

CEW DEFECT/WORKAROUND - WORKLOAD IMPACT TRACKING

RELEASE	Retired Defects/ Workarounds	New Defects/ Workarounds	Running Total Unresolved Defects
1/1/14 -	0	56	56
15.9	-	1	61
16.9	4	1	43
17.2	9	2	36
17.6	3	0	32
17.9	1	3	33
18.2	18	-	15
18.4	5	-	10
18.6	2	6	14
18.9	4	1	11
19.2	1	5	15
19.4	-	3	18
19.7	1	21	38
19.9/19.10	17	5	26
20.2	10	1	17

CR 91521: County of Responsibility (COR) Release Update- Part C

(1) Counties are still required to submit a CalHEERS Help Desk ticket to request a COR change. CWDA issued County Guidance. CR 125997 has been opened to address COR/Case Linkage issues – CR is pending prioritization.

- **44605:** EHIT: Change of Address does not delink CalHEERS-SAWS case linkage (R20.3)
- **52891:** After successful COR batch job, DER-U is being sent to the new county, however it contains the prior SAWS case details including case id, SAWS person numbers, etc. (R20.3)

CR83395: MCAP/CCHIP Transition to Medi-Cal

- **39437:** Incorrect Medical start date when member switch to Medical from MCAP. (Rejected)
 - **52497:** Incorrect Medical start date when member switch to Medical from MCAP. (assign to new CR)
- **39117:** MCAP/CCHIP Transition to Medi-Cal- MCAP Pregnancy Hold Flag not displaying on the Portal (Sev 6) – (Rejected)
 - **52500:** MCAP/CCHIP Transition to Medi-Cal- MCAP Pregnancy Hold Flag not displaying on the Portal (opened 1/7/2020)
- **39808:** MCAP Hold End Date is not getting updated to Pregnancy End Date in DB (Unassigned)
- **51184:** Both PS/PW Eligibility Evaluation Reason Codes on one DERU – conflicting reason codes indicating switched to MC and not switched to MC for MCAP “keep or switch”

Carry Forward Defects

- **52459:** Person is put in the Carry Forward status incorrectly on 12/1/2019 when APTC/CSR/CCP is effective from 1/1/2020. (R20.3)
- **52215:** October SAWS RAC expected to place person into CF causes DERC to miss eligibility details (Unassigned)
- **38530:** Dual eligibility granted into both MAGI Medi-Cal and QHP programs [IAP Issue] – (Rejected)

- **A new decision item will need to be sent to DHCS regarding ACWDL 17-07 and 16-08 that allows for MAGI MC determinations for Retro months, prior to Carry Forward transition date. CalHEERS currently does not allow for this when the consumer was APTC/CSR for those months.**

CR 92295 Verification of Lawful Presence:

- **48327:** VLP No Call Reason 04 occurring for undocumented persons when Reason 02 is expected
 - **new CR will be opened for VLP issues**
- **52061:** Lawful Presence: 341 Errored out cases for step2 failure. (20.3)
- **52253:** VLP Step 3 is failing with Unexpected Error. (R20.3)

Uncategorized Unresolved Defects/Workarounds

- **50979:** Aged Out FFY incorrectly got MAGI-CE, 4M and CCP-DS during CH Renewal (R20.3)
- **52341:** Consumers are being e-verified by HUB for income even though they do not have an SSN or Taxpayer ID (R20.3)
- **44857:** The MEDICARE part A and B questions should display for both applicant and non-applicants; however, the questions are only displaying for the applicants
- **51490:** Pending MEC-MEDS check causes two eligibility scenarios that either cause eligibility or ineligibility (R20.3)
- **52187:** Origination Code no longer in DER-U post 19.7 release. (R20.2 did not fully resolve issue)

R20.2 Retired Workarounds/Defect fixes: Workload Improvement/Reduction in Service Requests

- **52342:** CalHEERS is leaving individuals in pending status when the countable income for the household has been administratively verified. Household income is admin verified and should be applied to all appropriate HH members (R20.2)
- **51924:** CR 109744 Same Day Remediation is placing the person back in carry forward. Person is moved back to carry forward if the CEW is performing the lift and successive RAC submitted on the same day due to remediation rules.(R20.2)
- **52434:** Eligibility not reflecting MAGI Medi-Cal pending even though household is in carry forward state. It is impacting eligibility during carry forward lift as household remains Exchange eligible. (R20.2)
- **50491:** This code fix will address the inability to lift Carry Forward from SAWS, by correctly establishing the Carry Forward end date. (R19.9)
- **50753:** CalHEERS will correctly evaluate a MAGI Medi-Cal beneficiary with a disability indicator for the L7/L6 aid codes related to CR 92298
- **50726:** Carry Forward Lift was being sent, however CalHEERS did not lift it and determine MAGI MC eligibility
- **49610:** Cases that are closed as a duplicate and then searched by SSN, the Case Status displays as Closed Duplicate and the Application Status displays as Submitted on the Application History page.
- **CR 119170 Account Transfer:**
 - **50300:** BREF Conversion case missing records in ENRL_CASE_PREMIUM causing EDR to error_log & new cases as well – EDRs from SAWS failed (R19.7)
- **40063:** Duplicate Relationship node/records in HBX_HH_RELATIONSHIP. CalHEERS Access Channel creating duplicate Relationships in DER-U. EDRs correct case data by soft delete. (R19.10)
- **52763:** Multiple High dated records getting created for one individual on HBX_HH_RELATIONSHIP table. DER-U sent with multiple relationships and error out at CW end. (R20.2)