")
      - Failure To Provide Other Health Care Coverage ("JT")
      - Failed to Complete Redetermination ("RD")
  2. **Set Two:**

1. Have a discontinued indicator of "Y". **(Please see [appendix – 5.2 for the discontinued indicator](#)).**
2. Rescind indicator that is either "N" or NULL. **(Please see [appendix – 5.2 for the rescind indicator](#)).**
3. Have a Discontinuance Reason Code (CT73 – Program Reason Codes) with one of the following:
  - Refused UIB ("30")
  - SSN Enumeration ("C4")
  - Refused Assign Supp Rights ("CD")
  - FTP Name/Identity ("CJ")
  - Non Co-Op Chld/Med Supp ("DX")
3. **Set Three:**
  1. Have a discontinued indicator of "Y". **(Please see [appendix – 5.2 for the discontinued indicator](#)).**
  2. Rescind indicator that is either "N" or NULL. **(Please see [appendix – 5.2 for the rescind indicator](#)).**
  3. Have a Discontinuance Reason Code of "No Eligible Members" ("11") (CT-73 Program Reason Codes)
  4. Have an EDBC Person Role Reason Code (CT73 – Program Reason Codes) with one of the following:
    - Failed to Verify Name/Identity ("CJ")
    - Did Not Apply for Medi-Care ("8F")
    - Child/Medical Support Noncooperation ("DX")
    - Child of FTP Income ("K8")
    - No Linkage - No Property Verif ("KB")
    - Refused to Apply for /Accept Unconditionally Available Income – UIB ("30")
    - Refused to Assign Child Support Rights ("CD")
    - Spouse of FTP Income ("K7")
    - Failed to Provide SSN ("C4")
    - Failure To Provide Other Health Care Coverage ("JT")
4. **Set Four:**
  1. Have a discontinued indicator of "Y". **(Please see [appendix – 5.2 for the discontinued indicator](#)).**
  2. Rescind indicator that is either "N" or NULL. **(Please see [appendix – 5.2 for the rescind indicator](#)).**
  3. Have a Discontinuance Reason Code of "Failed MAGI" ("ZY") (CT-73 Program Reason Codes)
  4. Have a CalHEERS Eligibility Reason, Reason Code (CT466 - Eligibility Evaluation Reason) with one of the following:
    - Failure to apply for Medicare ("AM")
    - Failure to provide 2.1Q (Child Support) ("CS")
    - Failure to provide or apply for SSN ("FS")
    - Failure to provide Other Health Insurance information ("HI")
    - Failure to provide identity/name ("NG")
    - Residency - Admin Verification Failed ("RF")

- Failure to comply with Third Party Liability ("TP")
  - Failure to apply for/accept unconditionally available income ("WS")
  - MAGI Medi-Cal Current Monthly Income - Admin Verification Failed ("CF")
  - MAGI Medi-Cal Household Income Other Member - Admin Verification Failed ("HF")
  - MAGI Medi-Cal Projected Annual Income - Admin Verification Failed ("PF")
7. Update the logic to recategorize individuals from Discontinued under "Other Reasons" to Discontinued under "Over Income" if they fulfill the following conditions:
1. Have a discontinued indicator of "Y". **(Please see [appendix – 5.2](#) for the discontinued indicator).**
  2. Rescind indicator that is either "N" or NULL. **(Please see [appendix – 5.2](#) for the rescind indicator).**
  3. Have a CalHEERS Eligibility Reason, Reason Code (CT466 - Eligibility Evaluation Reason) with one of the following:
    - Income Limit - Not Within Range ("IN")
  4. Is not already captured by under "Failure to Respond" logic mentioned above.
8. For individuals to be recategorized under either "Failure to Respond" or "Over Income" their CalHEERS Eligibility Reason, Reason Code (CT466 – Eligibility Evaluation Reason) will be used to evaluate based on a hierarchical order
1. Failure to apply for/accept unconditionally available income ("WS") – **Maps to "Failure to Respond"**
  2. Deceased - Admin Verified ("DF") -
  3. MAGI Medi-Cal Current Monthly Income - Admin Verification Failed ("CF") – **Maps to "Failure to Respond"**
  4. MAGI Medi-Cal Projected Annual Income - Admin Verification Failed ("PF") – **Maps to "Failure to Respond"**
  5. Individual not a California Resident ("OS")
  6. Residency - Admin Verification Failed ("RF") – **Maps to "Failure to Respond"**
  7. Failure to comply with Third Party Liability ("TP") – **Maps to "Failure to Respond"**
  8. Incarceration - Admin Verified ("IF")
  9. MEDS MEC Check ("MM")
  10. Income Limit - Not Within Range ("IN") – **Maps to Over Income**
  11. M1/M2-Parent/Caretaker Relative Disc/Denied due to Dependent Child w/o MEC ("MR")
  12. Medicare - Admin Verified (Only for the New Adult Group) ("MF")
  13. Failure to provide or apply for SSN ("FS") – **Maps to "Failure to Respond"**
  14. SSN - Admin Verification Failed ("SF")

15. SSN Waiver - Admin Verification Failed ("SV")
16. Failure to provide identity/name ("NG") – **Maps to "Failure to Respond"**
17. Failure to apply for Medicare ("AM") – **Maps to "Failure to Respond"**
18. Failure to provide 2.1Q (Child Support) ("CS") – **Maps to "Failure to Respond"**
19. MAGI Medi-Cal Household Income Other Member - Admin Verification Failed ("HF") – **Maps to "Failure to Respond"**
20. Failure to provide Other Health Insurance information ("HI") – **Maps to "Failure to Respond"**
21. Negative Action Discontinued ("NS")
22. [No CalHEERS Eligibility Status Reason] ("Did not Apply for Aid" will be the default value).

### 2.1.3 Report Location

- **Global: Reports**
- **Local: Scheduled**
- **Task: State**

### 2.1.4 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
N/A	N/A	N/A



2. Security Groups

Security Group	Group Description	Group to Role Mapping
N/A	N/A	N/A

### 2.1.5 Report Usage/Performance

Logic updates are not expected to affect the overall performance of the reports.

### 3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Reports	DHCS Renewals Master Request Report design	 DHCS+Renewals+Master+Request.do
2	Reports	DHCS Renewals Master Request Template and Aid Code List v 2.5 (01.05.2023)	 DHCS Renewals Master Request Terr

### 4 REQUIREMENT

#### 4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.24.1.11	The CalSAWS shall support all reports required by federal, State, and local laws, rules, regulations, ordinances, guidelines, directives, policies, and procedures, including statistical, operational, workload, and fiscal reports.	The DHCS Renewals Master Request report will be updated to recategorize continued and discontinued and capture auto authorized individuals and aid code data as per the latest guidelines provided by DHCS.

## 5 APPENDIX

---

### 5.1 Medi-Cal Definitions

**Auto Ex-Parte / Auto Authorized:** When an individual's Medi-Cal renewal due date is automatically advanced through CalHEERS via ehit (batch job).

**Manual Ex-Parte / Manually Authorized:** When an individual's Medi-Cal renewal due date is manually advanced when a worker runs EDBC on their Medi-Cal program and does not have the need to contact the individual/household (a packet is not generated/sent).

**Rolling Renewal:** When a Medi-Cal program has a renewal within a 9 month window after the current renewal due date. The Renewals Master Request report does not capture rolling renewals.

### 5.2 Renewals Master Request Report Specific Logic Definitions

**Auto Authorization Logic (Current):** The auto authorization logic looks at active Medi-Cal programs that have active members in the renewal due month that fulfill the following conditions:

- Has either a Batch EDBC or Converted EDBC ran at least within the past five months from the report month and effective within the last four months from the report month. Furthermore, this EDBC has a run reason code of "RE".
- Has a CalHEERS transaction tied to each member's CalHEERS details and has an eligibility status of "Eligible".
- Has a referenced CalHEERS transaction with:
  - An effective date of four months prior to the report month,
  - A type code of "Eligibility Determination Request",
  - A run reason code of "Renewal - batch administrative renewal",
  - A batch reason code of "Batch MAGI Redetermination EDR".

**Discontinuance Indicator (DISC\_IND):** This is a Renewals Master Request report indicator only and is marked "Y" if a Rescission does not happen before Renewal or doesn't exist and the participant's role is not of type "Member" ("ME") then the individual is considered discontinued.

**Manual Authorization Logic (Current):** The manual authorization logic looks at active Medi-Cal programs that have active members in the renewal due month that fulfill the following conditions:

- Has an Online EDBC ran at least within the past five months from the report month and effective within the last four months from the report month. Furthermore, this EDBC has a run reason code of "RE".

- Has a CalHEERS transaction tied to each member's CalHEERS details with the following:
  - An effective date of four months prior to the report month,
  - A type code of "Determination Response",
  - A run reason code of either "Renewal - batch administrative renewal", or "Renewal - manual renewal",
- And does **NOT** have a Medi-Cal Packet with the following:
  - A "Sent" status with a status date less than the EDBC run date.
  - A packet effective date between five months prior to the report month and three months prior to the report month.

**Rescind Indicator (RESCIND\_IND):** This is a Renewals Master Request report indicator only and is indicator is marked "Y" if the discontinuance indicator is marked "Y", if the rescind before renewal indicator is "N" or does not exist, and if the rescission event exists otherwise no value is inputted.

**Rescind Before Renewal Indicator (RESCIND\_BEFORE\_RE):** This is a Renewals Master Request report indicator only and is marked "Y" if the rescind ("AS") event date is less than or equal to the report month minus three months. The indicator is marked "N" if rescind ("AS") event date is greater than the report month minus three months.

**Stable Income:** When an active Medi-Cal household aided by a Non-MAGI aid code has an EDBC captured by the report that has the "Non-MAGI Auto Renewal Indicator" set to "Y" then the household will be considered to have stable income.

## 5.3 MAGI and Non-MAGI Aid Code Lists

### 5.3.1 Restricted MAGI Aid Code List to be newly captured

Aid Code	Aid Code Description
2A	2A - Abandoned Baby
3N	3N - AFDC-1931(B) Full
3V	3V - AFDC-1931(B)-ESO/Pregnancy
44	44 - 200%-Pregnancy Citizen
47	47 - 200%-Infant-Full
48	48 - 200%-Pregnancy-OBRA
4M	4M - FC Continuing Medi-Cal
69	69 - 200% OBRA Infant

72	72 - 133% Child-Full
74	74 - 133% Child-ESO
7A	7A - 100% Child-Full
7C	7C - 100% Child-OBRA-ESO
8N	8N - 133% Excess Property Child-ESO
8P	8P - 133% Excess Property Child-Full
8R	8R - 100% Excess Property Child-Full
8T	8T - 100% Excess Property Child-ESO
H1	H1 - Infant 200-250%
H2	H2 - Child 1-6 133-150%
H3	H3 - Child 1-6 150-250% P
H4	H4 - Child 6-19 100-150%
H5	H5 - Child 6-19 150-250% P

**Figure 5.2.1.1 – MAGI Aid Code List**

### 5.3.2 Restricted Non-MAGI Aid Code List to be newly captured

Aid Code	Aid Code Description
7H	7H - TB
80	80 - QMB
8A	8A - QWDI
8C	8C - SLMB
8D	8D - Qualified Individual 1-135%
G1	G1 - MC SOC State Inmates

**Figure 5.2.2.1 – Non-MAGI Aid Code List**

## 5.4 Auto and Manual Ex-Parte Scenarios

### Scenario #1:

A household has three individuals (A, B, and C) under the Medi-Cal program. All individuals are under a MAGI aid code and has a renewal due date of June 2024. CalHEERS identified one individual (A) as eligible and did not identify the other two (B, C) as eligible effective May 2024. All individuals will be captured under "Total Number of Renewals Due" in the report month September 2024 generated in October 2024 for the reporting period June 2024 to September 2024. Additionally individual (A) will be categorized under "Auto Ex-Parte" for MAGI and within a category in the "Completion Timeframe" of the report. Individuals B and C may be categorized under Discontinued for "Failure to Provide" if they fulfill the conditions for it.

### Scenario #2:

A household has five individuals under the Medi-Cal program. All individuals are under a Non-MAGI aid code and has a renewal due date of June 2024. All individuals are considered for Stable Income and will be counted under a category in "Completion Timeframe" and "Auto Ex-Parte" for Non-MAGI for the report month of September 2024, generated in October 2024 for reporting period June 2024 – September 2024.

### Scenario #3:

A household has one individual under the Medi-Cal program. The individual is under a MAGI aid code and has a renewal due date of June 2024. The worker runs an online EDBC a month prior to auto authorization and prior to packet generation. The individual will be captured under MAGI for a category in "Completion Timeframe" and "Manual Ex-Parte" for the report month of September 2024, generated in October 2024 for reporting period June 2024 – September 2024.

### Scenario #4

A household has four individuals A, B, C, and D under the Medi-Cal program. All individuals have a renewal due date of June 2024. One individual (A) is aided under MAGI and Non-MAGI and the rest have aid codes only under Non-MAGI aid codes. Individual A fulfills the requirements of auto-authorization for MAGI. All individuals A, B, C, and D also fulfill the requirements for stable income. Individual A will be counted under a category in "Completion Timeframe" and "Auto Ex-Parte" under MAGI as MAGI auto authorization takes priority. The three individuals B, C, and D under Non-MAGI aid codes will be counted under a category in "Completion Timeframe" and "Auto Ex-Parte" under Non-MAGI for the report month of September 2024, generated in October 2024 for reporting period June 2024 – September 2024.