

CWDA

INFORMATION TECHNOLOGY HIGHLIGHTS

October/November 2011

FOOD & NUTRITION SERVICE AWARDS

2011 SNAP Participation Grants to

CalWIN and San Diego County

CalWIN Project

CalWIN will receive \$930,496 over three years to implement a three-pronged approach to increase the participation of the needy population in the SNAP program. Key components include:

1. Expand the Benefits CalWIN platform into a customer portal called MyBenefits Portal. This will allow client access to pertinent case information including:
 - Electronic copies of correspondence/notices that have been sent out
 - Status of application
 - Amount of aid approved
 - Date of next aid payment
 - Deadline for recertification paperwork
 - Reminders of appointments or other important dates
 - Instructions for various tasks needed
 - Links to county sites, Community Based Organizations, and other assistance
 - Storage for scanned documents needed to verify eligibility
 - Ability to sign up for text messages of relevant case information and changes
 - Ability to provide updates to address, phone number, family composition, income, etc.
2. Deploy a kiosk network in selected county offices and community-based organizations. Planned kiosk functionality includes the ability to:
 - Complete online application for aid
 - Scan and submit required case documents
 - Recertify eligibility
 - Schedule worker appointments at convenient places and times
3. Develop a CalWIN Smartphone app with the following capabilities:
 - Convenient access to pertinent case information through linkage to MyBenefits Portal
 - On-line application for new clients that doesn't rely on slow and inconsistent cell phone Internet access alone. App would aggregate all application data before securely connecting and transmitting a single application transaction through Benefits CalWIN
 - Access to Disaster Food Stamps (D-SNAP) application in the event of a natural disaster or other emergency situation
 - Ability to submit recertification documents via cell phone camera and app connectivity
 - Interactive maps providing turn-by-turn directions to the nearest County office or aid location (including CBOs and emergency shelters in the event of an emergency)
 - Instant links to pertinent information sources, including FEMA and Department of Homeland Security, for direction and advice on immediate issues

San Diego County Project

San Diego will receive \$898,913 over the next 3 years to increase efficiency and reduce processing times for CalFresh applications and annual eligibility reviews. By leveraging technology, they will be able to shift from manual to electronic document tracking and processing in support of the CalFresh program in San Diego, which handles the following:

- more than 11,000 documents received daily,
- more than 239,000 individual receiving CalFresh benefits,
- and 10,000 to 15,000 new applicants each month

How it Will Work:

- All hard-copy documents for applications, quarterly status reports and annual eligibility reviews received online, by eFAX, by email, or walked into the office will be automatically imaged and loaded to the electronic tracking system by:
 - Implementing a new electronic pathway or “bridge”
 - Upgrading copiers to scan hand delivered documents directly into existing electronic warehouse eliminating the need to create a paper copy of the document for imaging.
- Online applications, quarterly status reports and annual eligibility reviews will go straight into the electronic tracking system

Advantages of New Technology:

- Faster document retrieval to address inquiries (phone, in person, email, eFAX)
- Fewer lost documents
- Clients and authorized community representatives will be able to track case status online, like tracking a Fed-Ex shipment (reducing the need to call our centralized call center or visit one of the offices)
- Decrease in call volume, wait time, and abandoned calls at San Diego’s centralized call center
- Savings in postage costs
- Improved customer service and satisfaction

E2Lite

- ▶ In October, the ACL for the FFY 2012 E2Lite Data Reporting Instructions will be available.
- ▶ In September, FFY 2009 County-Level Work Participation Rates were re-posted for the revised two-parent data.
- ▶ We received all of the declaration waivers from the counties regarding their choice of sampling size option for FFY 2012. Thank you.
- ▶ The E2Lite/RADEP merger is underway, but cannot estimate when it will be completed. As the merger progresses, we will keep the counties updated.
- ▶ In October, the E2Lite Automated file specification sheet will be updated for FFY 2012.

E2Lite inquires contact Joel Reynolds at (916) 651-1097 or joel.reynolds@dss.ca.gov or the E2Lite Help Desk at E2Lite@dss.ca.gov.

New Platform for Social Work Event and Training Videos

The fourth in a series of articles from CalSWEC on E-Learning

The California Social Work Education Center (CalSWEC) is now hosting archived webinars and other social work training content through Vimeo, a video-hosting service. Current public content includes an archived webinar about accessing substance abuse resources, and recordings of presentations from the November 2, AB 12 Summit in Oakland. Vimeo is also being used to host restricted-access content including train-the-trainer videos on topics including Structured Decision Making (SDM).

Many organizations have difficulties hosting video on their existing web servers; many systems are not configured to handle the large amount of storage space required for videos, or to provide the bandwidth speed required to effectively play back or download these larger files. By establishing a relationship with Vimeo, CalSWEC is using a system that is optimized for accessing video content. Vimeo provides a flexible platform for video content, with customizable privacy and access settings for each individual video. Content can be set to be public or password-protected, and each individual video can be configured to be downloadable or streaming-only. Videos can also be accessed on all platforms, including most mobile devices. CalSWEC is also making Vimeo available to our partners throughout the state; if your county or organization has created video content that you would like assistance hosting, contact Steven Williams (stevenwilliams@berkeley.edu), Distance Education Specialist at CalSWEC. To access CalSWEC's video content, please visit our page on Vimeo: <http://vimeo.com/calswec>

CWS/CMS Maintenance and Operations Update

► Application Releases

- Release 6.5 is still on track for an implementation date of February 18, 2012.
- An interim release (Release 6.5.1) is in the works to deliver some application fixes – implementation date is March 2012.
- Release 6.6 – Planning for Release 6.6 has concluded. The As-Needed APDU has been sent to ACF and is expected to be approved in October 2011.

► Special Projects underway:

- Testing is underway for a prototype to improve search functionality in the CWS/CMS.
- A usability study is underway to provide dedicated counties access to their desktop via Server Based Computing (tokens).
- Email encryption is ready to go live in dedicated counties the week of October 3.
- The STAR2Training tool is scheduled for release the week of October 3.

► PM Report Survey – The 79% response rate from counties revealed that county utilization of Program Management reports in CWS/CMS is low – opening the door for potential cost savings by possibly eliminating the reports from the system. Survey results have been summarized and a recommendation has been submitted to the Oversight Committee (OSC) for review.

► CWS Automation Study (CAST) – Presentations have been made to PIAC, TAC, and OSC, addressing the need to affirm the critical functionality missing from CWS/CMS, as well as an analysis of technical alternatives going forward. The draft study report is scheduled to be completed in October 2011, and will be reviewed by the governance bodies the third week of October. The final report is scheduled to be delivered to the Legislature in January 2012.

For more information contact Stephen Hensley at 916-263-1116 or Stephen.Hensley@OSI.CA.GOV
CWS/CMS Office Website: <http://www.hwcws.cahwnet.gov/>

CalWIN Update

- ▶ M&O Vendor Procurement Update – A revised schedule for the M&O RFP is being developed, and will be released after Federal approval is received. The latest information will be posted on the procurement website at www.CalWINprocurement.org
- ▶ 5th Annual Strategic Planning Event – The WCDS CalWIN Consortium’s 5th Annual Strategic Planning event was held on September 7, 2011, and was rated as a great success by those that responded to the event survey. The event featured keynote addresses by Carlos Ramos, Secretary of the California Technology Agency, Cathy Senderling-McDonald, Deputy Executive Director, CWDA and Tim Gard, a nationally recognized speaker on change management and stress reduction. Breakout sessions at the event allowed direct feedback from County and State attendees on both immediate and future challenges facing the Consortium. The Consortium Policy Board and Interoperability Committee (IOC) are working to synthesize and prioritize key initiatives to be included in the Strategic Plan.
- ▶ 1115 Medicaid Waiver / Coverage Initiative – The LIHP Expansion Project is the next project under The CalWIN Strategy for the Bridge to Health Care Reform and is quickly moving into the Functional Business Requirements phase after receiving the approval of the Cost Feasibility Study (CFS) on October 20, 2011. Several Counties have submitted a separate service request to utilize the interface capability now available. WCDS and HP are eager to begin assisting the remaining counties as they determine which features to implement. With the conclusion of Release 28 User Acceptance Testing (UAT) and First Data Independent Verification & Validation (IV&V), the CMSP LIHP project is on track for implementation November 14, 2011.
- ▶ ADA Compliance Assessment of Benefits CalWIN Online Application – The WCDS CalWIN Consortium evaluated the Benefits CalWIN Online Application for adherence to the State of California’s Web Accessibility Standards, which recommends sites meet both Section 508 of the Rehabilitation Act (29 U.S.C. 794d) standards and the Priority 1 and 2 level checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0 AA Conformance Level) developed by the World Wide Web Consortium (W3C). Assessment findings indicated that Benefits CalWIN is substantially compliant, and for those areas requiring remediation, they can be completed by June 2012. Remediation efforts are already underway and on schedule.
- ▶ Release 28 Approved for Implementation Into Production
The IOC unanimously voted to implement Release 28 as planned on November 14, 2011. User acceptance Testing (UAT) concluded October 24, 2011, with more than 600 requirements/acceptance criteria tested. Enhancements include Low Income Health Program support for CMSP counties (Sonoma & Solano) and improved processing and reporting for CalFresh Expedited Services, along with several system enhancements.
- ▶ CalWIN Web-Enablement Project – Work continues on the CalWIN Web-Enablement project. Conversion and testing of Stage 1 is 100 percent complete. Mass conversion of Stage 2 screens is in progress. Stage 2 includes those CalWIN screens with embedded logic. The Proof of Concept screens have been brought current to reflect the overall framework and usability changes.
- ▶ Incremental Modernization Efforts – Information Lifecycle Management (ILM) Project
The ILM initiative will free-up data storage and improve data access efficiencies. The fourth and final ILM Phase 2 production implementation completed the weekend of September 17-18, 2011 for Contra Costa, San Francisco, San Mateo and Ventura. Over a terabyte of storage space has been recovered in total between Phase 1 and Phase 2, which represents nearly a 10% reduction of roughly 15 terabytes of CalWIN’s database.

For additional information contact Bob Hendricks at 916-608-3367 or Bob.Hendricks@calwin.org

C-IV Update

▶ Release 11.09 Deployed on September 26th, 2011

The C-IV Project implemented over 50 new system enhancements with this release. Highlights include:

- ACL 11-26 - Heathcock V. Allenby Lawsuit - Statewide Policy
 - A new budget worksheet has been created that satisfies the requirements of the lawsuit and provides enough information to allow the household to make an informed decision about the accuracy of an Overissuance Notice of Action (O/I NOA).
 - The O/I NOA was also modified in order to satisfy the new requirements.
- Allow Single Cross County Log-in for Oversight Agencies
 - Oversight agencies from the State and other organizations require access to C-IV from time to time for auditing and validation purposes.
 - In an effort to decrease the level of effort in maintaining this access for both county staff and the oversight agency users, this functionality allows each oversight agency user to have a single C-IV log-in account that can be activated and deactivated on a county by county basis as needed.
- Update Non-Compliances to be Program Specific
 - Enables the worker to select program specific non-compliances without adversely impacting another program in error.
- Various C4Yourself enhancements including:
 - Upload documents through C4Y
 - Add SAWS 2A
 - Redesign electronic signature in C4Yourself
- Various Journal enhancements including:
 - Usability changes
 - Add Spell Check to Journal
 - Add Journal Template Capability

▶ San Bernardino Service Center Open House

- On Monday, September 26th, San Bernardino County hosted an open house at the new Service Center. San Bernardino County staff, C-IV Project representatives, as well as staff from neighboring C-IV Counties, participated in the event. Over 200 individuals toured the new facility and observed the Service Center Staff at work.
- The next wave of districts is scheduled to go live on October 17th.

For more information contact John Boule at 916-851-3226 or boulej@c-iv.org

Project Website: <http://www.c-iv.org/>

Welfare Data Tracking Implementation Project (WDTIP) Update

- ▶ To assist the Tribal TANF programs in determining Time On Aid (TOA) and preventing duplicate aid, a process has been established to provide the access to TOA information via WDTIP Help Desk.
- ▶ Staff is working with the State data center (OTech) on the migration of TRAC database from DB2 Version 8 to Version 9. The upgrade is expected to complete in the first quarter of 2012.

For more information please contact Grace Chen at 916-263-3363 or Grace.Chen@osi.ca.gov.

Project Website: www.wdtip.ca.gov

Los Angeles SAWS Updates

LEADER Replacement System (LRS)

- ▶ Los Angeles County is awaiting final state and federal approval to award the LRS contract to Accenture, LLC.

LEADER Modifications and Enhancements

- ▶ On September 15, 2011, the 2012 CalFresh Cost-of-Living Adjustment was successfully deployed to Production.
- ▶ On August 26, 2011, LEADER Build #260 was successfully deployed to Production along with several corrections and implementation of ACDWL 09-312. LEADER has been modified to change the Medi-Cal Mid-year Status Report reporting schedule. The mail month was changed from Month 6 to Month 5.
- ▶ On September 29, 2011, a special indicator to track AB 109 Parolees was successfully deployed to Production.
- ▶ Development and Testing continues with LEADER Build #261, scheduled to be deployed to Production on October 7, 2011, along with several corrections and the following enhancements:
 - Enhancements to the SSI referral process for the General Relief clients that have 12 months of disability within an 18-month period
 - Enhancements to the EDD process for General Relief clients
 - Modifications to LEADER, YourBenefitsNow and MEDS Interface file to accept SSNs with the 800 range
 - Implementation of AB 98 - CalWORKs Eligibility for Former Participants enrolled in a Subsidized Employment Program
- ▶ Development and Testing continues with LEADER Build #262, scheduled to be deployed to Production on October 28, 2011, along with several corrections and the following enhancements:
 - Implementation of the CalFresh ICT logic
 - Enhancements to the Case Comment screen
- ▶ Enhancements targeted for upcoming LEADER Builds are listed below:
 - Expansion of the online web portal to allow for self-service appointment scheduling
 - Implementation of the 2011 CalLearn changes
 - Tracking of CalFresh Outreach applications
 - Automation of the FNS 209
 - Implementation of SB 1569

For more information, contact Hayward Gee at 626-312-6001, or haywardgee@dpss.lacounty.gov

LEADER Replacement System Website: http://www.ladpss.org/dpss/LRS_RFP/default.cfm

Child Support Enforcement (CSE) System Update

DCSS's migration of hosting functions for the Child Support Enforcement (CSE) system from the current location in San Jose to the OTech Gold Camp location is scheduled to occur over the weekend of October 15 and 16, 2011. CSE will be brought down at noon on Friday, October 14, 2011, to allow additional time for migration activities to complete by Monday, October 17, 2011. DCSS has been in contact with our interface partners to coordinate any impacts to file exchanges, and to ensure that the migration is as seamless as possible.

For more information contact Garrick Hanson at 916- 464-5088 or garrick.hanson@dcss.ca.gov

Project Website: <http://www.childsup.ca.gov/>

CMIPS II Update

Despite the decision made in October to delay the November 28, 2011 pilot roll out, the Project continues to work with HP to develop a revised Pilot and Implementation schedule that ensures readiness for Pilot. In the meantime the following activities are taking place:

- ▶ User Acceptance Testing (UAT)
 - o 0.2 UAT and Regression Testing started as planned on September 12, 2011, and was scheduled to end on October 24, 2011. On Friday October 14, 2011, the State decided that CMIPS II Project was a No-Go for the November 28, 2011 Pilot roll out because of concerns with User Acceptance Testing, Conversion, and Performance Testing.
 - o Release 0.2 UAT is currently scheduled to begin on September 13, 2011. Release 0.2 is composed of 19 CRs. The majority of the release functionality is related to AB 1612 changes.
- ▶ County Implementation – Business Change Activities have begun in the Group 4 Counties. OSI/HP/CDSS staff identified the interim processes that will need to occur during the roll-out when both CMIPS II and Legacy CMIPS will be operating in the counties. These processes are being discussed with the RRT Committee and the Pilot Counties. Counties are continuing to be encouraged to complete business change activities at a pace fitting the size and complexity of each county's IHSS business practices. Questions regarding business change may be directed to Kelly Elo, OSI Business Change Manager, at 916-229-0889, or via email at Kelly.Elo@osi.ca.gov
- ▶ Data Readiness – Counties are receiving the data readiness files on a monthly basis, and the activities to work through the Readiness reports need to continue to reduce the reported errors. Only a handful of Counties are still working the duplicate provider information, and those activities should be completed within the next few weeks.
- ▶ Site Preparation - Pilot connectivity has been implemented and successfully tested. The Project is currently beginning the connectivity process with Wave 1 counties. New information is now available to calculate expected bandwidth requirements. The project is preparing county-specific bandwidth estimates to be distributed to all counties in the near future.
- ▶ Project Mailing Address -- The CMIPS II office has a new mailing address, since their move in September, 2011. Please mail all correspondence to P.O. Box 138014, Sacramento, CA 95813-8014.

For more information contact– cmips2info@osi.ca.gov
John Logan at OSI (916) 263-8600, John.Logan@osi.ca.gov
Pam Hughes at CDSS (916) 229-3291, Pamela.Hughes@dss.ca.gov

Project website: <http://www.cmips2project.ca.gov/>

CMIPS Update

- ▶ CDSS is continuing to work with counties to transition recipients in the upcoming elimination of Adult Day Health Care (ADHC) throughout the State. CDSS is committed to working with counties to develop a plan to transition affected recipients as smoothly as possible.
- ▶ CDSS implemented the new Medical Certification process on August 1, 2011. Please follow the EBB instructions to ensure accuracy of inputting the correct values for recipients.
- ▶ There are currently 139,786 providers on Direct Deposit.
- ▶ CDSS is continuing to work on the CMIPS II project. The pilot rollout is anticipated to be the fall of 2011.

For more information contact Leora Filosena at Leora.Filosena@DSS.ca.gov.

Electronic Benefit Transfer (EBT) Project Update

▶ Project Status

- The next California EBT system build is scheduled for deployment into the production environment on November 17, 2011. Included in this build release will be bug fixes only.
- By the end of October 2011, ACS will complete implementation of the virtual IP address solution (VIPA) for the ACS California EBT system. Additional October activities include:
 - Convert San Diego County, San Mateo County, and LEADER's User Acceptance Testing environments to the VIPA solution. (The LEADER Production environment was successfully implemented in September.)
 - Test Disaster Recovery of the California EBT system with the VIPA solution.

▶ Upcoming Activities

- The next EBT Change Control Board meeting is scheduled for December 14, 2011.
- The hologram on the California EBT Card (*Golden State Advantage Card*) will be slightly smaller. Cards with the new hologram will go into production in mid October 2011. ACS has notified the retailer community of this change. EBT Operations will send out an information notice to the counties prior to the cards going into production.

For more information contact: Kurtis Knapp at 916-263-4300, or Kurtis.Knapp@osi.ca.gov

Project website: www.ebtproject.ca.gov

EBT Client website: www.ebt.ca.gov

RADEP (Quality Control System) Update

- ▶ October modifications:
 - Printing only elements with values
 - Notes displaying properly on Case History pages.
- ▶ Effective with the October sample, there will be changes to the negative. The Field Operations Bureau and the feds will be working with the counties to address the changes.
- ▶ When requesting cases to be returned, please send Case Revision Summary Forms to the RADEP inbox at RADEP@dss.ca.gov.

RADEP inquiries, contact Matthew Nassirpour (916) 653-8178 or matthew.nassirpour@dss.ca.gov

Project website: <https://secure.cdss.ca.gov/admin/rad/radepclient>

RADEP inquiries, contact RADEP Help Desk at RADEP@dss.ca.gov or (916) 653-5400

SFIS Update

- ▶ CDSS will soon be sending out a draft All County Letter on the elimination of photo and fingerprint imaging for CalFresh-only cases effective January 1, 2012, in accordance with the recent passage of Assembly Bill 6. The draft ACL will be shared with external stakeholders (i.e., CWDA and advocates) for their expeditious review. CDSS plans to issue the ACL as quickly as possible, but no later than the end of November 2011.

For more information, contact Suzie Steinwert at 916-653-1826 or Suzanne.Steinwert@dss.ca.gov

Project website: <http://www.sfis.ca.gov/>

MEDS Update

▶ CA-MMIS Update

- Cutover – The weekend of September 30, 2011 through October 2, 2011, was an exciting time for the Department of Health Care Services. The Medi-Cal claims processing system (CA-MMIS) operations were transferred from the incumbent vendor, Hewlett Packard (HP), to the new vendor, Affiliated Computer Services (ACS). This is the first time that this highly complex system has been transferred in nearly 20 years. On Monday, October 3, 2011, the Medi-Cal systems were successfully transferred and became fully operational for all Medi-Cal users. In the event that there are difficulties logging in to the ACS systems, or other unplanned occurrences, please contact the new CA-MMIS helpdesk at:

(916) 373-7777 (general helpdesk number)
cammishelpdesk@acs-inc.com

○ Additional Background

California's Medicaid Management Information System (CA-MMIS) is the largest and most complex Medicaid claims processing system in the nation. It is a mission critical system that annually processes and adjudicates medical claims that result in approximately \$19 billion in payments to providers. It is a 30 year old, mainframe, legacy system which has been modified innumerable times to keep up with the ever increasing complexity of the Medi-Cal program. In May 2010, the Department of Health Care Services (DHCS) awarded the California Medicaid Management Information Systems Fiscal Intermediary (FI) contract to Affiliated Computer Services (ACS), which is now responsible for the operations of CA-MMIS.

▶ SSA Randomization

- SSN Assignment Methodology Changes – Effective June 25, 2011, the Social Security Administration changed its methodology for assigning SSNs. Under SSA's new methodology, a valid SSN consists of nine numeric digits and has three parts: 1) a three-digit Area Number which cannot be "000", "666" or any value "900" - "999"; 2) a two-digit Group Number which cannot be "00"; and 3) a four-digit Serial Number which cannot be "0000". A significant component of this change from the perspective of MEDS, the Statewide Client Index (SCI) and related health and welfare systems, is that SSA started assigning SSNs that begin with an 8 (previously only pseudo MEDS-IDs started with an 8 and those all ended with a P) and could also assign a few other SSNs that MEDS had previously identified as invalid, such as SSNs where all digits were the same.
- Impact on Systems – There are numerous instances throughout MEDS that check for a valid SSN, MEDS-ID or CIN and Medicare HIC edits also check for valid SSNs when appropriate. Many MEDS modules had their own edits for these fields instead of using a common edit module. In response to this change by SSA and in anticipation of the need to extend the range of valid pseudo MEDS-IDs in the near future, a new module was created to determine whether or not a nine-byte field is a valid SSN, a valid MEDS-ID or a valid CIN. Most of the changes to allow counties and other MEDS users to report SSNs beginning with an 8 to the SCI and to MEDS were completed during August and September. The plan was to have all changes other than for peripheral systems and minor changes that impact only one unlikely SSN completed by the end of September with the remaining changes to be completed by the end of October. When the September SCI changes were moved into production, a production issue at the data center was identified with an unrelated change to the SCI modules that had been previously tested but had not moved into production. Since the Medi-Cal claims processing system, CA-MMIS, was transferring operations from the incumbent vendor, Hewlett Packard, to the new vendor, Affiliated Computer Services over the weekend, the SCI changes were backed out of production and will be rescheduled for the first week of October so as not to conflict with any CA-MMIS conversion issues. MEDS/SCI inquiries and batch updates are currently accepting SSNs beginning with an 8 based on the installed August and September changes. Real time CIN assignment and SCI updates will accept the new SSNs as soon as the SCI changes are installed into production.

MEDS Update (Continued)

► DHCS Remedy Ticket Clean-Up Effort

- *Note: The Remedy system upgrade which was originally scheduled for October 2011 implementation has been rescheduled to November 2011 to accommodate other critical DHCS projects (such as CA-MMIS Assumption of Operations – see article above).*
- This summer/fall the Remedy Issue Tracking System, used at DHCS to act on MEDS problems and issues, will be upgraded. As a result of cleanup activities, several thousand old issues have been found that have not been completed. While performing quality reviews and trend analysis, the following common issues were identified:
 - Instances of insufficient detail provided in the ticket to complete analysis or repair.
 - Beneficiary detail is in the ticket, but no clear problem statement is identified (i.e. what is expected of MEDS to resolve the issue).
 - Issues that can be resolved through standard transactions that should be performed at the county.
 - Beneficiary is deceased, or the case has been terminated for other causes.
 - Requests for data repairs which can no longer be performed by MEDS programming or must be performed by data feed partners (like the Social Security Administration) for successful resolution.
- As ITSD works through these tickets over the next several months, counties will receive notification of resolution on old cases. Resolution detail and/or follow-up instructions for the counties will be provided on a case-by-case basis (ticket-by-ticket or beneficiary-by-beneficiary).
- In many instances, where insufficient beneficiary detail was provided, notations will be made for the county to determine if a problem still exists for the beneficiary, and possibly to provide complete details in a new Remedy ticket. The Application Support Branch (ASB) will be developing improved standards for ticket submission. Improvements will include requirements to better protect transmission of beneficiary personal information (PI) or personal health information (PHI) and detail submission for counties to insure MEDS staff can act on individual tickets/issues more timely.

► DHCS MEDS User Reconciliation

- Since February 2011, DHCS/MCED Branch has been working with County MEDS Coordinators to evaluate all current MEDS users and assign them to specific groups that better describe their program affiliation (Medi-Cal, Children's Services, Temporary Assistance to Needy Families (TANF), etc.). This reconciliation effort is almost completed and expected to continue through the month of December 2011.
- To better support this reconciliation effort, DHCS/ITSD altered the MEDS41 User Access Request Form and process to handle the assignment of the new Group Names, in addition to adding special logic that will automatically assign the appropriate access level based on the Group Name. These changes were implemented effective May 16, 2011, and Change Cycle Letter #349 contains additional detail about these changes.
- There have been a few incidents where MEDS User's access was either deleted or changed inadvertently – the sheer volume of MEDS Users and timing of reconciliation efforts contribute to this problem. Every effort is made to ensure that these incidents do not occur. If they occur, they are handled via the Remedy Ticket process - ITSD works with the MEDS Coordinator and MCED and is usually able to restore access within a day or two or in the next weekly batch. Questions about the MEDS User Reconciliation process may be addressed to MESECUR@DHCS.ca.gov.

For information contact John Zapata (916-552-6451 or JZapata@dhcs.ca.gov) or Cheryl Dobbins (916-440 7296 or Cheryl.Dobbins@dhcs.ca.gov)

Suggestions or Comments?

Submit your comments and suggestions to Meg Sheldon at 916-443-1749 or msheldon@cwda.org