

California Healthcare Eligibility Enrollment, and Retention System (CalHEERS)

Request for Public Comment:

The CalHEERS sponsors – Covered California and the Department of Health Care Services – are inviting public comment on the requirements that will be used to design the new Information Technology system – California Health Eligibility Enrollment, and Retention System (CalHEERS). These are the business/functional requirements that are detailed in this document. Business/functional requirements have been refined through the Joint Application Design (JAD) process described below, and provided for the purpose of enhancing the transparency of the process by allowing an external vetting of these requirements. Requirements that are not included here (Development and Implementation (DIR), Operations and Maintenance (OMR), and Deliverables (DR) have not changed and can be viewed by opening the CalHEERS Solicitation (HBEX4) on our website under the Solicitations tab.

Please use the public comment form to make any comments by November 30th.

The CalHEERS Requirements Process

The business requirements that are contained in the CalHEERS Solicitation (HBEX4) were developed through review of the Affordable Care Act (ACA) regulations, review of other State's ACA requirements, from gathering input from the California Health Benefit Exchange, the Department of Health Care Services, and the stakeholder community.

As the next step in the process, the CalHEERS project has been working on a validation process to ensure that there is a common understanding of the requirements that will guide both development and testing. The validation process was conducted through Joint Application Design (JAD) sessions, which did the following:

- Introduced system functionality to Project Sponsors and Partners
- Provided a common understanding of the requirements and how they will support business
- Validated that Accenture's (the System Integrator hired to develop CalHEERS) solution functionality meets the requirements
- Defined the scope of work for the detailed design sessions
- Will guide the system development and testing phases.

The JAD sessions were moderated by member(s) of the CalHEERS Project team dedicated to the analysis of the particular business functions and CalHEERS requirements scheduled for session. Each JAD session focuses on specific business functionality.

As of November 1, 2012, business/functional requirements validation is 87% complete. There are a variety of business/functional requirements that have not yet been validated that comprise the remaining 13%. The CalHEERS Project expects to complete that validation by mid December 2012.

CalHEERS Requirements

The following CalHEERS Requirements Table contains all business/functional CalHEERS requirements. To assist with your review, the requirements are identified with the original requirement number included in the HBEX4 Solicitation Document. It also includes the current status of “confirmed” or “in process” (see legend below).

The CalHEERS Project Team “bundled” similar requirements where possible and also decomposed some of the more complex, lengthy requirements into separate requirements in preparation of the design process. If a requirement was decomposed, it will be noted after its parent requirement as .1, .2, .3, etc.

The following legends will assist with your review.

Requirement Number Legend	
Requirement ID	Definition
BR	Business Requirements
SR	SHOP Requirements
UR	Identifies Usability Requirements
TR	Identifies Technical Requirements

Requirement Status Legend	
Status	Definition
Confirmed	Requirement has been confirmed/validated by CalHEERS team and project sponsors
In Process	Requirement sessions still required or requires decision or action item in order to confirm

CalHEERS Requirements Table

Requirement Number	Requirement Text	Status
BR1	The CalHEERS System shall provide the functionality to allow the information entered during plan browsing and comparing on the Web Portal to populate the standardized online application if a consumer chooses to apply for subsidized or enroll in non-subsidized health coverage.	Confirmed
BR2	The CalHEERS System shall provide the functionality for consumers to bypass the application for subsidized health coverage and direct the consumer to Exchange QHP and / or qualified stand-alone dental plan screening questions only for anonymous shopping. CalHEERS System shall provide notice of availability and cost that will depend on program eligibility determination.	Confirmed
BR3	The CalHEERS System shall provide the functionality for a consumer to securely log into the Web Portal to access and view their personal information and received notices.	Confirmed
BR4	The CalHEERS System shall provide the functionality for an applicant to withdraw their application at any time prior to Program Eligibility.	Confirmed
BR5	The CalHEERS System shall automatically save data entered into the application.	Confirmed
BR6	The CalHEERS System shall provide the functionality via the Web Portal to present and receive applicant data per the single streamlined application for non-subsidized or subsidized health coverage.	Confirmed
BR7	The CalHEERS System shall provide the functionality to scan any mailed applications or verification documents, and link, track and route for processing any scanned, faxed, or emailed applications or verification documents. In order to properly link, track and route documents for processing, CalHEERS will have the functionality to categorize each document into different 'media types.' Examples of different 'media types' include Application, Annual Eligibility Redeterminations, Open Enrollment, Special Enrollment, Appeals, etc.	Confirmed
BR8	The CalHEERS System shall provide the functionality to obtain a unique Client Identification Number (CIN) from the Statewide Client Index (SCI) in real-time for each family member listed on the application (using required application data such as SSN, date of birth, address, and complete name).	Confirmed
BR9	The CalHEERS System shall provide the functionality to identify Assisters if they are completing applications on behalf of an individual.	Confirmed
BR10	The CalHEERS System shall provide the functionality to allow Assisters to submit an application on behalf of the consumer and the consumer's attestation of information provided.	Confirmed
BR11	The CalHEERS System shall provide the functionality to validate field level entry data based on field specified criteria (e.g. dates, address matches, completeness, etc.).	Confirmed
BR12	The CalHEERS System shall provide the functionality to track the source of the application (e.g. CalHEERS WEB Portal, SAWS, Service Center mail or phone, efax, email, in-person), including the geographic location of the in-person contact.	Confirmed
BR13	The CalHEERS System shall provide the functionality to notify an individual / consumer if an account already exist in real-time.	Confirmed
BR14	The CalHEERS System shall provide the functionality to communicate to consumer / applicant the ability to or need to correct or complete their	Confirmed

	online application via online portal.	
BR15	The CalHEERS System shall provide the functionality to notify the consumer / applicant in writing to correct or complete their mailed application.	Confirmed
BR16	The CalHEERS System shall provide the functionality to create an individual user or applicant account if no account exists.	Confirmed
BR17	The CalHEERS System shall provide the functionality for users to update the consumer's account / application with initial / updated application data.	Confirmed
BR18	The CalHEERS System shall provide the functionality for consumers to select and update their account preferences for communication methods (mail, email, online chat, telephone, IVR, text, and FAX) and plan selection criteria (providers, networks, costs, etc.).	Confirmed
BR19	The CalHEERS System shall provide the functionality to track review status of individual documents that have been provided by the consumer as verification (e.g. verified, not verified, pending, etc.)	Confirmed
BR20	The CalHEERS System shall provide the functionality for an applicant to self-attest application data.	Confirmed
BR21	The CalHEERS System shall provide the functionality for an applicant to provide an online signature that complies with State and federal requirement standards and shall require an acknowledgement, under penalty of perjury, by the applicant or authorized person completing the application that the rights and responsibility related to the application process have been read and are understood.	Confirmed
BR22	The CalHEERS System shall provide the functionality for Call Center staff to receive, record and store an applicant's verbal attestation to application information and verbal signature to application data provided via the toll free number.	Confirmed
BR23	The CalHEERS System shall provide the functionality for a family to apply for different Health Insurance Affordability Programs for different family members.	Confirmed
BR24.1	The CalHEERS System shall provide the functionality to download and print an application, with pre-populated information if consent is provided, for an applicant to apply for Health Insurance Affordability Programs and Non Subsidized Coverage.	Confirmed
BR24.2	The CalHEERS System shall provide the functionality to download and print a blank application, for Health Insurance Affordability Programs and Non Subsidized Coverage.	Confirmed
BR24.3	The CalHEERS System shall provide the functionality to link consumer to additional information for an applicant to apply for other non-health services.	Confirmed
BR25.1	The CalHEERS System shall provide the functionality to track the progress / status of the receipt of documentation received with the initial application or after the initial application date.	Confirmed
BR25.2	CalHEERS System shall provide the functionality to notify the consumer and Assister or Eligibility Administrator of pending deadlines.	Confirmed
BR26	The CalHEERS System shall provide the functionality to process cases with application exceptions and/or discrepancies where manual review or intervention is required.	Confirmed
BR27	The CalHEERS System shall provide the functionality to update manually individual citizenship or lawful presence and document the substantiation.	Confirmed
BR28	The CalHEERS System shall provide the functionality to electronically store all documents submitted (viewable image) with an application or for verification of application data with the consumers account/application.	Confirmed
BR29	The CalHEERS System shall provide the functionality to record and update the maximum enrollments for AIM, Healthy Families and other	Confirmed

	health coverage programs that may have capped enrollment or funding capacities.	
BR30	The CalHEERS System shall provide the functionality to notify designated users of program enrollments (e.g. Healthy Families, AIM) approaching a configured threshold that is set below the maximum program enrollment limit.	Confirmed
BR31	The CalHEERS System shall provide the functionality to notify applicants that the program enrollments (for which they are eligible) have reached capacity and ask if they wish to be placed on a waiting list.	Confirmed
BR32	The CalHEERS System shall record and track a program waiting list of eligible applicants and notify them when enrollment is available.	Confirmed
BR33	The CalHEERS System shall provide the functionality to allow applicants and Assisters to view the status of their application via the Web Portal when additional verification is necessary.	Confirmed
BR34	The CalHEERS System shall provide the functionality to record and track for statistical analysis and reporting the timeframe for applying and receiving eligibility determination.	Confirmed
BR35	The CalHEERS System shall provide the functionality to track and record the timeframes for the receipt of application, request for verification, and receipt of data/document verification per program based upon the business rules for those programs	Confirmed
BR36	The CalHEERS System shall provide the functionality to record individual preferences (e.g. desired language for written and spoken communication and communication methods, including mail, email, online chat, telephone, text, Fax and IVR).	Confirmed
BR37	The CalHEERS System shall provide the functionality to collect optional voluntary demographic data categories such as ethnicity, primary language, disability status, and other categories recognized by Secretary of Health and Human Services and as determined by the Exchange or program policies.	Confirmed
BR38	The CalHEERS System shall provide a statement that the optional voluntary demographic and any health status information are collected to improve the quality of care.	Confirmed
BR39	The CalHEERS System shall provide the functionality to allow an applicant to consent to have their form prepopulated with available data which can be revised or deleted.	Confirmed
BR40	The CalHEERS System shall provide the functionality to inform an applicant of the penalty for failure to have minimum essential health coverage.	Confirmed
BR41	The CalHEERS System shall provide the functionality for an applicant to attach / upload any documentation with their application when completing on the Web Portal.	Confirmed
BR42.1	The CalHEERS System shall provide the functionality to print individual pages from the Web Portal.	Confirmed
BR42.2	The CalHEERS System shall provide the functionality to download and/or print a complete application from the Web Portal.	Confirmed
BR43	The CalHEERS System shall provide the functionality to verify initial applicant citizenship or status as a national or lawful presence, and income in real-time via external interface with the Federal Data Services Hub.	Confirmed
BR44	The CalHEERS System shall provide the functionality to verify residency, incarceration in real-time via external interface with various State Systems and/or federal Systems.	Confirmed
BR45	The CalHEERS System shall provide the functionality to perform all verifications as described in the Data Verification Plan. (e.g. minimum	Confirmed

	essential coverage).	
BR46	The CalHEERS System shall provide the functionality to automatically notify online in real-time if the individual will need to provide additional verification of income, citizenship or lawful presence.	Confirmed
BR47	The CalHEERS System shall provide the functionality to track the status of citizenship or lawful presence verification.	Confirmed
BR48	The CalHEERS System shall provide the functionality to verify in real-time whether an individual is already eligible and receiving benefits for subsidized healthcare via MEDS interface.	Confirmed
BR49	The CalHEERS System shall provide the functionality to notify the individual of all verified information in real-time via the Web Portal.	Confirmed
BR50	CalHEERS shall provide the functionality to: A) Screen for potential eligibility for non-MAGI Medi-Cal B) Send and receive application, case Data, and documentation to/from SAWS. C) Interface seamlessly with SAWS on the disposition of non-MAGI eligibility determination. D) Keep households that contain MAGI and non-MAGI members as a unified case in the member account features. E) Enable health plan shop/compare/select functionality to non-MAGI persons for recipients in mixed eligibility households.	Confirmed
BR50.1	CalHEERS shall provide the functionality to screen for potential eligibility for non-MAGI Medi-Cal	Confirmed
BR50.2	CalHEERS shall provide the functionality to send and receive application, case Data, and documentation to/from SAWS.	Confirmed
BR50.3	CalHEERS shall provide the functionality to Interface with SAWS to accept the disposition of non-MAGI eligibility determination.	Confirmed
BR50.4	CalHEERS shall provide the functionality to keep households that contain MAGI and non-MAGI members as a unified case in the member account features.	Confirmed
BR50.5	CalHEERS shall provide the functionality to enable health plan shop/compare/select functionality to non-MAGI persons for recipients in mixed eligibility households.	Confirmed
BR51	The CalHEERS System shall collect and send the application Data to the appropriate System of record to complete the application process for Other Health Services programs not within CalHEERS scope.	In Process
BR52	The CalHEERS System shall provide the functionality for individuals, authorized Providers and/or State staff to submit application(s), via the Web Portal for Prenatal Gateway, CHDP Gateway, BCCTP, FFACT, Newborn Gateway, Deemed Infants, and MediCal Inmate Eligibility programs.	Confirmed
BR53	The CalHEERS System shall provide the functionality to determine eligibility real-time for Prenatal Gateway, CHDP Gateway, BCCTP, FFACT, Newborn Gateway, Deemed Infants, and MediCal Inmate Eligibility programs.	Confirmed
BR54	The CalHEERS System shall provide the functionality to print an appropriate temporary coverage identification card for applications found eligible for Prenatal Gateway, CHDP Gateway, BCCTP, FFACT, Newborn Gateway, and Deemed Infants programs.	Confirmed
BR55	The CalHEERS System shall serve as the System of record for the Prenatal Gateway, CHDP Gateway, BCCTP, FFACT, Deemed Infants Eligibility, and Medi-Cal Inmate Eligibility programs.	Confirmed
BR56	The CalHEERS System shall provide the functionality to notify the	In Process

	applicant that they may be eligible for other State programs and directing them to the appropriate links (e.g., CalWORKS and CalFresh)	
BR57	The CalHEERS System shall collect and send the basic application Data for non-health services programs, along with any documents provided by the applicant, to the System of record for that program to complete the application process.	In Process
BR58	The CalHEERS System shall provide the functionality for an applicant to apply for other non-health services programs (CalWORKS, CalFresh).	Confirmed
BR59	The CalHEERS System shall provide the functionality to determine eligibility real-time screening of the applicant for possible non-MAGI health coverage as well as other non-health services programs (e.g., CalWORKS and CalFresh)	Confirmed
BR60	The CalHEERS System shall collect and send the basic application Data to the System of record for non-health services program for that program to complete the application process.	Confirmed
BR61	The CalHEERS System shall provide the functionality to process individual exemption request.	Confirmed
BR62	The CalHEERS System shall provide the functionality to process, verify, determine eligibility and track individual exemption request information, including categories and denials.	Confirmed
BR63	The CalHEERS System shall provide the functionality to initiate an automated process for determining Individual Exemption if an individual has indicated an exemption condition based on the submission of a completed application.	Confirmed
BR64	The CalHEERS System shall provide the functionality to notify CMS Federal Data Hub of verified exemption requests with monthly reports.	Confirmed
BR65	The CalHEERS System shall provide the functionality to automatically determine effective dates of temporary coverage timeframes based on program eligibility rules.	Confirmed
BR66	The CalHEERS System shall provide the functionality to determine individual eligibility real-time online for MAGI-Medi-Cal, CHIP, AIM, APTC, CSR, and BHP (if enacted), based on verified or attestation allowed application data.	Confirmed
BR67	The CalHEERS System shall provide the functionality to display online the results of the eligibility determination or redetermination and the reasons and data associated with the result.	Confirmed
BR68	The CalHEERS System shall provide the functionality to allow an applicant choose or decline a reduced or no advanced premium tax credit for which they are eligible.	Confirmed
BR69	The CalHEERS System shall provide the functionality to determine the category of cost-sharing reductions based on Federal Poverty Level (FPL).	Confirmed
BR70	The CalHEERS System shall provide the functionality to report monthly the eligibility determinations by type of subsidized health coverage (MAGI Medi-Cal, APTC, CSR, AIM and CHIP).	In Process
BR71	The CalHEERS System shall provide the functionality to screen individuals for non-MAGI eligibility criteria (e.g. blind or disabled, etc.) and send a referral, including application data and document images to the appropriate SAWS.	Confirmed
BR71.1	The CalHEERS System shall provide the functionality to screen individuals for non-MAGI eligibility criteria (e.g. blind or disabled, etc.)	Confirmed
BR71.2	The CalHEERS System shall provide the functionality to send a referral, including application data and document images to the appropriate SAWS for Non MAGI	Confirmed
BR72	The CalHEERS System shall provide the functionality to calculate advance premium tax credit and cost sharing reduction.	Confirmed

BR73	The CalHEERS System shall provide the functionality (including additional rules, work flows, and other tools) to support redetermination of eligibility for Exchange, APTC, CSR, MAGI Medi-Cal, CHIP, and AIM when new information is received (e.g., either through an interface or from individual updates).	Confirmed
BR74	The CalHEERS System shall provide the functionality to notify the applicant that they may be eligible for other State programs and direct them to the appropriate links (Cal Works, CalFresh, etc.)	Confirmed
BR75	The CalHEERS System shall provide the functionality to send basic application information, upon consumer request and or consent, to the appropriate SAWS in order to process for other non-health services.	Confirmed
BR76	The CalHEERS System shall provide the functionality to create and maintain eligibility qualifying events (e.g. pregnancy, recently unemployed, turned 65, etc.) by program.	Confirmed
BR77	The CalHEERS System shall provide the functionality to record an applicant's qualifying event(s).	Confirmed
BR78	The CalHEERS System shall provide the functionality to notify an enrollee in real-time of changes to APTC or CSR calculations based on income updates provided via the Web Portal.	Confirmed
BR79	The CalHEERS System shall provide the functionality to allow an enrollee to change their APTC or CSR amounts based on updated income they provided.	Confirmed
BR80	The CalHEERS System shall provide the functionality to create and maintain rules (including historical rules) for enrollment effective dates based on State or Exchange policies for each program and/or qualifying event.	Confirmed
BR81	The CalHEERS System shall provide the functionality to allow plan selection and transfer due to plan decertification.	Confirmed
BR82	The CalHEERS System shall provide the functionality to qualify individual for an enrollment period.	Confirmed
BR83	The CalHEERS System shall provide the functionality for special enrollment periods based on specified criteria (birth, death, change in address, change in household, laid off, etc.).	Confirmed
BR84	The CalHEERS System shall provide the functionality to gather individual plan preferences.	In Process
BR85	The CalHEERS System shall provide the functionality to present the consumer the detailed comparisons of qualified health plans filtered on individual plan preferences.	Confirmed
BR86	The CalHEERS System shall provide the functionality to present appropriate MAGI Medi-Cal, AIM, CHIP and BHP (if enacted) plans for which an applicant is eligible to enroll.	Confirmed
BR87	The CalHEERS System shall provide the functionality to support individual selection of a Qualified Health Plan in the Exchange or of the health plan for which they are eligible in MAGI Medi-Cal, AIM or Healthy Families (which may be determined by geographic location and/or region).	Confirmed
BR88	The CalHEERS System shall determine plan availability, calculate plan cost and display their results, including average monthly premium costs and estimated annual out of pocket, net costs, gross costs (net savings) and at risk costs.	Confirmed
BR89	The CalHEERS System shall provide the functionality to estimate average monthly and annual costs (premium plus out of pocket cost) for each plan selected for comparison.	Confirmed
BR90	The CalHEERS System shall provide the functionality to display the QHP summary of benefits and coverage as specified by ACA regulations.	Confirmed
BR91	The CalHEERS System shall provide the functionality to hide and unhide	Confirmed

	plan selection criteria and cost components.	
BR92	The CalHEERS provide the functionality to display for each plan selected, the plan quality rating, and one or more quality indicators and one or more customer service indicators, as determined by the Exchange.	Confirmed
BR93	The CalHEERS System shall provide the functionality for applicants to select multiple QHPs or qualified stand-alone dental plans and sort the results by premium, quality rating, deductible amount, out of pocket limits, annual costs, quality indicators, and customer service indicators.	Confirmed
BR94	The CalHEERS System shall show a range (low, medium, high) of estimated annual cost based on consumer's possible or actual health conditions (from consumer provided or pre-defined utilization scenarios) for each plan selected for comparison.	Confirmed
BR95	The CalHEERS System shall provide the maximum out-of-pocket costs for each plan selected for comparison.	Confirmed
BR96	The CalHEERS System shall provide the functionality for the consumer to provide known current or future medical usage (Dr. visits, prescriptions, surgeries, etc.) and disease scenarios to dynamically and real-time adjust the estimated annual out of pocket costs for each plan selected for comparison.	Confirmed
BR97	The CalHEERS System shall provide the functionality highlight any benefit gaps in a plan as compared to other selected plans .	Confirmed
BR98	The CalHEERS System shall highlight any additional or extended coverage provisions provided by each plan selected for comparison.	Confirmed
BR99	The CalHEERS System shall provide provider directories for each plan selected for comparison and to search for a specific doctor or facility.	Confirmed
BR100	The CalHEERS System shall show provider quality information within the provider directory as well as for the selected provider.	Confirmed
BR101	The CalHEERS System shall include and keep current a centralized Provider Directory database that contains consumer-centric information on providers (i.e., independent clinicians, medical groups, dentists, specialists, and other health plan-specific providers) in a plan's geographic coverage area Key functionality of the centralized Provider Directory database includes, but is not limited to, compiling and presenting information on: A) Quality rating of providers B) Provider their being in or out of network on respective plans or products C) Provider's acceptance of new patients D) Language(s) spoken by the provider E) The Vendor is encouraged to recommend other elements to be presented as part of the centralized Provider Directory.	Confirmed
BR102	The CalHEERS System shall provide easily understood descriptions and quality ratings of the various aspects of each plan's care and service quality, including summary measures and convenient ways for the use to drill down to what interests the consumer (by disease, type of service, etc.) for each plan selected for comparison.	Confirmed
BR103	The CalHEERS System shall provide summary information on each plan's programs to foster healthy living, care coordination, case management, shared decision-making, patient safety, and other ways to promote health and wellness for each plan selected for comparison.	Confirmed
BR104	The CalHEERS System shall allow the consumer to assign their own weights to different types of quality measures that contribute to the overall plan rating, such as the availability of quality doctors, wellness resources offered, customer service, claims handling, etc. for each plan selected for comparison.	Confirmed

BR105	The CalHEERS System shall provide the functionality to print the plan comparisons.	Confirmed
BR106	The CalHEERS System shall provide the functionality for an online calculator to calculate the net premium of selected plans based on eligibility for Advanced Premium Tax Credit (APTC), the impact of Cost Sharing Reductions (CSR) for subsidized out-of-pocket costs, and also show the consumer the gross premium with the net savings.	Confirmed
BR107	The CalHEERS System shall provide the functionality to notify individuals who select APTC subsidies of penalties and / or liabilities that may occur at time of tax filing due to increase in income.	In Process
BR108	The CalHEERS System shall provide the functionality to list available plans and benefit designs via the Web Portal based on the individual's circumstances (e.g. income, age, location, etc.) and stored preferences.	Confirmed
BR109	The CalHEERS System shall provide the functionality to update stored plan preferences and refine plan presentation filters.	Confirmed
BR110	The CalHEERS System shall provide the functionality to process plan selection and confirm enrollment in the selected plan(s).	In Process
BR111	The CalHEERS System shall provide the functionality to notify issuer of individual enrollment in a QHP and / or stand-alone dental plan.	Confirmed
BR112	The CalHEERS System shall provide the functionality to track individual enrollments with a qualified health plan(s) for issuer notifications.	Confirmed
BR113	The CalHEERS System shall provide the functionality to process acknowledgement of individual enrollment from Issuer.	Confirmed
BR114	The CalHEERS System shall provide the functionality to generate reports to Issuer about individuals and family enrollments in Qualified Health Plans.	In Process
BR115	The CalHEERS System shall provide the functionality to process Issuer enrollment discrepancies and payment information.	Confirmed
BR116	The CalHEERS System shall provide the functionality to automatically enroll an individual / household into a default or preferred type of health plan for a geographic area if the individual's current plan is no longer available and a new plan has not been chosen in the timeframe allotted.	In Process
BR117	The CalHEERS System shall track the enrollees' effective dates of coverage in each QHP.	Confirmed
BR118	The CalHEERS System shall provide the functionality for authorized users to manually change individual plan effective dates.	Confirmed
BR119	The CalHEERS System shall track and report all manually changed plan enrollment effective dates.	Confirmed
BR120	The CalHEERS System shall provide the functionality to automatically process annual eligibility redetermination based on current data.	Confirmed
BR121	The CalHEERS System shall provide the functionality to determine available plans and allow enrollee to change plans during the renewal period as specified by the Exchange.	Confirmed
BR122	The CalHEERS System shall provide the functionality to receive and process eligibility criteria, either from the consumer or other external data sources and redetermine eligibility at any time.	Confirmed
BR123	The CalHEERS System shall provide the functionality to send a task to the service center queue for processing when beneficiaries eligibility has changed based on newly received data.	Confirmed
BR124	The CalHEERS System shall provide the functionality to sort by zip code, batch and print renewal correspondence.	Confirmed
BR125	The CalHEERS System shall provide the functionality to process individual disenrollment due to change in circumstance (e.g., moved to SHOP or Employer coverage) or non-payment of premium.	Confirmed
BR126	The CalHEERS System shall provide the functionality to obtain verification	Confirmed

	data (only what is necessary e.g., income, incarceration, residency) in advance of annual renewal.	
BR127	The CalHEERS System shall provide the functionality to issue a notice of annual enrollment period to current enrollees, based on preferences (e.g., mail, email, phone, text) which includes pre-populated data.	Confirmed
BR128	The CalHEERS System shall provide the functionality to issue a notice of annual enrollment period via mail to current enrollees if email, phone, or text was unsuccessful.	Confirmed
BR129	The CalHEERS System shall provide the functionality to receive individual enrollment renewal responses / updates through CalHEERS Web Portal, Mail, Phone, Fax, and Secure e-mail.	Confirmed
BR130	The CalHEERS System shall provide the functionality to auto-enroll a consumer in their current plan if still eligible with currently verified data.	Confirmed
BR131	The CalHEERS System shall provide the functionality for a consumer to opt out of Exchange coverage and provide the reasons for opting out.	Confirmed
BR132	The CalHEERS System shall provide the functionality to notify Issuer about changes in enrollee information and renewal.	Confirmed
BR133	The CalHEERS System shall provide the functionality to process individual exemption renewal.	Confirmed
BR134	The CalHEERS System shall provide the functionality to produce written notification / request for individuals to verify key eligibility factors (e.g., income, household composition, residency, etc.) for the purposes of annual eligibility redetermination or enrollment renewal and report changes if necessary.	Confirmed
BR135	The CalHEERS System shall provide the functionality to process individual responses to initiate eligibility redetermination process if necessary.	Confirmed
BR136	The CalHEERS System shall provide the functionality to notify enrollees of disenrollment due to change in eligibility criteria. The notice is to include the reasons for ineligibility, the effective date, and a toll free number for customer service.	Confirmed
BR137	The CalHEERS System shall provide the functionality for enrollees to transfer to another QHP and / or stand-alone dental plan outside the annual renewal period based on certain qualifying events that change availability of plans (move to new location, decertification of a plan, etc.).	Confirmed
BR138	The CalHEERS System shall provide the functionality to process an individual appeal.	In Process
BR139	The CalHEERS System shall provide the functionality to capture and track the disposition of appeals in the Exchange (including status, assignments, and relevant case notes).	Confirmed
BR140	The CalHEERS System shall provide the functionality to refer or route appeal requests to entities outside of the Exchange such as an Independent Review Organization or other agency.	Confirmed
BR141	The CalHEERS System shall provide the functionality to record the detailed results and supporting documentation that result from or support an appeals decision.	Confirmed
BR142	The CalHEERS System shall provide the functionality to receive scanned images and e-mailed documents, link and provide the images of documents associated with an appeal.	Confirmed
BR143	The CalHEERS System shall provide a formal written notice to an individual of appeal decision, including details of the decision.	Confirmed
BR144	The CalHEERS System shall provide the functionality to adjust eligibility determination resulting from appeal.	Confirmed
BR145	The CalHEERS System shall provide the functionality to notify the applicant of adjusted eligibility based on a final adjudicated appeal decision.	Confirmed

BR146	The CalHEERS System shall provide the functionality to scan any received correspondence, link to a case, and route for subsequent case management processing.	Confirmed
BR147	The CalHEERS System shall provide the functionality for account/case management functions for the management of the consumer's application information and processing.	Confirmed
BR148	The CalHEERS System shall provide the functionality to transfer any new received document images to the SAWS upon receipt for referred applications.	In Process
BR149	The CalHEERS System shall provide the functionality for authorized users to update accounts / cases with updated information.	Confirmed
BR150	The CalHEERS System shall provide workflow functionality to support multiple service delivery models. (e.g., case management model vs. task oriented model).	Confirmed
BR151	The CalHEERS System shall provide flexible workflows to support frequently changing business models.	Confirmed
BR152	The CalHEERS System shall provide a customizable workflows capability. (e.g., automatic sequencing, smart scripting, guided trip, etc.)	Confirmed
BR153	The CalHEERS System shall provide event triggers that will be sent to appropriate staff or appropriate online/batch process on prioritized basis. (e.g., age of task, pregnant woman, etc.)	Confirmed
BR154	The CalHEERS System shall provide functionality to define workflow events that may be based on user-defined criteria [e.g., Transaction Code, Agency, Data values (for example date of application, type of application), other user-defined values or parameters.]	Confirmed
BR155	The CalHEERS System shall provide functionality to initiate event triggers that will send notification to workflow System user (e.g., documentation has been received on a pending case or specific tasks that must be performed). Notifications should be configurable to be used anywhere in the workflow to notify the participant.	Confirmed
BR156	The CalHEERS System shall provide functionality to alert assigned staff when new data has been received for a case, if eligibility is affected or if follow-up action is required.	Confirmed
BR157	The CalHEERS System shall provide functionality to alert assigned staff or specified work queue when conflicting data has been received for a case (Ex. the birth date for an applicant has changed).	Confirmed
BR158	The CalHEERS System shall provide functionality to assign work using flexible criteria (e.g., type, caseload, task, queue, etc.).	Confirmed
BR159	The CalHEERS System shall provide the functionality for consumers, Assistors and Eligibility Administrators to view an applicant or enrollee account information including the household members and their respective health coverage and eligibility status. This will include household members that are / may be eligible for non-MAGI Medi-Cal.	Confirmed
BR160	The CalHEERS System shall provide the functionality for multi-level (drill down) searching and filtering searches to locate needed account/case information.	Confirmed
BR161	The CalHEERS System shall provide functionality to monitor caseload size per assigned staff.	Confirmed
BR162	The CalHEERS System shall provide functionality to create caseload reports and statistics.	In Process
BR163	The CalHEERS System shall provide functionality to retain consumer health coverage history by type of health coverage (APTC, CSR, MAGI Medi-Cal, CHIP, AIM, and non-subsidized), enrollment effective dates, for online retrieval and reporting for a period of 60 months.	Confirmed
BR164	The CalHEERS System shall provide the functionality for Eligibility	Confirmed

	Administrators, consumers, and Assistors to search and view a specific consumer's information according to role-based security controls and California policy, for online retrieval for 60 months of historical data.	
BR165	The CalHEERS System shall provide the functionality to uniquely record and track individuals and have the ability to associate individuals with one or more cases in a manner that facilitates case management yet allow for both duplicated and unduplicated caseload counts.	Confirmed
BR166	The CalHEERS System shall provide the functionality to automatically generate comments, viewable with the case file, whenever authorized users make case change changes including but not limited to: a description of the change which includes the prior value(s), the date and time of the change, the source of the change (User, CalHEERS-generated, etc.) and, if User-generated, the name and User ID of the User making the change.	In Process
BR167	The CalHEERS System shall provide functionality to retain history and viewing capability of all received and sent applications and documentation. This includes the ability to designate documents and notices which are kept indefinitely as a permanent part of the case record and will not be purged (e.g. - notices related to claims).	In Process
BR168	The CalHEERS System shall provide the functionality to electronically receive and route for processing exception files from MEDS (i.e. MEDS Alerts).	Confirmed
BR168.1	The CalHEERS System shall provide the functionality to electronically receive exception files from MEDS.	Confirmed
BR168.2	The CalHEERS System shall provide the functionality to electronically route for processing exception files from MEDS.	Confirmed
BR169	The CalHEERS System shall provide the functionality to allow an individual to disenroll from a QHP and / or stand-alone dental plan at any time.	Confirmed
BR170	The CalHEERS System shall provide the functionality to notify individual of insurance requirements and penalties upon disenrollment.	Confirmed
BR171	The CalHEERS System shall provide the functionality to notify a QHP and / or stand-alone dental plan of an individual's disenrollment.	In Process
BR172	The CalHEERS System shall provide the functionality to notify CMS Federal Data Hub of an individual's disenrollment from a Qualified Health Plan.	Confirmed
BR173	The CalHEERS System shall provide the functionality to notify an individual that disenrolled from a QHP and / or stand-alone dental plan their current healthcare options.	Confirmed
BR174	The CalHEERS System shall provide the functionality to allow grace periods for nonpayment of premium based on specified program rules.	Confirmed
BR175	The CalHEERS System shall provide the functionality to notify an enrollee of effective dates of disenrollment due to nonpayment of premium	Confirmed
BR176	The CalHEERS System shall provide the functionality to disenroll an individual for non-payment of premium.	Confirmed
BR177	The CalHEERS System shall provide the functionality for authorized users to reinstate enrollment without going through the appeal process in accordance with established State policies.	Confirmed
BR178	The CalHEERS System shall provide the functionality to track for audit purposes all manual enrollment reinstatements.	Confirmed
BR179	The CalHEERS System shall provide the functionality to limit disenrollment from non-payment of premium based on grace period rules determined by the Exchange and State and federal regulations.	In Process
BR180	The CalHEERS System shall provide for Continued Enrollment (CE) if the applicant/enrollee submits a complete CE form to dispute the	Confirmed

	disenrollment decision by a certain deadline.	
BR181	The CalHEERS System shall provide the functionality to track QHP and / or stand-alone dental plan gross premium rates per month per enrollee.	Confirmed
BR182	The CalHEERS System shall invoice individual enrollees monthly for premiums due, with instructions to send payments to a designated payment processing center/address.	Confirmed
BR183	The CalHEERS System shall provide the functionality to aggregate the individual premiums for all family members into a single monthly invoice, including any subsidized healthcare plan.	Confirmed
BR184	The CalHEERS System shall provide the functionality to electronically receive and record premium payment details (warrant number, date) from the designated financial institution.	Confirmed
BR185	The CalHEERS System shall provide the functionality to automatically and manually reconcile individual premium payments with CalHEERS enrollment data.	Confirmed
BR186	The CalHEERS System shall provide the functionality to receive individual premium payments via credit card, debit card, ACH, Vendor POS device, cash and checks.	Confirmed
BR187	The CalHEERS System shall provide the functionality to generate a report of all individuals enrolled in QHPs or qualified stand-alone dental plans for the upcoming month along with the amounts of gross premiums, APTC and CSR associated with the individuals and transmit to CMS Federal Data Hub electronically.	Confirmed
BR187.1	The CalHEERS System shall provide the functionality to generate and transmit an electronic report to CMS for the upcoming month specific to QHPs : 1) Individuals enrolled in QHPs along with the amounts of Gross premiums 2) Individuals enrolled in APTC and CSR subsidies 3) The current Second Lowest Cost Silver Plan (SLCSP) premium amounts.	Confirmed
BR187.2	The CalHEERS System shall provide the functionality to generate and transmit an electronic report to CMS for the upcoming month specific to Qualified Stand-Alone Dental Plans : 1) Individuals enrolled in qualified stand-alone dental plans along with the amounts of Gross premiums 2) Individuals enrolled in APTC and CSR subsidies 3) The current Second Lowest Cost Silver Plan (SLCSP) premium amounts.	Confirmed
BR188	The CalHEERS System shall provide the functionality to receive an electronic report of APTC and CSR payments from the IRS or Federal Data Hub and record and reconcile these payments with CalHEERS data.	Confirmed
BR189	The CalHEERS System shall provide the functionality to receive payment history from the Issuer, and to reconcile Issuer premium payment history.	Confirmed
BR190	The CalHEERS System shall provide the functionality to send an electronic report to CMS Federal Data Hub of all current enrollees determined eligible for APTC and CSR subsidies for the upcoming month, along with the current Second Lowest Cost Silver Plan (SLCSP) premium amounts.	Confirmed
BR191	The CalHEERS System shall provide the functionality to reconcile premium payments to Issuers and allow authorized users to make manual adjustments.	Confirmed
BR192	The CalHEERS System shall provide the functionality to submit a payment request to the State Controller's Office or designated State agency of net premiums due to the Issuers.	Confirmed
BR193	The CalHEERS System shall provide the functionality to track for audit	Confirmed

	purposes all manual adjustments.	
BR194	The CalHEERS System shall provide the functionality to notify enrollees of nonpayment of premium, the amount past due, and the coverage termination date if payment is not received.	Confirmed
BR195	The CalHEERS System shall provide the functionality to notify enrollees of premium discrepancies.	Confirmed
BR196	The CalHEERS System shall provide the functionality to receive and process issuer or enrollee notice of premium discrepancies.	Confirmed
BR197	The CalHEERS System shall provide the functionality to process non-payment of premium and utilize configured grace periods for termination notices.	Confirmed
BR198	The CalHEERS System shall provide the functionality for accounts receivable to track premiums due from enrollees for all subsidized and non-subsidized plan premiums.	Confirmed
BR199	The CalHEERS System shall provide the functionality for accounts receivable to track Issuer Plan Assessment Fees due to the Exchange.	Confirmed
BR200	The CalHEERS accounts receivable functionality shall allow for automated and manual reconciliation of Issuer receivable balances.	Confirmed
BR201	The CalHEERS accounts receivable functionality shall track all premium and Issuer Plan Assessment Fee invoices, receipts, adjustments and write-offs for a minimum of ten years.	Confirmed
BR202	The CalHEERS accounts receivable functionality shall provide an audit trail of all adjustments and write-offs made.	Confirmed
BR203	The CalHEERS System shall provide the functionality for accounts payable to track premiums refunds due to enrollees for all subsidized and non-subsidized plan premiums.	Confirmed
BR204	The CalHEERS System shall provide the functionality for accounts payable to track Assister fees due.	Confirmed
BR205	The CalHEERS System accounts payable functionality shall allow for automated and manual reconciliation of premium refunds and Assister fee balances.	Confirmed
BR206	The CalHEERS System accounts payable functionality shall track all premium refunds and Assister fee invoices, payments, adjustments and write-offs for a minimum of ten years.	Confirmed
BR207	The CalHEERS System accounts payable functionality shall provide an audit trail of all adjustments and write-offs made.	Confirmed
BR208	The CalHEERS System shall provide the functionality to extract, print and electronically send monthly enrollee and plan data (including premium information) to appropriate State entities and CMS for reinsurance and risk adjustment calculations.	Confirmed
BR208.1	The CalHEERS System shall provide the functionality to extract, print and electronically send monthly enrollee and plan data (including premium information) to CMS for reinsurance and risk adjustment calculations.	Confirmed
BR208.2	The CalHEERS System shall provide the functionality to extract and electronically send monthly enrollee and plan data (including premium information) to DMHC for reinsurance and risk adjustment calculations.	Confirmed
BR208.3	The CalHEERS System shall provide the functionality to extract and electronically send monthly enrollee and plan data (including premium information) to CDI for reinsurance and risk adjustment calculations.	Confirmed
BR209	The CalHEERS System shall provide the functionality to configure Plan Assessment Fees by Issuer and /or QHP and / or qualified stand-alone dental plan for defined time periods.	Confirmed
BR210	The CalHEERS System shall provide the functionality to invoice Issuer QHP and / or qualified stand-alone dental plan Assessment Fees.	Confirmed

BR211	The CalHEERS System shall provide the functionality to calculate the net premiums due to Issuers after deducting Issuer fees, or other deductions due to the Exchange.	Confirmed
BR212	The CalHEERS System shall provide the functionality to track applications and enrollments for which an Assister or Eligibility Administrator was involved.	Confirmed
BR213	The CalHEERS System shall provide the functionality to configure a fee for an Assister for a configured timeframe for enrollment and renewal activities based on policies to be determined by the Exchange, DHCS or MRMIB.	Confirmed
BR214	The CalHEERS System shall provide the functionality to configure and calculate Assister fees that may vary based on programs for which individuals enroll (Exchange, Medi-Cal, Healthy Families, AIM).	Confirmed
BR215	The CalHEERS System shall provide the functionality to submit a payment request to the State Controller's Office or designated State agency of Assister fees due.	Confirmed
BR216	The CalHEERS System shall provide the functionality to automatically and manually reconcile Assister fees.	Confirmed
BR217	The CalHEERS System shall provide the functionality to utilize data from multiple sources such as accrediting bodies (HEDIS, NCQA) and State regulators for determining quality indicators and methods used in plan quality rating.	Confirmed
BR218	The CalHEERS System shall allow the quality rating methodology to be modified to incorporate different quality indicators, weighting, and methods.	Confirmed
BR219	The CalHEERS System shall collect data and sources and use Exchange determined rules and criteria for determining the quality rating. The Vendor will recommend data and sources.	Confirmed
BR220	The CalHEERS System shall provide the functionality to list and maintain Qualified Health Plan (QHP) and qualified stand-alone dental plan criteria for defined time periods.	Confirmed
BR221	The CalHEERS System shall provide the functionality to assign an initial quality rating to a Qualified Health Plan (QHP), qualified stand-alone dental plan, and MAGI Medi-Cal, CHIP, AIM, and BHP (if enacted) plans.	Confirmed
BR222	CalHEERS System shall provide the functionality to list Certified QHPs, qualified stand-alone dental plans, and MAGI Medi-Cal, AIM, CHIP, and BHP (if enacted) plans on the Web Portal.	Confirmed
BR223	The CalHEERS System shall provide the functionality to receive health plan information for Exchange QHPs, qualified stand-alone dental plans, and MAGI Medi-Cal, AIM, CHIP, and BHP (if enacted) plans.	Confirmed
BR224	The CalHEERS System shall provide the functionality to collect and display for each QHP Issuer the following information: claims payment policies and practices, financial disclosures, enrollment data, disenrollment data, number of claims denied, rating practices, information on cost sharing and payments with respect to any out-of-network coverage, and information on enrollee rights under Title I of the ACA.	Confirmed
BR225	The CalHEERS System shall provide the functionality to receive, track, and forward to regulatory organizations (CDI, DMHC, etc.) individually identifiable complaints.	Confirmed
BR226	The CalHEERS System shall provide the functionality to document any resolution to individually identifiable complaints.	Confirmed
BR227	The CalHEERS System shall provide the functionality to receive complaint data from Issuers and other organizations (Office of Patient Advocates, California Department of Insurance, Department of Healthcare Services, Department of Managed Healthcare). Complaint data shall be organized	Confirmed

	so that it can be tracked by source, plan product, Issuer and type of complaint.	
BR228	The CalHEERS System shall utilize all complaint data to identify and report complaint/feedback trends.	Confirmed
BR229	The CalHEERS System shall have the functionality to route QHP and qualified stand-alone dental plan complaints based on type and/or category to other agencies (CDI, DMHC, County Welfare Departments, etc.)	Confirmed
BR230	The CalHEERS System shall provide the functionality for enrollees to obtain feedback and/or information on referral to other organizations for their complaint.	Confirmed
BR231	The CalHEERS System shall provide the functionality to update QHP, qualified stand-alone dental plans, MAGI Medi-Cal, AIM, CHIP and BHP (if enacted) plan quality ratings and track historical ratings and time periods for these ratings (begin and end dates).	Confirmed
BR232	The CalHEERS shall provide the functionality to receive QHP and qualified stand-alone dental plan certification, recertification or decertification information.	Confirmed
BR233	The CalHEERS System shall provide the functionality to track the status and progress of QHP and qualified stand-alone dental plan certification or recertification.	Confirmed
BR234	The CalHEERS System shall provide the functionality to update QHP, qualified stand-alone dental plan, MAGI Medi-Cal, AIM, CHIP and BHP (if enacted) plan information as needed, and add additional data and notes.	Confirmed
BR235	The CalHEERS System shall provide the functionality to notify Issuers, CMS, California Department of Insurance (CDI), Department of Managed Health Care (DMHC), Department of Health Care Services (DHCS), and enrollees of QHP and qualified stand-alone dental plan non-renewal and decertification.	Confirmed
BR235.1	The CalHEERS System shall provide the functionality to notify Issuers of QHP and qualified stand-alone dental plan non-renewal and decertification.	Confirmed
BR235.2	The CalHEERS System shall provide the functionality to notify CMS of QHP and qualified stand-alone dental plan non-renewal and decertification.	Confirmed
BR235.3	The CalHEERS System shall provide the functionality to notify enrollees of QHP and qualified stand-alone dental plan non-renewal and decertification.	Confirmed
BR235.4	The CalHEERS System shall provide the functionality to notify California Department of Insurance (CDI) of QHP and qualified stand-alone dental plan non-renewal and decertification.	Confirmed
BR235.5	The CalHEERS System shall provide the functionality to notify Department of Managed Health Care (DMHC) of QHP and qualified stand-alone dental plan non-renewal and decertification.	Confirmed
BR236	The CalHEERS System shall provide the functionality to notify Issuers, CMS, CDI, DMHC and DHCS and enrollees of QHP and qualified stand-alone dental plan recertification.	Confirmed
BR236.1	The CalHEERS System shall provide the functionality to notify Issuers of QHP and qualified stand-alone dental plan recertification.	Confirmed
BR236.2	The CalHEERS System shall provide the functionality to notify CMS of QHP and qualified stand-alone dental plan recertification.	Confirmed
BR236.3	The CalHEERS System shall provide the functionality to notify CDI of QHP and qualified stand-alone dental plan recertification.	Confirmed
BR236.4	The CalHEERS System shall provide the functionality to notify DMHC of QHP and qualified stand-alone dental plan recertification.	Confirmed

BR237	The CalHEERS System shall provide the functionality to update QHP and / or qualified stand-alone dental plan information and post the updates on the Web Portal.	Confirmed
BR238	The CalHEERS System shall provide the functionality for Issuers to view current and historical monthly enrollment information on QDP and QHP Plans.	Confirmed
BR239	The CalHEERS System shall provide the functionality to track the status and progress of a QHP plan rate review.	Confirmed
BR240	The CalHEERS System shall provide the functionality to notify enrollees of QHP and qualified stand-alone dental plan rate changes.	Confirmed
BR241	The CalHEERS System shall store an image of all notices and correspondences sent.	Confirmed
BR242	The CalHEERS System shall provide notices to individuals in their preferred written language and their preferred communication channel.	Confirmed
BR243	The CalHEERS System shall provide notices in the Medi-Cal Managed Care Threshold languages.	Confirmed
BR244	The CalHEERS System shall provide all notices in a manner or format that complies with all State and federal disability laws, including the ADA and Section 504 of the Rehabilitation Act, including any reasonable accommodations necessary	Confirmed
BR245	The CalHEERS System shall notify applicants of their eligibility determination/redetermination and the information used for determining their eligibility.	Confirmed
BR246	The CalHEERS System shall provide a written notice of eligibility redetermination to be signed and submitted by the eligible individual.	Confirmed
BR247	The CalHEERS System shall provide the functionality to provide notices or correspondence in writing as specified by State and federal regulations.	Confirmed
BR248	The CalHEERS System shall provide functionality to notify individuals of payment discrepancies.	Confirmed
BR249	The CalHEERS System shall provide functionality to send an electronic, real-time or batch transmission of information necessary for the qualified health plan issuer to provide a welcome package and identification card to the individual.	Confirmed
BR250	The CalHEERS System shall provide functionality to notify CMS Federal Data Hub regarding reconciled periodic enrollment information. This information is used to generate payments to qualified health plan issuers for advance premium tax credits and cost-sharing reductions, as well as for performance measurement and tax administration, as applicable.	Confirmed
BR251	The CalHEERS System shall provide functionality to prepare a notice to CMS Federal Data Hub of information regarding an individual's disenrollment from a qualified health plan through the Exchange. This information is used to adjust payments to qualified health plan issuers for advance premium tax credits and cost-sharing reductions, as well as for performance measurement and tax administration, as applicable.	Confirmed
BR252	The CalHEERS System shall provide functionality to send electronic notification to the CMS concerning non-renewal or decertification of a Qualified Health Plan or qualified stand-alone dental plans.	Confirmed
BR253	The CalHEERS System shall provide written notices to the consumers in their preferred written language.	Confirmed
BR254	The CalHEERS System shall provide functionality to retain each notice in the completed format so the exact version sent to the recipient can be viewed and reproduced.	Confirmed

BR255	The CalHEERS System shall provide functionality to retain history and viewing capability of all sent notices. This includes the ability to designate notices which are kept indefinitely as a permanent part of the case record and will not be purged (e.g. - notices related to claims).	Confirmed
BR256	The CalHEERS System shall notify applicants of eligibility denial due to incomplete and/or unverifiable application information.	Confirmed
BR257	The CalHEERS System shall be able to generate Correspondence dynamically, that can be viewed through the presentation layer, have the ability to be bundled for printing, and to be able to sent through email. The System is expected to issue notices including but not limited to the following categories: A) Eligibility and Enrollment B) Plan Management C) Financial Management D) SHOP	Confirmed
BR258	The CalHEERS System shall provide the functionality to generate monthly reports to CMS about individual enrollments in Qualified Health Plans.	Confirmed
BR259	The CalHEERS System shall provide functionality to generate data and reports needed to comply with federal and State audit and oversight requirements.	In Process
BR260	The CalHEERS System shall provide the functionality to generate data and reports for any exception processing.	In Process
BR261	The CalHEERS System shall provide functionality to generate data and reports needed to comply with federal, State, Exchange, Medi-Cal, AIM, CHIP, and BHP (if enacted) quality control initiatives and performance standards.	In Process
BR262	The CalHEERS System shall provide functionality to generate data on the administrative costs of the Exchange and waste, fraud and abuse as required by the ACA.	Confirmed
BR263	The CalHEERS System shall provide functionality to generate data and reports on enrollment trends.	In Process
BR264	The CalHEERS System shall provide functionality to generate data and reports on eligibility determination outcomes.	In Process
BR265	The CalHEERS System shall provide functionality to generate data and reports to support management of Assisters and Eligibility Administrators.	Confirmed
BR266	The CalHEERS System shall provide functionality to generate reports and data on the consumer experience related to average elapsed time for application completion, application withdrawals, page review timeframes, QHP, qualified stand-alone dental plan evaluation, etc. .	In Process
BR267	The CalHEERS System shall provide regular (monthly) reports on Exchange enrollees, including unique individual identifier, plan enrolled in, the type of coverage purchased, rating criteria information, demographic data, and effective dates for individual and small group market non-grandfathered plans.	In Process
BR268	The CalHEERS System shall provide the functionality to 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	In Process
BR269	The CalHEERS System shall provide the functionality to display a dashboard of caseload and performance metrics for active applications, renewals and appeals.	In Process
BR270	The CalHEERS System shall log those who viewed Personally Identifiable Information (PII) or Personal Health Information (PHI), what data elements they viewed, and time-stamp.	In Process
BR271	The CalHEERS System shall provide the functionality to generate a report	In Process

	upon request by applicants: The report consists of identifying those who viewed their Personally Identifiable Information (PII) or Personal Health Information (PHI), what data elements they viewed, and time-stamp.	
BR272	CalHEERS System shall report to the IRS and enrollees each year certain information regarding the enrollee's coverage provided through the exchange.	In Process
BR273	CalHEERS System shall provide the necessary reporting capabilities required by ACA and by the State of California. While guidance from the federal government and California policymakers is still forthcoming, it is anticipated reporting will be needed to meet audit requirements, support operational efficiencies, provide decision support, gather and present user feedback, and respond to ad hoc queries.	In Process
BR274	The CalHEERS System shall generate data and reports needed for relevant Program Sponsors, Program Partners and Control Agencies.	In Process
BR275	The CalHEERS System shall generate data and reports needed to comply with federal audit and oversight requirements.	In Process
BR276	The CalHEERS System shall generate data and reports needed to comply with federal, Exchange, Medi-Cal, AIM, and CHIP Quality Control initiatives (e.g., PERM).	In Process
BR277	The CalHEERS System shall generate data and reports needed to apply for and demonstrate appropriate use of federal grant funding.	In Process
BR278	The CalHEERS System shall generate reports for California policymakers on key metrics.	In Process
BR279	The CalHEERS System shall generate data and reports on enrollment trends.	In Process
BR280	The CalHEERS System shall generate data and reports on trends in premiums.	In Process
BR281	The CalHEERS System shall generate reports and data on the consumer experience.	Confirmed
BR282	The CalHEERS System shall generate reports and data on consumer use of the Technology Platform.	Confirmed
BR283	The CalHEERS System shall generate reports and data on consumer feedback.	Confirmed
BR284	The CalHEERS System shall provide the capability to determine participation rates of an employer's employees. Provide the capability to share this information with the Issuers and employers.	Confirmed
BR285	The CalHEERS System shall generate reports (ad-hoc, monthly, quarterly and annually) summarizing the numbers and type of subsidized applications received, the number of applications that resulted in enrollment, the number of enrollments by type of program (APTC, CSR, MAGI Medi-Cal, AIIM, CHIP, etc.), the timeframe from application to enrollment (also by type program, and the demographic data (age, sex, household composition, zip code or region) for applications and enrollments by program type.	Confirmed
BR286	The CalHEERS System shall provide the functionality to track referrals made to SAWS and update disposition from MEDS.	Confirmed
BR287	The CalHEERS System shall generate monthly reports on SAWS referrals status Statewide and by county, zip code, ethnicity, age and gender, the number referred, number denied and number enrolled. The report shall show the aging of referrals from 30 through 150 days.	Confirmed
BR288	The CalHEERS System shall generate reports (ad-hoc, monthly, quarterly, and annually) for the number of applications submitted by each registered Assister and Eligibility Administrator for an entered timeframe.	Confirmed
BR289	The CalHEERS System shall generate reports (ad-hoc, monthly, quarterly, and annually) for the number of enrollments completed by each registered	Confirmed

	Assister.	
BR290	The CalHEERS System shall generate (ad-hoc, monthly, quarterly, and annually) for the number of applications that did not result in an enrollment submitted by each registered Assister and Eligibility Administrator.	Confirmed
BR291	The CalHEERS System shall track and report on the number of applications in which a CIN could not be assigned.	In Process
BR292	The CalHEERS System shall track and report on the number of appeals and their status Statewide and by county, zip code, ethnicity, age and gender. The report shall show the aging of the appeals from 30 to 180 days.	In Process
BR293	The CalHEERS System shall track and report the number of exemptions from coverage and reason.	In Process
BR294	The CalHEERS System shall generate reports on the average amount of premium subsidies by demographic data (region, age, gender, etc.)	In Process
BR295	The CalHEERS System shall generate reports on the average amount of cost sharing subsidies by demographic data (region, age, gender, etc.)	In Process
BR296	The CalHEERS System shall generate reports on the premium contributions as a percent of income by demographic data (region, age, gender, etc.)	In Process
BR297	The CalHEERS System shall generate reports on the enrollments by benefit level by demographic data for selected timeframes.	In Process
BR298	The CalHEERS System shall generate reports on the average deductible and distribution of deductible per enrollee.	In Process
BR299	The CalHEERS System shall generate audit files required by the State Controller's Office (SCO).	In Process
BR300	The CalHEERS System shall generate reports on complaints received, forwarded, resolved, and pending resolution.	Confirmed
BR301	The CalHEERS System shall generate reports on complaint trends by QHP, Issuer, type of complaint, and by demographic data of the enrollee / applicant.	Confirmed
BR302	The CalHEERS System shall generate reports on the number of consumers applying for individual exemptions, the number granted, and the number denied.	In Process
BR303	The Web Portal shall include a toll free and online chat functionality for consumer assistance in Spanish and English.	Confirmed
BR304	The Web Portal shall accommodate different consumers' access needs and facilitate and simplify the end-to-end process to attain and maintain health coverage.	Confirmed
BR305	The Web Portal shall take advantage of and/or exceeds the consumer experience and framework defined by the UX2014 Project.	Confirmed
BR306	The Web Portal shall provide links to phone, online chat, or IVR assistance in the Medi-Cal Managed Care Threshold languages.	Confirmed
BR307	The CalHEERS System shall provide the functionality for consumers to view demonstration videos (English and Spanish) to assist them in the Web Portal application, eligibility determination and enrollment processes.	Confirmed
BR308	The Vendor shall provide the demonstration videos (English and Spanish) used in the Web Portal to assist consumers and update such videos as needed.	Confirmed
BR309	The CalHEERS System shall provide the functionality for help screens and question icons (Spanish and English) to assist consumers with navigation and questions, and update help screens and question icons as needed.	Confirmed
BR310	The CalHEERS System shall provide the functionality to allow a person acting on behalf of an applicant/recipient to have the same access as the applicant/recipient, but with their own log on. For example, a guardian or responsible person can complete an application and check benefits.	Confirmed

BR311	The CalHEERS System shall provide the functionality to show the consumer the progress in the application process as the application is being completed by the consumer.	Confirmed
BR312	The CalHEERS System shall provide online chat whereby consumers can make inquiries to Service Center personnel.	Confirmed
BR313	The CalHEERS Web Portal shall provide links to other entity websites that deliver other benefits.	Confirmed
BR314	The CalHEERS System shall provide the functionality to link consumers to a list of Assisters that will be constructed by rules to be determined by the Exchange.	Confirmed
BR315	The CalHEERS System shall provide the functionality for consumers to shop and compare plans with minimal initial data entry, for anonymous shopping.	Confirmed
BR316	The CalHEERS System shall provide the functionality to allow a consumer or designated Assister to access their own case information through multiple service channels (e.g. web portal, phone, IVR, mobile applications).	Confirmed
BR317	The CalHEERS System shall provide the functionality to allow a consumer to report changes to their case information through multiple service channels (e.g. email, web portal, phone).	Confirmed
BR318	The CalHEERS System shall provide the following languages on the Web Portal and Online Chat: English and Spanish. The toll free number, IVR, and Online Chat shall state in Medi-Cal Managed Care Threshold languages they can reach an operator in their language.	Confirmed
BR319	The CalHEERS System shall be compatible with Windows functionality allowing the Consumer to print, save to file, send information via email, or use any additional browser functionality.	Confirmed
BR320	The CalHEERS System shall provide the functionality to email or text consumers when they have a new notification in their secure mailbox.	Confirmed
BR321	The CalHEERS System shall provide the functionality to allow consumers to view, save and delete their CalHEERS email notifications from their Web Portal login account.	Confirmed
BR322	The CalHEERS System shall provide the functionality to save consumer information while consumer is logged on, and notify consumer of timeout expiration for saving data.	Confirmed
BR323	The CalHEERS System shall provide the functionality to save consumer information if requested by consumer, and allow access to saved work, and to restart where the consumer left off at the time of their last save.	Confirmed
BR324	The CalHEERS System shall automatically delete any consumer account or application information that did not result in an enrollment within 120 days of last activity.	Confirmed
BR325	The CalHEERS System shall provide the functionality to exit any screen without saving changes.	Confirmed
BR326	The CalHEERS System shall provide the functionality for a consumer to officially and securely designate an Assister.	Confirmed
BR327	The CalHEERS System shall provide the functionality to receive and record the consumer's designation of an authorized representative that can act on their behalf.	In Process
BR328	The CalHEERS System shall provide the functionality for consumers to manage their account on mobile device via browser.	Confirmed
BR329	The CalHEERS System shall provide the functionality to register and track Assisters.	Confirmed
BR330	The CalHEERS System shall provide the functionality for a single sign-on (SSO) option for Assisters with access to multiple applications.	Confirmed
BR331	The CalHEERS System shall provide the functionality record and track	Confirmed

	Assister training, education, and languages spoken.	
BR332	The CalHEERS System shall provide the functionality for consumers provide complaint information relating to Assisters.	Confirmed
BR333	The CalHEERS System shall provide the functionality to receive, track and report Assister complaints.	Confirmed
BR334	The CalHEERS System shall provide the functionality to decertify an Assister and reassign their accounts.	Confirmed
BR335	The CalHEERS System shall provide the functionality to produce annual 1099s for Assister payments.	Confirmed
BR336	The CalHEERS System shall provide the functionality to accommodate and support different users.	Confirmed
BR337	The Web Portal shall provide the functionality to receive consumer complaints, categorize the complaints, and route them for processing based on business rules.	Confirmed
BR338	The CalHEERS System shall provide the functionality to identify high-use/low-use of Exchange eligibility by demographics (e.g., age, sex, location, etc.) and program. (Under utilization- where to target outreach.)	Confirmed
BR339	The CalHEERS System shall provide the functionality to create and deliver via email, letter, text or voice mail, multi-lingual mass notices to targeted groups for purposes of outreach, increased awareness, enrollment and participation.	In Process
BR340	The CalHEERS System shall provide the functionality to generate random surveys, via online, email, letter or phone, and compile and analyze responses of Exchange consumers for the purpose assessing consumer service or other related matters.	In Process
BR341	The CalHEERS System shall provide the functionality to generate reports from consumer survey responses.	Confirmed
BR342	The CalHEERS System shall provide the functionality to track the source of possible outreach efforts (e.g., how did you hear about us? TV, billboard, magazine, etc.).	Confirmed
BR343	The CalHEERS System shall provide the functionality to send a survey based on specified demographic criteria.	In Process
BR344	The Vendor shall update and maintain all data elements as required by the Federal General Systems Design for Federal reporting.	Confirmed
BR345	The CalHEERS System shall allow for the tracking and reporting of rules usage by module/component and type throughout CalHEERS.	In Process
BR346	The CalHEERS System shall provide the functionality to generate reports for audit and oversight requirements.	In Process
BR347	The CalHEERS System shall provide the functionality to generate reports for program quality control initiatives.	In Process
BR348	The CalHEERS System shall provide the functionality to generate reports for administrative costs related to waste, fraud, and abuse.	Confirmed
BR349	The CalHEERS System shall provide the functionality to generate reports for federal reporting requirements.	In Process
BR350	The CalHEERS System shall provide the functionality allow Consumers the ability to identify and confirm selected assisters.	Confirmed
BR351	The CalHEERS System shall provide the functionality to allow for tracking assister activities to ensure compliance with program requirements	In Process
SR1	The CalHEERS System shall have the functionality to inform the employer applicant of the penalty for failure to have minimum essential health coverage.	Confirmed
SR2	The CalHEERS System shall provide the functionality to create an employer account for employers new to the SHOP Exchange, or locate an existing account.	Confirmed

SR3	The CalHEERS System shall provide the functionality for help screens and question icons to assist employers with navigation and questions.	Confirmed
SR4	The CalHEERS System shall provide the functionality for an employer applicant to withdraw their submitted application at any time prior to plan enrollment.	Confirmed
SR5	The CalHEERS System shall automatically save data entered into the application.	Confirmed
SR6.1	The CalHEERS System shall provide the functionality to scan any mailed applications.	Confirmed
SR6.2	The CalHEERS System shall provide the functionality to track and route for processing any scanned, faxed, or emailed applications.	Confirmed
SR6.3	The CalHEERS System shall provide the functionality to link any scanned, faxed, or emailed applications during application processing.	Confirmed
SR6.4	The CalHEERS System shall provide the functionality to scan any verification documents.	Confirmed
SR6.5	The CalHEERS System shall provide the functionality to link any scanned, faxed, or emailed verification documents.	Confirmed
SR6.6	The CalHEERS System shall provide the functionality to track and route for processing any scanned, faxed verification documents.	Confirmed
SR7	The CalHEERS System shall provide the functionality to allow a person acting on behalf of an employer (e.g. SHOP Assister, employer administrative staff, etc.) to have the same access as the employer but with their own log on.	Confirmed
SR8	The CalHEERS System shall provide the functionality to link the employer to a list of appropriate SHOP Assistors based on geographic data that includes maps, addresses and phone numbers.	Confirmed
SR9	The CalHEERS System shall provide the functionality to track the source of the application (e.g. online, fax, email, in person, etc.), including the location of the in-person contact.	Confirmed
SR10	The CalHEERS System shall provide the functionality to communicate to employer / applicant to correct or complete their online application via online portal.	Confirmed
SR11	The CalHEERS System shall provide the functionality to notify the employer / applicant in writing to correct or complete their mailed application.	Confirmed
SR12	The CalHEERS System shall provide the functionality to track and record the timeframe from the receipt of application the receipt of needed data/document verification and notify (electronically or preferred communication method) the applicant and / or Assistors of pending deadlines.	Confirmed
SR13	The CalHEERS System shall provide the functionality to allow an employer access to and to report changes to their account information through multiple service channels (e.g. online, telephone, email, fax, etc.).	Confirmed
SR14	The CalHEERS System shall provide the functionality for employers to select and update their account preferences for communication methods (mail, email, text, telephone).	Confirmed
SR15	The CalHEERS System shall provide the following languages on the Web Portal: English and Spanish.	Confirmed
SR16	The CalHEERS System shall provide the functionality for multiple communication options for the employers and employees (e.g. e-mail, text, mail, telephone, etc.).	Confirmed
SR17	The CalHEERS System shall provide a single, online employer application for the SHOP Exchange.	Confirmed

SR18	The CalHEERS System shall provide a single, online employee application for the SHOP Exchange.	Confirmed
SR19	The CalHEERS System shall provide the functionality to collect optional voluntary demographic data categories such as ethnicity, primary language, disability status, and other categories recognized by Secretary of Health and Human Services and as determined by the Exchange or program policies.	Confirmed
SR20	The CalHEERS System shall provide a statement that the optional voluntary demographic and any health status information are collected to improve the quality of care.	Confirmed
SR21	The CalHEERS System shall provide the functionality to validate field-level information for format and completeness.	Confirmed
SR22	The CalHEERS System shall track Assister submitted applications and enrollments.	Confirmed
SR23	The CalHEERS System shall provide the functionality for employers to select an employer premium contribution level based on rules such as dollar amount and / or percentages.	Confirmed
SR24	The CalHEERS System shall include in the rules engine verification of the employee's family member eligibility in Insurance affordability programs and allows for plan selection.	Confirmed
SR25	The CalHEERS System shall provide the functionality to allow designated SHOP Assistors to complete employer applications on behalf of the employer.	Confirmed
SR26	The CalHEERS System shall track status of employer workforce size verification based on the following: A) Verified B) Not verified C) Pending Review	Confirmed
SR27	The CalHEERS System shall provide the functionality to allow employers to select a level of plans (tier), or if allowed another method determined by the Exchange for QHPs and / or qualified stand-alone dental plans to be available.	Confirmed
SR28	The CalHEERS System shall provide the functionality to update the employee account with changes in status, such as family or employment.	Confirmed
SR29	The CalHEERS System shall provide the functionality for an employee to transfer their account information to another SHOP participating employer for which they are eligible for coverage.	Confirmed
SR30	The CalHEERS System shall provide the functionality that upon transfer of employee account information to another employer will not disenroll the employee in currently enrolled health coverage.	Confirmed
SR31	The CalHEERS System shall provide the functionality for an employee to disenroll in current QHPs and / or qualified stand-alone dental plans and enroll in eligible coverage from another employer.	Confirmed
SR32	The CalHEERS System shall provide the functionality of field level help for employer and employee application data entry and update.	Confirmed
SR33	The CalHEERS System shall provide the functionality to manually enter employee data.	Confirmed
SR34	The CalHEERS System shall include in the rules engine verification of employee's non-covered family member enrollment in the Exchange.	Confirmed
SR35	The CalHEERS System shall provide the functionality to allow designated SHOP Assistors to complete employer applications on behalf of the employer.	Confirmed
SR36	The CalHEERS System shall provide the functionality to have a small business tax calculator available to small employers, the public and SHOP	Confirmed

	Assisters.	
SR37	The CalHEERS System shall provide the functionality to maintain multiple enrollment periods.	Confirmed
SR38	The CalHEERS System shall provide the functionality for employers to select an employer premium contribution level based on rules such as dollar amount and / or percentages and calculate the total amount due from the employer and employees.	Confirmed
SR39	The CalHEERS System shall provide the functionality for employers to adjust employer preferences and update display / comparison of available qualified health plans. This capability includes the ability to further refine or constrain filtering criteria to either display a greater or lesser number of plan choices, and the ability to view all available plans based on a specified tier.	Confirmed
SR40	The CalHEERS System shall provide the functionality to calculate if the employee premium exceeds the affordability scale for a given employee income, so that the employer may know the likelihood of receiving a tax penalty for offering unaffordable insurance.	Confirmed
SR41	The CalHEERS System shall provide the functionality for an online calculator for an employer to estimate potential eligibility as well as potential tax credit under the 4 tiers of qualified health plan benefits.	Confirmed
SR42	The CalHEERS System shall provide the functionality to verify the employee applicant eligibility based on employer submitted roster.	Confirmed
SR43	The CalHEERS System shall provide the functionality to interface with EDD to verify State employer ID number.	Confirmed
SR44	The CalHEERS System shall provide the functionality to verify federal EIN.	Confirmed
SR45	The CalHEERS System shall provide the functionality to verify employer and employee addresses are within SHOP boundaries.	Confirmed
SR46	The CalHEERS System shall provide the functionality to notify an employer (in their preferred communication channel) if there are reasons to doubt information submitted on the application.	Confirmed
SR47	The CalHEERS System shall provide the functionality to process employer application exceptions.	Confirmed
SR48	The CalHEERS System shall provide the functionality to verify actual employer size through interface with SSA for W-2 filings.	Confirmed
SR49	The CalHEERS System shall provide the functionality to initiate a manual verification process when additional verification of employer size is required. (e.g. using EIN, actual payroll, payroll tax documents, income tax documents, etc.).	Confirmed
SR50	The CalHEERS System shall provide the functionality to provide on-screen notification to employer to supply additional verifications, when additional verification is required.	Confirmed
SR51	The CalHEERS System shall provide the functionality to initiate a manual verification process when additional verification of business address or worksite is required.	Confirmed
SR52	The CalHEERS System shall notify the employer (in preferred communication method) to provide additional verifications which shall include: A) Employer name B) Address C) Unique identifier, potentially D) Employer EIN E) Information requested F) Due date based on date of initial application	Confirmed
SR53	The CalHEERS System shall provide a written notice to provide	Confirmed

	verification information if no response has been received from other communication channels.	
SR54	The CalHEERS System shall have the functionality to process employer accounts with application exceptions / discrepancies where manual review or intervention is required.	Confirmed
SR55	The CalHEERS System shall notify the employer of their eligibility to enroll in the SHOP real-time via the Web Portal, or via their preferred communication method.	Confirmed
SR56	The CalHEERS System shall provide the functionality for employer participation upon initial application, but to terminate participation if original eligibility information is in question and is not substantiated within thirty days.	Confirmed
SR57	The CalHEERS System shall provide the functionality to determine if the employee is enrolling during an appropriate enrollment period or for a qualifying event.	Confirmed
SR58	The CalHEERS System shall provide the functionality to determine if an employee is eligible for any subsidized health coverage (MAGI Medi-Cal, APTC, or CSR) if verified submitted data is available.	Confirmed
SR59	The CalHEERS System shall provide the functionality to notify an employer in writing that an employee has been determined eligible for advance payments of the premium tax credit or cost-sharing reductions upon determination that an employee is eligible for advance payments of the premium tax credit or cost-sharing reductions. Such notices must identify the employee.	Confirmed
SR60	The CalHEERS System shall provide the functionality to generate on-screen notification to employers who may be potentially eligible for a Small Business Tax Credit of additional information about the Small Business Tax Credit eligibility.	Confirmed
SR61	The CalHEERS System shall provide the functionality to display a detailed quality and cost comparison of all available health plans based on information (e.g. geographic area, gender, age, smoking) about employees and employee dependents listed in the employee roster.	Confirmed
SR62	The CalHEERS System shall provide the functionality and business rules to determine employer eligibility for the SHOP.	Confirmed
SR63	The CalHEERS System shall provide the functionality for an employer to request an appeal regarding an eligibility decision.	Confirmed
SR64	The CalHEERS System shall provide the functionality for an employee to request an appeal to the employee eligibility decision.	Confirmed
SR65	The CalHEERS System shall provide the functionality to evaluate available information and make a decision regarding an employer's eligibility appeal.	Confirmed
SR66.1	The CalHEERS System shall provide the functionality to capture and track appeals.	Confirmed
SR66.2	The CalHEERS System shall provide the functionality to Resolve Appeals through an Administrative Process.	Confirmed
SR67	The CalHEERS System shall provide the functionality to notify the employer in writing of the appeal decision.	Confirmed
SR68	The CalHEERS System shall provide the functionality to notify CMS of the appeal decision.	Confirmed
SR69	The CalHEERS System shall provide the functionality to record the detailed results and supporting documentation that result from or support an appeals decision.	Confirmed
SR70.1	The CalHEERS System shall provide the functionality to scan and link documents associated with an appeal.	Confirmed
SR70.2	The CalHEERS System shall provide the functionality to view images of	Confirmed

	documents associated with an appeal.	
SR71	The CalHEERS System shall provide the functionality to allow an eligible employer to browse and shop for Qualified Health Plans for its employees, utilizing requested preferences.	Confirmed
SR72	The CalHEERS System shall provide the functionality to display plan cost and availability, based on carrier and plan using initial questionnaire completed by the employer.	Confirmed
SR73	The CalHEERS System shall provide the functionality to display a detailed comparison of available health plans based on employer and employee preferences.	Confirmed
SR74	The CalHEERS System shall provide the functionality to display a detailed quality and cost comparison of all available health plans based on information (e.g. location, gender, age, smoking) about employees and employee dependents listed in the employee roster.	Confirmed
SR75	The CalHEERS System shall provide the functionality to notify selected issuers of plan selection to send plan and enrollment information to the employer and employees.	Confirmed
SR76	The CalHEERS System shall provide the functionality to notify employees of employer selected QHPs and / or qualified stand-alone dental plans via preferred contact method (email or mail)	Confirmed
SR77	The CalHEERS System shall provide the functionality to track the enrollment timeline from employer eligibility, plan selection and all employees enrolled.	Confirmed
SR78.1	The CalHEERS System shall provide the functionality to allow employers to select: - 1 tier all issuers	Confirmed
SR78.2	The CalHEERS System shall provide the functionality to allow employers to select: - single issuer all tiers, - 2 issuers and 2 contiguous tiers (may be offered only for 10+ enrolled employees)	Confirmed
SR79	The CalHEERS System shall provide the functionality to provide the employee with the available health plans selected by the employer and the associated gross and net premium costs to the employee based on his application, including dependent coverage. The health plans will be presented for comparison.	Confirmed
SR80	The CalHEERS System shall provide the functionality to qualify an employee for an enrollment period.	In Process
SR81	The CalHEERS System shall provide the functionality for special enrollment periods based on specified criteria (birth, death, change in address, change in household, etc.).	In Process
SR82	The CalHEERS System shall provide the functionality to gather employer and employee plan preferences.	Confirmed
SR83	The CalHEERS System shall provide the functionality to present the employer or employee the detailed comparisons of qualified health plans filtered on individual plan preferences.	Confirmed
SR84	The CalHEERS System shall provide the functionality to support employer or employee selection of a Qualified Health Plan in the Exchange or of the health plan for which they are eligible.	Confirmed
SR85	The CalHEERS System shall determine plan availability, calculate plan cost and display their results, including premium costs, estimated annual out of pocket, net costs, gross costs (net savings) and maximum total healthcare costs	Confirmed
SR86	The CalHEERS System shall provide the functionality to display the QHP summary of benefits and coverage as specified by ACA regulations.	Confirmed

SR87	The CalHEERS System shall provide the functionality to hide and unhide plan selection criteria and cost components.	Confirmed
SR88	The CalHEERS provide the functionality to display for each plan selected, the plan quality rating, and one or more quality indicators and one or more customer service indicators, as determined by the Exchange.	Confirmed
SR89.1	The CalHEERS System shall provide the functionality for applicants to select available QHPs and sort the results by premium, quality rating, deductible amount, out of pocket limits, quality indicators, and customer service indicators.	Confirmed
SR89.2	The CalHEERS System shall provide the functionality for applicants to select available QHPs and sort the results by average monthly or annual costs.	Confirmed
SR90	The CalHEERS System shall estimate average yearly costs (premium plus out of pocket cost for each plan selected for comparison.	In Process
SR91	The CalHEERS System shall show a range (low, medium, high) of estimated annual cost based on consumer's possible or actual health conditions for each plan selected for comparison.	Confirmed
SR92	The CalHEERS System shall provide the maximum out-of-pocket costs for each plan selected for comparison.	Confirmed
SR93	The CalHEERS System shall provide the functionality for the consumer to provide known current or future medical usage and disease scenarios to adjust the estimated annual out of pocket costs for each plan selected for comparison.	In Process
SR94	The CalHEERS System shall display additional benefits or features in a plan above standardized benefits Plans.	Confirmed
SR95	The CalHEERS System shall highlight any generous provisions for each plan selected for comparison.	Confirmed
SR96	The CalHEERS System shall provide the functionality for authorized users to manually change employee plan effective dates.	Confirmed
SR97	The CalHEERS System shall track and report all manually changed plan enrollment effective dates.	Confirmed
SR98	The CalHEERS System shall provide easily understood descriptions and quality ratings of the various aspects of each plan's care and service quality, including summary measures and convenient ways for the use to drill down to what interests the consumer (by disease, type of service, etc.) for each plan selected for comparison.	In Process
SR99	The CalHEERS System shall provide summary information on each plan's programs to foster healthy living, care coordination, case management, shared decision-making, patient safety, and other ways to promote health and wellness for each plan selected for comparison.	In Process
SR100	The CalHEERS System shall allow the consumer to assign their own weights to different types of quality measures that contribute to the overall plan rating, such as the availability of quality doctors, wellness resources offered, customer service, claims handling, etc. for each plan selected for comparison.	In Process
SR101	The CalHEERS System shall provide the functionality to print the plan comparisons.	Confirmed
SR102	The CalHEERS System shall provide the functionality to list available plans and benefit designs via the Web Portal based on the employees stored preferences.	Confirmed
SR103	The CalHEERS System shall provide the functionality to present the employer or employee the detailed comparisons of qualified health plans filtered on their plan preferences.	Confirmed
SR104	The CalHEERS provide the functionality to display for each plan selected, the plan quality rating, and one or more quality indicators and one or more	Confirmed

	customer service indicators, as determined by the Exchange.	
SR105	The CalHEERS System shall display plan costs, including premium costs, estimated annual out of pocket, net costs (net of employer contribution) and maximum total healthcare costs	Confirmed
SR106	The CalHEERS System shall provide the functionality to estimate average monthly and yearly costs (premium plus out of pocket cost) for each plan selected for comparison.	Confirmed
SR107	The CalHEERS System shall show a range (low, medium, high) of estimated annual cost based on the employee's possible or actual health conditions for each plan selected for comparison.	In Process
SR108	The CalHEERS System shall provide the maximum out-of-pocket costs for each plan selected for comparison.	Confirmed
SR109	The CalHEERS System shall provide the functionality for the consumer to provide known current or future medical usage and disease scenarios to adjust the estimated annual out of pocket costs for each plan selected for comparison.	Confirmed
SR110	The CalHEERS System shall provide the functionality highlight any benefit gaps in a plan as compared to other selected plans .	Confirmed
SR111	The CalHEERS System shall highlight any generous provisions for each plan selected for comparison.	Confirmed
SR112	The CalHEERS System shall provide provider directories for each plan selected for comparison and to search for a specific doctor or facility.	Confirmed
SR113	The CalHEERS System shall show provider quality information within the provider directory as well as for the selected provider.	Confirmed
SR114	The CalHEERS System shall provide provider directories for each plan selected for comparison and to search for a specific doctor or facility.	Confirmed
SR115	The CalHEERS System shall show provider quality information within the provider directory as well as for the selected provider.	Confirmed
SR116	The CalHEERS System shall provide easily understood descriptions and quality ratings of the various aspects of each plan's care and service quality, including summary measures and convenient ways for the user to drill down to what interests the consumer per NCQA ratings for each plan selected for comparison.	Confirmed
SR117	The CalHEERS System shall provide summary information on each plan's programs to foster healthy living, care coordination, case management, shared decision-making, patient safety, and other ways to promote health and wellness for each plan selected for comparison.	Confirmed
SR118	The CalHEERS System shall allow the consumer to assign their own weights to different types of quality measures that contribute to the overall plan rating, such as the availability of quality doctors, wellness resources offered, customer service, claims handling, etc. for each plan selected for comparison.	Confirmed
SR119	The CalHEERS System shall provide the functionality to print the plan comparisons.	Confirmed
SR120	The CalHEERS System shall provide the functionality to process an employee's qualified health plan selection. The employees share of the premium cost is provided to the employee.	Confirmed
SR121	The CalHEERS System shall provide the functionality to notify the issuer of employee plan selection and effective dates of the plan. The issuer will acknowledge the enrollment and will then be responsible for sending appropriate plan information and medical cards.	Confirmed
SR122	The CalHEERS System shall provide the functionality to process acknowledgement of employee enrollments from Issuers.	Confirmed
SR123	The CalHEERS System shall provide the functionality to notify CMS at least monthly regarding enrollment of an employee, spouse or other	Confirmed

	dependents in a Qualified Health Plan.	
SR124	The CalHEERS System shall provide the functionality to generate a report to CMS and qualified health plan issuers regarding the Exchange's records of current employee enrollments with the qualified health plan issuers. This report is used to reconcile enrollment records between the Exchange and the qualified health plan issuer.	Confirmed
SR124.1	The CalHEERS System shall provide the functionality to generate a report to CMS at least monthly regarding the Exchange's records of current SHOP employee enrollments with the qualified health plan issuers.	Confirmed
SR124.2	The CalHEERS System shall provide the functionality to generate a report to qualified health plan issuers at least monthly regarding the Exchange's records of current SHOP employee enrollments with qualified health plan issuers.	Confirmed
SR125	The CalHEERS System shall provide the functionality to indicate dual enrollment in individual Exchange (including MAGI Medi-Cal, CHIP or AIM) and SHOP for any consumers or households that are enrolled in both SHOP and the individual Exchange.	Confirmed
SR126	The CalHEERS System shall provide the functionality to process issuer discrepancies with enrollment reports.	Confirmed
SR127	The CalHEERS System shall provide the functionality to notify the employer in writing, or employer preferred communication method, of its annual renewal time period. The notice will be sent to the employer based on contact preference (email or mail) within a preferred timeframe (30, 60, 90 days prior to due date).	In Process
SR128	The CalHEERS System shall provide the functionality to accept and verify employer updates to its account.	Confirmed
SR129	The CalHEERS System shall provide the functionality to allow employers to change plan selection(s) due to plan decertification.	Confirmed
SR130	The CalHEERS System shall have the functionality to automatically process annual SHOP eligibility redetermination based on current data.	In Process
SR131	The CalHEERS System shall provide the functionality to determine available plans and allow enrollee to change plans during the renewal period as specified by the Exchange.	Confirmed
SR132	The CalHEERS System shall provide the functionality to determine the employer eligibility to renew participation in the SHOP.	Confirmed
SR133	The CalHEERS System shall provide the functionality to determine if the qualified health plan(s) selected are still available for selection at the time of renewal.	Confirmed
SR134	The CalHEERS System shall provide the functionality to electronically notify the QHP(s) of the employers renewal plan selection(s).	Confirmed
SR135	The CalHEERS System shall provide the functionality to notify employees of employer renewed QHPs and / or qualified stand-alone dental plans via preferred contact method (email or mail)	Confirmed
SR136	The CalHEERS System shall provide the functionality to allow employees to update the their account with changes in status, such as family or employment.	Confirmed
SR137	The CalHEERS System shall provide the functionality to notify the Issuer of any employee account changes. The Exchange will receive an acknowledgement from the Issuer.	Confirmed
SR138	The CalHEERS System shall provide the functionality to direct an employer to select a new qualified health plan if the current QHP will not be available. If the qualified health plan will be available in the coming year, the Exchange will provide the employer with the opportunity to keep the qualified health plan or select a new qualified health plan.	Confirmed

SR139	The CalHEERS System shall provide the functionality for an enrollee to either stay in his or her current qualified health plan (if available) or select a new available qualified health plan.	Confirmed
SR140	The CalHEERS System shall provide the functionality to process any qualified health plan enrollment changes.	Confirmed
SR141	The CalHEERS System shall provide the functionality to automatically enroll an employee in the currently enrolled health plan if it is still available for the employee if they have not selected an alternative available plan during their enrollment period.	In Process
SR142	The CalHEERS System shall provide the functionality to automatically enroll an employee into a default or preferred type of health plan for a geographic area if the employee's current plan is no longer available and a new plan has not been selected in the timeframe allotted.	In Process
SR143	The CalHEERS System shall provide the functionality to process employer request to terminate employees.	Confirmed
SR144	The CalHEERS System shall provide the functionality to process employer request to terminate SHOP participation.	Confirmed
SR145	The CalHEERS System shall provide the functionality to notify employer in writing of Exchange decision for termination due to non-payment of premiums or negligence, including and instructions for reinstatement if applicable.	In Process
SR146	The CalHEERS System shall provide the functionality to notify employees in writing of the employer termination and provide them with their options.	In Process
SR147	The CalHEERS System shall provide the functionality to notify CMS of the employer termination.	Confirmed
SR148	Provide the capability for an employer to request a voluntary termination from QHP(s) at any time.	Confirmed
SR149	The CalHEERS System shall provide the functionality to process disenrollment of an employee from a QHP from a request received from the Issuer, employee, or employer.	Confirmed
SR150	The CalHEERS System shall provide the functionality to notify the Issuer of the request for disenrollment if the request was received by the SHOP Exchange from the employee or employer.	Confirmed
SR151	The CalHEERS System shall provide the functionality to notify an employee in writing of disenrollment initiated by the employer.	In Process
SR152	The CalHEERS System shall provide the functionality to notify an employer in writing of disenrollment initiated by the employee.	In Process
SR153	The CalHEERS System shall provide the functionality to prepare a notice to CMS with a minimum dataset of information regarding an employer's voluntary or involuntary termination from a qualified health plan or SHOP. This information may be used for small business tax credits, as well as for individual mandates, etc., as applicable.	In Process
SR154	The CalHEERS System shall provide the functionality to involuntarily terminate employer participation in SHOP.	Confirmed
SR155	The CalHEERS System shall provide the functionality to notify the employee and issuer of involuntary termination of the employer participation in SHOP.	Confirmed
SR156	The CalHEERS System shall provide the functionality to allow grace periods for nonpayment of premium based on specified SHOP and regulation rules.	Confirmed
SR157	The CalHEERS System shall provide the functionality to notify an enrollee of effective dates of disenrollment due to nonpayment of premium.	In Process
SR158	The CalHEERS System shall provide the functionality to disenroll an employer for non-payment of premium.	Confirmed
SR159	The CalHEERS System shall provide the functionality for authorized users	Confirmed

	to reinstate enrollment without going through the appeal process.	
SR160	The CalHEERS System shall provide the functionality to track for audit purposes all manual enrollment reinstatements.	Confirmed
SR161	The CalHEERS System shall reconcile payment history between CalHEERS and Carrier for SHOP.	Confirmed
SR162	The CalHEERS System shall provide the functionality to reconcile premium payments to Issuers and allow authorized users to make manual adjustments.	Confirmed
SR163	The CalHEERS System shall provide the functionality to submit a payment request to the designated financial institution of net premiums due to the SHOP Issuers.	Confirmed
SR164.1	Once a plan, plans, or a tier is selected, the CalHEERS System shall direct an employer to instructions for payment remittance for monthly premiums.	Confirmed
SR164.2	The CalHEERS System shall coordinate the benefit election process with employees.	In Process
SR165	The CalHEERS System shall provide the functionality to determine the monthly Employer premium contribution. The Employer enrollment information includes employee health plan election, ancillary plans, premium amounts, and the Employer contribution percentage or amount.	Confirmed
SR166	The CalHEERS System shall provide the functionality to issue the monthly premium invoice to the Employer of aggregated employee amounts. The invoice includes the monthly balance due and any outstanding premium payments due. The invoice also provides payment options available with the designated financial institution.	Confirmed
SR167	The CalHEERS System shall provide the functionality to receive and process premium payments via paper check, online ACH transfer, and credit or debit cards.	Confirmed
SR168	The CalHEERS System shall provide the functionality to electronically receive and record premium payment details (warrant number, date) from the designated financial institution.	Confirmed
SR169	The CalHEERS System shall provide the functionality to automatically and manually reconcile and adjust the recorded employer premium payments amounts to the actual payments.	Confirmed
SR170	The CalHEERS System shall provide the functionality to notify the employer of a premium payment discrepancy.	Confirmed
SR171	The CalHEERS System shall provide the functionality to process non-payment of premium and utilize configured grace periods for termination notices.	Confirmed
SR172	The CalHEERS System shall provide the functionality to receive and process employer notice (via mail, telephone or online) of premium discrepancy.	Confirmed
SR173	The CalHEERS System shall provide the functionality for authorized users to manually resolve employer invoice discrepancies.	Confirmed
SR174	The CalHEERS System shall provide the functionality to receive and process issuer notice (via mail, telephone or online) of premium discrepancy.	Confirmed
SR175	The CalHEERS System shall provide the functionality for authorized users to manually resolve issuer invoice discrepancies.	Confirmed
SR176	The CalHEERS System shall provide the functionality to manually reconcile the issuer premium amounts due with premium amounts paid, inclusive of any past due amounts.	Confirmed
SR177	The CalHEERS System shall provide the functionality to update SHOP Exchange records with corrected invoice/ payment information for Issuer or Employer.	Confirmed

SR178	The CalHEERS System shall provide the functionality to track applications and enrollments for which a SHOP Assister was involved.	Confirmed
SR179	The CalHEERS System shall provide the functionality to configure a fee for SHOP Assisters for a configured timeframe based on policies to be determined by the Exchange.	Confirmed
SR180	The CalHEERS System shall provide the functionality to scan any received correspondence, link to an employer account, and route for subsequent case management processing.	Confirmed
SR181	The CalHEERS System shall provide the functionality for account management functions for the management of the employer's application information and processing.	Confirmed
SR182	The CalHEERS System shall provide the functionality for authorized users to update accounts with updated information.	Confirmed
SR183	The CalHEERS System shall provide the functionality for authorized users to update accounts with updated information.	Confirmed
SR184	The CalHEERS System shall provide event triggers that will be sent to appropriate staff or Assisters or appropriate online/batch process on prioritized basis.	Confirmed
SR185	The CalHEERS System shall provide workflow functionality to support multiple service delivery models. (e.g., case management model vs. task oriented model).	Confirmed
SR186	The CalHEERS System shall provide flexible workflows to support frequently changing business models.	Confirmed
SR187	The CalHEERS System shall provide a customizable workflows capability. (e.g., automatic sequencing, smart scripting, guided trip, etc.)	Confirmed
SR188	The CalHEERS System shall provide functionality to define workflow events that may be based on user-defined criteria [e.g., Transaction Code, data values (for example date of application, type of application), other user-defined values or parameters.]	Confirmed
SR189	The CalHEERS System shall provide functionality to initiate event triggers that will send notification to workflow System user (e.g., documentation has been received on a pending account or specific tasks that must be performed). Notifications should be configurable to be used anywhere in the workflow to notify the participant.	Confirmed
SR190	The CalHEERS System shall provide functionality to electronically notify assigned staff or Assisters when new data has been received for a case, if eligibility is affected or if follow-up action is required.	Confirmed
SR191	The CalHEERS System shall provide the functionality for employers, employees, and Assisters to view their account information.	Confirmed
SR192	The CalHEERS System shall provide functionality to retain consumer health coverage history and enrollment effective dates for online retrieval and reporting for a period of 60 months.	Confirmed
SR193	The CalHEERS System shall provide functionality to electronically notify assigned staff or Assisters when conflicting data has been received for a case.	Confirmed
SR194	The CalHEERS System shall provide functionality to assign work using flexible criteria (e.g., type, caseload, task, queue, etc.).	Confirmed
SR195	The CalHEERS System shall provide the functionality for multi-level (drill down) searching and filtering searches to locate needed account/case information.	Confirmed
SR196	The CalHEERS System shall provide functionality to monitor caseload size per assigned staff.	Confirmed
SR197	The CalHEERS System shall provide functionality to create caseload reports and statistics.	Confirmed
SR198	The CalHEERS System shall provide functionality to retain history and	In Process

	viewing capability of all received and sent applications and documentation. This includes the ability to designate documents and notices which are kept indefinitely as a permanent part of the case record and will not be purged (e.g. - notices related to appeals).	
SR199	The CalHEERS System shall provide the functionality to collect and display for each QHP Issuer the following information: claims payment policies and practices, financial disclosures, enrollment data, disenrollment data, number of claims denied, rating practices, information on cost sharing and payments with respect to any out-of-network coverage, and information on enrollee rights under Title I of the ACA.	Confirmed
SR200	The CalHEERS System shall allow the quality rating methodology to be modified to incorporate different quality indicators, weighting, and methods.	Confirmed
SR201	The CalHEERS System shall collect data and sources and use Exchange determined rules and criteria for determining the quality rating. The Vendor will recommend data and sources.	Confirmed
SR202	The CalHEERS System shall provide the functionality to list and maintain Qualified Health Plan (QHP) criteria for defined time periods.	Confirmed
SR203	The CalHEERS System shall provide the functionality to limit changes to the employer's premium rates to the annually.	Confirmed
SR204	The CalHEERS System shall provide the functionality to limit QHP rate changes to a uniform timeframe (monthly, quarterly, annually) to be determined by the Exchange.	Confirmed
SR205	The CalHEERS System shall provide the functionality to track the status and progress of QHP and qualified stand-alone dental plan certification or recertification.	Confirmed
SR206	The CalHEERS System shall provide the functionality for Issuers to view current and historical enrollment information.	Confirmed
SR207	The CalHEERS System shall provide the functionality to set up qualified health plan issuer agreement information regarding the SHOP issuer and the qualified health plan(s). The CalHEERS may direct the Issuer to upload the information into the System (either at the time of application or at agreement signing).	Confirmed
SR208	The CalHEERS System shall provide the functionality to assign an initial SHOP QHP plan quality rating. The initial rating may be based on data from the commercial market. The initial rating is developed using the plan rating methodology provided by CMS.	Confirmed
SR209	The CalHEERS System shall provide the functionality to utilize data from multiple accredited service agencies for determining quality indicators and methods used in plan quality rating.	Confirmed
SR210	The CalHEERS System shall allow the quality rating methodology to be modified to incorporate different quality indicators, weighting, and methods.	Confirmed
SR211	The CalHEERS System shall provide the functionality to process notice of non-renewal of SHOP Issuer.	Confirmed
SR212	The CalHEERS System shall provide the functionality to generate or replace with the modified qualified SHOP health plan issuer agreement if required.	Confirmed
SR213	The CalHEERS System shall provide the functionality to notify employers in writing the change in rates for their annual plan year .	Confirmed
SR214	The CalHEERS System shall provide the functionality to receive and categorize, track, and forward to regulatory organizations (CDI, DMHC, etc.) information and details of employer and employee complaints.	Confirmed
SR215	The CalHEERS System shall provide the functionality to document any resolution to identified complaints.	Confirmed

SR216	The CalHEERS System shall provide the functionality to update QHP and qualified stand-alone dental plan quality ratings and track historical ratings and time periods for these ratings (begin and end dates).	Confirmed
SR217	The CalHEERS System shall have the functionality to route SHOP complaints based on type and/or category to other agencies (CDI, DMHC, County Welfare Departments, etc.)	Confirmed
SR218	The CalHEERS System shall provide the functionality for enrollees to obtain feedback and/or information on referral to other organizations for their complaint.	Confirmed
SR219	The CalHEERS System shall utilize all complaint data to identify and report complaint/feedback trends and potential compliance issues for QHPs, qualified dental plans, and/or Issuers.	Confirmed
SR220	The CalHEERS System shall provide the functionality to track the status and progress of a QHP and qualified stand-alone dental plan rate review.	Confirmed
SR221	The CalHEERS System shall provide the functionality to notify enrollees of QHP and qualified stand-alone dental plan rate changes.	Confirmed
SR222	The CalHEERS System shall provide functionality to notify the employer of payment discrepancy	Confirmed
SR223	The CalHEERS System shall provide functionality to send an electronic, real-time or batch transmission of information necessary for the qualified health plan issuer to provide a welcome package and identification card to the employee	Confirmed
SR224	The CalHEERS System shall provide the functionality to notify CMS at least monthly regarding reconciled periodic enrollment information of an individual, spouse or other dependents through SHOP.	Confirmed
SR225	The CalHEERS System shall provide functionality to prepare a notice to CMS with information regarding employee disenrollment from a qualified health plan through the Exchange.	Confirmed
SR226	The CalHEERS System shall provide functionality to send electronic notification to the CMS about a non-renewal or decertification of SHOP plans.	Confirmed
SR227	The CalHEERS System shall provide functionality to retain each notice in the completed format so the exact version sent to the recipient can be viewed and reproduced.	Confirmed
SR228	The CalHEERS System shall provide functionality to retain history and viewing capability of all sent notices. This includes the ability to designate notices which are kept indefinitely as a permanent part of the case record and will not be purged (e.g. - notices related to claims).	Confirmed
SR229	The CalHEERS System shall provide functionality to generate data and reports needed to comply with federal audit and oversight requirements	In Process
SR230	The CalHEERS System shall provide functionality to generate data and reports needed to comply with federal HBEx, Medicaid and CHIP quality control initiatives and performance standards.	In Process
SR231	The CalHEERS System shall provide functionality to generate data on the administrative costs of the Exchange and waste, fraud and abuse as required by the ACA.	Confirmed
SR232	The CalHEERS System shall provide functionality to generate data and reports on enrollment trends, including movement of enrollees between programs.	In Process
SR233	The CalHEERS System shall provide functionality to generate data and reports on eligibility determination outcomes.	In Process
SR234	The CalHEERS System shall provide functionality to generate data and reports to support management of assisters (e.g., Case Workers and Navigators).	Confirmed
SR235	The CalHEERS System shall provide functionality to generate reports and	In Process

	data on the consumer experience related to average elapsed time for application completion, application withdrawals, page review timeframes, QHP evaluation, etc. .	
SR236	The CalHEERS System shall provide regular (monthly) reports on HBEx enrollees, including unique individual identifier, plan enrolled in, the type of coverage purchased, rating criteria information, demographic data, and effective dates for individual and small group market non-grandfathered plans.	In Process
SR237	The CalHEERS System shall provide the functionality to 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	In Process
SR238	The CalHEERS System shall have the functionality to display a dashboard of caseload and performance metrics for active applications, renewals and appeals.	In Process
SR239	The CalHEERS System shall log those who viewed Personally Identifiable Information (PII) or Personal Health Information (PHI), what data elements they viewed, and time-stamp.	In Process
SR240	The CalHEERS System shall have the functionality to generate a report upon request by applicants: The report consists of identifying those who viewed their Personally Identifiable Information (PII) or Personal Health Information (PHI), what data elements they viewed, and time-stamp.	In Process
SR241	CalHEERS System shall report to the IRS and enrollees each year certain information regarding the enrollee's coverage provided through the Exchange.	In Process
SR242	CalHEERS System shall provide the necessary reporting capabilities required by ACA and by the State of California. While guidance from the federal government and California policymakers is still forthcoming, it is anticipated reporting will be needed to meet audit requirements, support operational efficiencies, provide decision support, gather and present user feedback, and respond to ad hoc queries.	In Process
SR243	The CalHEERS System shall generate data and reports needed for relevant Program Sponsors, Program Partners and Control Agencies.	In Process
SR244	The CalHEERS System shall generate data and reports needed to comply with federal audit and oversight requirements.	In Process
SR245	The CalHEERS System shall generate data and reports needed to comply with federal HBEx, Medicaid and CHIP Quality Control initiatives (e.g., PERM).	In Process
SR246	The CalHEERS System shall generate data and reports needed to apply for and demonstrate appropriate use of federal grant funding.	In Process
SR247	The CalHEERS System shall generate reports for California policymakers on key metrics.	In Process
SR248	The CalHEERS System shall generate data and reports on enrollment trends.	In Process
SR249	The CalHEERS System shall generate data and reports on trends in premiums.	In Process
SR250	The CalHEERS System shall generate reports and data on the consumer experience.	In Process
SR251	The CalHEERS System shall generate reports and data on consumer use of the Technology Platform.	In Process
SR252	The CalHEERS System shall generate reports and data on consumer feedback.	In Process
SR253	Provide the capability to determine participation and report rates of an employer's employees by city, county, region and SIC code. Provide the capability to share this information with the State, Exchange, Issuers and	Confirmed

	employers.	
SR254	The CalHEERS System shall generate reports (ad-hoc, monthly, quarterly and annually) summarizing the numbers of employer applications received, the number of applications that resulted in enrollment, and the timeframe from application to enrollment.	In Process
SR255	The CalHEERS System shall generate reports (ad-hoc, monthly, quarterly and annually) summarizing the numbers of employers and employees enrolled, their average premium contribution per employee, and enrollment by employers and employees by benefit level, including demographic data (cities, zip codes, regions, age, ethnicity, etc.).	In Process
SR256	The CalHEERS System shall generate reports (ad-hoc, monthly, quarterly and annually) the number of employers receiving tax credits by region, zip code and SIC code.	Confirmed
SR257	The CalHEERS System shall generate reports (ad-hoc, monthly, quarterly, and annually) for the number of applications submitted by each registered SHOP Assister for an entered timeframe.	Confirmed
SR258	The CalHEERS System shall generate reports (ad-hoc, monthly, quarterly, and annually) for the number of enrollments completed by each registered Assister.	Confirmed
SR259	The CalHEERS System shall generate reports (ad-hoc, monthly, quarterly, and annually) for the number of applications that did not result in an enrollment submitted by each registered Assister.	Confirmed
SR260	The CalHEERS System shall generate reports (ad-hoc, monthly, quarterly, and annually) for the number of workers with coverage in SHOP Statewide, by region and zip code, and Standard Industrial Classification SIC code.	Confirmed
SR261	The Vendor shall track and report monthly the number of calls requesting employer or employee assistance, the number of incoming and outgoing minutes, the average talk-time minutes per telephone application assisted call, and the type of assistance requested.	In Process
SR262	The CalHEERS System shall generate reports (ad-hoc, monthly, quarterly, and annually) for the number of workers with coverage in SHOP Statewide, by average wage income and SIC code.	Confirmed
SR263	The CalHEERS System shall track and report on the number of employer appeals and their status Statewide and by county, zip code, business Standard Industrial Classification (SIC) code. The report shall show the aging of the appeals from 30 to 180 days.	Confirmed
SR264	The CalHEERS System shall generate reports on the take-up rate percentage compared to the employee premium contribution rates.	Confirmed
SR265	The CalHEERS System shall generate reports on the average amount of employer premium subsidies by demographic data (region, employer size, business SIC code, etc.)	In Process
SR266	The CalHEERS System shall generate reports on the number of employees offered coverage, the number accepting coverage and the percent of employees accepting coverage versus refusing coverage.	Confirmed
SR267	The CalHEERS System shall generate reports on the employee enrollment by benefit level and by Statewide, region, and SIC code.	In Process
SR268	The CalHEERS System shall generate reports on the enrollments by benefit level by demographic data for selected timeframes.	In Process
SR269	The CalHEERS System shall generate reports on the average deductible and distribution of deductible per enrollee.	In Process
SR270	The CalHEERS System shall generate reports on the average deductible and distribution of deductibles for single and family coverage.	In Process
SR271	The CalHEERS System shall generate reports listing employees and their families in which they are dually eligible by multiple employers.	Confirmed

SR272	The CalHEERS System shall generate reports on complaints received, forwarded, resolved, and pending resolution.	Confirmed
SR273	The CalHEERS System shall generate reports on complaint trends by QHP, Issuer, type of complaint, and by demographic data of the enrollee / applicant.	In Process
SR274	The SHOP Web Portal may include a separate toll-free number for employer or employee assistance, or may use a phone tree to direct employer and employee calls.	Confirmed
SR275	The Vendor shall provide the demonstration videos used in the Web Portal to assist employers.	Confirmed
SR276	The CalHEERS System shall provide the functionality for employers or employees to view demonstration videos to assist them in the Web Portal application, eligibility determination and enrollment processes.	Confirmed
SR277	The CalHEERS System shall provide Online Chat functionality in English and Spanish.	Confirmed
SR278	The Vendor shall provide the demonstration videos used in the Web Portal (in English and Spanish) to assist employers and employees and update such videos as needed.	Confirmed
SR279	The CalHEERS System shall provide the functionality for help screens and question icons to assist employers or employees with navigation and questions, and update help screens and question icons as needed.	Confirmed
SR280	The CalHEERS System shall provide the functionality to show the employer or employee the progress in the application process as the application is being completed.	Confirmed
SR281	The CalHEERS System shall provide online chat whereby employers or employees can make inquiries to Service Center personnel.	Confirmed
SR282	The CalHEERS System shall provide the functionality to email or text employers or employees when they have a new notification in their secure mailbox.	Confirmed
SR283	The CalHEERS System shall provide the functionality to allow employers and employees to view, save and delete their CalHEERS email notifications from their Web Portal login account.	Confirmed
SR284	The CalHEERS System shall provide the functionality to save employer and employee information while logged on, and provide notification of timeout expiration for saving data.	Confirmed
SR285	The CalHEERS System shall provide the functionality to save employer or employee information if requested, and allow access to saved work, and to restart where the employer or employee left off at the time of their last save.	Confirmed
SR286	The CalHEERS System shall provide the functionality to exit any screen without saving changes.	Confirmed
SR287	The CalHEERS System shall provide the same or similar Web Portal and Consumer Assistance functionality (help, login, icons, etc.) as described in the Business Requirements (BR).	Confirmed
SR288	The CalHEERS System shall provide the functionality to create and deliver via email, letter, text or voice mail, multi-lingual mass notices to targeted groups for purposes of outreach, increased awareness, enrollment and participation.	Confirmed
SR289	The CalHEERS System shall provide the functionality to generate random surveys, via online, email, letter or phone, and compile and analyze	Confirmed

	responses of Exchange consumers for the purpose assessing consumer service or other related matters.	
SR290	The CalHEERS System shall provide the functionality to generate reports from consumer survey responses.	Confirmed
SR291	The CalHEERS System shall provide the functionality to track the source of possible outreach efforts (e.g., how did you hear about us? TV, billboard, magazine, etc.).	Confirmed
SR292	The CalHEERS System shall have the functionality to send a survey based on specified demographic criteria.	Confirmed
SR293	The CalHEERS shall provide the functionality for employers to view invoice and payment history including any adjustments to their account.”	Confirmed
BR352	The CalHEERS shall provide the functionality for enrollees to view invoice and payment history including any adjustments to their account.	Confirmed
UR1	CalHEERS shall provide web-based Exchange access that complies with the following recognized usability standards (Reference: Affordable Care Act §155.210): A) American Disabilities Act (ADA) B) Older Americans Act, C) Rehabilitation Act D) California Accessibility	Confirmed
UR2	CalHEERS shall be fully accessible from smart mobile devices	Confirmed
UR3	CalHEERS shall be developed and remain in compliance with Section 508 of the Federal Rehabilitation Act and the World Wide Web Consortium (W3C) Web Accessibility Initiative, Section 508, (a)(1)(A)	Confirmed
UR4	CalHEERS shall be developed and remain in compliance with California policy regarding accessibility per Cal Gov Code 11135: Accessibility requirements of Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. Sec 794d), and regulations implementing that act as set forth in Part 1194 of Title 36 of the Federal Code of Regulations.	Confirmed
UR5	The Vendor shall report its compliance with Section 508 of the Federal Rehabilitation Act and the World Wide Web Consortium (W3C) Web Accessibility Initiative, Section 508, (a)(1)(A)	Confirmed
UR6	The Vendor shall report compliance with California policy regarding accessibility per Cal Gov Code 11135: Accessibility requirements of Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. Sec 794d), and regulations implementing that act as set forth in Part 1194 of Title 36 of the Federal Code of Regulations.	Confirmed
UR7	The CalHEERS System shall allow customers to submit applications and appropriate documentation electronically with an electronic signature that complies with State, federal and agency requirements and standards.	Confirmed
UR8	The Vendor shall provide real-time access to System job and maintenance schedules, submission and processing statistics, and System performance tools for designated staff.	Confirmed
UR9	The following content for the Web Portal shall be provided in English and Spanish languages: A) Website text, instructions, links, field-level help, and navigation guidance B) Education Materials C) Online Assistance D) Online Chat E) Web-Videos F) Frequently Asked Questions (FAQs) G) Guided Self Help Tools H) QHP Information I) Forms	Confirmed

	J) Information and links to other health benefit programs	
UR10	The following case management content shall be provided in English and Spanish languages to support assisters in accordance to each assister's role and security authorization: A) Case management information B) Reporting, Forms, and Notices C) Appeal case information D) Issuer, Assister, Broker, Agent, and Navigator information E) Staff schedule and caseload management information	Confirmed
UR11	CalHEERS shall associate and manage consumer content from various sources: consumer, navigator, assister agent, and broker.	Confirmed
UR12	CalHEERS shall pre-populate screens if the consumer information already exists in CalHEERS or other Exchange-Confirmed sources.	Confirmed
UR13	CalHEERS shall identify mandatory fields that require completion before accepting.	Confirmed
UR14	CalHEERS shall determine eligibility, enrollment, and start of coverage in real time.	Confirmed
UR15	CalHEERS shall notify the consumer throughout the application process regarding Data saves, mandatory fields, and expiration of incomplete applications.	Confirmed
UR16	The CalHEERS System shall confirm successful transmission of submitted customer information (e.g., application, verification, or information update) and include confirmation number and contact information for the receiving location(s) via email when consumer email is available.	Confirmed
UR17	CalHEERS shall enable the customer to download forms and notices from the Web Portal.	Confirmed
UR18	The CalHEERS System shall allow navigation between multiple, related input screens without losing information input from the original screen and consumer to print each screen with a print layout that is formatting for printing.	Confirmed
UR19	The CalHEERS System shall provide print options to format for printing the application, correspondence, notices and any stored images.	Confirmed
UR20	The CalHEERS System shall provide multiple options for customer correspondence (e.g., e-mail, print, save file)	Confirmed
UR21	CalHEERS shall be designed to enable navigation to all information and functionality using no more than three clicks.	Confirmed
UR22	CalHEERS shall support role-based workflow routing in which tasks are assigned to job functions.	Confirmed
UR23	The CalHEERS System shall automatically expire incomplete applications saved but not completed within 30 calendar days.	Confirmed
UR24	The CalHEERS System shall have the ability to notify the consumer prior to expiration that their incomplete work will be deleted.	Confirmed
UR25	CalHEERS shall provides a mechanism for the webmaster to obtain feedback accessibility improvement, general comments and other recommendations.	Confirmed
UR26	CalHEERS shall provide web-based Exchange access that requires no desktop software except commercially available web-browsers Internet	Confirmed

	Explorer, Firefox, Chrome, and Safari.	
UR27	CalHEERS shall display each process within CalHEERS in consistent format (e.g., color, layout, font, menus, navigation, graphics, and information location).	Confirmed
UR28	CalHEERS shall utilize recognized presentation standards for displaying user, plan, and payment information.	Confirmed
UR29	CalHEERS shall displaying information in a culturally sensitive manner, taking into consideration color, symbols, format, and overall presentation.	Confirmed
UR30	To enable users to reach an operator in their language, the following content for the Web Portal shall be provided in the Medi-Cal Managed Care Threshold Languages: A) Toll-free number B) IVR C) Online Chat	Confirmed
TR103	The CalHEERS System shall interface with Healthy Families and AIM Systems to achieve automated exchange of application and case data in real-time and batch as needed for CalHEERS business processes.	Confirmed
TR103.1	CalHEERS System shall interface with the AIM / MAXe2 system to pass cases and individuals, to Healthy Families, to achieve automated exchange of application and case data in real-time and batch as needed for CalHEERS business processes	In Process
TR103.2	The CalHEERS System shall interface with the AIM System to achieve automated exchange of application and case data in real-time and batch as needed for CalHEERS business processes.	Confirmed
TR103.2.1	The CalHEERS System shall have the ability to send the AIM system, MAXe2, the following information: • Application Data • Case Data • Member data • Verifications • Accepted EDBC Results • CalHEERS Case # • Images	Confirmed
TR103.2.2	The CalHEERS System shall have the ability to receive the following information from the AIM system: • CalHEERS Case # • AIM Case # • Final Disposition - Determination of Eligibility Referential - Birth Outcome • Images • Baby Demographics - DOB - Name - Gender - Birth Weight	Confirmed
TR104	The CalHEERS System shall interface with MEDS, which includes all MEDS associated functionality and databases (SCI, App Tracking, IEVS, SAVE, etc.) to transmit and obtain client information in batch and real-time as needed for the CalHEERS business process implementation.	Confirmed
TR104.1	The CalHEERS System shall interface with MEDS to transmit client information as part of the business process implementation.	In Process
TR104.2	The CalHEERS System shall interface with MEDS to obtain client information as part of the business process implementation.	Confirmed
TR104.3	The CalHEERS System shall be capable of real-time business process	Confirmed

	implementation with MEDS.	
TR104.4	The CalHEERS System shall be capable of batch business process implementation with MEDS.	Confirmed
TR105	The CalHEERS System shall interface with each of the Statewide Automated Welfare Systems (e.g. CalWIN, C-IV, LEADER) to transfer client/case information.	Confirmed
TR105.1	CalHEERS shall have the ability to automatically store information received from SAWS. CalHEERS shall then attempt to update case information using the Automated Case Update Process. A manual process will be invoked for all cases that cannot be created or updated automatically.	Confirmed
TR105.2	CalHEERS shall have the ability to send SAWS the following information: <ul style="list-style-type: none"> - Application Data - Verifications - Accepted EDBC Results - Non-MAGI Screening Results - Data required to Generate MAGI MC NOA in SAWS - Indication if applying for Non-Health Services Programs - CalHEERS Case # - APTC/CSR Disposition - Images 	Confirmed
TR105.3	CalHEERS shall have the ability to accept from SAWS: <ul style="list-style-type: none"> - Disposition of non-MAGI Medi-Cal eligibility determination - SAWS Case # - Case data changes - Application Data - Verifications - Generated MAGI MC Notice of Action (NOA) - Images 	Confirmed
TR105.4	CalHEERS shall provide a Web Service through the Enterprise Service Bus for SAWS to run Verifications and Eligibility Determination together or separately	Confirmed
TR105.5	CalHEERS shall have the ability to send SAWS the Request for Appeal of MAGI Medi-Cal Eligibility Determination information including, but not limited to: <ul style="list-style-type: none"> - CalHEERS Case # - SAWS Case # - Appeals Reason - Eligibility Determination Effective Date (as indicated in Consumer's NOA) - NOA - Images 	Confirmed
TR105.6	CalHEERS shall have the ability to accept from SAWS the Appeal Resolution for MAGI Medi-Cal Eligibility Determination information including, but not limited to: <ul style="list-style-type: none"> - SAWS Case # - CalHEERS Case # - Appeals Resolution/Disposition - Appeals Resolution Notice - New Eligibility Determination (with the Appeals Override Reason) - Images - NOA - Case Notes 	Confirmed
TR105.7	CalHEERS shall have the ability to send SAWS the APTC Mixed Household Appeal information including, but not limited to: <ul style="list-style-type: none"> - SAWS Case # 	Confirmed

	<ul style="list-style-type: none"> - CalHEERS Case # - APTC Appeals Resolution/Disposition - APTC Appeals Resolution Notice - APTC New Eligibility Determination (with the Appeals Override Reason) - Images - NOA - Case Notes 	
TR105.8	<p>CalHEERS shall have the ability to send SAWS "Client Information Change" information including, but not limited to:</p> <ul style="list-style-type: none"> - CalHEERS Case # - SAWS Case # - Type of Change - New Information - Effective Date of Change - New Eligibility Determination - Images - NOA - Case Notes 	Confirmed
TR105.9	<p>CalHEERS shall have the ability to accept from SAWS "Client Information Change" information including, but not limited to:</p> <ul style="list-style-type: none"> - CalHEERS Case # - SAWS Case # - Type of Change - New Information - Effective Date of Change - New Eligibility Determination - Images - NOA - Case Notes 	Confirmed
TR106	The CalHEERS System shall interface the with a designated financial institution or other payment issuers for the issuance of payments and receipt of payment information for reconciliations.	Confirmed
TR107	CalHEERS System shall interface with the federal data services hub to obtain federal verification data.	Confirmed
TR108	The CalHEERS System shall provide the QHP Issuers ability to upload plan and premium data.	Confirmed
TR109	The CalHEERS System shall interface with authorized providers and allow entry of applicant information for Prenatal Gateway, CHDP Gateway, Deemed Infants, Newborn Gateway, BCCTP, FPACT, Medi-Cal Inmate Eligibility, and Presumptive Eligibility program functionality.	Confirmed
TR110	The CalHEERS System shall interface with the Employment Development Department (EDD) to obtain and verify State Employer ID number and other appropriate information.	Confirmed
TR111	The CalHEERS System shall Interface with the DHCS' Management Information System/Decision Support System (MIS/DSS) as specified by DHCS and implement necessary changes (e.g., addition of data elements, data load process, etc.) as needed to load the CalHEERS data into the MIS/DSS.	Confirmed
TR194	Vendor shall submit to MIS/DSS annually, and as applicable changes occur, the data required to populate Provider files which include, but not limited to: associated issuer, provider status, provider location, Confirmed services, etc.	Confirmed
TR195	The Vendor shall submit to MIS/DSS on a monthly basis CalHEERS program data including, but not limited to: <ul style="list-style-type: none"> o Application processing data including standardized denial reasons and 	Confirmed

	<p>applicant demographics by program;</p> <ul style="list-style-type: none"> o Disenrollment data including standardized reasons for voluntary and involuntary disenrollment as needed per program and enrollee demographics; o Monthly enrollment data by member and program (if not already collected by the MIS/DSS); and o Other data required to perform statistical analysis required of each program by applicable State and Federal agencies. 	
TR196	The Vendor shall coordinate with the DHCS' Management Information System/Decision Support System (MIS/DSS) system as specified by DHCS to provide monthly capitation data for each program and plan managed by CalHEERS whose capitation data is not already provided to the MIS/DSS.	Confirmed
TR198	The Vendor shall obtain authorization appeals and claim appeals data from each issuer for each Qualified Health Plan (QHP), Healthy Families plan and Access for Infants and Mothers (AIM) plan offered by CalHEERS on a monthly basis.	In Process
TR199	The Vendor shall require issuers of Qualified Health Plan's (QHP's), Healthy Families plans and Access for Infants and Mothers (AIM) plans to submit claims and encounter information to CalHEERS. The Vendor shall ensure that a quality assessment (e.g., proper format and content) of the submission is conducted by the Vendor or by a State-Confirmed TBD third party at the direction of the State prior to forwarding the data to DHCS' Paid Claims and Encounter System (PCES).	Confirmed