



24.6 Release Notes for Certified Enrollers

Overview

CalHEERS will be updated due to release 24.6 on Monday, June 17, 2024. These release notes are intended to inform Certified Enrollers of the changes occurring in CalHEERS with this release.

Application Page Changes

A new *Child Under 1* value displays on the application PDF and *the Review [HHM]'s Information* page when the reason, received from the county, for not having an SSN is *Child Under 1*.

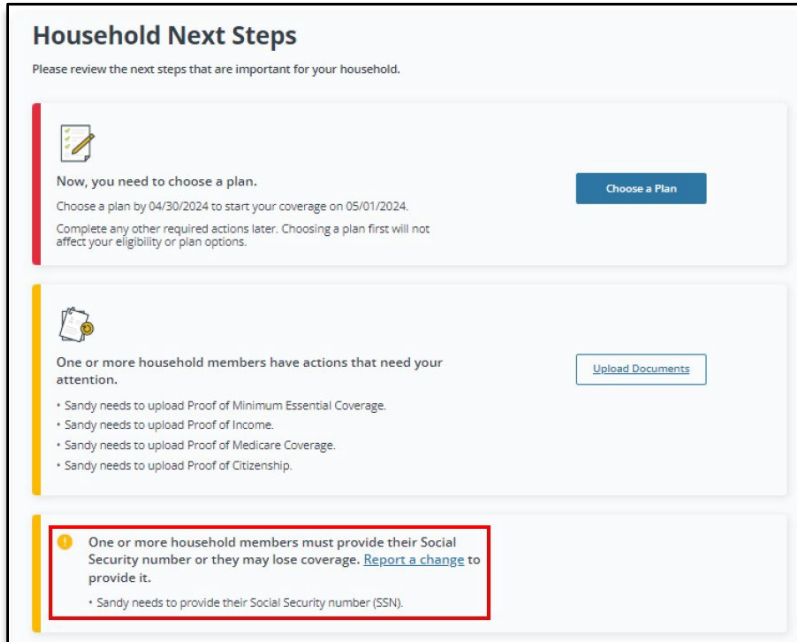
The screenshot shows a web application interface for reviewing information for 'MILO KIM c.'. The page title is 'Review MILO KIM's Information'. Below the name, there are several sections with expandable/collapsible arrows: 'Basic Information', 'Contact Information', 'Marital Status & Relationships', 'Pregnancy Information', 'Health Care', and 'Citizenship & Immigration'. Under 'Citizenship & Immigration', there are three questions with radio button options: 'Is MILO KIM a U.S. citizen or U.S. national?' (Yes selected), 'Earlier, you said that MILO KIM is a U.S. citizen. Are they a Naturalized or Derived citizen?' (No selected), and 'Does MILO KIM have a Social Security number (SSN)?' (No selected). At the bottom, there is a dropdown menu labeled 'Reason for no SSN' with 'Child Under 1' selected. This dropdown is highlighted with a red rectangular box.

The *Enter [HHM]'s Social Security Number (SSN)* field is optional when *Does [HHM] have a Social Security number (SSN)?* is **Yes** on all applicable pages allowing the Consumer to submit the application.

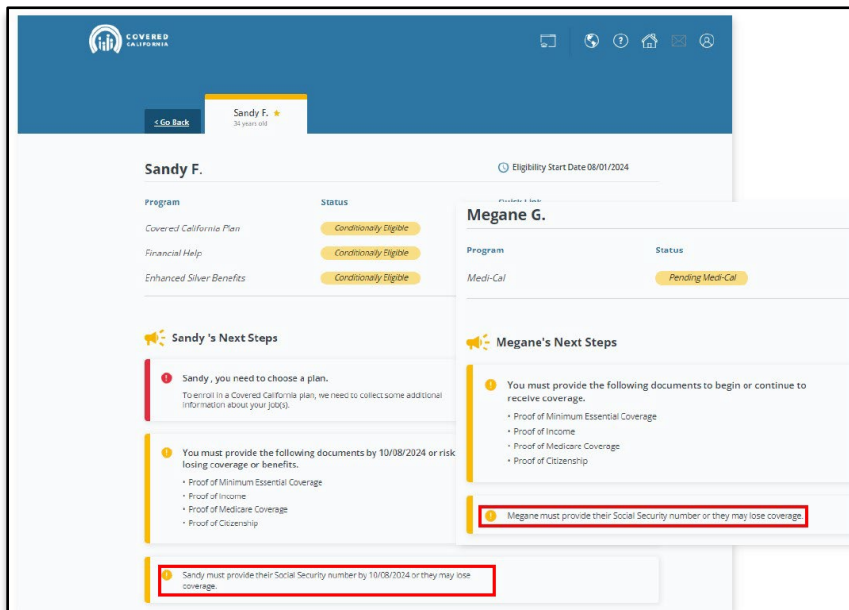
An ROP date is determined allowing more time for the SSN to be provided.

A new banner displays on the *Welcome to Your Household Eligibility Results Summary* page for Household Members who have an SSN but have not provided it during application.

Clicking the **Report a Change** link navigates the user to the Consumer Home page.



A new banner displays on the *See Full Details* page for Household Members who have an SSN but have not provided it during application and includes the expiration date of the ROP.

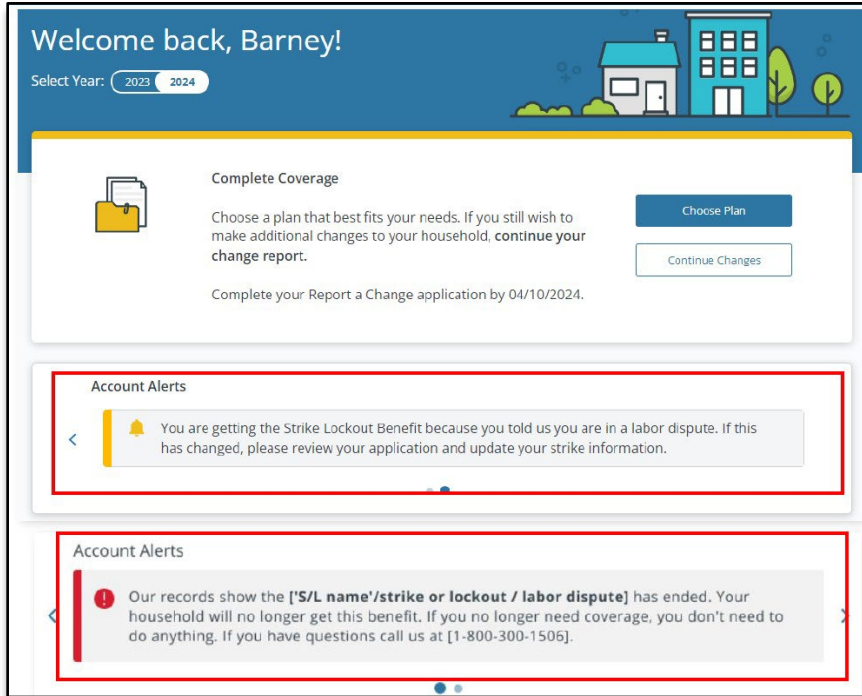


A new message displays in the *Attestation* column on the *Personal Verification* page for Household Members who have an SSN but have not provided it during application.

AB2530 Subsidies for Strike/Lockout Workers

The Consumer Home page displays two new *Account Alerts*:

- Strike Lockout Benefit approved
- Strike Lockout has ended



Updates to the *Strike Lockout Benefit* page include the following during Intake, Report a Change, Renewal, or Special Enrollment Period:

- Selecting **Yes** displays options to choose the strike, lockout, or labor dispute that applies.
- Selecting the **Not Listed** or **Labor Dispute** option dynamically displays a text box to enter the name of the strike, lockout, or labor dispute that applies.



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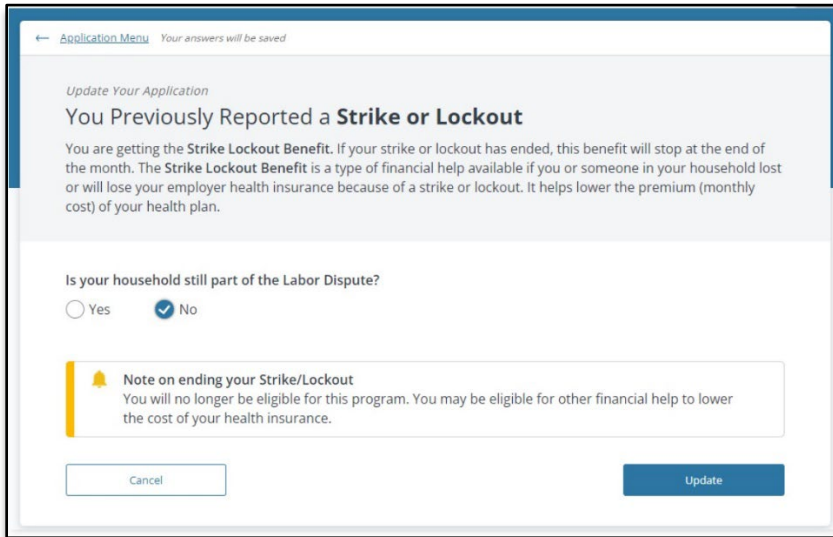
The Strike Lockout Benefit section displays updated messaging on the Review Household Information and the Basic Information Review pages of the following:

- Single Streamlined Application (SSA)
- Report a Change (RAC)

The *You Previously Reported a **Strike or Lockout*** page displays during Renewal or Report a Change when:

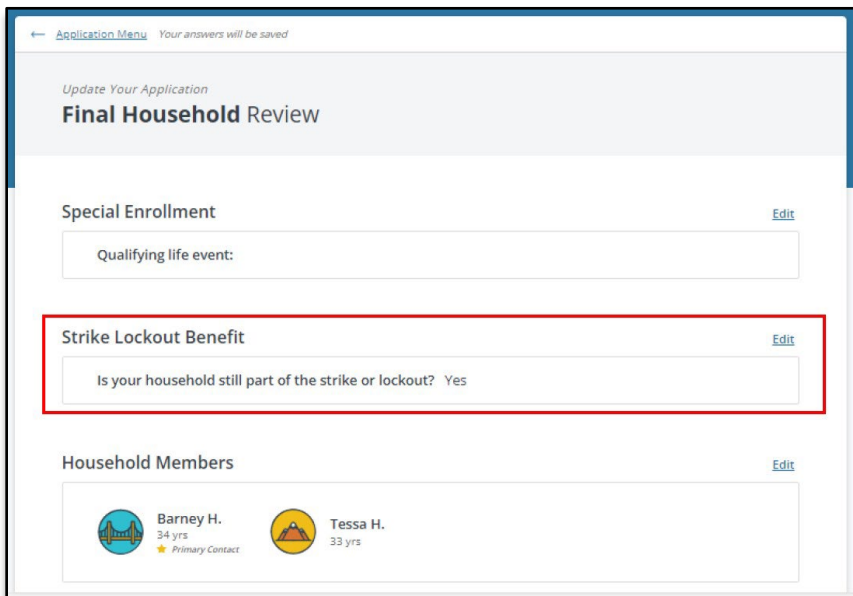
- The Consumer has previously reported a strike or lockout, AND
- The strike or lockout is active

Clicking the **No** radio button displays a yellow banner message.



The *Final Household Review* page displays a *Strike Lockout Benefit* section during Renewal or Report a Change.

Clicking the **Edit** link navigates users to the *You Previously Reported a **Strike or Lockout*** page.





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The *Financial Help* section of the *See Full Details* page displays *Strike Lockout Benefit* messaging:

- Cost savings amount when the Consumer is eligible or conditionally eligible.
- You are not longer eligible for Strike Lockout Benefit when the benefit has ended.

The *Strike Lockout Benefit* subsidy displays when the Consumer is eligible or conditionally eligible for the subsidy in the *Monthly Premium* section of the following pages:

- *Health Plan Details*
- *Confirm Your Plan*
- *Review Your Plan*
- *Renew Your Plan*
- *Plan Confirmation and Payment*
- *Adjust Advance Premium Tax Credit (APTC)*
- *Enrollment Dashboard*
- *Enrollment History*
- *Enrollment Details*
- *Enrollments*
- *Health Enrollment Details*

The *Premium and APTC Information* section in the *Enrollments*, *Change Health Enrollment Details*, and *Terminate Health Enrollment* pages displays the following new columns:

- Max Strike Lockout Benefit
- Applied Strike Lockout Benefit

Affordable Coverage for Dependents of ESI-Family Glitch Changes

The **Health Care** section of the *Review [HHM]'s Information* page (SSA) displays updated verbiage for questions and tooltips.

Clicking the new **Use our Affordability Tool to find out** link navigates the user to the Covered CA CiCi Chatbot Affordability Tool.

The FlexiApp *Health Insurance Information* section displays updated questions:

- Does this person have an offer of health coverage through a job, their family's job, or other source? This does not include COBRA and Retiree health plan(s).
- Does the health coverage meet legal affordability requirements? Don't know? Use our Affordability Tool to find out.

Clicking the **new Use our Affordability Tool to find out** link navigates the user to the Covered CA website.



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Intelligent Document Processing (IDP) System

CalHEERS implements the Intelligent Document Processing system (IDP) to verify outstanding documents using Google Document Artificial Intelligence (AI)

- Allows for near real-time review of uploaded documents.
- Reviews verifications only for Citizenship, Incarceration, Income and Lawful Presence documents.

For more information, please review the [Intelligent Document Processing \(IDP\) System Guide for Enrollers](#).

Enroller Portal/Salesforce Enhancements

CalHEERS displays new *Strike Lockout Subsidy* and *California Premium Credit Subsidy* column in the Agency and Entity BoB reports and adds *Strike Lockout Subsidy* and *California Premium Credit Subsidy* fields to Enroller’s external *Enrollment* page.

The screenshot shows a web application interface for the 'Agency Book of Business' report. The report title is 'Report: Contact Application and Enrollees Book of Business by Enroller Contact'. The table below lists data for two enrollers: Allen Transferone and George Lori. The table has columns for Enroller Contact, CalHEERS Case ID, State Subsidy, California Premium Credit Subsidy, Strike Lockout Subsidy, Renewal State Subsidy, and Old Gross Premium. The 'California Premium Credit Subsidy' and 'Strike Lockout Subsidy' columns are highlighted with a red box. The data shows various subsidy amounts for different cases.

Enroller Contact	CalHEERS Case ID	State Subsidy	California Premium Credit Subsidy	Strike Lockout Subsidy	Renewal State Subsidy	Old Gross Premium	
Allen Transferone (9)	5193249438 (2)	.74	-	\$1.00	\$74.85	\$0.00	\$0.00
		-	-	-	-	\$0.00	\$0.00
	5193249737 (4)	.98	-	\$2.00	-	\$0.00	\$0.00
		-	-	-	-	\$0.00	\$0.00
	5193249916 (3)	.98	-	\$2.00	-	\$0.00	\$0.00
		-	-	-	-	\$0.00	\$0.00
George Lori (28)	-	.26	-	\$1.00	\$77.31	\$0.00	\$0.00
		-	-	-	-	\$0.00	\$0.00
	-	-	-	-	\$0.00	\$0.00	
	-	-	-	-	-	-	

HX 12 End of Postpartum Updates in MEDS

CalHEERS updates pregnancy questions and adds new fields to the following:

- Update *Pregnancy Information* page during Renewal or Report a Change (questions display when the user reports that she is no longer pregnant).
- Demographic Information section of the Flexible Application during Renewal or Report a Change.