

# California Healthcare Eligibility, Enrollment, and Retention System (CalHEERS)

## **BSD2 - CalHEERS-SAWS-MEDS Interface**

**Business Services Definition**

**Version 2.0**

01/04/2013

DATE	VERSION	REVISION DESCRIPTION	Responsible Party
10/23/2012	0.1	Work In Progress	CalHEERS
10/29/2012	1.0	Preliminary Draft of CalHEERS-SAWS-MEDS Interface	CalHEERS
11/26/2012	1.1	Updates applied per feedback comments	CalHEERS
01/04/2013	2.0	CalHEERS SAWS MEDS Interface Updated Draft	CalHEERS

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## **1. INTRODUCTION**

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### **1.1 IDENTIFICATION**

This document is the Business Service Definition (BSD) for the CalHEERS, Statewide Automated Welfare System (SAWS), and Medi-Cal Eligibility Data System (MEDS) Interface (CaSMI) and falls under the guidelines set forth in the CalHEERS Interface Control Documents, Deliverable 23 - Final Interface Control Document (ICD).

### **1.2 PURPOSE**

The CalHEERS SAWS MEDS Interface (*CaSMI*) BSD provides the business and technical approach for the data exchange between CalHEERS, SAWS, and MEDS. SAWS and MEDS are the external partners for the *CaSMI*.

### **1.3 SCOPE**

The BSD describes the *CaSMI* business functionality and technical approach. This BSD qualifies requirements not realized by the base product in order to satisfy the CalHEERS business functionality. This BSD specifies how to implement CaSMI business requirements in order to extend Health Exchange functionality for California.

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## 2. OVERVIEW

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This document contains the following sections:

- **Section 1.0 – Introduction:** A brief introduction to the *Ca/SMI*, including the document purpose and scope.
- **Section 2.0 –Overview:** A high level overview of the document, including operational description, assumptions, and constraints.
- **Section 3.0 – Business Process Model:** A high level overview of the *Ca/SMI* Process Model, including the foundational scenarios that drove the requirement process.
- **Section 4.0 – Interaction Model:** A technical description of the interactions between CalHEERS and SAWS, and CalHEERS and MEDS.
- **Section 5.0 – Interface Testing:** A description of the testing process and timeline.
- **Section 6.0 – Appendix:** Contains sub-sections on the requirements and Client Index Number.

### 2.1 INTERFACE OPERATIONAL DESCRIPTION

The *Ca/SMI* is a collection of web and batch services that exchange data between the three systems. The interface operates as a bridge enabling access to the eligibility rules and facilitating a unified case view of the data. The transactions defined herein, facilitate the business functions required by Covered California, and the implementation of the Affordable Care Act (ACA).

### 2.2 OUTCOMES

The following outcomes are resultant of functionality supported (in part), by the *Ca/SMI*:

- Unified Case – Allows for distributed case management between CalHEERS and SAWS.
- Real-time Eligibility Determination – Enables access to the MAGI Medi-Cal rules for 2014, except those for Non-MAGI Medi-Cal.
- Multiple Access Channels – Facilitates the project goal of “No Wrong Door”.
- MEDS Integration – Enables real-time eligibility for consumers.

### 2.3 ASSUMPTIONS AND CONSTRAINTS

The following sections describe the assumptions and constraints upon which the interface is built. These assumptions and constraints are derived from the Accenture proposal and the Joint Application Design (JAD) sessions held with the client, sponsors, and partners.

### 2.3.1 ASSUMPTIONS

The following assumptions have been recognized during the formulation of this document and JAD sessions. Assumptions are items that have not been confirmed but are presumed to be true for the purpose of planning. Should these items prove to be untrue they could invalidate the statements made herein.

The following are the assumptions made for the *CalSMI*:

- SAWS initiates the re-run of eligibility determination for a mixed household, defined as containing either APTC/CSR, and MAGI Medi-Cal, and/or Non-MAGI Medi-Cal members.
- Appeals follow the existing process.

### 2.3.2 CONSTRAINTS

The *CalSMI* constraints factor into the current design. The following are the constraints for the *CalSMI*:

- The interface must meet the January 2014 deadline as set forth in the Affordable Care Act.
- The interface is dependent on the CalHEERS application and supporting functionality.
- The interface must follow Security guidance described in Deliverables 10 and 38.

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## **3. BUSINESS PROCESS MODEL**

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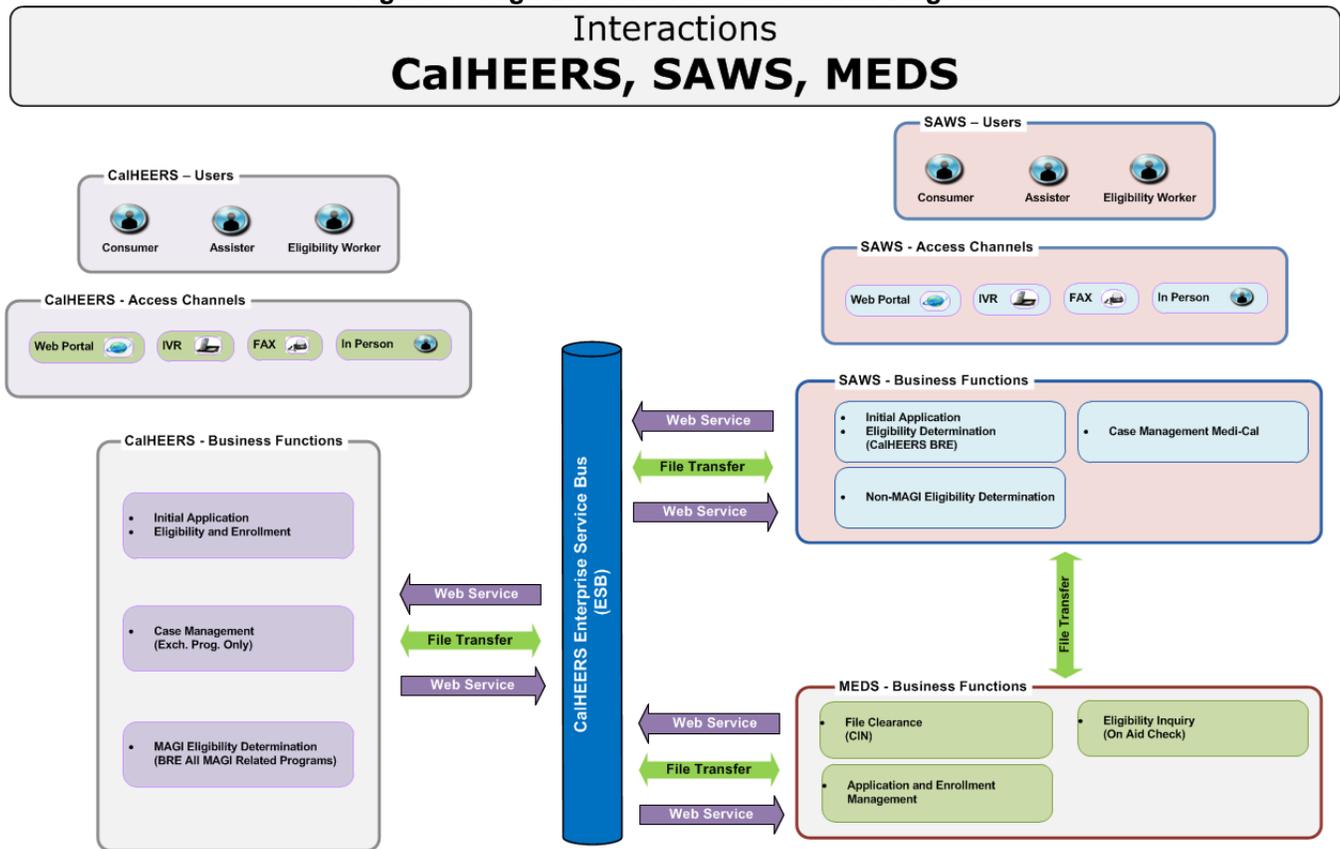
The Business Process Model is a foundational set of scenarios which identify and explain the interactions within the *CalSMI*. These scenarios properly frame the context of the interactions within business processes enacted through the CalSMI.

### **3.1 BUSINESS PROCESS MODEL**

Figure 1 shows a high-level interface interaction diagram between CalHEERS, SAWS, and MEDS. The messages pass through the CalHEERS Enterprise Service Bus (ESB) except for existing SAWS to MEDS batch file transfers.

To support the unified case view, the three systems (CalHEERS, SAWS, and MEDS) must continue to manage their respective business functions and communicate case and person updates to the other system. CalHEERS is the system of record for the APTC/CSR program and contains the eligibility rules for MAGI Medi-Cal in 2014, except Non-MAGI Medi-Cal rules. Additionally, CalHEERS provides a consumer portal allowing applicants to apply for health insurance. If the applicant is determined for MAGI Medi-Cal or has indicated they may be eligible for Non-MAGI Medi-Cal, the household data is transferred to SAWS. CalHEERS records the MAGI Medi-Cal determination, but SAWS verifies the Non-MAGI Medi-Cal status and informs CalHEERS when determined. Both SAWS and CalHEERS depend on the MEDS system for File Clearance which includes uniquely identifying applicants and eligibility history, and plan enrollment.

Figure 1 - High Level Interface Interaction Diagram



### 3.2 Business Function Definitions

The CalSMI facilitates interactions between the three systems. These systems, support business functions required by the application. The following sections are high level definitions of the business functions covered:

#### 3.2.1 CalHEERS SAWS Business Services

The CalHEERS / SAWS business functions are transactions specific to the interactions between CalHEERS and SAWS.

Table 1 - List of CalHEERS SAWS Business Functions

ID	Business Function	General Description
1	Transfer	<p>This operation contains full household information pertaining to case structure and includes information such as: person demographic information, income, and relationships.</p> <p>The Transfer Function can include, but not limited to, the following:</p> <ul style="list-style-type: none"> <li>- Application Data</li> <li>- CalHEERS &amp; SAWS Case number</li> </ul>

		<ul style="list-style-type: none"> <li>- Household case information</li> <li>- Non-health programs indicator such as CalFresh and CalWORKs</li> <li>- Screening questions for Non-MAGI Medi-Cal</li> </ul>
2	Eligibility Determination Request (EDR)	<p>This business function contains information required to determine verification and eligibility for an Applicable State Health Subsidy (ASHS) program.</p> <ul style="list-style-type: none"> <li>- The EDR message will contains Run Reasons and a Verification Indicator to bypass the Federal Hub Verification Call</li> <li>- SAWS Case Numbers</li> <li>- CalHEERS Case Number (Optional)</li> </ul>
3	Determination of Eligibility Response (DER)	<p>The results of the CalHEERS Business Rules Engine (BRE) performed against the data transferred by the Eligibility Determination Request (EDR). The response will include:</p> <ul style="list-style-type: none"> <li>- Determination results for all applicants (successful or unsuccessful)</li> <li>- The reasons for verification discrepancy</li> </ul>
4	Disposition	<p>The acknowledgement of the determination accepted by SAWS. This business function reconciles the status of the active programs among the systems and should include but is not limited to:</p> <ul style="list-style-type: none"> <li>- SAWS Case Number and County Code</li> <li>- Override Reason</li> <li>- Case Notes</li> <li>- Program Date</li> <li>- DER Referential ID</li> <li>- Person Number</li> <li>- Aid Code</li> <li>- Non-MAGI Medi-Cal Reasons</li> </ul>
5	Update	A business function relaying the modifications of household case information between the systems.
6	NOA	A business function containing the plan for NOA generation.
7	Documents Manifest	A documents manifest sent between systems relaying the contents of a zip file, which contains documents, scanned images, and meta data.

### 3.2.2 MEDS Business Services

The MEDS business functions are transactions initiated by CalHEERS that require interaction with MEDS.

Table 2 - CalHEERS MEDS Business Functions

Functions	General Description
CIN Inquiry	A business function retrieving a CIN for each applicant which becomes a member in

Functions	General Description
	MEDS.
Pend Application	A business function posting a submitted application to MEDS
Eligibility Determination	A business function transmitting the eligibility determination for each applicant to MEDS
Program Change	A business function updating the program aid code of a member.
Change of Ownership	A business function changing the ownership of the case amongst entities
Discontinued	A business function discontinuing the eligibility of an individual in a specific program for an effective dates
Denial	A business function denying the eligibility of an applicant for a specific program.
Update	A business function updating person demographic information

**3.2.3 Business Scenarios**

The Business Scenarios provide a high-level view of how the interface will be used in context of ASHS programs. The scenarios are arranged by access channel, either CalHEERS or SAWS, and highlight the interactions required by the interface.

Table 3 - System and Interaction Legend

LEGEND			
Systems	e-HIT Transactions	MEDS Transactions	Other Symbols
<b>C</b> CalHEERS	<b>CS</b> CalHEERS to SAWS	<b>SM</b> SAWS to MEDS	----- An indication of time passing due to manually processing a case
<b>S</b> SAWS	<b>SC</b> SAWS to CalHEERS	<b>CM</b> CalHEERS to MEDS	
<b>M</b> MEDS		<b>MC</b> MEDS to CalHEERS	

**3.2.4 CalHEERS Access Channel**

The CalHEERS Access Channel describes the mechanism consumers access and manage their health insurance programs through the CalHEERS Consumer Portal. Consumers create personal accounts, enter their household information, and submit applications for Applicable State Health Subsidy (ASHS), such as APTC/CSR and MAGI Medi-Cal. Services such as the Federal Data Hub and other state agencies verify the information provided by the consumer. After verification, the CalHEERS Business Rules Engine (BRE) determines the consumers eligibility for ASHS. Results are presented to the user via their portal account. If the applicant indicates they may be potentially eligible for Non-MAGI Medi-Cal in the screening questions and authorize a referral, the application is referred to the appropriate SAWS System.

**3.2.4.1 APTC/CSR Case with Non-MAGI Medi-Cal Path**

In this scenario, a consumer applies for ASHS through the CalHEERS Consumer Portal. Verifications through the Federal Data Services HUB and other State systems occur, as well as eligibility determination through the BRE. Applicants do not qualify for MAGI Medi-Cal,

however do qualify for APTC/CSR. The applicant has also indicated they may qualify for non-MAGI Medi-Cal by answering screening questions at the time of intake. If questions indicate a possible Non-MAGI Medi-Cal status for an applicant, a Transfer of the household information to the SAWS system is made.

CalHEERS sends a request to MEDS to retrieve a CIN for the applicant. CalHEERS is also responsible for sending MEDS an indication an application is pending. Once the Business Rules Engine has determined the applicant qualifies for APTC/CSR, CalHEERS sends an update to MEDS to officially place the applicant into the APTC/CSR program. Due to the non-MAGI Medi-Cal screening during intake, the SAWS may deem the applicants eligible for Non-MAGI Medi-Cal and send a change of program update to MEDS

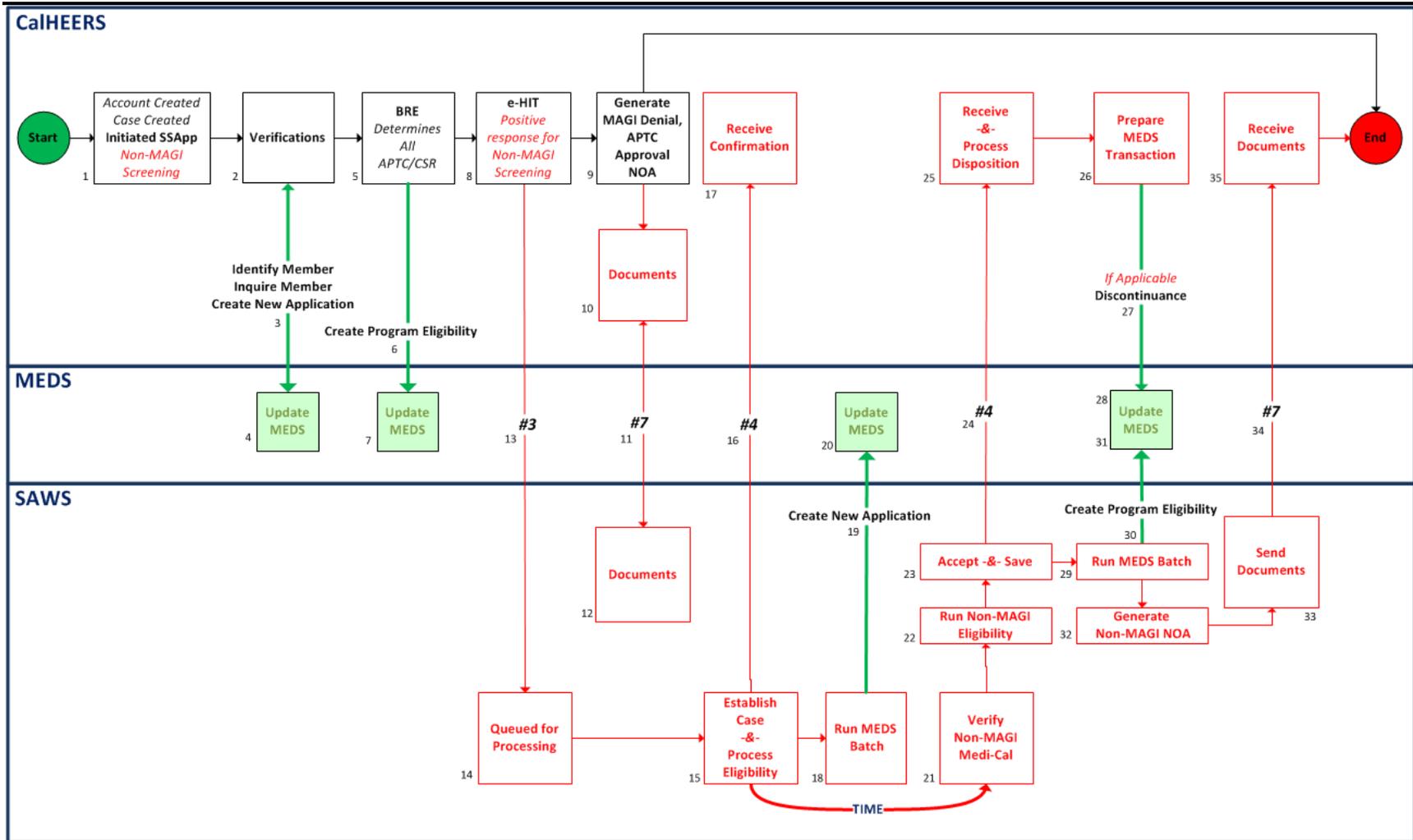


Figure 2 - CalHEERS Access Channel: APTC/CSR Case with Non-MAGI Medi-Cal Path

Table 4 - CalHEERS Access Channel: APTC/CSR with Non-MAGI Medi-Cal Path

Step	Systems	Actions
1	C	Consumer conducts the following actions: - Creates profile on CalHEERS web portal - Enters household data information & completes the Single Streamlined Application - Pends the application for health subsidy - Answers Non-MAGI Medi-Cal screening questions
2	C	Verifications (via Federal Data Services HUB and other State Verification Systems) File Clearance (via MEDS and in CalHEERS)
3	CM	Assign CIN to all individuals and pends the application <b>MEDS Business Functions:</b> - Identify Member - Inquire Member - Create New Application
4	M	MEDS updates its records
5	C	BRE determines Eligibility for all applicants, which results in an All APTC/CSR household
6	CM	CalHEERS sends the eligibility determination results to MEDS in real-time <b>MEDS Business Functions:</b> - Create Program Eligibility
7		MEDS updates its records
8	C	e-HIT Transaction (electronic-Health Information Transaction) sends a copy of the screening questions to SAWS for processing <b>e-Hit Business Functions:</b> Determination of Eligibility
9	C	NOA Generation includes: -MAGI Denial -APTC Approval
<b>Non-MAGI Medi-Cal</b>		
A.1 1 0	A.2 C	CalHEERS determined possible Non-MAGI Medi-Cal individual(s) and sends corresponding case and application information to SAWS including: - Application Data - Non-MAGI Medi-Cal potential eligibility screening results - Indication if someone is applying for Non-Health Services Programs (e.g., CalWORKs, CalFresh) - CalHEERS Case Number - APTC/CSR Determination <b>e-HIT Business Functions:</b> #3 Determination of Eligibility Response

11	S	SAWS stores the received information in the newly developed "electronic transfers from CalHEERS" queues in SAWS
12	C	CalHEERS Batch Services will bundle the images, documents, and NOAs for transfer to SAWS
13	CS	<b>e-Hit Business Functions:</b> -Batch Image Transfer Manifests
14	S	SAWS Batch Services will receive the document transfer
15	S	Eligibility Worker processes the queue by creating or updating SAWS Case with the information received from CalHEERS
16	SC	SAWS establishes the case for the Non-MAGI referral and sends the Case Number to CalHEERS as a reference <b>e-HIT Business Functions:</b> #4 Disposition
17	C	CalHEERS receives and processes SAWS confirmation of delivery including the SAWS Case Number for reference
18	S	SAWS runs MEDS Batch
19	SM	SAWS sends a denial for the individual(s) applying for Non-MAGI Medi-Cal <b>MEDS Batch Processes:</b> - Create New Application
20	M	MEDS updates its records
21	S	Eligibility Worker verifies Non-MAGI Medi-Cal information for an individual
22	S	Eligibility Worker runs the determination for Non-MAGI Medi-Cal and if applicable other non-health programs
23	S	Eligibility Worker reviews and accepts the eligibility determination results in SAWS
24	SC	SAWS sends the outcome of Non-MAGI Medi-Cal disposition to CalHEERS <b>e-HIT Business Functions:</b> #4 Disposition
25	C	CalHEERS receives and processes disposition
26	C	CalHEERS prepares MEDS Transaction
27	CM	CalHEERS, if applicable discontinues the individual from APTC/CSR <b>MEDS Business Functions:</b> - Discontinuance
28	M	MEDS updates its records
29	S	SAWS runs MEDS Batch

30	SM	SAWS sends the eligibility for the individual(s) for Non-MAGI Medi-Cal <b>MEDS Business Functions:</b> - Create Program Eligibility
31	M	MEDS updates its records
32	S	SAWS generates Non-MAGI Medi-Cal NOA
33	S	SAWS runs CalHEERS Batch
34	SC	SAWS sends applicable documents, images, and NOAs to CalHEERS via the Batch interface <b>SAWS Batch Process:</b> #7 Document Manifest
35	C	CalHEERS receives and processes disposition
<b>End of Process</b>		

### 3.2.4.2 MAGI Medi-Cal with Non-MAGI Medi-Cal Path

In this scenario, a consumer applies for ASHS through the CalHEERS Web Portal. Verifications through the Federal Data Services HUB and other State systems occur, as well as eligibility determination through the CalHEERS BRE. Applicants qualify for subsidized MAGI Medi-Cal. The applicant has also indicated they may qualify for Non-MAGI Medi-Cal by answering screening questions at the time of intake. SAWS is the system of record for MAGI Medi-Cal cases, therefore a Transfer of the household information to the SAWS system is made.

During the verification process, CalHEERS sends a request to MEDS to retrieve a CIN for the applicant. CalHEERS is also responsible for sending MEDS an indication an application is pending. Once the Business Rules Engine has determined the applicant qualifies for MAGI Medi-Cal, CalHEERS sends an update to MEDS to officially place the applicant into the MAGI Medi-Cal program. After SAWS receives the case, they send an update to MEDS to change the ownership of the case from CalHEERS to SAWS. Due to the Non-MAGI Medi-Cal screening during intake, the SAWS may deem the applicant eligible for Non-MAGI Medi-Cal and send a change of program update to MEDS.

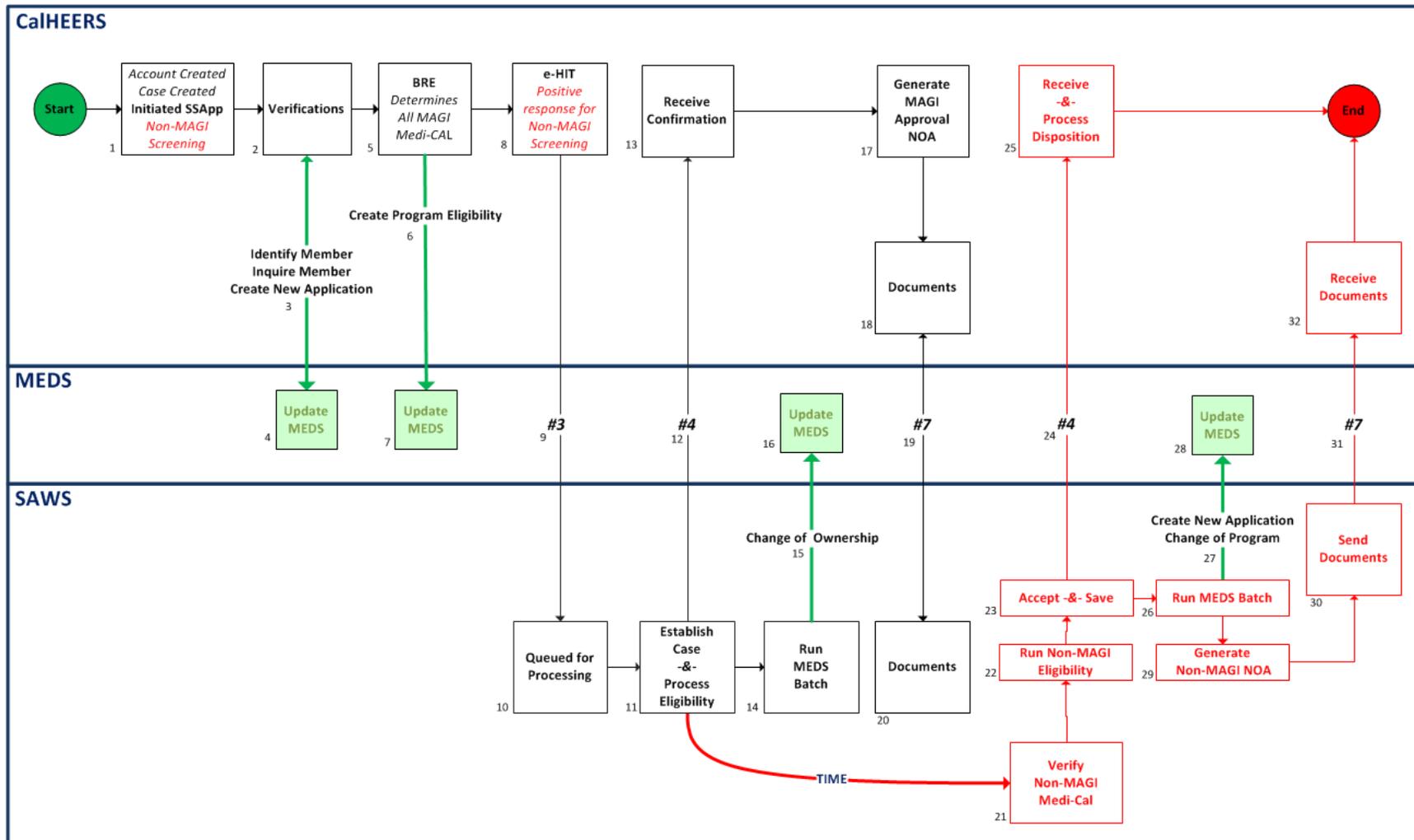


Figure 3 - CalHEERS Access Channel: MAGI Medi-Cal with Non-MAGI Medi-Cal Path

Table 5 - CalHEERS Access Channel: MAGI Medi-Cal with Non-MAGI Medi-Cal Path

Step	Systems	Actions
1	C	Consumer conducts the following actions: - Creates profile on CalHEERS web portal - Enters household data information & completes the Single Streamlined Application - Pends the application for health subsidy - Answers Non-MAGI Medi-Cal screening questions
2	C	Verifications (via Federal Data Services HUB and other State Verification Systems) File Clearance (via MEDS and in CalHEERS)
3	CM	Assign CIN to all individuals and pends the application <b>MEDS Business Functions:</b> - Identify Member - Inquire Member - Create New Application
4	M	MEDS updates its records
5	C	BRE determines MAGI Medi-Cal eligibility
6	CM	CalHEERS sends the eligibility determination results to MEDS in real-time <b>MEDS Business Functions:</b> - Create Program Eligibility
7	M	MEDS updates its records
8	C	e-HIT Transaction (electronic-Health Information Transaction) sends a copy of the Single Streamlined Application, and the Non-MAGI Medi-Cal screening questions to SAWS for processing
9	CS	CalHEERS sends corresponding case and application information to SAWS including: - Application Data - Non-MAGI Medi-Cal potential eligibility screening results - Indication if someone is applying for Non-Health Services Programs (e.g., CalWORKs, CalFresh) - CalHEERS Case Number - MAGI Medi-Cal Determination <b>e-HIT Business Functions:</b> #3 Determination of Eligibility Response
10	S	SAWS stores the received information in the newly developed "electronic transfers from CalHEERS" queues in SAWS
11	S	Eligibility Worker processes the queue by creating or updating SAWS Case with the information received from CalHEERS
12	SC	SAWS processes the case and confirms the eligibility by returning the case number and the #3 DER reference to CalHEERS <b>e-HIT Business Functions:</b> #4 Disposition

13	C	CalHEERS receives and processes SAWS confirmation of disposition
14	S	SAWS runs MEDS Batch
15	SM	SAWS conducts a change of ownership for the MAGI Medi-Cal individual <b>MEDS Batch Processes:</b> - Change of Ownership
16	M	MEDS updates its records
17	C	NOA Generation includes: -MAGI Approval
18	C	CalHEERS Batch Services will bundle the images, documents, and NOAs for transfer to SAWS
19	CS	<b>e-Hit Business Functions:</b> -Batch Image Transfer Manifests
20	S	SAWS Batch Services will receive the document transfer
<b>MAGI Medi-Cal becomes Non-MAGI Medi-Cal</b>		
21	S	Eligibility Worker verifies Non-MAGI Medi-Cal information for an individual
22	S	Eligibility Worker runs the determination for Non-MAGI Medi-Cal and if applicable other non-health programs
23	S	Eligibility Worker reviews and accepts the eligibility determination results in SAWS
24	SC	SAWS sends the outcome of Non-MAGI Medi-Cal disposition to CalHEERS <b>e-HIT Business Functions:</b> #4 Disposition
25	C	CalHEERS receives and processes disposition
26	S	SAWS runs MEDS Batch
27	SM	SAWS sends a denial for the individual(s) applying for Non-MAGI Medi-Cal <b>MEDS Batch Processes:</b> - Create New Application - Change of Program
28	M	MEDS updates its records
29	S	SAWS generates Non-MAGI Medical NOA
30	S	SAWS runs CalHEERS Batch
31	SC	SAWS sends applicable documents, images, and NOAs to CalHEERS via the Batch interface <b>SAWS Batch Process:</b> #7 Document Manifest
32	C	CalHEERS receives and processes disposition
<b>End of Process</b>		

### 3.2.4.3 Mixed Household with Non-MAGI Medi-Cal

In this scenario, a consumer applies for ASHS through the CalHEERS Consumer Portal. Verifications through the Federal Data Services HUB and other State systems occur, as well as eligibility determination through the CalHEERS BRE. Applicants in the household qualify for both subsidized programs, APTC/CSR and MAGI Medi-Cal. The applicants also indicate eligibility for Non-MAGI Medi-Cal by answering screening questions. SAWS is the system of record for MAGI Medi-Cal cases, therefore a Transfer of the household information to the SAWS system is made. CalHEERS remains the system of record for APTC/CSR members in the household.

During the verification process, CalHEERS sends a request to MEDS to retrieve a CIN for the applicants. CalHEERS is also responsible for sending MEDS an indication an application is pending. Once the BRE has determined the applicant qualifies for MAGI Medi-Cal or APTC/CSR, CalHEERS sends an update to MEDS to officially place the applicant into their respective programs. After SAWS receives the case, they send an update to MEDS to change the ownership of the MAGI Medi-Cal case from CalHEERS to SAWS. Because of the Non-MAGI Medi-Cal screening, SAWS may obtain additional information and determine eligibility of applicants for Non-MAGI Medi-Cal and send a change of program to MEDS. If so, a change of program occurs for MAGI Medi-Cal members, but SAWS would issue a new eligibility status for members in the APTC/CSR program and would inform CalHEERS of the members new eligibility for CalHEERS to discontinue the member from the APTC/CSR program.

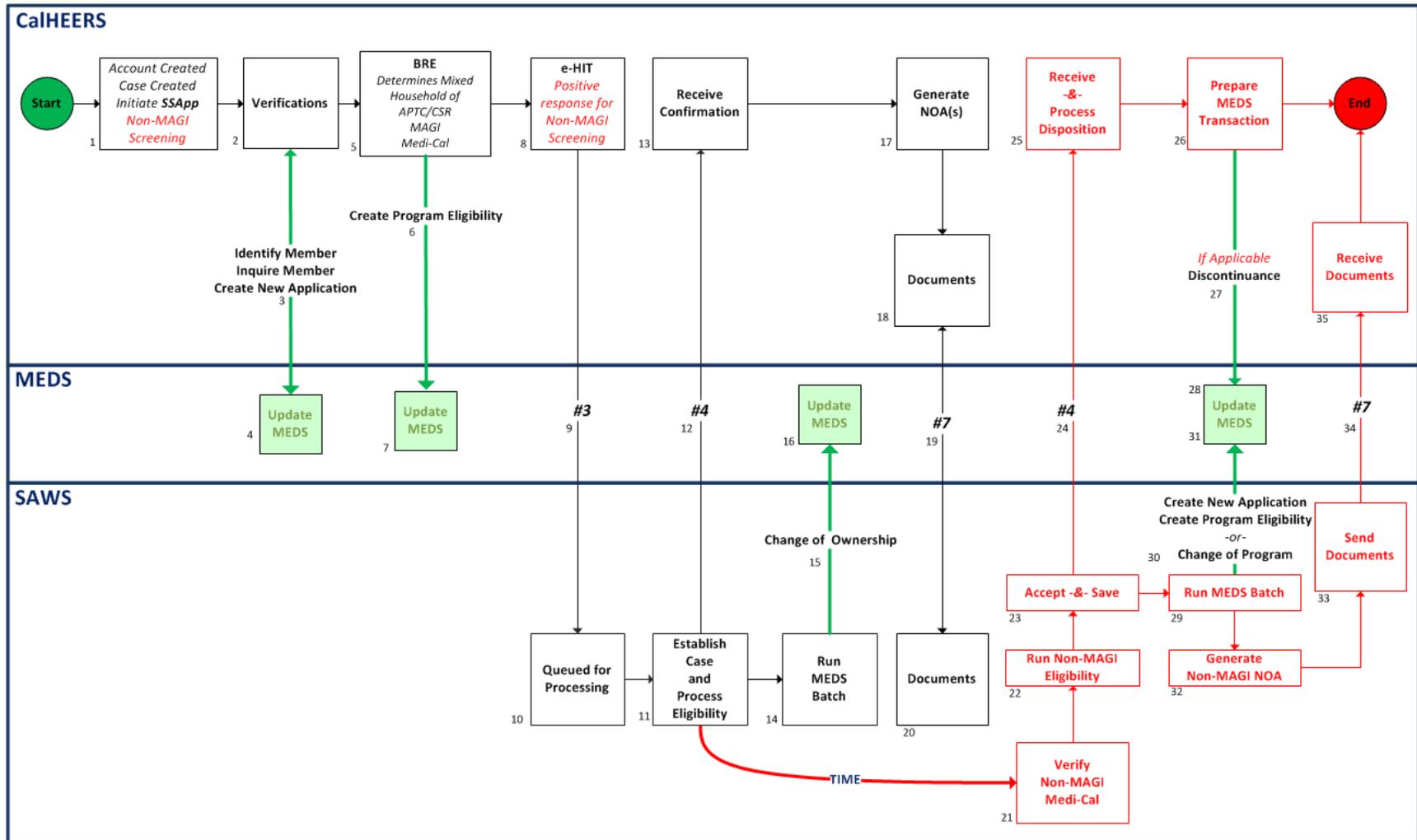


Figure 4 - CalHEERS Access Channel: Mixed Household with Non-MAGI Medi-Cal

Table 6 - CalHEERS Access Channel: Mixed Household with Non-MAGI Medi-Cal Path

Step	Systems	Actions
1	C	Consumer conducts the following actions: - Creates profile on CalHEERS web portal - Enters household data information & completes the Single Streamlined Application - Pends the application for health subsidy - Answers Non-MAGI Medi-Cal screening questions
2	C	Verifications (via Federal Data Services HUB and other State Verification Systems) File Clearance (via MEDS and in CalHEERS)
3	CM	Assign CIN to all individuals and pends the application <b>MEDS Business Functions:</b> - Identify Member - Inquire Member - Create New Application
4	M	MEDS updates its records
5	C	BRE determines a Mixed Household of APTC/CSR and MAGI Medi-Cal
6	CM	CalHEERS sends the eligibility determination results to MEDS in real-time <b>MEDS Business Functions:</b> - Create Program Eligibility
7	M	MEDS updates its records
8	C	e-HIT Transaction (electronic-Health Information Transaction) sends a copy of the Single Streamlined Application, and the Non-MAGI Medi-Cal screening questions to SAWS for processing
9	CS	CalHEERS determined a Mixed Household of APTC/CSR and MAGI Medi-Cal with possible Non-MAGI Medi-Cal individuals(s) on the case. CalHEERS sends corresponding case and application information to SAWS including: - Application Data - Non-MAGI Medi-Cal potential eligibility screening results - Indication if someone is applying for Non-Health Services Programs (e.g., CalWORKs, CalFresh) - CalHEERS Case Number - Mixed Household determination of APTC/CSR and MAGI Medi-Cal <b>e-HIT Business Functions:</b> #3 Determination of Eligibility Response
10	S	SAWS stores the received information in the newly developed "electronic transfers from CalHEERS" queues in SAWS
11	S	Eligibility Worker processes the queue by creating or updating SAWS Case with the information received from CalHEERS

12	SC	SAWS processes the case and confirms the eligibility by returning the case number and the #3 DER reference to CalHEERS <b>e-HIT Business Functions:</b> #4 Disposition
13	C	CalHEERS receives and processes SAWS confirmation of disposition
14	S	SAWS runs MEDS Batch
15	SM	SAWS conducts a change of ownership for the MAGI Medi-Cal individual <b>MEDS Batch Processes:</b> - Change of Ownership
16	M	MEDS updates its records
17	C	NOA Generation includes: -MAGI Approval
18	C	CalHEERS Batch Services will bundle the images, documents, and NOAs for transfer to SAWS
19	CS	<b>e-Hit Business Functions:</b> -Batch Image Transfer Manifests
20	S	SAWS Batch Services will receive the document transfer
<b>Mixed Household APTC/CSR and/or MAGI Medi-Cal individual(s) becomes Non-MAGI Medi-Cal</b>		
21	S	Eligibility Worker verifies Non-MAGI Medi-Cal information for an individual
22	S	Eligibility Worker runs the determination for Non-MAGI Medi-Cal and if applicable other non-health programs
23	S	Eligibility Worker reviews and accepts the eligibility determination results in SAWS
24	SC	SAWS sends the outcome of Non-MAGI Medi-Cal disposition to CalHEERS <b>e-HIT Business Functions:</b> #4 Disposition
25	C	CalHEERS receives and processes disposition
26	C	CalHEERS prepares MEDS Transaction
27	CM	CalHEERS, if applicable discontinues the individual from APTC/CSR <b>MEDS Business Functions:</b> - Discontinuance
28	M	MEDS updates its records
29	S	SAWS runs MEDS Batch
30	SM	SAWS sends the eligibility for the individual(s) for Non-MAGI Medi-Cal <b>MEDS Business Functions:</b> - Create New Application - Create Program Eligibility

		or - Change of Program
31	M	MEDS updates its records
32	S	SAWS generates Non-MAGI Medical NOA
33	S	SAWS runs CalHEERS Batch
34	SC	SAWS sends applicable documents, images, and NOAs to CalHEERS via the Batch interface <b>SAWS Batch Process:</b> #7 Document Manifest
35	C	CalHEERS receives and processes disposition
<b>End of Process</b>		

**3.2.4.4 APTC/CSR and MAGI Medi-Cal is Denied with Non-MAGI Medi-Cal Denial**

In this scenario, a consumer applies for ASHS through the CalHEERS Consumer Portal. Verifications through the Federal Data Services HUB and other State systems occur, as well as eligibility determination through the CalHEERS BRE. Applicants do not qualify for any ASHS. The applicant has indicated they may qualify for non-MAGI Medi-Cal by answering screening questions at the time of intake. If questions indicate a possible Non-MAGI Medi-Cal status for an applicant, a transfer of the household information to the SAWS system is made.

During the verification process, CalHEERS sends a request to MEDS to retrieve a CIN for the applicants. CalHEERS is responsible for sending MEDS an indication an application is pending. Once the BRE determines the applicants do not qualify for ASHS, CalHEERS indicates to MEDS the applicants were not eligible for ASHS and the application is denied. Due to the Non-MAGI Medi-Cal screening questions answered during intake, SAWS runs eligibility and determines the applicants not eligible for Non-MAGI Medi-Cal. SAWS is responsible for sending MEDS non-MAGI Medi-Cal denial transactions per current processes.

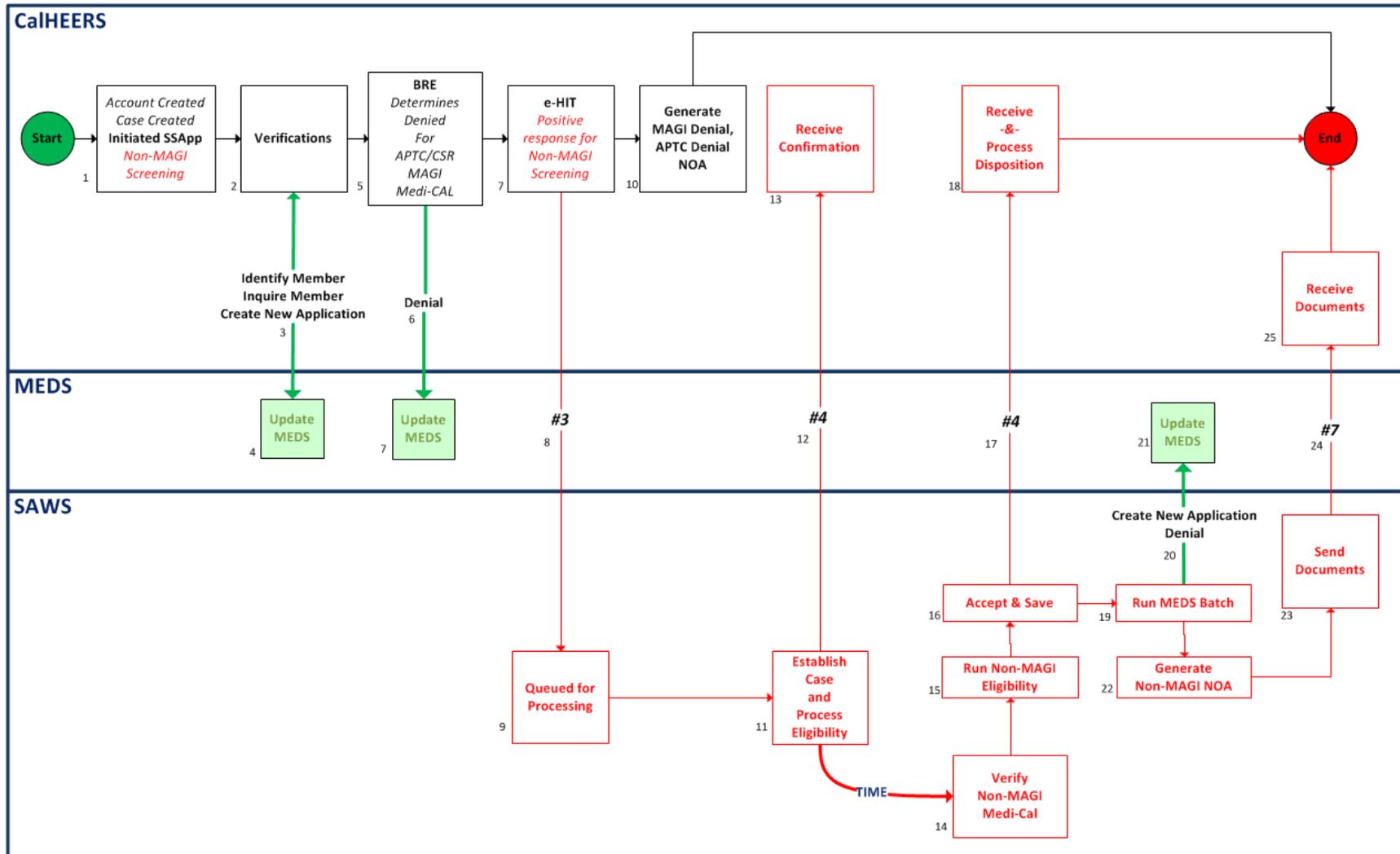


Figure 5 - CalHEERS Access Channel: Eligibility is Denied

Table 7 - CalHEERS Access Channel: Eligibility is Denied

Step	Systems	Actions
1	C	Consumer conducts the following actions: - Creates profile on CalHEERS web portal - Enters household data information & completes the Single Streamlined Application - Pends the application for health subsidy - Answers Non-MAGI Medi-Cal screening questions
2	C	Verifications (via Federal Data Services HUB and other State Verification Systems) File Clearance (via MEDS and in CalHEERS)
3	CM	Assign CIN to all individuals and pends the application <b>MEDS Business Functions:</b> - Identify Member - Inquire Member - Create New Application
4	M	MEDS updates its records
5	CH	BRE denies all applicants of subsidized programs
6	CM	CalHEERS sends the denial for all applicants that applied for all programs applied for to MEDS in real-time <b>MEDS Business Functions:</b> - Denial
7	M	MEDS updates its records
8	C	CalHEERS denied all applicants, but there were possible Non-MAGI Medi-Cal individual(s). CalHEERS sends corresponding case and application information to SAWS including: - Application Data - Non-MAGI Medi-Cal potential eligibility screening results - Indication if someone is applying for Non-Health Services Programs (e.g., CalWORKs, CalFresh) - CalHEERS Case Number - Program Denial Information
9	C	CalHEERS generates relevant documentation, and Notice of Actions: - MAGI Medi-Cal denial - APTC denial

10	C	In the event there is a Positive response for Non-MAGI Medi-Cal screening, CalHEERS will initiate the Transfer of Electronic Health Information Transaction <b>e-HIT Business Functions:</b> #3 Determination of Eligibility Response
11	S	SAWS stores the received information in the newly developed "electronic transfers from CalHEERS" queues in SAWS
12	S	Eligibility Worker processes the queue by creating or updating SAWS Case with the information received from CalHEERS
13	SC	SAWS processes the case and confirms the eligibility by returning the case number and the #4 disposition reference to CalHEERS <b>e-HIT Business Functions:</b> #4 Disposition
14	C	CalHEERS receives and processes SAWS confirmation of disposition
<b>APTC/CSR, MAGI Medi-Cal, non-MAGI Medi-Cal is denied</b>		
15	S	Eligibility Worker verifies Non-MAGI Medi-Cal information for an individual
16	S	Eligibility Worker runs the determination for Non-MAGI Medi-Cal and if applicable other non-health programs
17	S	Eligibility Worker reviews and accepts the eligibility determination results in SAWS
18	SC	SAWS sends the outcome of Non-MAGI Medi-Cal disposition to CalHEERS <b>e-HIT Business Functions:</b> #4 Disposition
19	C	CalHEERS receives and processes disposition
20	S	SAWS runs MEDS Batch
21	SM	SAWS sends a denial for the individual(s) applying for Non-MAGI Medi-Cal <b>MEDS Batch Processes:</b> - Create New Application - Denial
22	M	MEDS updates its records
23	S	SAWS generates Non-MAGI Medical denial NOA
24	S	SAWS runs CalHEERS Batch
25	SC	SAWS sends applicable documents, images, and NOAs to CalHEERS via the Batch interface <b>SAWS Batch Process:</b> #7 Document Manifest
26	C	CalHEERS receives and processes disposition
<b>End of Process</b>		

### **3.2.4.5 Update and Discontinuance**

In this scenario, a consumer, assister processing MEDS alerts, or SAWS EW update indicates a change to existing case information. Depending on the type of change made, the result may trigger a re-run of the CalHEERS BRE. For example, a change of income, the addition of a dependent can trigger a re-run of eligibility. If the change does not result in a re-run, the updates are saved in CalHEERS, SAWS, and if necessary, sent to MEDS. If the change results in a re-run, there are multiple outcomes that can occur, including change of aid or discontinuance of aid. The applicant may also indicated they qualify for Non-MAGI Medi-Cal by answering screening questions.

**TBD: ADD Change in Circumstance Criteria**

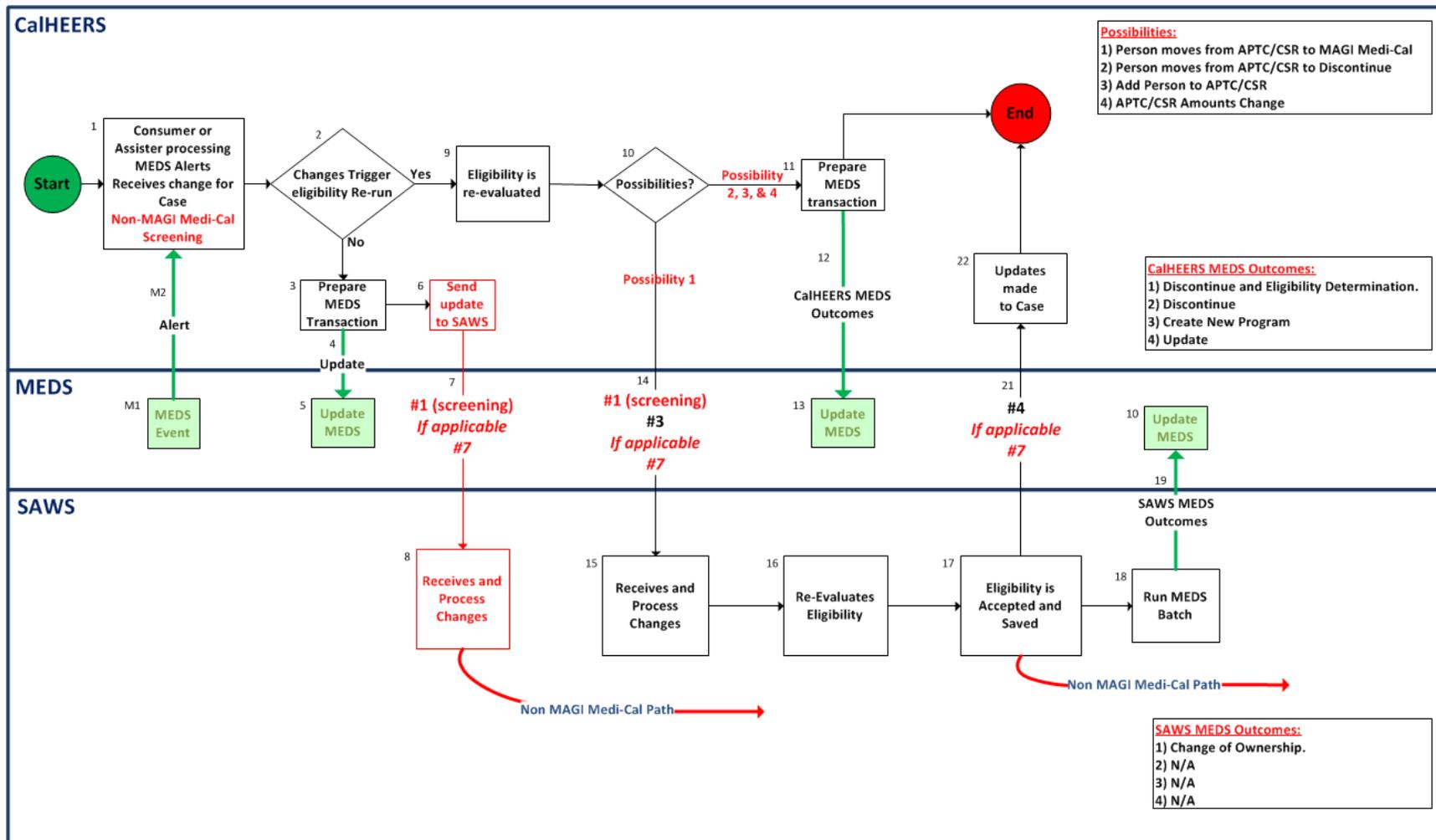


Figure 6 - CalHEERS Access Channel: Consumer Reports a Change

Table 8 - CalHEERS Access Channel: Consumer Reports a Change

Step	Systems	Actions
M1	M	MEDS alerts containing updated case household information is processed
M2	MC	MEDS sends exception file containing MEDS alerts to CalHEERS
<b>Go to Step 1</b>		
1	C	Consumer Reports a change via CalHEERS Web Access Channel for possible Non-MAGI Medi-Cal screening
2	C	CalHEERS Assister evaluates the modifications. Do the modifications trigger an eligibility rerun? If "Yes", go to Step 9 If "No", go to Step 3
3	C	CalHEERS prepares to update MEDS
4	CM	CalHEERS sends updated demographic information to MEDS. <b>MEDS Transactions:</b> - Modified Eligibility Determination
5	M	MEDS updates its records
6	C	CalHEERS sends updates to SAWS
7	CS	CalHEERS sends updated demographic information to SAWS <b>e-HIT Transactions:</b> #1 Screening #5 Update #7 Documents (if applicable)
8	S	SAWS updates its records with the information from CalHEERS
<b>Follow Non-MAGI Medi-Cal path</b>		
9	C	BRE determines Eligibility for all applicants
10	C	<b>CalHEERS APTC/CSR cases have the following possibilities:</b> 1) Person moves from APTC/CSR to MAGI Medi-Cal - Go to Step 14 2) Person moves from APTC/CSR to Discontinue - Go to Step 11 3) Add Person to APTC/CSR - Go to Step 11 4) APTC/CSR Amounts Change - Go to Step 11
11	C	CalHEERS prepares to update MEDS
12	CM	CalHEERS sends the APTC/CSR determination to MEDS to either establish or discontinue. <b>MEDS Transactions:</b> - Modified Eligibility Determination - Discontinuance (if Applicable)

13	M	MEDS updates its records - <b>go to End of Process</b>
14	CS	CalHEERS sends to eligibility determination results and possible Non-MAGI Medi-Cal screening questions to SAWS <b>e-HIT Transactions:</b> #1 Screening #3 Determination of Eligibility Response #5 Update #7 Documents (if applicable)
15	S	SAWS receives and processes changes from CalHEERS
16	S	Eligibility Worker re-evaluates eligibility for MAGI Medi-Cal and Non-MAGI Medi-Cal
17	S	Review and accept the eligibility determination results in SAWS
18	S	SAWS runs MEDS Batch
19	SM	SAWS conducts a change of ownership for the individual on APTC/CSR <b>MEDS Batch Transactions:</b> - Change of ownership
20	M	MEDS updates its records
21	SC	SAWS sends the disposition and applicable documents to CalHEERS: <b>e-HIT Transactions:</b> #4 Disposition #7 Documents
22	C	CalHEERS updates its records
<b>End of Process</b>		

### 3.2.4.6 Mass Eligibility Batch Run

In this scenario, CalHEERS performs a mass eligibility sweep against the APTC/CSR population. Multiple outcomes can result from the mass eligibility update, including aid code changes and discontinuances. These outcomes have been described in previous CalHEERS Access Channel scenarios. CalHEERS is responsible for sending MEDS updates as a result of the mass eligibility sweep.

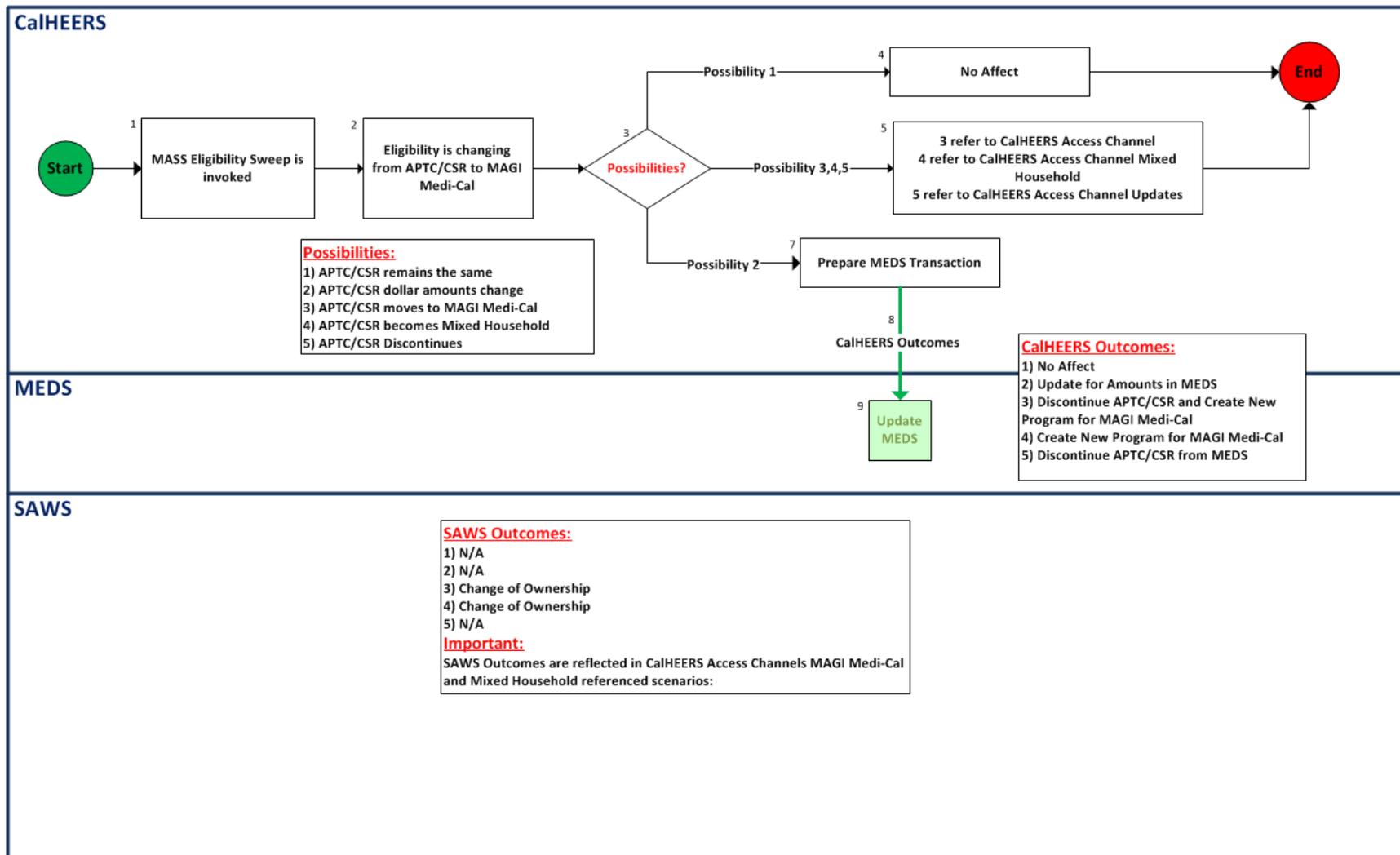


Figure 7 - CalHEERS Access Channel: Mass Eligibility Batch Run

Table 9 - CalHEERS Access Channel: Mass Eligibility Batch Run

Step	Systems	Actions
1	C	CalHEERS invokes a Batch Eligibility Mass Update and processes cases that meet the following criteria: - APTC/CSE Cases known to CalHEERS - All required data elements are populated - All Data is already Verified - No program applications are pending
2	C	BRE is run against the APTC/CSR Cases in CalHEERS
3	C	Mass Eligibility run can affect the APTC/CSR case including: <b>Possibilities:</b> 1. APTC/CSE remains the same - Go to 4 2. APTC/CSR dollar amounts change - Go to Step 6 3. APTC/CSR changes to MAGI Medi-Cal - Go to Step 5 4. APTC/CSR becomes mixed household - Go to Step 5 5. APTC/CSR is discontinued - Go to Step 5
4	C	No affect to case from Mass Eligibility Update Batch - Go to "End of Process"
5	C	SAWS receives case from CalHEERS as an effect of the Mass Eligibility Update. The APTC/CSR case has become either MAGI Medi-Cal or Mixed household. Possibility #3: CalHEERS Access Channel MAGI Medi-Cal Possibility #4: CalHEERS Access Channel Mixed Household Possibility #5: CalHEERS Access Channel Updates/Discontinuance - Go to "End of Process"
6	C	APTC/CSR amounts change
7	C	CalHEERS prepares MEDS Transaction
8	CM	CalHEERS updates MEDS with SOC amount changes: <b>MEDS Transactions:</b> - Case Update
9	S	MEDS updates its records
<b>End of Process</b>		

### 3.2.4.7 Application Referrals

**TBD:** Applications which contain Non-MAGI information or a Referral to Social Services need to be sent to SAWS after the application has been submitted. These applications can be complete, as per the Single Streamlined Application requirements, or only contain the information to contact the end user but indicating referral for other Social Services or potential Non-MAGI status.

Insert VISIO Here!

Insert Language Here!

#### **3.2.4.8 Batch Sweeps**

**TBD**

#### **3.2.5 SAWS Access Channel**

SAWS provides access to ASHS when consumers come to County Welfare offices and apply for health care benefits. Eligibility Workers assist consumers who are applying for ASHS to process their applications and place the consumer on aid.

##### **3.2.5.1 APTC/CSR Case with Non-MAGI Medi-Cal Path**

In this scenario, a consumer applies for ASHS in-person at a County Welfare Office. An Eligibility Worker (EW) performs file clearance and initiates a run of the CalHEERS BRE to determine eligibility. The results from the BRE are sent back to the EW and are reviewed for discrepancy and eventually accepted and saved. The applicants have been determined eligible for APTC/CSR initiating a full case transfer to CalHEERS. If applicable, SAWS continues to verify the applicants Non-MAGI Medi-Cal eligibility status, resulting in a possible program eligibility creation and MEDS and discontinuance from APTC/CSR. CalHEERS is responsible for placing the consumer on APTC/CSR and discontinuing in the event the applicant is eligible for Non-MAGI Medi-Cal.

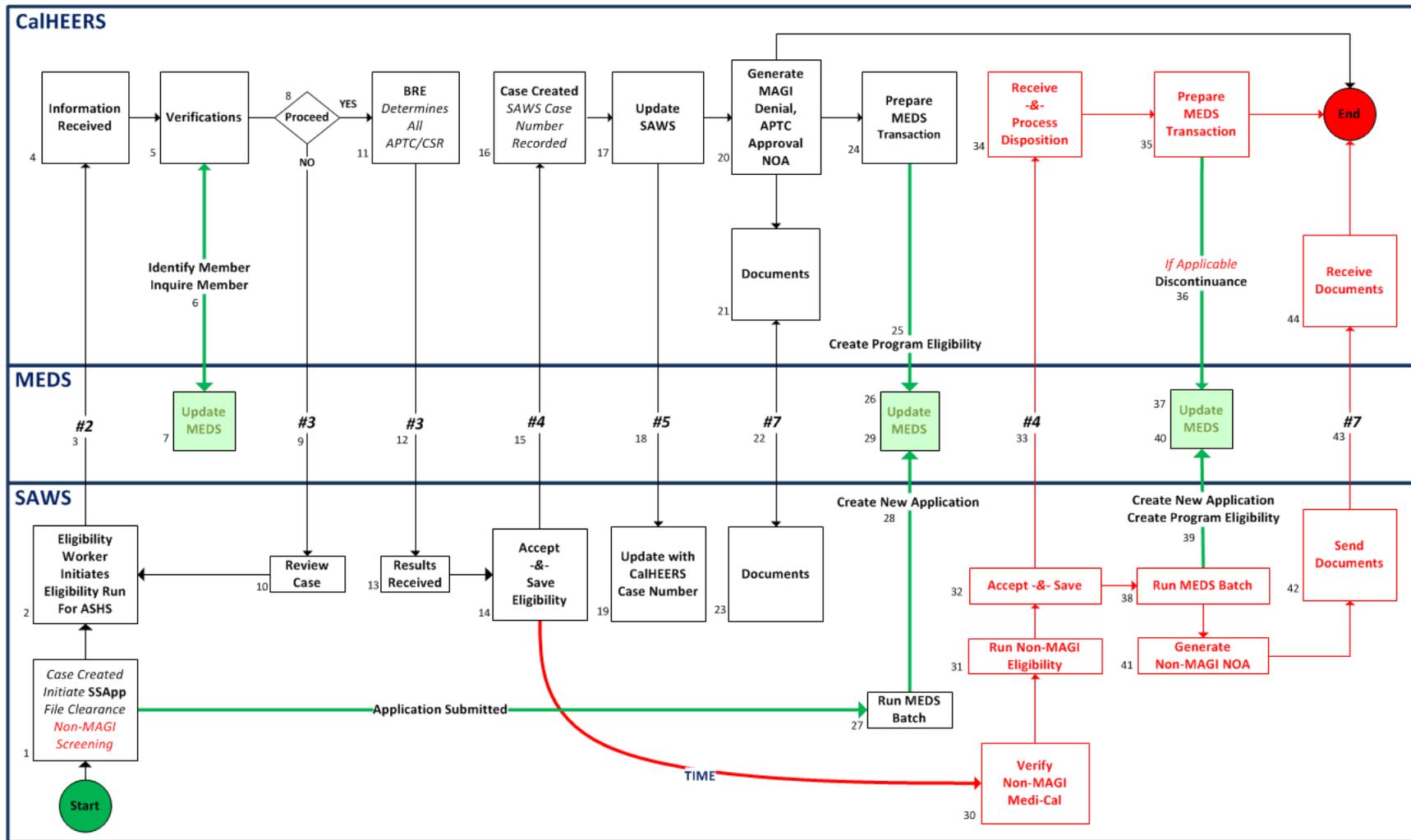


Figure 8 - SAWS Access Channel: APTC/CSR with Non-MAGI Medi-Cal Path

Table 10 - SAWS Access Channel: APTC/CSR with Non-MAGI Medi-Cal Path

Step	Systems	Actions
1	S	Eligibility Worker: - Creates or chooses existing case - Performs the File Clearance including assigning CIN and checking current eligibility for every individual on the application - Fills in Single Streamlined Application - Pends the application for ASHS - Enters data elements necessary for eligibility determination - Records Non-MAGI Medi-Cal screening questions
2	S	Eligibility Worker initiates run of eligibility determination for ASHS
3	SC	SAWS sends case information for verification and eligibility determination <b>e-HIT Business Functions:</b> #2 Eligibility Determination Request
4	C	CalHEERS receives case information for verification and eligibility determination.
5	C	Verifications (via Federal Data Services HUB and other State Verification Systems) <i>Note: the CIN comes from SAWS and Administrative Verification</i>
6	CM	Identification of each member on the application <b>MEDS Business Functions:</b> - Identify Member - Inquire Member
7	M	MEDS updates its records
8	C	CalHEERS determines if the verification rules are satisfied, and if the application can proceed to the BRE. Proceed? If "Yes", go to Step 11 If "No", go to Step 9
9	CS	CalHEERS verification rules are not satisfied, send the application back to the Eligibility Worker for review, and potential Administrative Verification <b>e-HIT Business Functions:</b> #3 Determination of Eligibility Response
10	S	Eligibility Worker reviews the case information - go to Step 2
11	C	BRE determines Eligibility for all applicants, which results in an All APTC/CSR household
12	CS	CalHEERS sends verification and eligibility determination to SAWS <b>e-HIT Business Functions:</b> #3 Determination of Eligibility Response
13	S	SAWS receives verification and eligibility determination results

14	S	Eligibility Worker accepts and saves the determination
15	SC	SAWS sends the APTC/CSR case to CalHEERS for Plan Enrollment: <b>e-HIT Business Functions:</b> #4 Disposition
16	C	APTC/CSR case is created and records the SAWS case number
17	C	CalHEERS prepares to update SAWS with APTC/CSR Case Number
18	CS	CalHEERS sends case number to SAWS <b>e-HIT Business Functions:</b> #5 Update
19	S	CalHEERS case number is add to corresponding SAWS Case
20	C	NOA Generation includes: -MAGI Denial -APTC Approval
21	C	CalHEERS Batch Services will bundle the images, documents, and NOAs for transfer to SAWS
22	CS	<b>e-Hit Business Functions:</b> -Batch Image Transfer Manifests
23	S	SAWS Batch Services will receive the document transfer
24	C	CalHEERS prepares to update MEDS
25	CM	CalHEERS sends the eligibility determination results to MEDS in real-time <b>MEDS Business Functions:</b> - Create Program Eligibility
26	M	MEDS updates its records
27	S	SAWS runs MEDS Batch
28	SM	If the eligibility determination had not been made the day the application was submitted, SAWS sends a pending application to MEDS. <b>MEDS Batch Processes:</b> - Create New Application
29	M	MEDS updates its records

APTC/CSR Individual(s) become Non-MAGI Medi-Cal		
30	S	Eligibility Worker verifies Non-MAGI Medi-Cal information for an individual
31	S	Eligibility Worker runs the determination for Non-MAGI Medi-Cal and if applicable other non-health programs
32	S	Eligibility Worker reviews and accepts the eligibility determination results in SAWS
33	SC	SAWS sends the outcome of Non-MAGI Medi-Cal disposition to CalHEERS <b>e-HIT Business Functions:</b> #4 Disposition
34	C	CalHEERS receives and processes disposition
35	C	CalHEERS prepares MEDS Transaction
36	CM	CalHEERS, if applicable discontinues the individual from APTC/CSR <b>MEDS Business Functions:</b> - Discontinuance
37	M	MEDS updates its records
38	S	SAWS runs MEDS Batch
39	SM	SAWS sends the eligibility for the individual(s) for Non-MAGI Medi-Cal <b>MEDS Business Functions:</b> - Create New Application - Create Program Eligibility
40	M	MEDS updates its records
41	S	SAWS generates Non-MAGI Medical NOA
42	S	SAWS runs CalHEERS Batch
43	SC	SAWS sends applicable documents, images, and NOAs to CalHEERS via the Batch interface <b>SAWS Batch Process:</b> #7 Document Manifest
44	C	CalHEERS receives documents
End of Process		

### 3.2.5.2 MAGI Medi-Cal with Non-MAGI Medi-Cal Path

In this scenario, a consumer applies for ASHS in-person at a County Welfare Office. The SAWS EW performs file clearance and initiates the run of the CalHEERS BRE to determine eligibility. The results from the BRE are sent back to the EW, reviewed for discrepancy, and are accepted and saved. The applicants are determined eligible for MAGI Medi-Cal. SAWS send the Eligibility Determination to MEDS. For unified case view, SAWS sends case information to CalHEERS. If applicable, SAWS continues to verify Non-MAGI Medi-Cal

eligibility status for applicants. If Non-MAGI Medi-Cal is determined for an applicant, SAWS conducts a change of program transaction with MEDS to move the applicant(s) from MAGI Medi-Cal to Non-MAGI Medi-Cal aid codes.

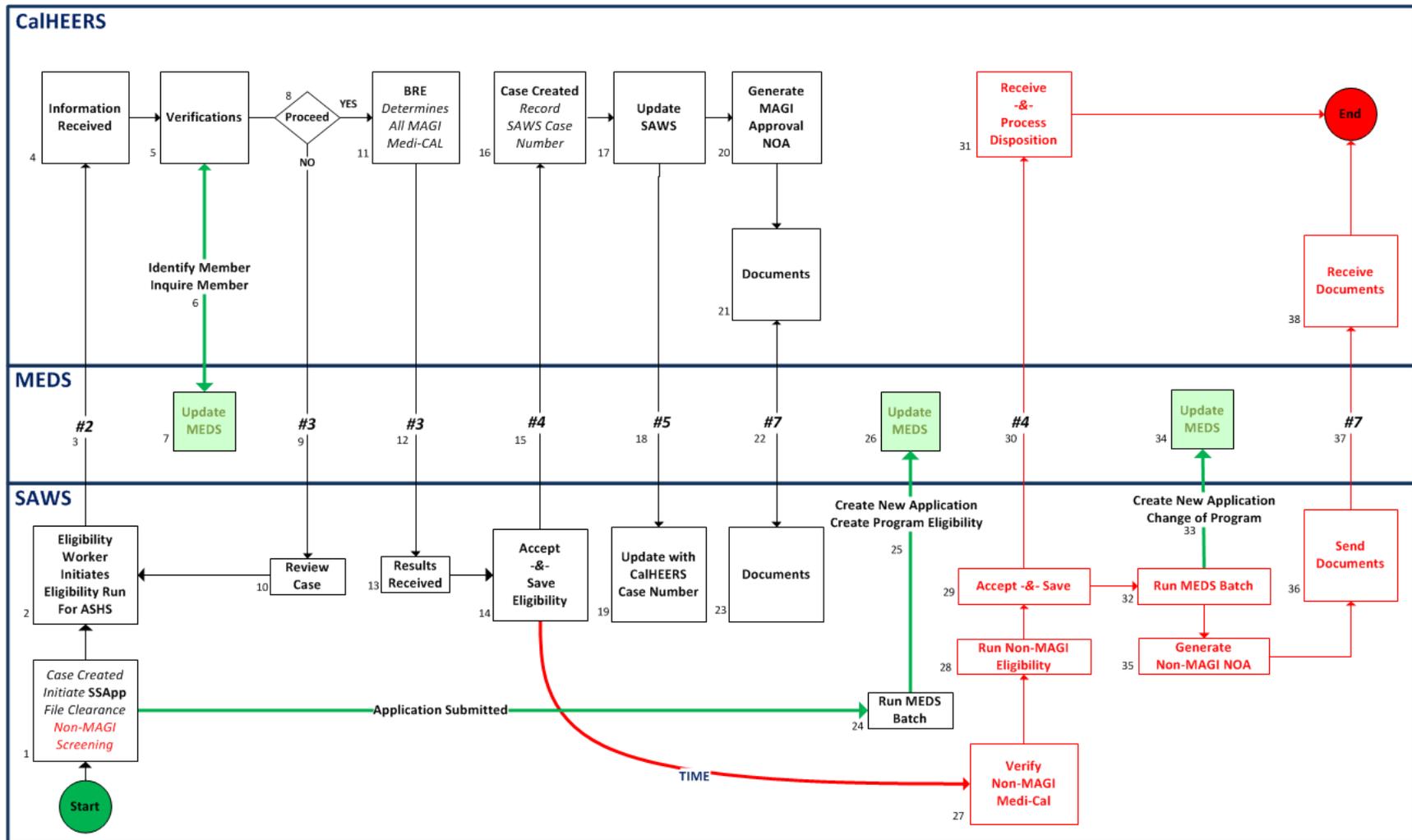


Figure 9 - SAWS Access Channel: MAGI Medi-Cal with Non-MAGI Medi-Cal Path

Table 11 - SAWS Access Channel: MAGI Medi-Cal with Non-MAGI Medi-Cal Path

Step	Systems	Actions
1	S	Eligibility Worker: - Creates or chooses existing case - Performs the File Clearance including assigning CIN and checking current eligibility for every individual on the application - Fills in Single Streamlined Application - Pends the application for ASHS - Enters data elements necessary for eligibility determination - Records Non-MAGI Medi-Cal screening questions
2	S	Eligibility Worker initiates run of eligibility determination for ASHS
3	SC	SAWS sends case information for verification and eligibility determination <b>e-HIT Business Functions:</b> #2 Eligibility Determination Request
4	C	CalHEERS receives case information for verification and eligibility determination.
5	C	Verifications (via Federal Data Services HUB and other State Verification Systems) <i>Note: the CIN comes from SAWS and Administrative Verification</i>
6	CM	Identification of each member on the application <b>MEDS Business Functions:</b> - Identify Member - Inquire Member
7	M	MEDS updates its records
8	C	CalHEERS determines if the verification rules are satisfied, and if the application can proceed to the BRE. Proceed? If "Yes", go to Step 11 If "No", go to Step 9
9	CS	CalHEERS verification rules are not satisfied, send the application back to the Eligibility Worker for review, and potential Administrative Verification <b>e-HIT Business Functions:</b> #3 Determination of Eligibility Response
10	S	Eligibility Worker reviews the case information - go to Step 2
11	C	BRE determines Eligibility for all applicants, which results in an All APTC/CSR household
12	CS	CalHEERS sends verification and eligibility determination to SAWS <b>e-HIT Business Functions:</b> #3 Determination of Eligibility Response
13	S	SAWS receives verification and eligibility determination results

14	S	Eligibility Worker accepts and saves the determination
15	SC	SAWS sends the APTC/CSR case to CalHEERS for Plan Enrollment: <b>e-HIT Business Functions:</b> #4 Disposition
16	C	APTC/CSR case is created and records the SAWS case number
17	C	CalHEERS prepares to update SAWS with APTC/CSR Case Number
18	CS	CalHEERS sends case number to SAWS <b>e-HIT Business Functions:</b> #5 Update
19	S	CalHEERS case number is add to corresponding SAWS Case
20	C	NOA Generation includes: -MAGI Denial -APTC Approval
21	C	CalHEERS Batch Services will bundle the images, documents, and NOAs for transfer to SAWS
22	CS	<b>e-Hit Business Functions:</b> -Batch Image Transfer Manifests
23	S	SAWS Batch Services will receive the document transfer
24	C	CalHEERS prepares to update MEDS
25	CM	CalHEERS sends the eligibility determination results to MEDS in real-time <b>MEDS Business Functions:</b> - Create Program Eligibility
26	M	MEDS updates its records
27	S	SAWS runs MEDS Batch
28	SM	If the eligibility determination had not been made the day the application was submitted, SAWS sends a pending application to MEDS. <b>MEDS Batch Processes:</b> - Create New Application
29	M	MEDS updates its records
<b>MAGI Medi-Cal Individual(s) become Non-MAGI Medi-Cal</b>		
30	S	Eligibility Worker verifies Non-MAGI Medi-Cal information for an individual

31	S	Eligibility Worker runs the determination for Non-MAGI Medi-Cal and if applicable other non-health programs
32	S	Eligibility Worker reviews and accepts the eligibility determination results in SAWS
33	SC	SAWS sends the outcome of Non-MAGI Medi-Cal disposition to CalHEERS <b>e-HIT Business Functions:</b> #4 Disposition
34	C	CalHEERS receives and processes disposition
35	C	CalHEERS prepares MEDS Transaction
36	CM	CalHEERS, if applicable discontinues the individual from APTC/CSR <b>MEDS Business Functions:</b> - Discontinuance
37	M	MEDS updates its records
38	S	SAWS runs MEDS Batch
39	SM	SAWS sends the eligibility for the individual(s) for Non-MAGI Medi-Cal <b>MEDS Business Functions:</b> - Create New Application - Create Program Eligibility
40	M	MEDS updates its records
41	S	SAWS generates Non-MAGI Medical NOA
42	S	SAWS runs CalHEERS Batch
43	SC	SAWS sends applicable documents, images, and NOAs to CalHEERS via the Batch interface <b>SAWS Batch Process:</b> #7 Document Manifest
44	C	CalHEERS receives documents
<b>End of Process</b>		

### 3.2.5.3 Mixed Household with Non-MAGI Medi-Cal Path

In this scenario, a consumer applies for ASHS in-person at a County Welfare Office. The SAWS EW performs file clearance and initiates the run of the CalHEERS BRE to determine eligibility. The results are sent back to the SAWS EW, reviewed for discrepancy, and are accepted and saved. Applicants in the household are determined eligible for APTC/CSR and MAGI Medi-Cal. CalHEERS is responsible for sending the APTC / CSR determination to MEDS and SAWS is responsible for sending the MAGI Medi-Cal determination to MEDS. For unified case view, the SAWS also send the MAGI Medi-Cal case information to CalHEERS. If applicable, SAWS continues to verify Non-MAGI Medi-Cal eligibility status for applicants. If Non-MAGI Medi-Cal is determined for an applicant or applicants, SAWS conducts specific actions. For MAGI Medi-Cal case members, SAWS conducts a change of program transaction with MEDS to move the applicant(s) from MAGI Medi-Cal to Non-MAGI Medi-Cal aid codes. For APTC/CSR individuals. SAWS informs CalHEERS to discontinue the member from

APTC/CSR and post a discontinuance to MEDS, while SAWS posts a create program eligibility transaction to MEDS.



Table 12 - SAWS Access Channel: Mixed Household with Non-MAGI Medi-Cal

Step	Systems	Actions
1	S	Eligibility Worker: - Creates or chooses existing case - Performs the File Clearance including assigning CIN and checking current eligibility for every individual on the application - Fills in Single Streamlined Application - Pends the application for ASHS - Enters data elements necessary for eligibility determination - Records Non-MAGI Medi-Cal screening questions
2	S	Eligibility Worker initiates run of eligibility determination for ASHS
3	SC	SAWS sends case information for verification and eligibility determination <b>e-HIT Business Functions:</b> #2 Eligibility Determination Request
4	C	CalHEERS receives case information for verification and eligibility determination.
5	C	Verifications (via Federal Data Services HUB and other State Verification Systems) <i>Note: the CIN comes from SAWS and Administrative Verification</i>
6	CM	Identification of each member on the application <b>MEDS Business Functions:</b> - Identify Member - Inquire Member
7	M	MEDS updates its records
8	C	CalHEERS determines if the verification rules are satisfied, and if the application can proceed to the BRE. Proceed? If "Yes", go to Step 11 If "No", go to Step 9

9	CS	CalHEERS verification rules are not satisfied, send the application back to the Eligibility Worker for review, and potential Administrative Verification <b>e-HIT Business Functions:</b> #3 Determination of Eligibility Response
10	S	Eligibility Worker reviews the case information - go to Step 2
11	C	BRE determines Eligibility for all applicants, which results in a Mixed Household, with applicants eligible for APTC/CSR, and applicants eligible for MAGI Medi-Cal, and potential Non-MAGI Medi-Cal
12	CS	CalHEERS sends verification and eligibility determination to SAWS <b>e-HIT Business Functions:</b> #3 Determination of Eligibility Response
13	S	SAWS receives verification and eligibility determination results
14	S	Eligibility Worker accepts and saves the determination
15	SC	SAWS sends the case to CalHEERS for Plan Enrollment: <b>e-HIT Business Functions:</b> #4 Disposition
16	C	CalHEERS receives case information and records SAWS case number (for dual-case view)
17	C	CalHEERS prepares to update SAWS with Case Number
18	CS	CalHEERS sends case number to SAWS <b>e-HIT Business Functions:</b> #5 Update
19	S	CalHEERS case number is add to corresponding SAWS Case
20	C	NOA Generation includes: -MAGI Medi-Cal Approval - APTC/CSR Approval

21	C	CalHEERS Batch Services will bundle the images, documents, and NOAs for transfer to SAWS
22	CS	<b>e-Hit Business Functions:</b> -Batch Image Transfer Manifests
23	S	SAWS Batch Services will receive the document transfer
24	C	CalHEERS prepares to update MEDS
25	CM	CalHEERS sends the eligibility determination results to MEDS in real-time <b>MEDS Business Functions:</b> - Create Program Eligibility
26	M	MEDS updates its records
27	S	SAWS runs MEDS Batch
28	SM	If the eligibility determination had not been made the day the application was submitted, SAWS sends a pending application to MEDS. <b>MEDS Batch Processes:</b> - Create New Application - Create Program Eligibility
29	M	MEDS updates its records
<b>Mixed Household Individuals become Non-MAGI Medi-Cal</b>		
30	S	Eligibility Worker verifies Non-MAGI Medi-Cal information for an individual
31	S	Eligibility Worker runs the determination for Non-MAGI Medi-Cal and if applicable other non-health programs
32	S	Eligibility Worker reviews and accepts the eligibility determination results in SAWS
33	SC	SAWS sends the outcome of Non-MAGI Medi-Cal disposition to CalHEERS <b>e-HIT Business Functions:</b> #4 Disposition
34	C	CalHEERS receives and processes disposition
35	C	CalHEERS prepares MEDS Transaction

36	CM	CalHEERS, if applicable discontinues the individual from APTC/CSR <b>MEDS Business Functions:</b> - Discontinuance
37	M	MEDS updates its records
38	S	SAWS runs MEDS Batch
39	SM	SAWS sends the eligibility for the individual(s) for Non-MAGI Medi-Cal <b>MEDS Business Functions:</b> - Create New Application - Create Program Eligibility or -Change of Program
40	M	MEDS updates its records
41	S	SAWS generates Non-MAGI Medical NOA
42	S	SAWS runs CalHEERS Batch
43	SC	SAWS sends applicable documents, images, and NOAs to CalHEERS via the Batch interface <b>SAWS Batch Process:</b> #7 Document Manifest
44	C	CalHEERS receives documents
<b>End of Process</b>		

**3.2.5.4 APTC/CSR and MAGI Medi-Cal is Denied with Non-MAGI Medi-Cal Denial**

In this scenario, a consumer applies for ASHS in-person at a County Welfare Office. The SAWS EW performs file clearance and initiates the run of the CalHEERS BRE to determine eligibility. The results are sent back to the SAWS EW, reviewed for discrepancy, and are accepted and saved. The household has been determined not eligible for any ASHS. CalHEERS is responsible for sending the APTC/CSR denial to MEDS and SAWS are responsible for sending the MAGI Medi-Cal denial to MEDS. If applicable, SAWS continues to verify Non-MAGI Medi-Cal eligibility status for applicants. In this scenario, SAWS determines applicants as not eligible for Non-MAGI Medi-Cal status and conducts its existing processes to update MEDS.

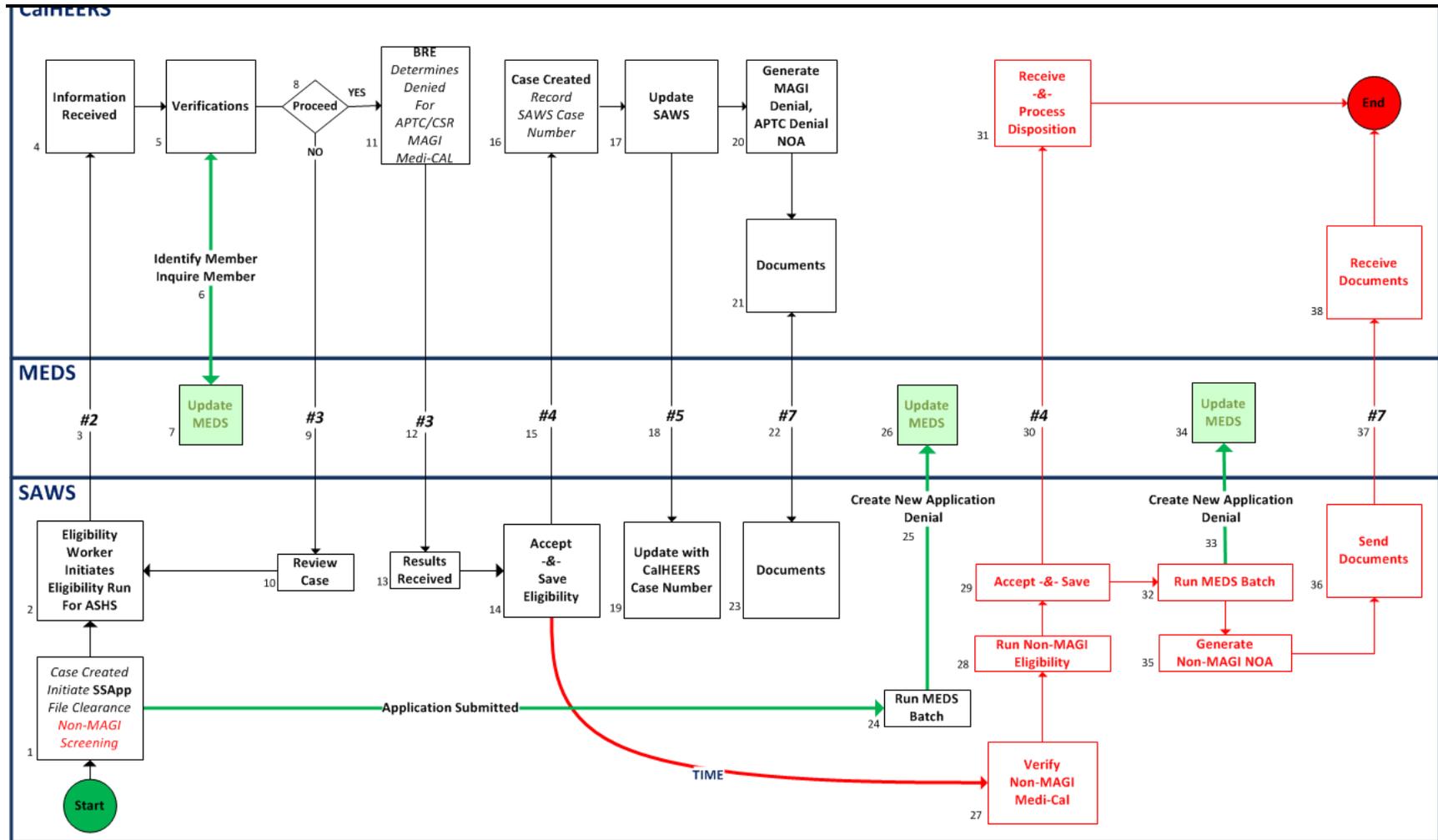


Figure 11 - SAWS Access Channel: Eligibility is Denied

Table 13 - SAWS Access Channel: Eligibility is Denied

Step	Systems	Actions
1	S	Eligibility Worker: - Creates or chooses existing case - Performs the File Clearance including assigning CIN and checking current eligibility for every individual on the application - Fills in Single Streamlined Application - Pends the application for ASHS - Enters data elements necessary for eligibility determination - Records Non-MAGI Medi-Cal screening questions
2	S	Eligibility Worker initiates run of eligibility determination for ASHS
3	SC	SAWS sends case information for verification and eligibility determination <b>e-HIT Business Functions:</b> #2 Eligibility Determination Request
4	C	CalHEERS receives case information for verification and eligibility determination.
5	C	Verifications (via Federal Data Services HUB and other State Verification Systems) <i>Note: the CIN comes from SAWS and Administrative Verification</i>
6	CM	Identification of each member on the application <b>MEDS Business Functions:</b> - Identify Member - Inquire Member
7	M	MEDS updates its records
8	C	CalHEERS determines if the verification rules are satisfied, and if the application can proceed to the BRE. Proceed? If "Yes", go to Step 11 If "No", go to Step 9
9	CS	CalHEERS verification rules are not satisfied, send the application back to the Eligibility Worker for review, and potential Administrative Verification <b>e-HIT Business Functions:</b> #3 Determination of Eligibility Response
10	S	Eligibility Worker reviews the case information - go to Step 2
11	C	BRE determines eligibility denied for MAGI Medi-Cal and APTC/CSR
12	CS	CalHEERS sends verification and eligibility determination to SAWS <b>e-HIT Business Functions:</b> #3 Determination of Eligibility Response
13	S	SAWS receives verification and eligibility determination results
14	S	Eligibility Worker accepts and saves the determination

15	SC	SAWS sends the case to CalHEERS <b>e-HIT Business Functions:</b> #4 Disposition
16	C	CalHEERS receives the confirmation of disposition for eligibility determination
17	C	CalHEERS prepares to update SAWS
18	CS	CalHEERS sends case number to SAWS <b>e-HIT Business Functions:</b> #5 Update
19	S	CalHEERS case number is added to corresponding SAWS Case
20	C	NOA Generation includes: -MAGI Denial -APTC Denial
21	C	CalHEERS Batch Services will bundle the images, documents, and NOAs for transfer to SAWS
22	CS	<b>e-Hit Business Functions:</b> -Batch Image Transfer Manifests
23	S	SAWS Batch Services will receive the document transfer
24	S	SAWS prepares to update MEDS
25	SM	SAWS sends the eligibility determination results to MEDS in real-time <b>MEDS Business Functions:</b> - Create New Application - Denial
26	M	MEDS updates its records
<b>Non-MAGI Medi-Cal Individual Denial</b>		
27	S	Eligibility Worker verifies Non-MAGI Medi-Cal information for an individual
28	S	Eligibility Worker runs the determination for Non-MAGI Medi-Cal and if applicable other non-health programs
29	S	Eligibility Worker reviews and accepts the eligibility determination results in SAWS
30	SC	SAWS sends the outcome of Non-MAGI Medi-Cal disposition to CalHEERS <b>e-HIT Business Functions:</b> #4 Disposition
31	C	CalHEERS receives and processes disposition
32	S	SAWS runs MEDS Batch
33	SM	SAWS sends the eligibility for the individual(s) for Non-MAGI Medi-Cal <b>MEDS Business Functions:</b> - Create New Application - Denial
34	M	MEDS updates its records
35	S	SAWS generates Non-MAGI Medical denial NOA

36	S	SAWS runs CalHEERS Batch
37	SC	SAWS sends applicable documents, images, and NOAs to CalHEERS via the Batch interface <b>SAWS Batch Process:</b> #7 Document Manifest
38	C	CalHEERS receives documents
<b>End of Process</b>		

### 3.2.5.5 Update and Discontinuance

In this scenario, an EW modifies an existing case through SAWS. Depending on the type of change made, the result may trigger a re-run of the CalHEERS BRE. For example, a change of income, the addition of a dependent can trigger a re-run of eligibility. If the change does not result in a re-run, the updates are saved in CalHEERS, SAWS, and if necessary, sent to MEDS. If the change results in a re-run, there are multiple outcomes that can occur, including change of aid or discontinuance of aid. The applicant may also indicated they qualify for Non-MAGI Medi-Cal by answering screening questions.

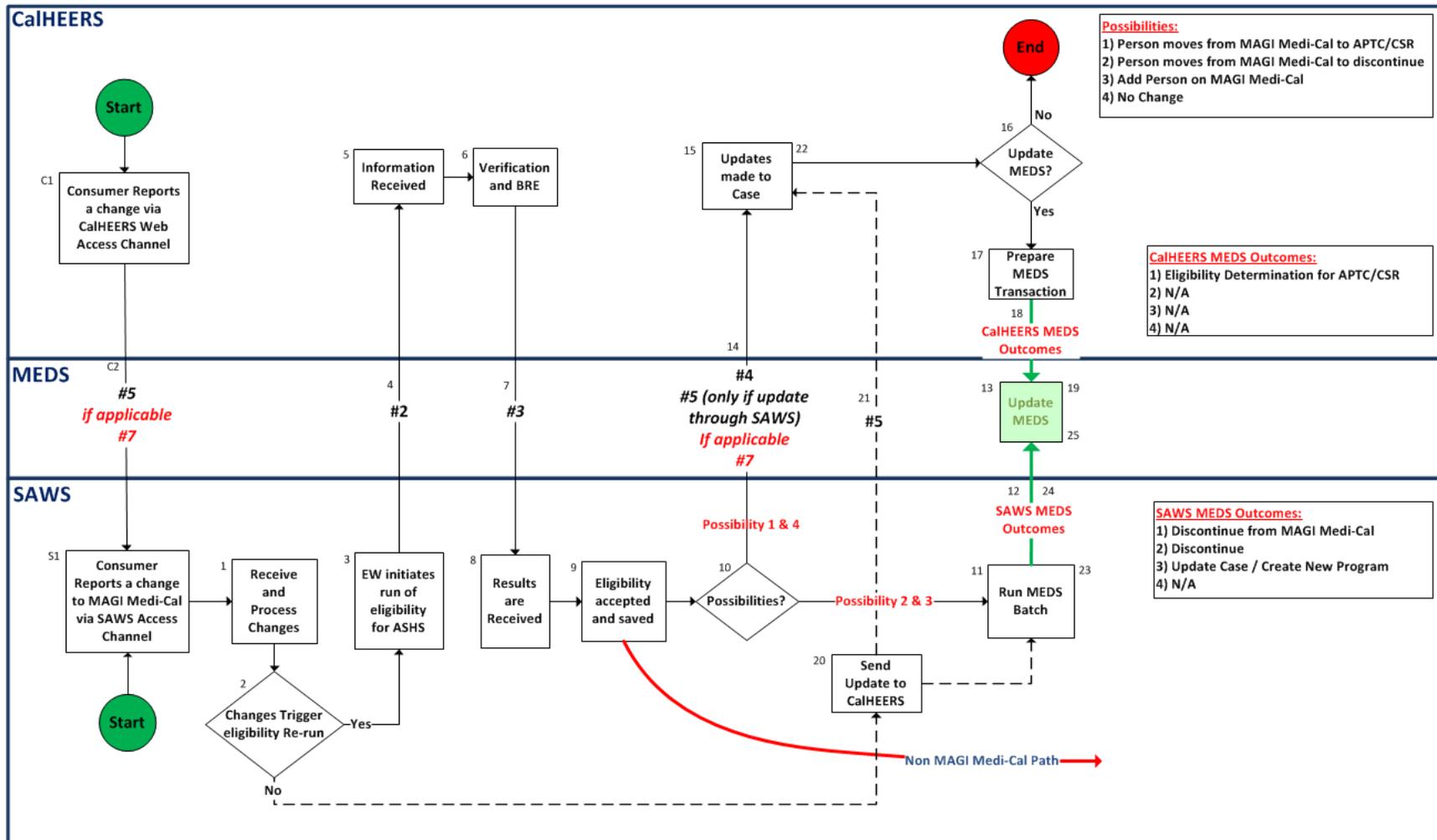


Figure 12 - SAWS Access Channel: Consumer Reports a Change

Table 14 - SAWS Access Channel: Consumer Reports a Change

Step	System & Interface	Actions
C1	C	Consumer Reports a change to MAGI Medi-Cal via CalHEERS Web Access Channel and is asked to provide the following: - Type of Change - New Information - Effective Date of Change
C2	CS	CalHEERS sends the following information to SAWS e-HIT Transactions: #5 Update #7 Documents (as Applicable)
<b>Go to Step 1</b>		
S1	S	Consumer Reports a change to MAGI Medi-Cal via SAWS Web Access Channel and is asked to provide the following: - Type of Change - New Information - Effective Date of Change
<b>Go to Step 1</b>		
1	S	SAWS receives and process changes.
2	S	SAWS Eligibility Worker evaluates the modifications. Do changes to the application trigger an eligibility rerun? If "Yes", go to Step 3 If "No", go to Step 20
3	S	Eligibility Worker runs the determination for MAGI Medi-Cal
4	SC	SAWS sends case information for verification and eligibility determination. <b>e-HIT Transactions:</b> #2 Eligibility Determination Request
5	C	CalHEERS receives case information for verification and eligibility determination.
6	C	Verifications (via Federal Data Services HUB and other State Verification Systems) BRE determines eligibility for all applicants
7	CS	CalHEERS sends verification and eligibility determination to SAWS. <b>e-HIT Transactions:</b> #3 Determination of Eligibility Response
8	S	SAWS receives verification and eligibility determination results.
9	S	Eligibility Worker accepts and saves the eligibility determination results.
10	S	SAWS MAGI Medi-Cal and Non-MAGI Medi-Cal cases have the following possibilities: 1) Person moves from MAGI Medi-Cal to APTC/CSR - Go to Step 14 2) Person moves from MAGI Medi-Cal to discontinue - Go to Step 11 3) Add Person on MAGI Medi-Cal

		- Go to Step 11 4) No Change - Go to Step 14
11	S	SAWS runs MEDS Batch
12	SM	SAWS sends an update for the individuals program to MEDS. <b>MEDS Batch Transaction:</b> - Update Case
13	M	MEDS updates its records
14	SC	SAWS sends the disposition of eligibility determination and any updates to CalHEERS: <b>e-HIT Transactions:</b> #4 Disposition #5 Update #7 Documents
15	C	CalHEERS processes updates
16	C	CalHEERS records updates to the case. Should MEDS be updated? If "Yes", go to step 17 if "No", go End of Process
17	C	CalHEERS prepares MEDS transaction
18	CM	CalHEERS sends the APTC/CSR determination to MEDS. <b>MEDS Transactions:</b> - Modified Eligibility Determination
19	M	MEDS updates its records
20	S	SAWS processes case updates in batch for CalHEERS
21	SC	SAWS sends updated case information to CalHEERS <b>e-HIT Batch Transactions:</b> #5 Update
22	CS	CalHEERS processes updates - Go to Step 15
23	S	SAWS runs MEDS Batch
24	SM	SAWS sends an update for the individuals program to MEDS. <b>MEDS Batch Transactions:</b> - Update Case
25	M	MEDS updates its records
<b>End of Process</b>		

### 3.2.5.6 Mass Eligibility Batch Run

In this scenario, a mass eligibility sweep is performed against MAGI, Mixed, and Non-MAGI Medi-Cal cases within SAWS. Multiple outcomes can result from the mass eligibility update, including aid code changes and discontinuances. These outcomes have been described in previous SAWS Access Channel scenarios. SAWS is responsible for sending MEDS updates as a result of the mass eligibility sweep that affect the MAGI and Non-MAGI Medi-Cal cases.

CalHEERS is responsible for sending MEDS updates as a result of the mass eligibility sweep that change MAGI and Non-MAGI Medi-Cal cases to ATPC/CSR.

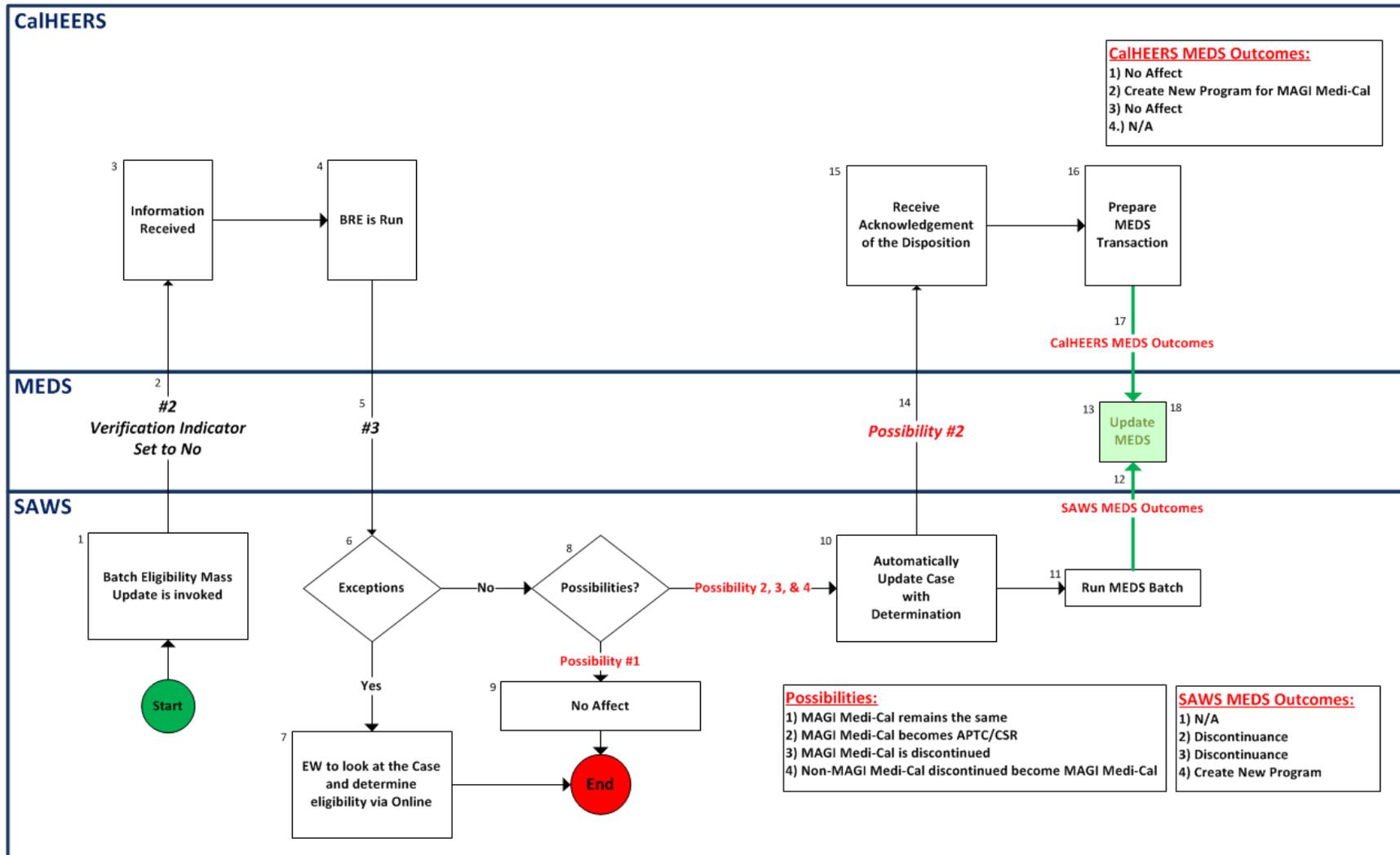


Figure 13 - SAWS Access Channel: Mass Eligibility Batch Run

Table 15 - SAWS Access Channel: Mass Eligibility Batch Run

Step	Systems	Actions
1	S	SAWS runs the Batch Eligibility Mass Update logic that will ensure that Batch Eligibility Sweeps only process cases that meet the following criteria: - MAGI Medi-Cal and Non-MAGI Medi-Cal cases - All required data elements are populated - All Data is already Verified - No program applications are pending
2	SC	SAWS calls the CalHEERS BRE with 'Batch Mass Update' and no verifications indicator <b>e-HIT Transactions:</b> #2 Eligibility Determination Request
3	C	Eligibility information is received for batch BRE processing
4	C	Eligibility Determination (via CalHEERS BRE)
5	CS	CalHEERS sends the Eligibility determination results to SAWS <b>e-HIT Transactions:</b> #3 Determination of Eligibility Response
6	S	SAWS received determination results and processes the cases for exceptions Do exceptions exist? If "Yes", go to step 7 if "No", go to Step 8
7	S	SAWS queues all fall out cases for Eligibility Worker to process and resolve via Online rerun - Go to "End of Process"
8	S	SAWS MAGI Medi-Cal and Non-MAGI Medi-Cal discontinued/tested for MAGI Medi-Cal have the following possibilities: <b>Possibilities:</b> 1.) MAGI Medi-Cal remains the same - Go to Step 9 2.) MAGI Medi-Cal becomes APTC/CSR - Go to Step 14 3.) MAGI Medi-Cal is discontinued - Go to Step 10 4.) Non-MAGI Medi-Cal Discontinued become MAGI Medi-Cal - Go to Step 10
9	S	Mass Eligibility Batch Update had no affect - Go to "End of Process"
10	S	SAWS automatically updates the SAWS Case with the determination received from CalHEERS.
11	S	SAWS runs MEDS batch

12	SM	Per the outcome of the Mass Eligibility Batch Update, SAWS sends the following transactions to MEDS: <b>MEDS Transaction Outcomes:</b> 1.) Not Applicable 2.) Discontinuance from MAGI Medi-Cal 3.) Discontinuance from MAGI Medi-Cal 4.) Discontinue Non-MAGI Medi-Cal and Create New Program Or Change Program
13	M	MEDS updates its records
14	SC	SAWS returns the disposition and possibly any documents or images to CalHEERS <b>e-HIT Transactions:</b> #4 Disposition #7 Documents (if applicable)
15	C	CalHEERS receives confirmation of the disposition from the Mass Eligibility Batch Update from SAWS
16	C	CalHEERS prepares eligibility determination results for MEDS
17	CM	CalHEERS sends eligibility determination results to MEDS for APTC/CSR only <b>MEDS Transactions Outcomes:</b> 1.) Not Applicable 2.) Create New Program 3.) Not Applicable 4.) Not Applicable
18	M	MEDS updates its records
<b>End Of Process</b>		

### 3.2.5.7 Inter-County Transfer Process

In this scenario, SAWS initiates an inter-county transfer. After receiving the ICT, the receiving county EW performs file clearance and initiates the run of the CalHEERS BRE to determine eligibility. The results are sent to the Receiving County, reviewed for discrepancies, and accepted and saved. The Receiving County updates MEDS with the existing ICT transaction. The Sending County receives acknowledgement (from Receiving County) that the case has been transferred and eligibility established. The Sending County discontinues their Medi-Cal program from MEDS based on the BDA of the Receiving County.

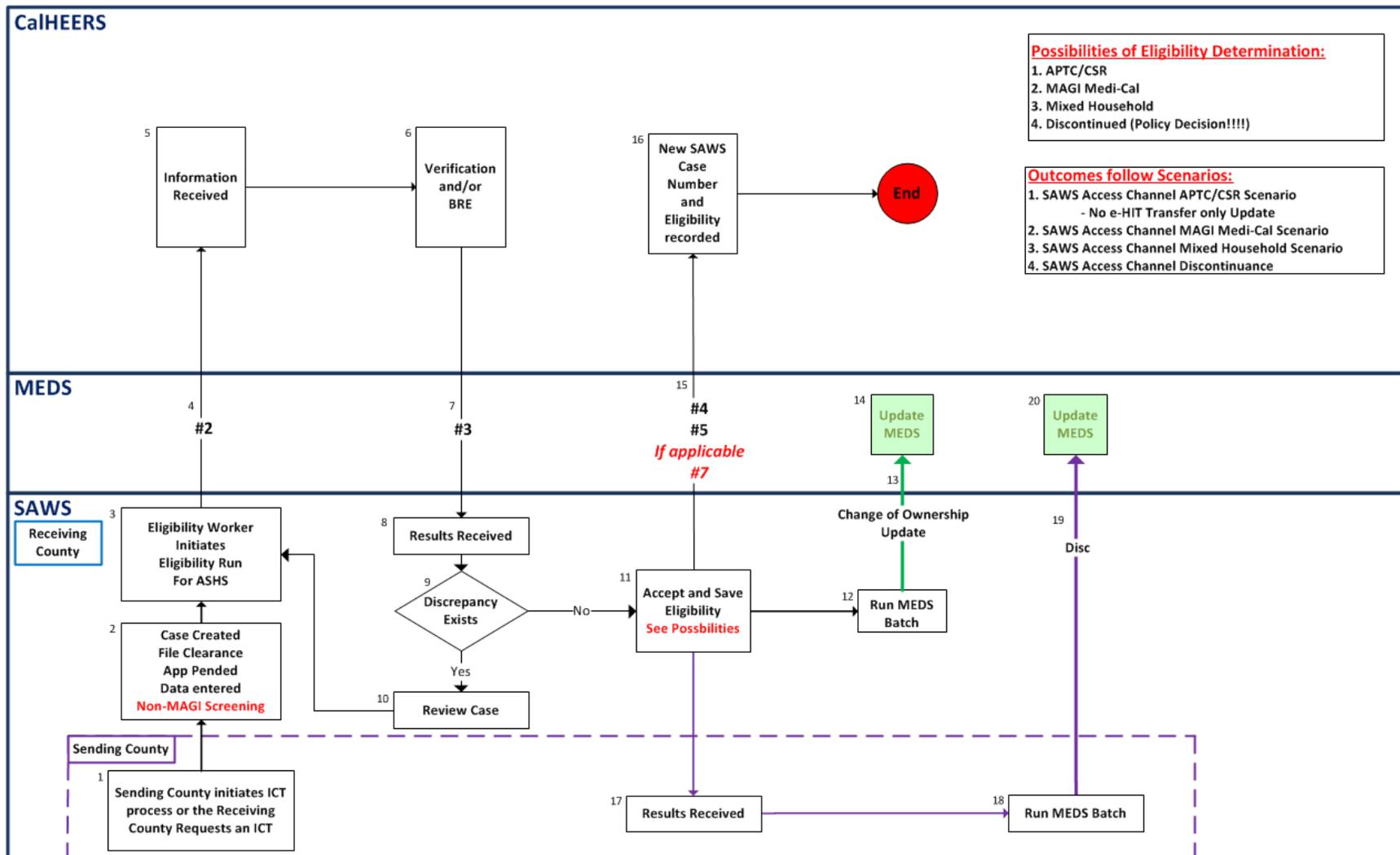


Figure 14 - SAWS Access Channel: Inter-County Transfer

Table 16 - SAWS Access Channel: Inter-County Transfer

Step	Systems	Actions
1	S	Sending County initiates ICT process or the Receiving County requests an ICT
2	S	Receiving county creates case or uses existing, pends for APTC/CSR, MAGI Medi-Cal, and/or Non-MAGI Medi-Cal. <b>Important:</b> Existing SAWS ICT process must be modified to include CalHEERS Case Number and person numbers for household individuals
3	S	Eligibility Worker initiates run of eligibility determination for ASHS
4	SC	SAWS sends case information for verification and eligibility determination <b>e-HIT Transactions:</b> #2 Eligibility Determination Request
5	C	CalHEERS receives case information for verification and eligibility determination.
6	C	Verifications (via Federal Data Services HUB and other State Verification Systems) BRE determines eligibility for all applicants
7	CS	CalHEERS sends verification and eligibility determination to SAWS <b>e-HIT Transactions:</b> #3 Determination of Eligibility Response
8	S	SAWS receives verification and eligibility determination results
9	S	SAWS presents the CalHEERS BRE results; Eligibility Worker reviews the results. Do discrepancies exist? If "Yes", go to Step 10 If "No", go to Step 11
10	S	Receiving County Eligibility Worker reviews the case information - go to Step 3
11	S	Receiving County Eligibility Worker accepts and saves the determination <b>Possibilities of Eligibility Determination:</b> 1. APTC/CSR - go to Step 15 2. MAGI Medi-Cal - go to Step 12 3. Mixed Household - go to Step 12 4. Discontinued (TBD - Policy Decision) - go to End of Process
12	S	SAWS runs MEDS Batch
13	SM	<b>Outcome for possibilities 2 and 3:</b> SAWS conducts a change of ownership and updates demographics for an individuals to MEDS <b>MEDS Business Functions:</b> - ICT (EW05)
14	M	MEDS updates its records

15	SC	SAWS sends the disposition of eligibility of determination, Receiving County case number, and any documents or images. <b>e-HIT Transactions:</b> #4 Disposition #5 Update #7 Documents
16	C	CalHEERS Case is updated with the Receiving County Case number and eligibility record is linked <b>Outcome of Possibilities:</b> - See Scenario SAWS Access Channel - APTC/CSR Case
17	S	Sending County receives disposition and future beginning date of aid via existing SAWS ICT process
18	S	SAWS Sending County runs MEDS Batch
19	SM	SAWS Sending County discontinues MAGI Medi-Cal for the day before future beginning date of aid sent by the Receiving County. <b>MEDSFunctions:</b> -
20	M	MEDS updates its records
<b>End of Process</b>		

## 4. INTERACTION MODEL

Section 4, Interaction Model, is a technical view of the *CalSMI*. Section 4.1 provides a pictorial overview of the technical interaction details. Section 4.2 specifies the technical interactions by which all transactions either pass through the ESB or Batch elaborating on the patterns and security standards. Section 4.3 details the Service Catalog to each system.

### 4.1 CalHEERS-SAWS-MEDS Interface

Figure 15 illustrates the interactions between CalHEERS, SAWS, and MEDS. The blue arrows represent batch services between CalHEERS/SAWS/MEDS, while the gray arrows represent CalHEERS/SAWS interactions and gold arrows represent CalHEERS/SAWS/MEDS interactions.

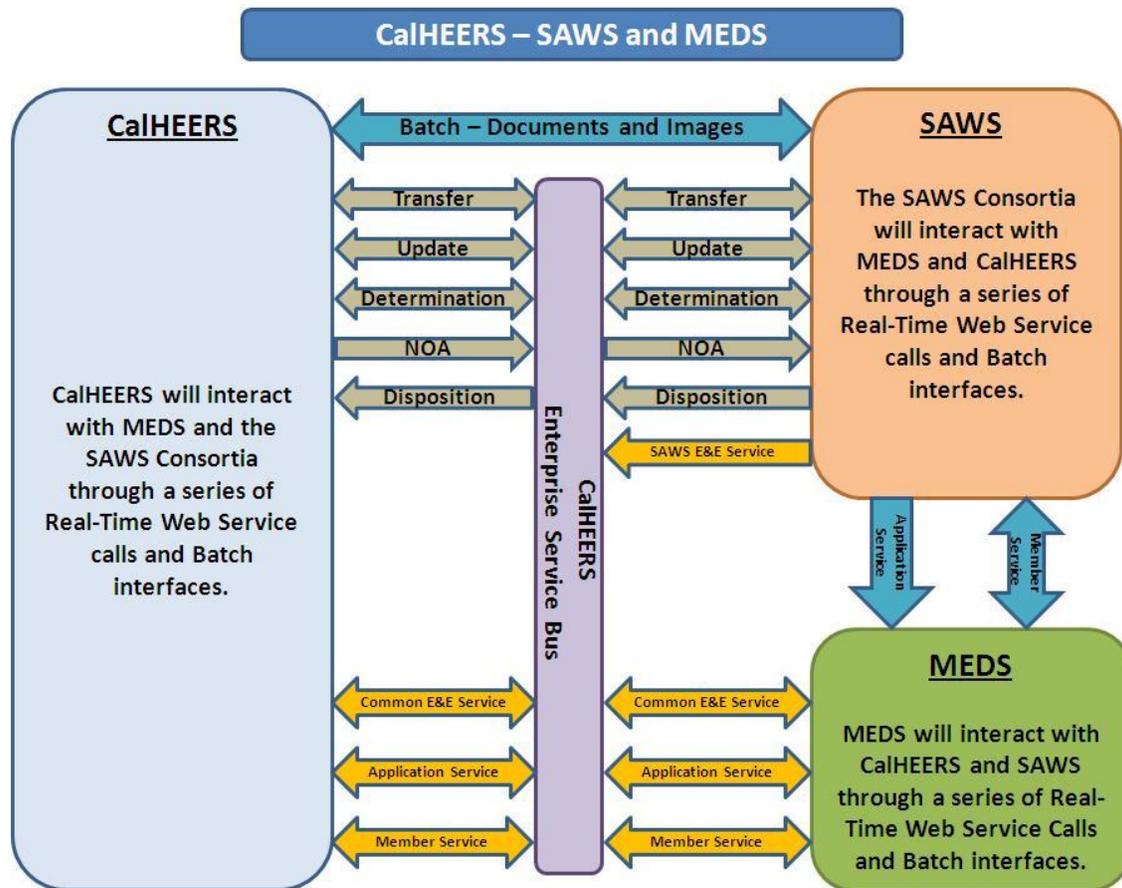


Figure 15 - Interaction Model

### 4.2 Technical Interactions

The Technical Interactions specify the methods by which partners access services. A service must follow the communication and data transfer standards specified in the *ICD* as well as project governing documents, such as the CalHEERS Security Plan. This section discusses the rules required for each service in the interface.

## 4.2.1 CalSMI Technical Interactions

This section describes the common components of the CalHEERS SAWS technical interactions in accordance with the *ICD*. This section discusses standards for Security (i.e. encryption and IP range), Web Services Patterns, Transport protocols (i.e. SOAP over HTTPs or SFTP) and service frequencies.

### 4.2.1.1 Web Services

Data transfers between CalHEERS and SAWS will occur in real-time. CalHEERS will send messages through the CalHEERS OSB. A response or acknowledgement will confirm receipt of the initial request message.

#### 4.2.1.1.1 Synchronous Request/Reply Patterns

WEB Service messages sent by either system are synchronous, meaning a connection is held until it receives a response. The *e-HIT IDD* details the request and response messages.

#### 4.2.1.1.2 Transport Protocols

The protocol for transferring messages is SOAP over HTTPS. HTTPS secures the object contents by encrypting the transfer through SSL over HTTP. This follows the guidelines specified by the *ICD*.

#### 4.2.1.1.3 Transaction Frequency

The CalSMI will handle transactions in real-time, or in batch mode. The real-time frequency is triggered by an event within the CalHEERS application which in turn executes a web service downstream. The *CalSMI* executes bulk operations during a batch window. For the CalSMI, this includes the transfer of scanned image documents via a batch process.

#### 4.2.1.1.4 Security

The *CalSMI* follows the guidelines detailed in the CalHEERS Security plan. Full body message encryption, SAML token, and digital certifications are among the principles set forth for WS-Security.

### 4.2.1.2 Batch

The *CalSMI* leverages the batch secure file transfer service in order to move scanned documents between systems.

#### 4.2.1.2.1 Transport Protocol

The Batch secure file transfer service uses SFTP in order to transfer zipped documents between systems. Alerts or notifications to the enduser are also processed in batch mode, through the BPEL wrapper.

#### 4.2.1.2.2 Transaction Frequency

The *CalSMI* batch services run nightly, but also be called on-demand.

**4.2.1.2.3 Security**

The CalSMI batch security requires the creation of authorized username and password for systems to access dedicated drop zone repositories, which are managed by an SFTP server. The SFTP server stores credentials in an LDAP.

**4.3 Technical Operations**

The Technical Operations are services exposed between the three partners, CalHEERS, SAWS, and MEDS. These services are a combination of real-time web services or batch processes. The Service Catalog documents each technical operation as a service, provided within a specific domain. The CalHEERS to SAWS Service Catalog will enumerate services within the eHIT domain (the functionality limited between CalHEERS and SAWS), while the CalHEERS to MEDS Service Catalog will enumerate the services between CalHEERS and MEDS. Keep in mind that Real-Time implies a synchronous Request-Reply pattern, while Batch implies an asynchronous pattern (such as depositing a message in a queue, and not waiting for the message to be consumed before the connection is dropped).

**4.3.1 CalHEERS SAWS Service Catalog**

Table 17 lists the CalHEERS SAWS Service Catalog provided by *e-HIT*.

Table 17 - e-HIT Service Catalog

Domain Service	Service Operation	Business Functions	Description	Real-Time or Batch	Producer	Consumer
e-HIT	Transfer	#1 Transfer ACK	This operation transfers data between systems.	Real-Time	CalHEERS SAWS	CalHEERS SAWS
	Determination	#2 EDR #3 DER	This operation verifies member and household data as well as determines eligibility.	Real-Time	CalHEERS	SAWS
	Disposition	#4 Disposition ACK	This operation is the acknowledgement of <i>DER</i> . It is also the triggering event for NOA generation.	Real-Time	CalHEERS	SAWS
	Update	#5 Update ACK	Case and Person demographic information update message between systems.	Real-Time	CalHEERS SAWS	CalHEERS SAWS
	NOA	#6 NOA ACK	This operation contains the plan for NOA generation.	Real-Time	SAWS	CalHEERS

	Documentation	#7 Documentation ACK	This operation has the documents manifest which includes the zip filename, documents , and corresponding META data.	Real-Time	CalHEERS SAWS	CalHEERS SAWS
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**4.3.2 e-HIT Domain**

A specific catalog of services, both web services and batch, that transfers electronic health information between systems.

**4.3.2.1 Transfer Operation**

The Transfer Operation consists of the Transfer business message function discussed in Section 3. This operation transfers household case data and application related information between the CalHEERS and SAWS. The request message is the transfer message and the reply is an acknowledgement. The *e-HIT IDD* describes in detail the elements contained within the message.

**4.3.2.2 Determination Operation**

The Determination Operation consists of both the *EDR* and the *DER* business functions discussed in Section 3. This operation passes verification and household eligibility information to CalHEERS via the *EDR*.

**4.3.2.3 Disposition Operation**

The Disposition Operation consists of the Disposition business function discussed in Section 3. This operation acknowledges the eligibility determination confirmed by the SAWS eligibility worker. This message contains a referential to the SAWS Case Number as well as the *DER* referential identifier. The request message is the Disposition message and the reply is an acknowledgement, known as an ACK. The *e-HIT IDD* describes in detail the elements contained within the message.

**4.3.2.4 Update Operation**

The Update Operation consists of the Update business function discussed in Section 3. This operation sends one or more specific field updates between systems. The request message is the Update message and the reply is an acknowledgement, known as an ACK. The *e-HIT IDD* describes in detail the elements contained within the message.

**4.3.2.5 Notice Of Action (NOA) Operation**

The NOA Operation consists of the NOA business function as discussed in Section 3. This operation is specific to the generation of one NOA and is a message that goes specifically from CalHEERS to SAWS upon confirmation of the eligibility via the Disposition.

#### 4.3.2.6 Documents Manifest Operation

The Documents Manifest Operation consists of the Documents business function discussed in Section 3. This operation sends a message containing the manifest of a documents zip file pushed to the CalHEERS and SAWS repositories.

#### 4.3.2.7 Documents Batch Transfer

The Documents Batch Transfer is a batch process which bundles scanned documents, bundles the documents into a zip file, and then pushes the documents to the other systems.

#### 4.3.3 MEDS Operations

The following sections describe the Web and Batch services between CalHEERS and MEDS.

#### 4.3.4 CalHEERS MEDS Service Catalog

Table 18 lists the MEDS services available:

Table 18 - MEDS Service Catalog

Domain Service	Service Operation	Description	Real-Time, Batch	Producer	Consumer
Member	Identify	Identifies <u>one or more</u> Member(s) in the SCI database. - Returns an existing CIN if the member could be identified uniquely - Creates a new member and CIN if the Member doesn't exist in the SCI database and returns the CIN - Reruns code "MULTIPLE_MATCH_FOUND" if more than one record was found in the SCI database based on the search criteria used.	Real-Time	MEDS	CalHEERS
	Update	Update <u>one or more</u> Member's Demographic information in SCI and MEDS database as needed.	Batch		
	Inquire	Inquire <u>one or more</u> Member in the MEDS database using Client Index Number (CIN). The Inquire Member service shall return various level of details of the Member information based on the preference used in the service request such as: - Current Aids only: returns current aids for the Members(s) - Others: to be defined during service design.	Real-Time	MEDS	CalHEERS

Application	Create	Creates a new Enrollment Application in the Application Tracking database.	Real-Time and Batch	MEDS	CalHEERS
	Update	Updates existing Application information including application status in the Application Tracking database. a. Withdrawal: Application withdrawn before eligibility determination by the Member. <u>Withdrawal of entire application?</u> b. Denial: <b>TBD: Per person basis?</b> c. Opt-Out: Opting out the eligibility by the Member after the eligibility is determined. <u>Can a subset of the members opt-out or all applying members need to opt-out?</u> d. ADD a new member to an existing Application on life change event	Batch	MEDS	CalHEERS
Eligibility and Enrollment	Create	Creates new Program Eligibility transaction in MEDS.	Real-Time		CalHEERS
	Update	Updates Case summary level information and individual level information. The Update Case service can be used in the following use cases (not a complete set): - Change of Program - Change of Case Ownership - Discontinuance of Program - APTC/CSR Eligibility Start date update - APTC/CSR Premium Update - <b>Others (TBD)</b>	Batch		
	Alert	MEDS Send Exception/Information Alerts to CalHEERS and SAWS	Batch	MEDS	
Plan Service	Enrollment	TBD			
	Disenrollment	TBD			

**4.3.4.1 Member Services Domain**

The member Services Domain involves identifying a person in the MEDS SCI system.

**4.3.4.1.1 Identify Member Operation**

The Identity Member Operation is used to uniquely identify members in the MEDS systems. The operation uses a matching process against member data to associate a unique identifier to an individual.

**4.3.4.1.2 Update Member Operation**

The Update Member Operation is a batch process used to update demographic information.

#### 4.3.4.1.3 Inquire Member Operation

The Inquire Member Operation is part of the Identify Member operation or used as a singleton to query eligibility information of member based on their Client Index Number(CIN).

#### 4.3.4.2 Application Services Domain

Application Services focus on the submission of an application for *ASHS*. Each application can consist of multiple members who are determined eligible for *ASHS*. These services focus the life cycle of an application.

##### 4.3.4.2.1 Create

The Create transaction is used to “pend” an application in the MEDS AppTracking system.

##### 4.3.4.2.2 Update

The Update transaction is used to update the status of an application in the MEDS AppTracking system in accordance with the eligibility determined for the members that applied on the application.

#### 4.3.4.3 Eligibility and Enrollment Domain

Eligibility and Enrollment Services focus on transactions that manage eligibility determination.

##### 4.3.4.3.1 Create Program Eligibility Operation

The Create Program Eligibility Operation is the transaction by which a user is established as aided in the MEDS system. This transaction creates a program eligibility record with the corresponding aid code of the program that person was eligible.

##### 4.3.4.3.2 Update Program Eligibility Operation

The Update Program Eligibility Operation is the transaction by which a user’s aid is modified in the MEDS system. This transaction can discontinue, change ownership, or change the program of the member.

##### 4.3.4.3.3 Alerts

Alerts are batch transaction generated within MEDS and sent to both CalHEERS and SAWS.

#### 4.3.4.4 Plan Services Operations Domain

##### Overview TBD

##### 4.3.4.4.1 Plan Enrollment

TBD

##### 4.3.4.4.2 Plan Disenrollment

TBD



## 5. INTERFACE TESTING

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TBD

## 6. Appendix

### 6.1 Requirements

Table 19 – CalHEERS Requirements

Contract Identifier	Description	Interface	Section
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).	MEDS	3.2.2 4.3.4
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.	MEDS	4.3.4
BR168	The CalHEERS System shall provide the functionality to electronically receive and route for processing exception files from MEDS (i.e. MEDS Alerts).	MEDS	4.3.4 4.3.4.3.3 Appendix B.B
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.	MEDS	3.2.2
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.	SAWS	3.2.1
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.	SAWS	3.2.1
TR105.2	CalHEERS shall have the ability to send SAWS the following information: - Application Data - Verifications - Accepted EDBC Results - Non-MAGI Screening Results - Generated MAGI MC Notice of Action (NOA) - Data required to Generate MAGI MC NOA in SAWS - Indication if applying for Non-Health Services Programs - CalHEERS Case # - APTC/CSR Disposition - Images	SAWS	3.2.1 4.3.1

TR105.3	CalHEERS shall have the ability to accept from SAWS: - Disposition of non-MAGI Medi-Cal eligibility determination - SAWS Case # - Case data changes - Application Data - Verifications - Generated MAGI MC Notice of Action (NOA) - Images	SAWS	3.2.1 4.3.1
TR105.4	CalHEERS shall provide a Web Service through the Enterprise Service Bus for SAWS to run Verifications and Eligibility Determination together or separately	SAWS	4.2.1.1
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: - CalHEERS Case # - SAWS Case # - Appeals Reason - Eligibility Determination Effective Date (as indicated in Consumer's NOA) - NOA - Images	SAWS	AI609 – Closed - CalHEERS will be the ONLY door for APTC/CSR appeals - SAWS will be the ONLY door for Medi-Cal appeals
Attachment 2 - Requirements; 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: - SAWS Case # - CalHEERS Case # - Appeals Resolution/Disposition - Appeals Resolution Notice - New Eligibility Determination (with the Appeals Override Reason) - Images - NOA - Case Notes	SAWS	AI609 – Closed - CalHEERS will be the ONLY door for APTC/CSR appeals - SAWS will be the ONLY door for Medi-Cal appeals

<p>Attachment 2 - Requirements; TR105.7</p>	<p>CalHEERS shall have the ability to send SAWS the APTC Mixed Household Appeal information including, but not limited to:</p> <ul style="list-style-type: none"> <li>- SAWS Case #</li> <li>- CalHEERS Case #</li> <li>- APTC Appeals Resolution/Disposition</li> <li>- APTC Appeals Resolution Notice</li> <li>- APTC New Eligibility Determination (with the Appeals Override Reason)</li> <li>- Images</li> <li>- NOA</li> <li>- Case Notes</li> </ul>	<p>SAWS</p>	<p>AI609 – Closed</p> <ul style="list-style-type: none"> <li>- CalHEERS will be the ONLY door for APTC/CSR appeals</li> <li>- SAWS will be the ONLY door for Medi-Cal appeals</li> </ul>
<p>Attachment 2 - Requirements; TR105.8</p>	<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"> <li>- CalHEERS Case #</li> <li>- SAWS Case #</li> <li>- Type of Change</li> <li>- New Information</li> <li>- Effective Date of Change</li> <li>- New Eligibility Determination</li> <li>- Images</li> <li>- NOA</li> <li>- Case Notes</li> </ul>	<p>SAWS</p>	<p>3.2.1 4.3.1</p>
<p>Attachment 2 - Requirements; TR105.9</p>	<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"> <li>- CalHEERS Case #</li> <li>- SAWS Case #</li> <li>- Type of Change</li> <li>- New Information</li> <li>- Effective Date of Change</li> <li>- New Eligibility Determination</li> <li>- Images</li> <li>- NOA</li> <li>- Case Notes</li> </ul>	<p>SAWS</p>	<p>3.2.1 4.3.1</p>

## 6.2 Interface Design Documents

TBD

## **6.3 Client Index Number Resolution Approach**

### **6.3.1 Statewide Client Index**

### **6.3.2 Hybrid Approach**

- Two Algorithms to address two sets of populations:
  - ◆ Subsidized and Non-Subsidized
  - ◆ Sent as part of request
- Consists of thresholds
  - ◆ Highly Probable Threshold
  - ◆ Middle Ground Threshold
  - ◆ Less Than Probable Threshold
- Score Ranges
  - ◆ Range between thresholds having meaning based on algorithm
- Algorithm Response Code
  - ◆ Information on the CIN assignment based on the algorithms
- Addresses CIN Matching Scenarios:
  - ◆ Single or No CINs returned
  - ◆ Multiple CINs returned

### A.3 Hybrid Approach for Non-Subsidized

**Important:**  
Numbers are arbitrary, but  
ranges are purposeful.

Proper Determination could  
not be made.  
- Create New CIN  
- Return algorithm response  
code

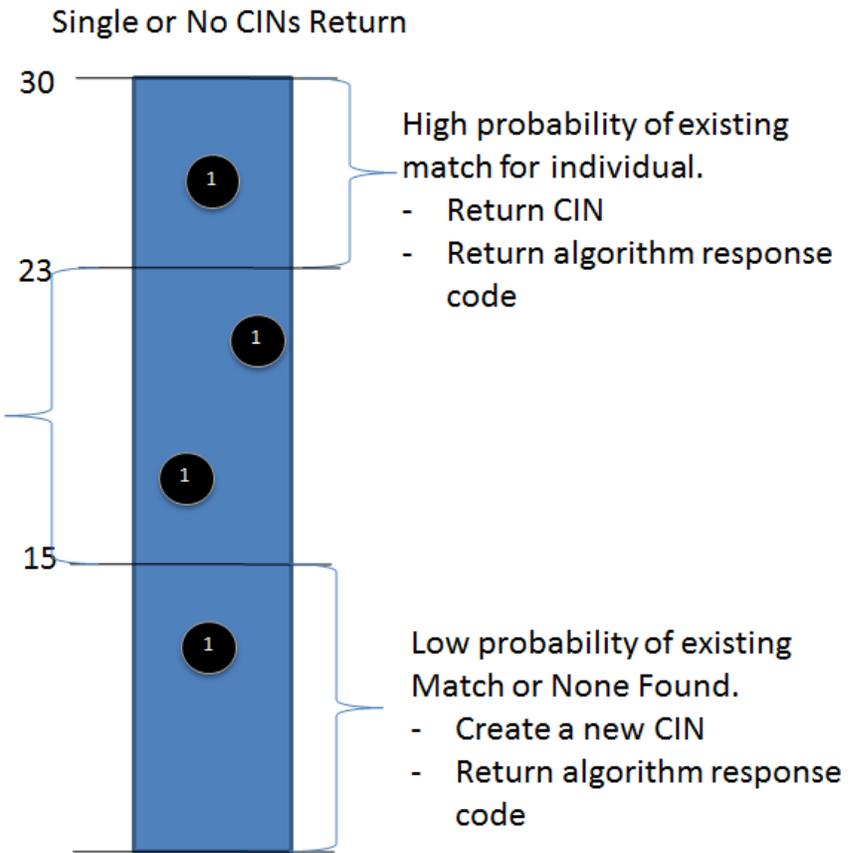


Figure 16 - Hybrid Approach for Non-Subsidized

### A.4 Hybrid Approach for Non-Subsidized

#### Multiple CINs Returned

**RULES:**

- 1.) If one and only one CIN is in score range 1 and no CIN is in range 2 and all other CINs are in ranges 3, then return CIN in range 1 along with the algorithm response code.
- 2.) If two or more CINs are found within ranges 1 & 2, then create and return new CIN along with the algorithm response code.
- 3.) If no CIN is in range 1 and there exists one or more within ranges 2 & 3, then create and return new CIN along with the algorithm response code.
- 4.) If all CIN numbers are in range 3, then create and return new CIN along with the algorithm response code.

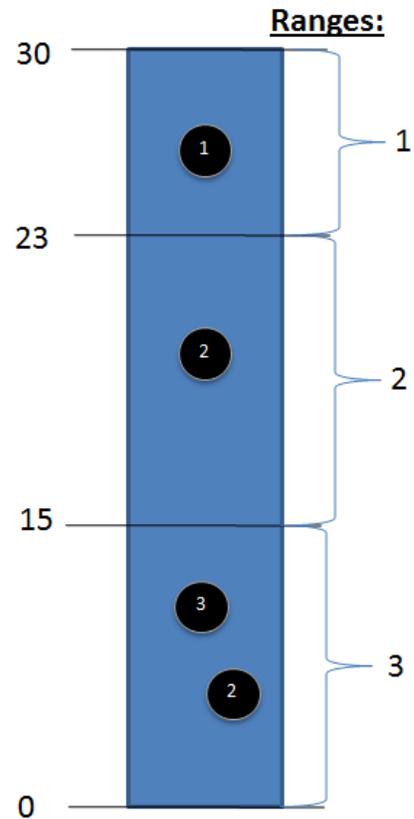


Figure 17 - Hybrid Approach for Non-Subsidized

### A.5 Hybrid Approach for Subsidized Individuals

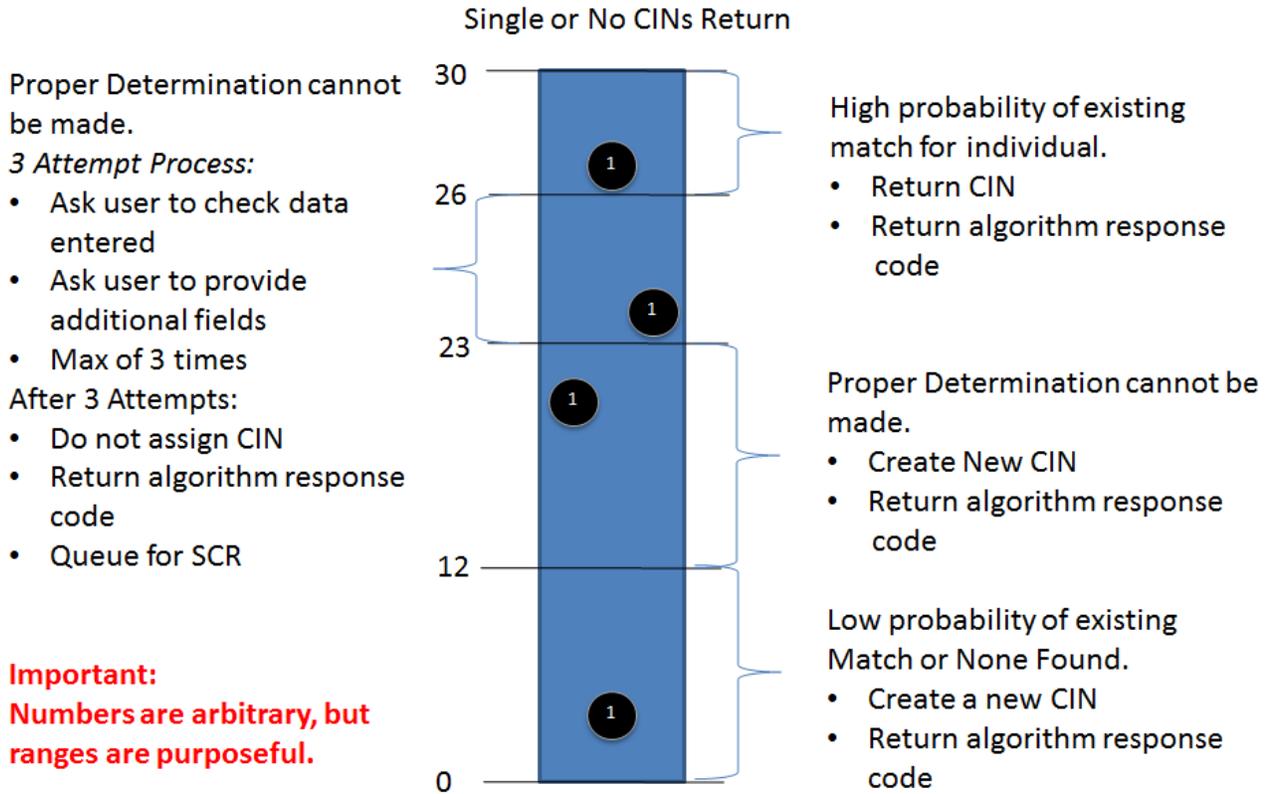


Figure 18 - Hybrid Approach for Subsidized Individuals

### A.6 Hybrid Approach for Subsidized Individuals

#### Multiple CINs Returned

**RULES:**

- 1.) If one and only one CIN is in score range 1 and no CIN is in range 2 and all other CINs are within ranges 3 & 4, then return CIN in range 1 along with response code.
- 2.) If two or more CINs are found within ranges 1 & 2, then follow 3 attempt process, and finally queue for SCR; Send algorithm response code for every CIN Inquiry.
- 3.) If no CIN is in range 1 and there exists one or more in range 2, and one or more in ranges 3 & 4, then follow 3 attempt process, and finally queue for SCR; Send algorithm response code for every CIN Inquiry.
- 4.) If one or more CINs are in range 3 and all other CINs are within ranges 3 & 4, then create and return new CIN number and algorithm response code.
- 5.) If all CIN numbers are in range 4, then create and return new CIN along with algorithm response code.

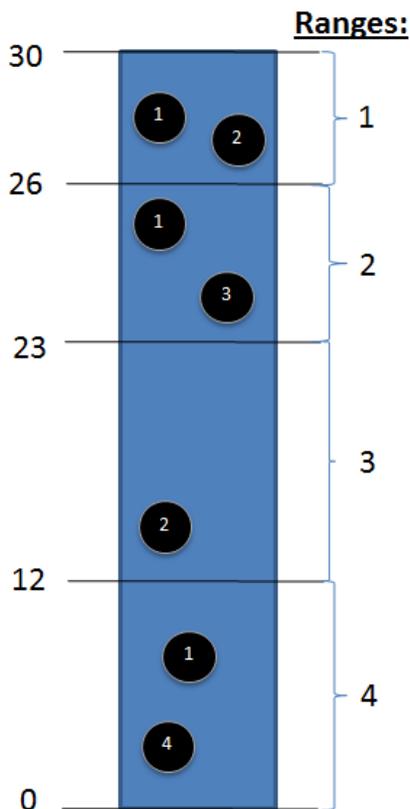


Figure 19 - Hybrid Approach for Subsidized Individuals