



California Statewide Automated Welfare System

A large, stylized teal gear graphic that occupies the right side of the page. It has multiple concentric rings and a central circle. The word "Design" is written in white, sans-serif font across the center of the gear.

Design

CA-269628

**Update MC 355 Reminder Due date
Logic for Immigration Document and SSN
Verifications**

DOCUMENT APPROVAL HISTORY

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DATE

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REVISION DESCRIPTION

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1.0

Initial Draft

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Table of Contents

1	OVERVIEW	1
1.1	Current Design	1
1.2	Requests	1
1.3	Overview of Recommendations	1
1.4	Assumptions.....	1
2	RECOMMENDATIONS	2
2.1	Page Name – No Impact.....	2
2.2	Eligibility Rules Updates– No Impact.....	2
2.3	Batch Name – No Impact	2
2.4	Interface Name – No Impact	2
2.5	eHIT – No Impact.....	2
2.6	Update the MC 355 Verificaion Due Date	2
2.7	Update the MC 355 reminder logic for Immigration Document & SSN.....	4
2.7	Report Name No Impact	6
2.8	Data Warehouse Name – No Impact	6
2.9	Data Change - No Impact	6
2.10	Automated Regression Test – No Impact	6
3	SUPPORTING DOCUMENTS	7
4	OUTREACH	8
4.1	Lists – No Impact	8
5	APPENDIX.....	9

CA-269628 - Update MC 355 Reminder Due date Logic for Immigration Document and SSN Verifications

1.1 Overview

The purpose of this SCR is to update the MC 355 Verification due date online and batch logic for Immigration Document and Social Security Number (SSN) requests. When providing a Reasonable Opportunity Period (ROP) the verification request is selected as Immigration Document on the MC 355 Verification page. When Immigration Documentation is selected on the MC 355 form, it will auto populate with a 90-day due date, and an automated MC 355 reminder will be sent on the 45th day. When SSN is selected on the MC 355 form, it will populate with a 60-day due date and an automated MC 355 reminder will be sent on the 30th day.

1.2 Current Design

Currently, the MC 355 is manually sent with the Verification Due Date set to the 30th day from the system date for all verification types, and the MC 355 reminder is always sent on the 15th day after the MC 355 is issued.

1.3 Requests

- 1) Update the Verification Due Date for the MC 355 generated through online and batch processes for Immigration Document and SSN when the Verification Due Date is blank on the MC 355 Detail page. (Note: On the MC 355 Detail page, the Verification Due Date defaults to blank).
- 2) Update the MC 355 reminder logic for Immigration Document to auto populate the MC 355 with a 90-day due date and send an automated MC 355 reminder on the 45th day.
- 3) Update the MC 355 reminder logic for SSN to auto populate the MC 355 with a 60-day due date and send an automated MC 355 reminder on the 30th day.

1.4 Overview of Recommendations

- 1) Update the Verification Due Date for the MC 355 generated through online and batch processes for Immigration Document and SSN when the Verification Due Date is blank on the MC 355 Detail page. (Note: On the MC 355 Detail page, the Verification Due Date defaults to blank).
- 2) Update the MC 355 reminder logic for Immigration Document to auto populate the MC 355 with a 90-day due date and send an automated MC 355 reminder on the 45th day.
- 3) Update the MC 355 reminder logic for SSN to auto populate the MC 355 with a 60-day due date and send an automated MC 355 reminder on the 30th day.

1.5 Assumptions

1. With this effort there are no changes to MC 355 form verbiage.
2. Due date cannot be on a non-business day (e.g. Sat/Sun/holiday).
3. When Immigration Document (ROP) for MC 355 is mentioned, it is referring to the Sub-Type Immigration Documentation.
4. When SSN for MC 355 is mentioned, it refers to the Sub-Type Social Security Number.
5. If an Immigration Document verification is needed with a 30-day request and 15-day reminder, the 30-day due date should be manually added to the Verification Due Date field before clicking the Generate MC 355 button.
6. If a Social Security Number verification is needed with a 30-day request and 15-day reminder, the 30-day due date should be manually added to the Verification Due Date field before clicking the Generate MC 355 button.
7. The MC 355 is currently available in thirteen threshold languages. DHCS is in the process of updating the MC 355 and will provide nineteen threshold languages. CalSAWS will update the system once those updated versions are received.

2 RECOMMENDATIONS

2.1 Page Name – No Impact

2.2 Eligibility Rules Updates – No Impact

2.3 Batch Name – No Impact

2.4 Interface Name – No Impact

2.5 eHIT – No Impact

2.6 Update the MC 355 Verification Due Date

2.6.1 Overview

This enhancement introduces new Verification Due Date logic for the Sub-Types Immigration Documentation and Social Security Number on the MC 355 form which is generated through the MC 355 Detail page. When the Verification Due Date is blank for Immigration Document or SSN, the system should assign a 90-day Verification Due

Date for Immigration Document and for SSN, the system should assign a 60-day Verification Due Date.

State Form: MC 355 (07/2018)

Current Program: Medi-Cal (MC)

Current Attached Forms: None

Current Forms Category: Forms

Current Template Repository Visibility: All Counties

Current Image Title Name: MC Request for Info

Current Image Type: F6 (Verification Requests)

Form Title (Document List Page Displayed Name): Medi-Cal Request for Information.

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

2.6.2 Form/NOA Verbiage

No update on Form verbiage.

2.6.3 Form/NOA Variable Population

If the Verification Due Date is blank when the MC 355 is generated, the system must calculate the due date based on the verification type. For Immigration Document, the Verification Due Date must be set to the 90th day from the system date, and for SSN, it must be set to the 60th day from the system date. If the calculated 60th or 90th day falls on a Saturday, Sunday, or holiday, the system must adjust the date to the next business day.

If the Verification Type is not Immigration Document or SSN, the system must continue to follow the existing logic by populating the 30th day as the Verification Due Date on both the MC 355 form and the MC 355 Detail page.

Description of Changes

Update Verification Due Date logic for Immigration Document and SSN on the MC 355 generated through the MC 355 Detail page and via batch process.

Update the Verification Due Date logic on the MC 355 form when the Verification Due Date is blank on the MC 355 Detail page for Verification Type of Immigration Document or SSN.

- If the Verification Due Date is blank on the MC 355 Detail page, and the MC 355 is generated for any Verification Type other than Immigration Document and SSN, the system must calculate the Verification Due Date as 30 days from the system date and update this calculated date on both the MC 355 form and the MC 355 Detail page.
- If one of the verification types is Immigration Document and the Verification Due Date is blank on the MC 355 Detail page, the system should calculate the Verification Due Date as 90 days from the system date. If the 90th day

falls on Saturday, Sunday or holiday, the system must adjust the date to the next business day.

- If one of the verification types is SSN, the system should calculate the Verification Due Date as 60 days from the system date. If the 60th day falls on Saturday, Sunday or holiday it should be considered as next business day.
- If multiple verification types are present (e.g., Income1, Income2, Immigration Document, SSN), the system must set the Verification Due Date to the longest applicable timeframe. For example, if Immigration Document is one of the verifications due along with other verifications, the Verification Due Date should be calculated as System Date + 90 days.
- If the Verification Due Date is not blank, the system should use the Verification Due Date on the MC 355 Detail page and add that to the MC 355 form. The standard 30-day logic applies, and the reminder will generate on the 15th day.

2.7 Update the MC 355 reminder logic for Immigration Document & SSN

2.7.1 Overview

This update will add new MC 355 reminder time intervals by updating the MC 355 Reminder logic for the Sub-Types Immigration Document and SSN.

State Form: MC 355 (07/2018)

Current Program: Medi-Cal (MC)

Current Attached Forms: None

Current Forms Category: Forms

Current Template Repository Visibility: All Counties

Current Image Title Name: MC REQUEST FOR INFO REMINDER NOTICE

Current Image Type: F6 (Verification Requests)

Form Title (Document List Page Displayed Name): MEDI-CAL REQUEST FOR INFORMATION REMINDER NOTICE

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

2.7.2 Form/NOA Verbiage

No update on Form verbiage.

2.7.3 Form/NOA Variable Population

Immigration Document (ROP) Due Date logic

The system will incorporate Immigration Document specific logic that evaluates the number of days between the MC 355 Generated Date and the Verification Due Date. When this interval is greater than or equal to 90 days, the system shall generate a MC 355 reminder on the 45th day; when the interval is less than 90 days, MC 355 reminder should be sent on the standard 15 day interval.

SSN due date logic

The system will incorporate SSN-specific logic that evaluates the number of days between the MC 355 Generated Date and the Verification Due Date. When this interval is greater than or equal to 60 days, the system shall generate a MC 355 reminder on the 30th day; when the interval is less than 60 days, the reminder should be sent at the standard 15-day interval.

2.7.4 Form/NOA Generation Conditions

Update the PB00R1987 batch job to incorporate the revised Immigration Document and SSN MC 355 reminder logic as outlined below.

MC 355 Reminder for the Sub-Type Immigration Documentation (this is the selection made to allow the ROP)

- The system should evaluate the number of days between the initial MC 355 Generated Date and the Verification Due Date for Immigration Documentation MC 355 requests. When this interval is 90 days or more, the system will generate MC 355 reminder on 45th day. When it is less than 90 days, the MC 355 reminder should be sent at the standard reminder logic time of 15 days after the MC 355 is sent.
- When an MC 355 is generated for Immigration Documentation along with any other income verification types, the system should always apply the Immigration Documentation MC 355 reminder logic as mentioned above, overriding the standard 15th day MC 355 reminder and following the ROP 90-day due-date criteria and send the reminder on the 45th day.

MC 355 Reminder for the Sub-Type Social Security Number (SSN)

- The system should evaluate the number of days between the initial MC 355 Generated Date and the Verification Due Date for all SSN MC 355 requests. When this interval is 60 days or more, the system will generate the MC 355 reminder on the 30th day. When it is less than 60 days, the MC 355 reminder should be sent at the standard interval of 15 days after the MC 355 is sent.
- When an MC 355 is generated for SSN along with any other Types of verification, the system should override the standard 15-day MC reminder date and apply the SSN MC 355 reminder logic to send the reminder on the 30th day following the SSN 60-day due date criteria.
- When an MC 355 is generated for SSN together with Immigration Document and any other verification types, the system should always apply the Immigration Document MC 355 reminder logic, and override both the standard 15-day MC 355 reminder logic and the enhanced SSN 30-day MC 355 reminder logic and follow the Immigration Document 90-day due-date criteria. The reminder logic will follow the verification with the longest timeframe.

2.8 Report Name - No Impact

2.9 Data Warehouse Name - No Impact

2.10 Data Change - No Impact

2.11 Automated Regression Test - No Impact

3 SUPPORTING DOCUMENTS

NUMBER	FUNCTIONAL AREA	DESCRIPTION	ATTACHMENT
1	NOA	MC 355 From Mockup	SUPPORTING DOCUMENTS# 1

4 OUTREACH

4.1 Lists – No Impact

5 APPENDIX

N/A