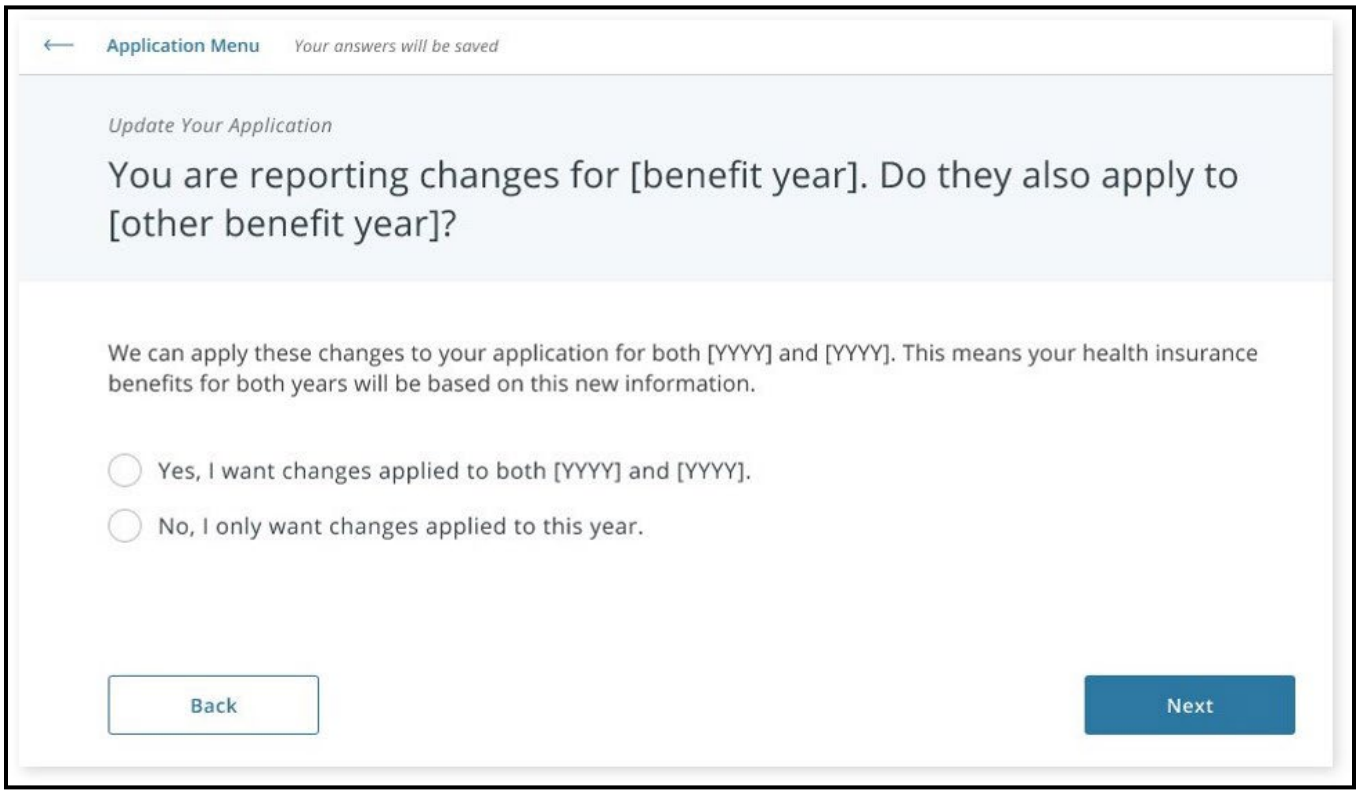
24.9 Release Notes for Certified Enrollers

Overview

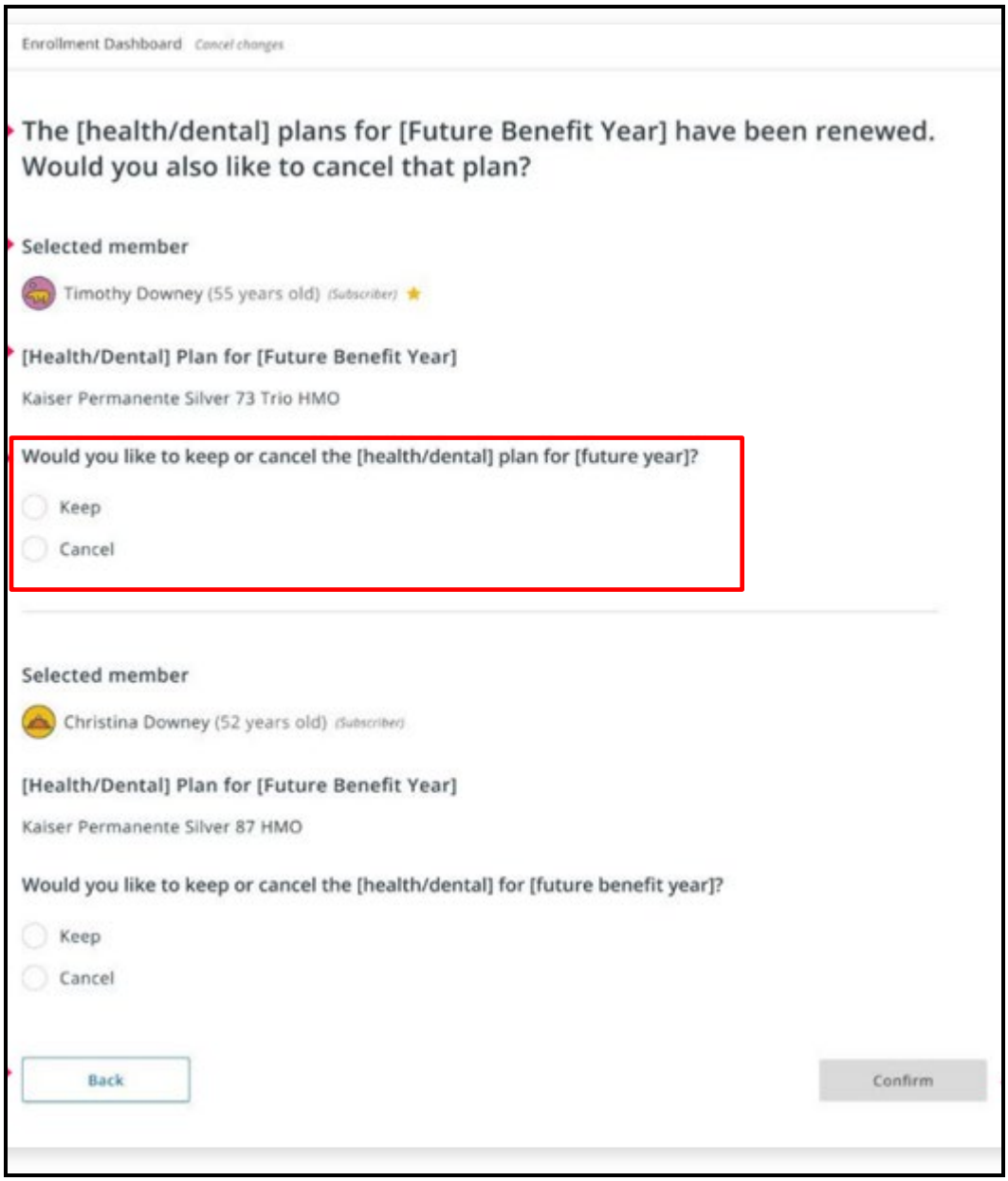
CalHEERS was updated due to release 24.9 on Monday, September 23, 2024. These release notes are intended to inform Certified Enrollers of the changes that occurred in CalHEERS with this release.

For more information about renewals, please see the Renewal Toolkit.

1. The new *You are reporting changes for [YYYY]. Do they also apply to [YYYY]?* page is added to the Single Streamlined Application.
    - The **Yes, I want changes applied to both [YYYY] and [YYYY].** radio button applies changes to both years.
    - The **No, I only want changes applied to this year.** radio button applies changes only to the current year (eligibility could be different for both years)

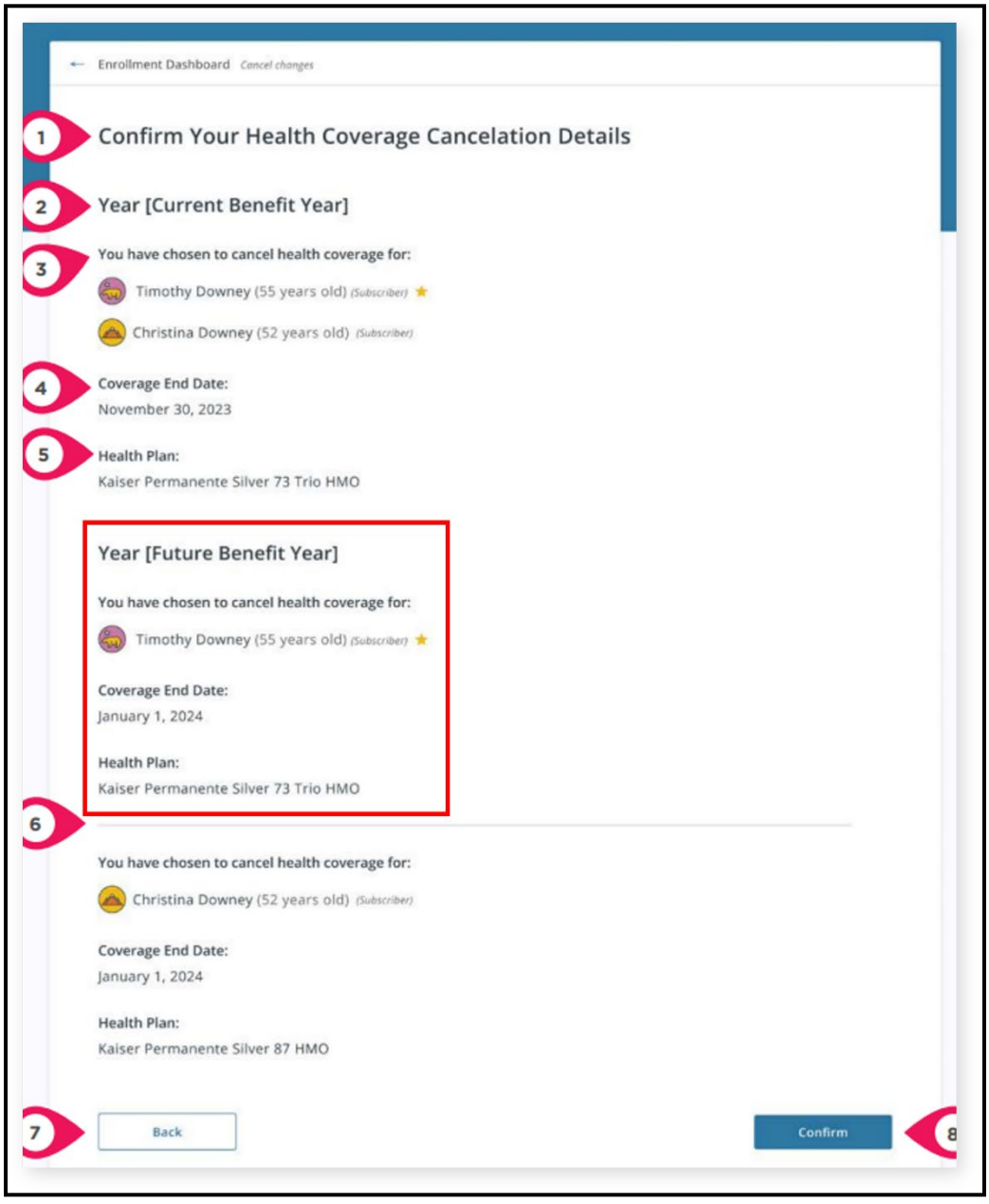


2. During renewal, the new *The [health/dental] plans for [future benefit year] have been renewed. Would you also like to cancel that plan?* page displays the following radio button options:
   - **Keep**
   - **Cancel**

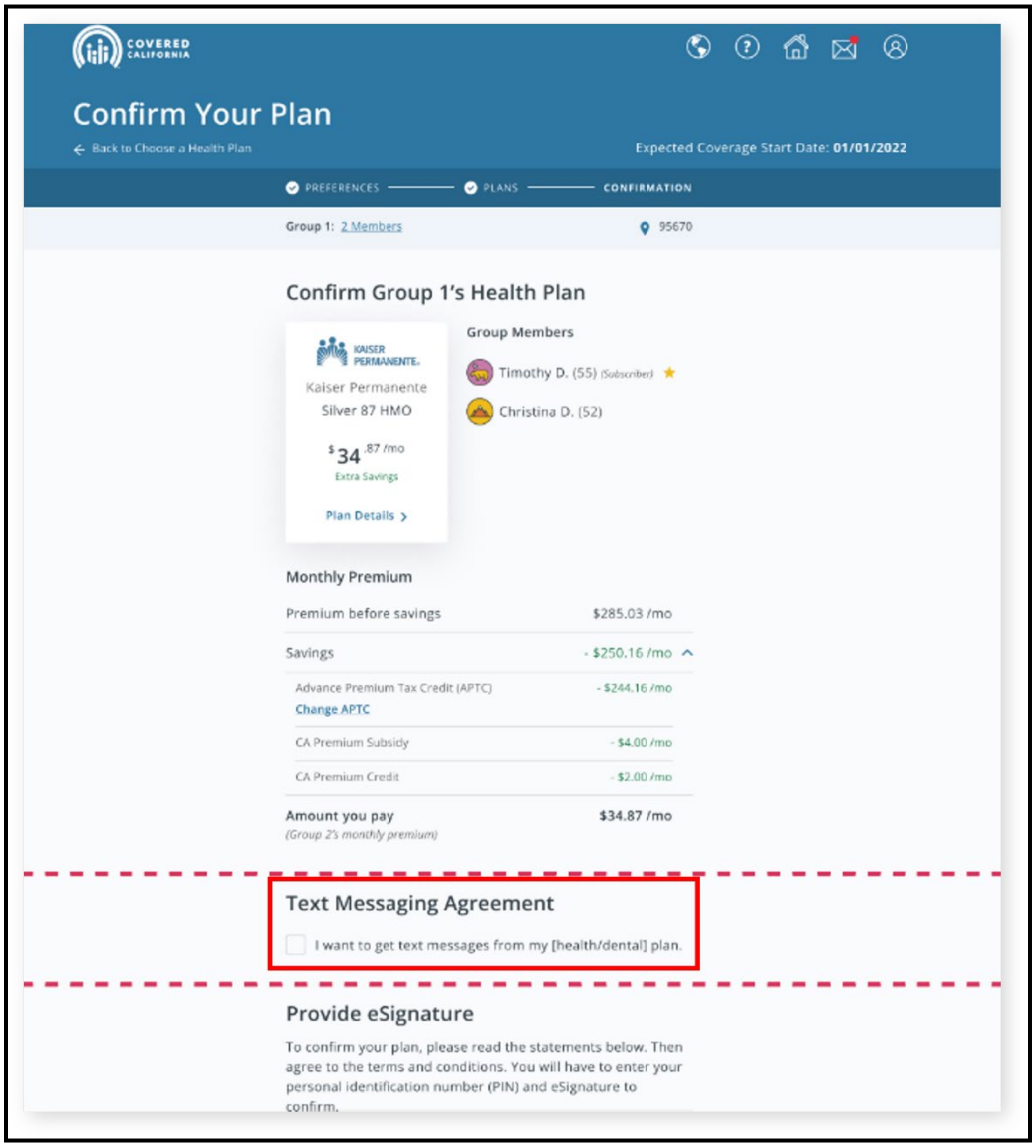


3. The *Confirm Your Health Coverage Cancelation Details* page displays a new section:

Year [Future Benefit Year] section when a Consumer cancels their health or dental plan for the future benefit year during Renewal and Open Enrollment.

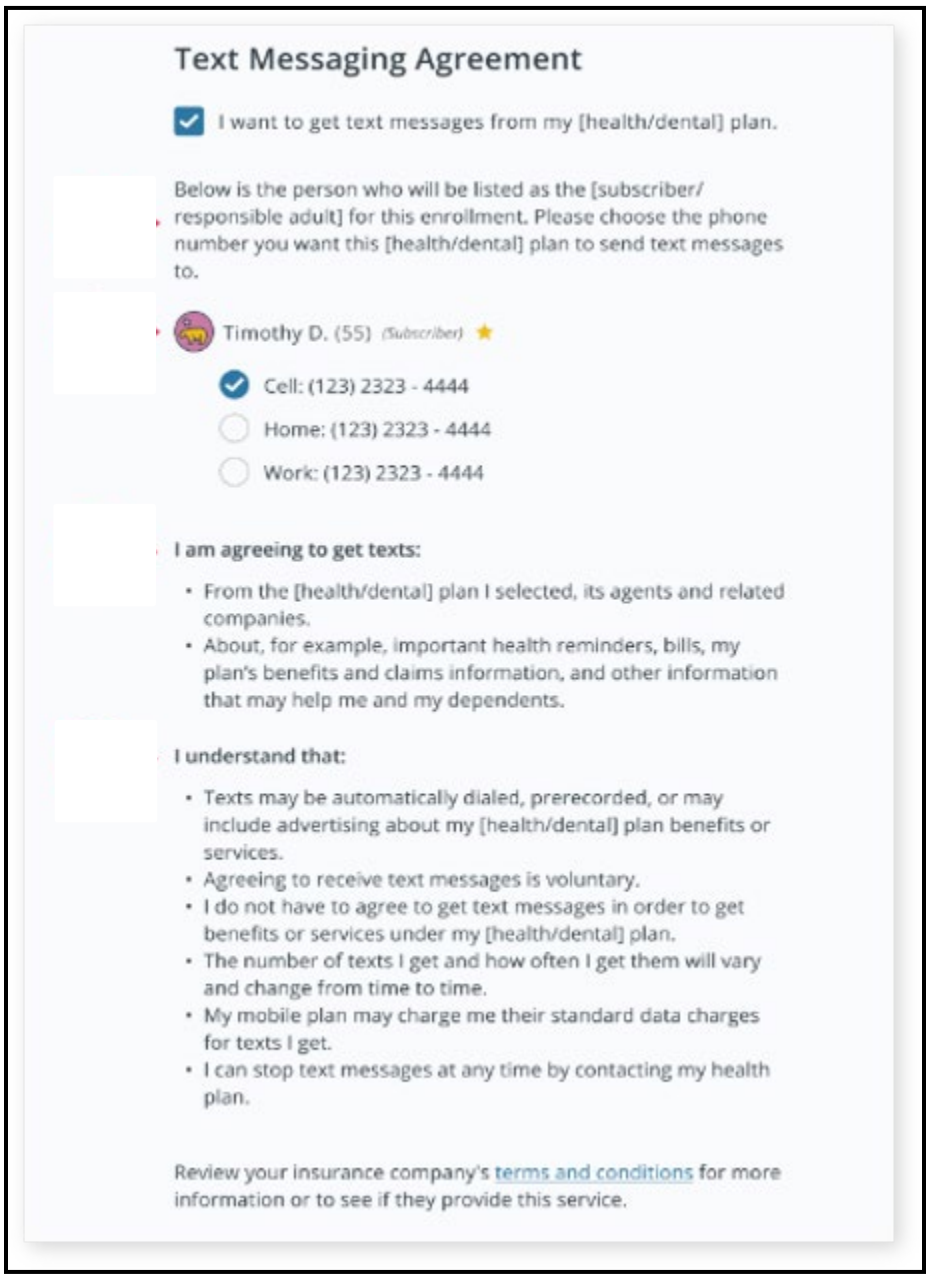


4. The new *Text Messaging Agreement* section displays on the *Confirm Your Plan* page when a cell phone number is provided on the application.

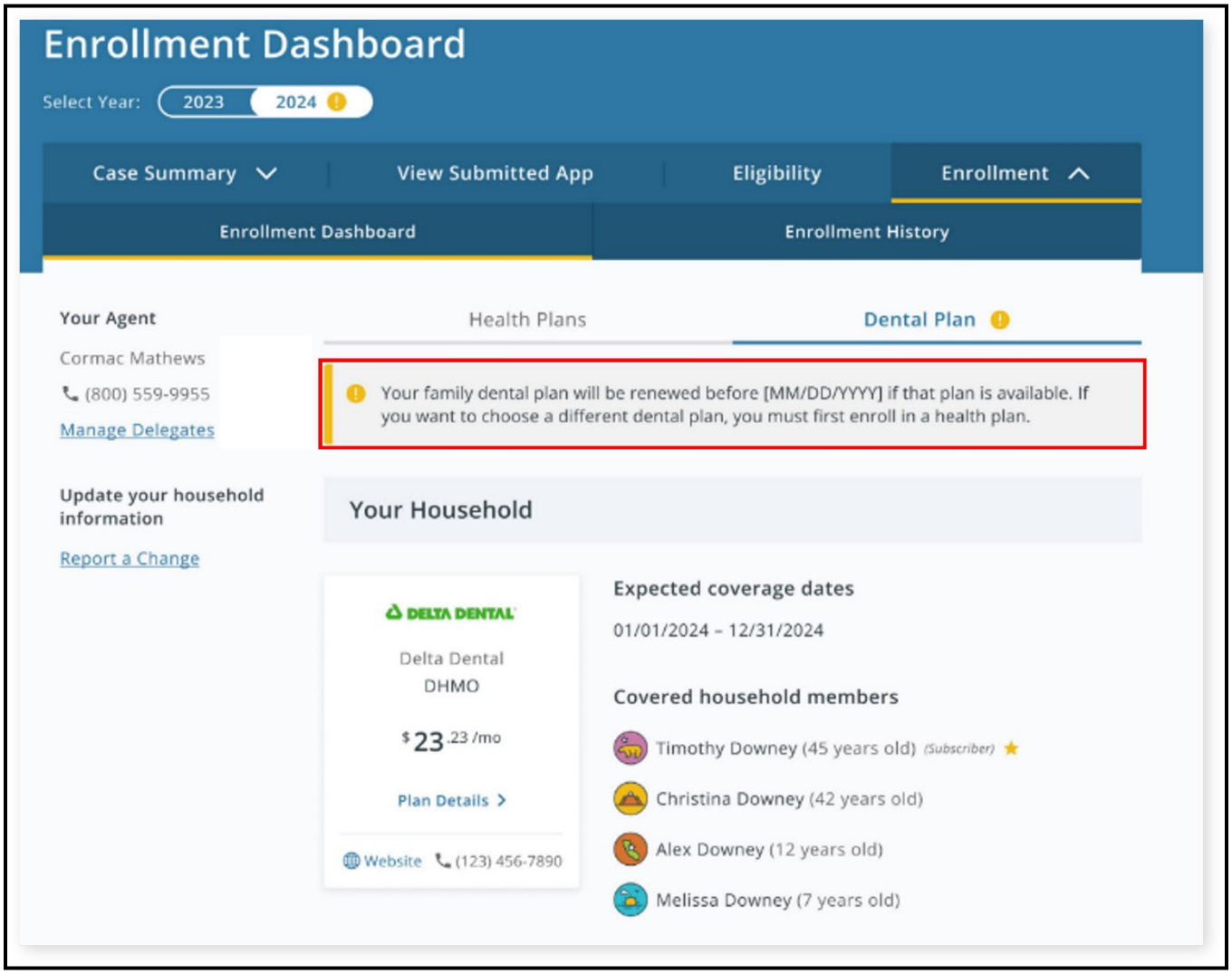


The expanded *Text Messaging Agreement* section displays with the following:

- Phone information for the Primary Contact
- Consumer agreements
- Clicking the **terms and conditions** link navigates the user to the Covered California web page


Text Messaging Agreement
I want to get text messages from my [health/dental] plan.
Below is the person who will be listed as the [subscriber/ responsible adult] for this enrollment. Please choose the phone number you want this [health/dental] plan to send text messages to.
Timothy D. (55) (Subscriber)
Cell: (123) 2323 - 4444
Home: (123) 2323 - 4444
Work: (123) 2323 - 4444
I am agreeing to get texts:
From the [health/dental] plan I selected, its agents and related companies.
About, for example, important health reminders, bills, my plan's benefits and claims information, and other information that may help me and my dependents.
I understand that:
Texts may be automatically dialed, prerecorded, or may include advertising about my [health/dental] plan benefits or services.
Agreeing to receive text messages is voluntary.
I do not have to agree to get text messages in order to get benefits or services under my [health/dental] plan.
The number of texts I get and how often I get them will vary and change from time to time.
My mobile plan may charge me their standard data charges for texts I get.
I can stop text messages at any time by contacting my health plan.
Review your insurance company's terms and conditions for more information or to see if they provide this service.

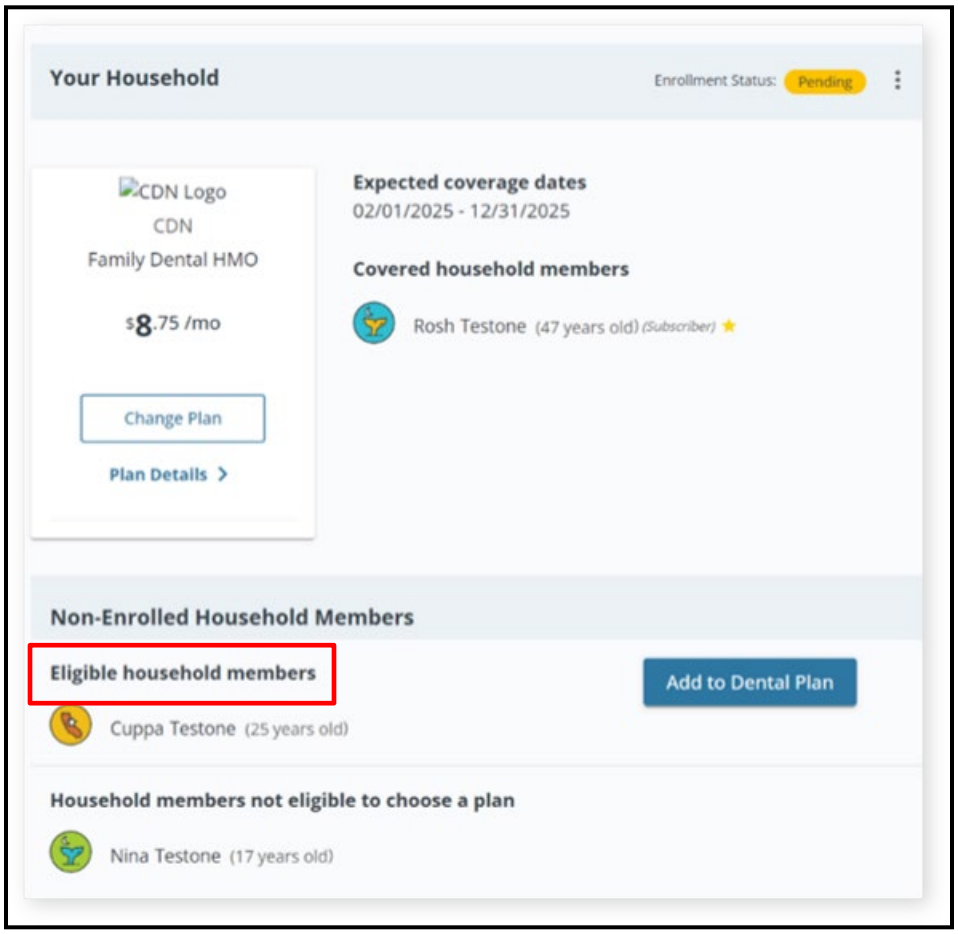
5. The *Enrollment Dashboard* displays a new banner message for dental-only Consumers during Renewal and Open Enrollment.



6. The *Enrollment Dashboard* displays HHMs that are ineligible for renewal through the end of the renewal year with the following:
   - Grayed-out text
   - Blue exclamation icon
   - *No longer eligible for renewal*
   - **Dismiss** link

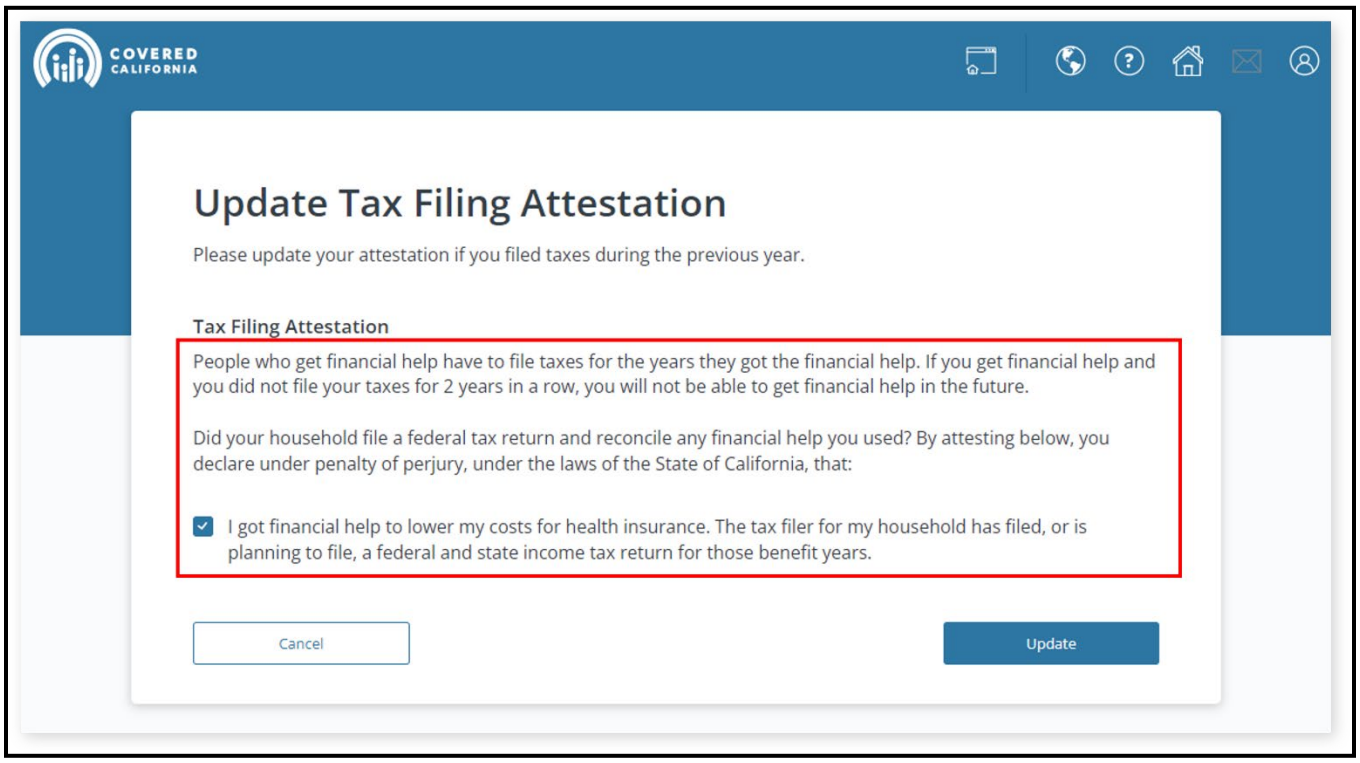
Health Plans
Dental Plans
One or more household members haven't selected their health plan. Any household members who wish to enroll in a dental plan must first complete their health plan selection.
Your Household
Enrollment Status:
Enrolled
DELTA DENTAL
Delta Dental
DHMO
$23.23 /mo
Plan Details >
Website
(123) 456-7890
Coverage dates
01/01/2022 - 12/31/2022
Premium start date
02/01/2022
Policy ID
123456789
Covered household members
Timothy Downey (55 years old) (Subscriber)
Christina Downey (52 years old)
No longer eligible for renewal
Dismiss
Alexander Downey (12 years old)
Melissa Downey (7 years old)

7. The **Dental Plans** tab of the *Enrollment Dashboard* displays a new *Need to complete health enrollment* section and the Household members section is renamed to Eligible household members.



Failure to Reconcile Updates

1. The *Update Tax Filing Attestation* page displays an updated checkbox and messaging.



2. The *Financial Help* section of the *See Full Details* page displays updated messaging when HHMs meet the following criteria:

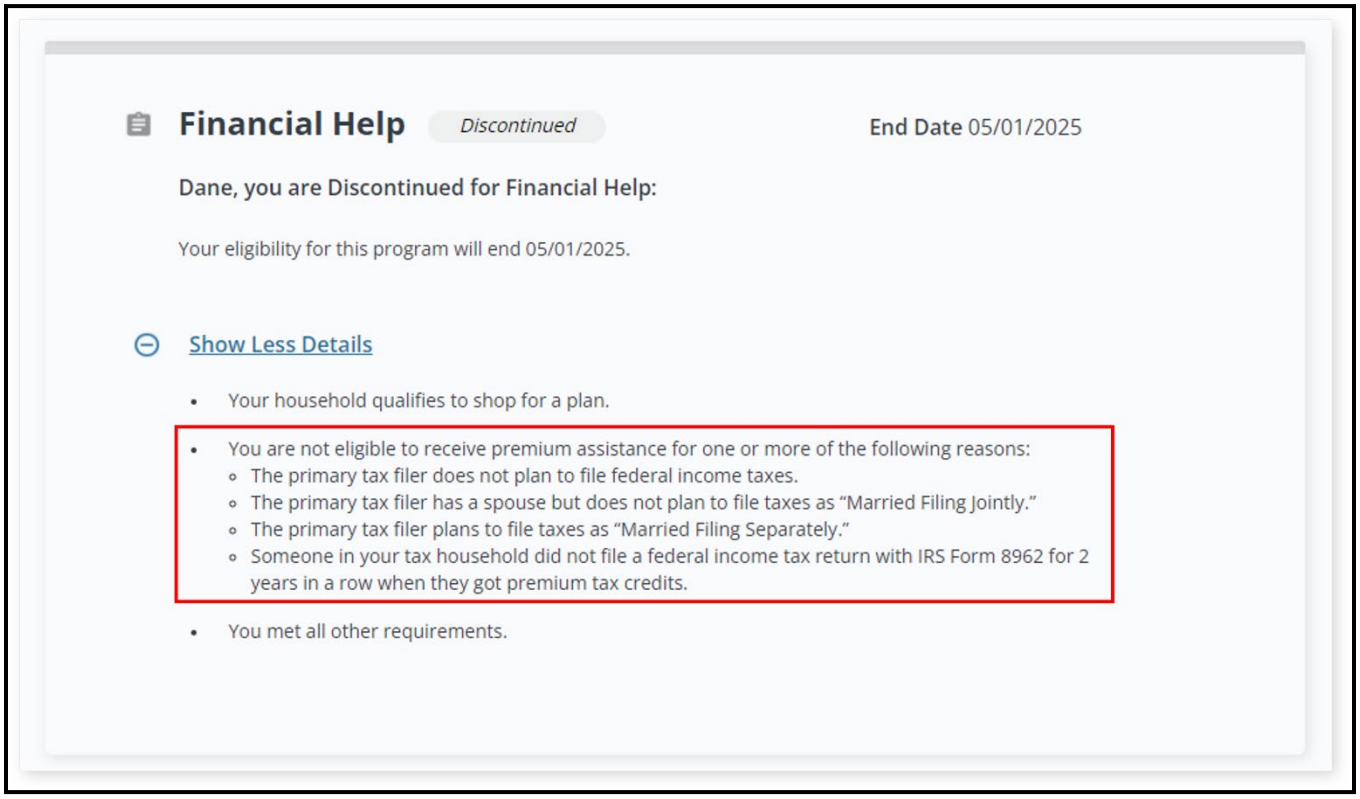
Ineligible or Discontinued for APTC, Cost Sharing Reduction (CSR), California State Premium Subsidy (CAPS), or Strike Lockout Benefit (SLS) due to the HHM:

Not planning to file taxes

Being married filing separately for taxes

AND/OR

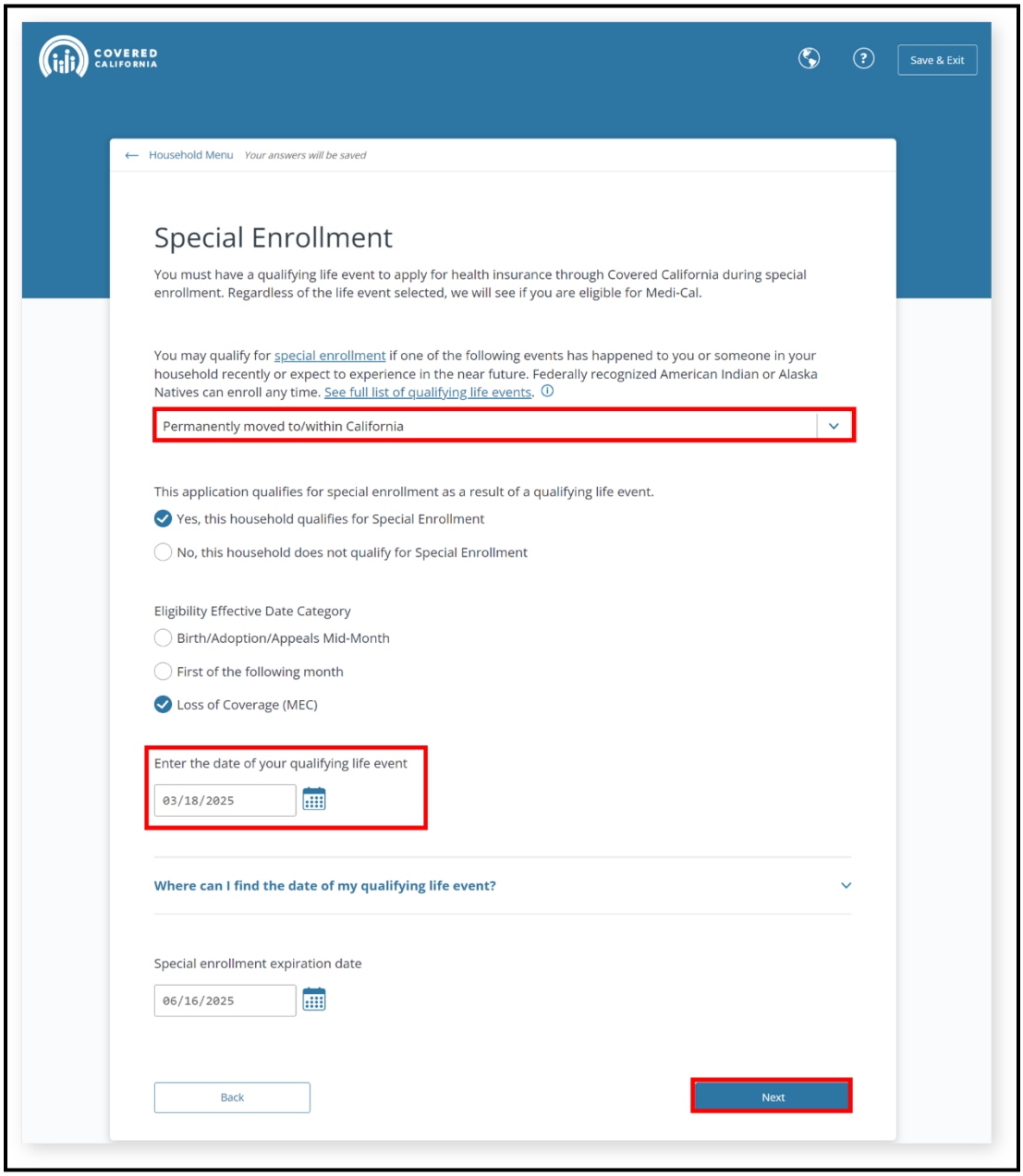
Someone in your tax household did not file a federal income tax return with IRS Form 8962 for two years in a row when they received premium tax credits.



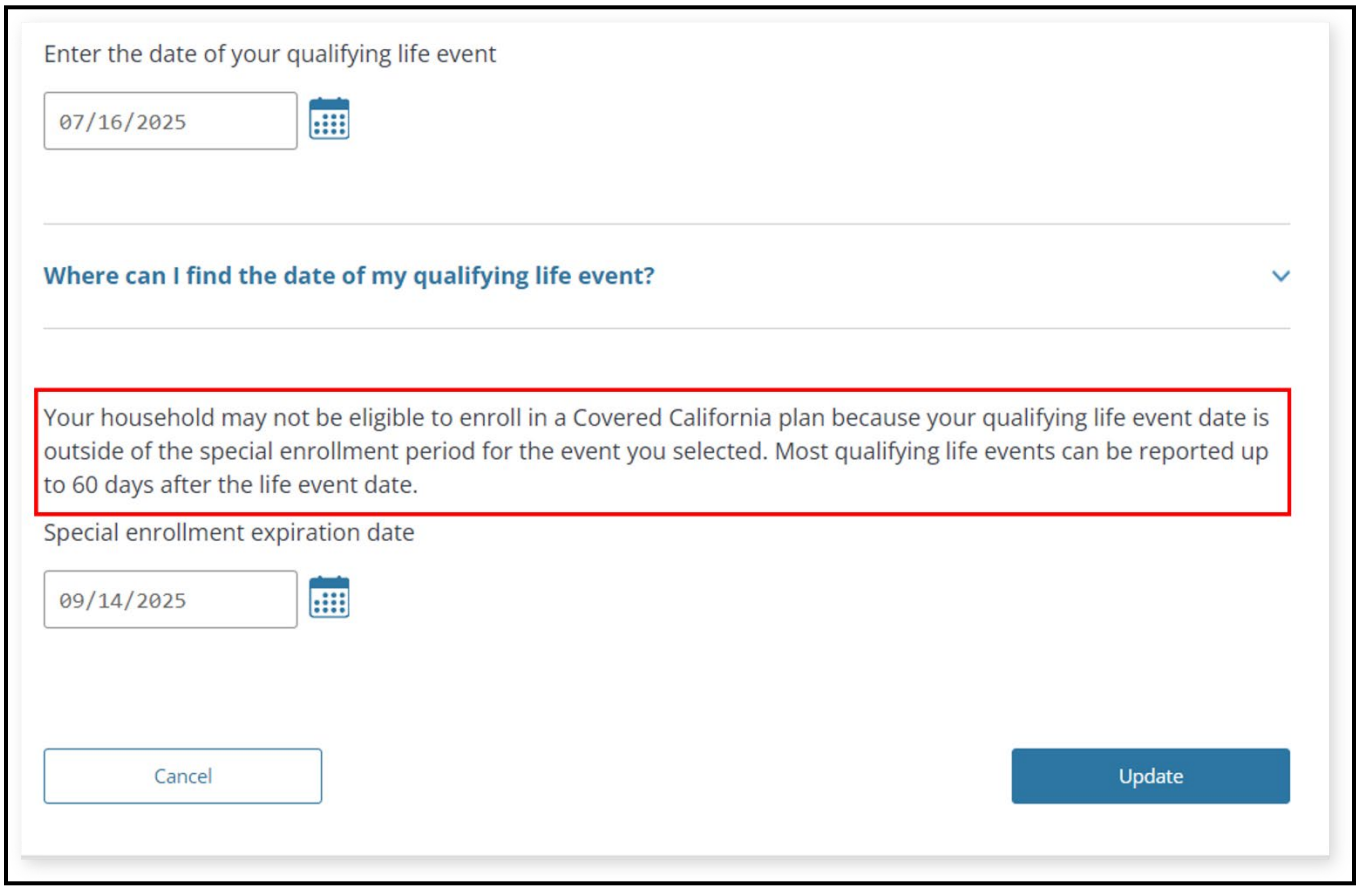
Special Enrollment Period Updates for 2025

A Qualifying Life Event (QLE) date may be entered that is up to 60 days in the future in the *Enter the date of your qualifying life event* field for the following QLEs:

- **Permanently moved to/within California**
- **Released from jail or prison**

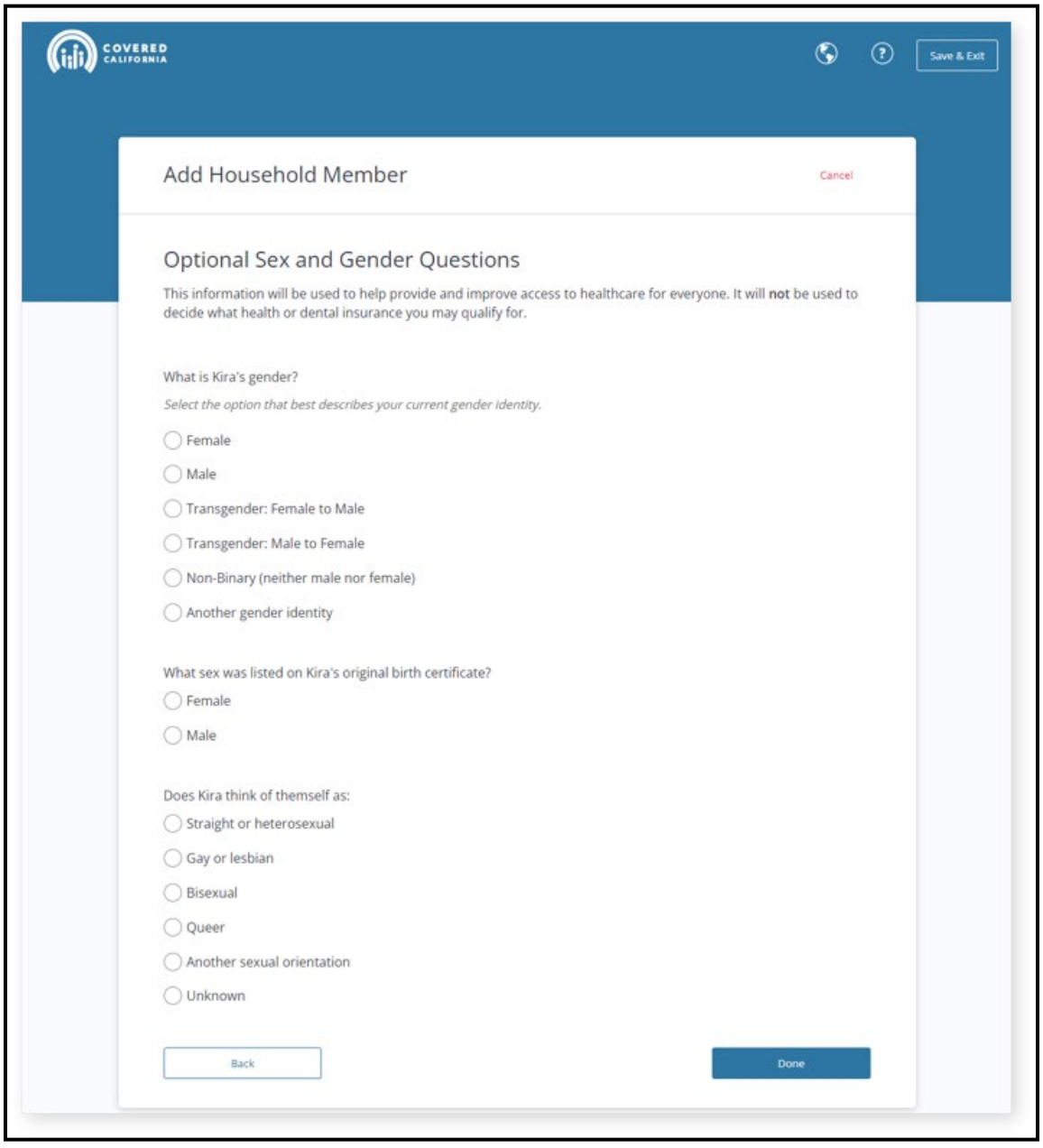


A message displays when the *Enter the date of your qualifying life event* field date for the **Permanently moved to/within California** or **Released from jail or prison** QLEs exceeds 60 days.

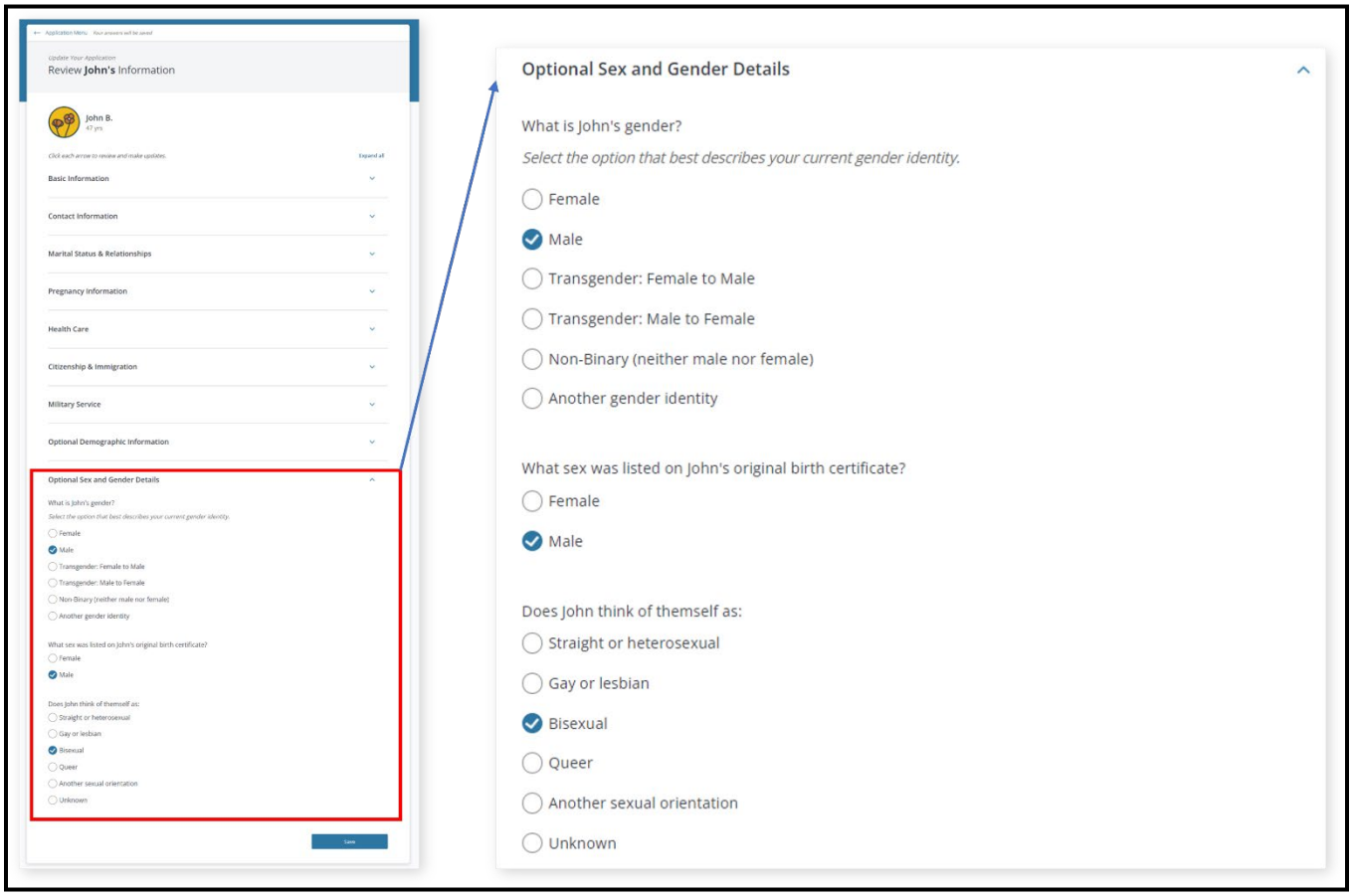


Moving Sexual Orientation and Gender Identity (SOGI) Questions in the Application Flow

The *Add Household Member* page displays a new *Optional Sex and Gender Questions* section for HHMs 12 years of age or older, during an intake application.



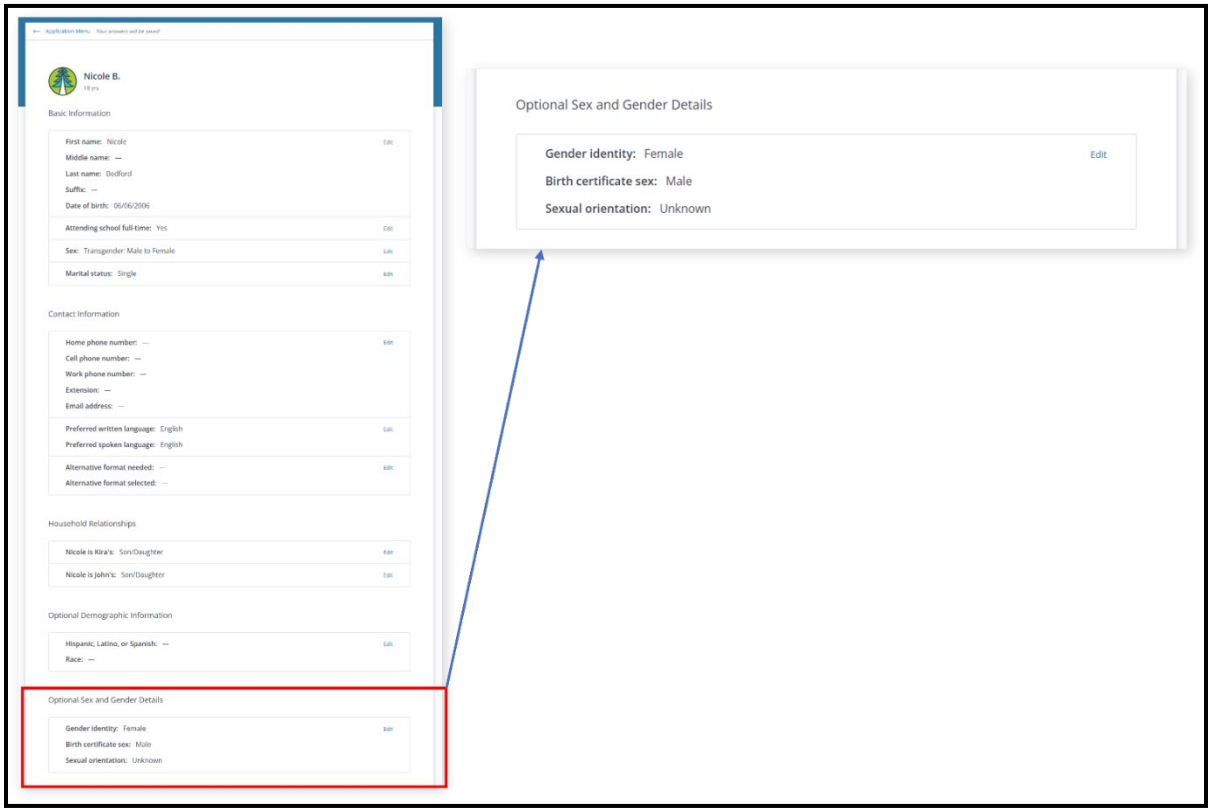
The *Review **[HHM]'s** Information* page displays a new *Optional Sex and Gender Questions* section for HHMs 12 years of age or older, during a RAC application.



The *[HHM] Review, Review Individual Information*, and the *Final Individual Review* pages display new *Optional Sex and Gender Details* sections with the following:

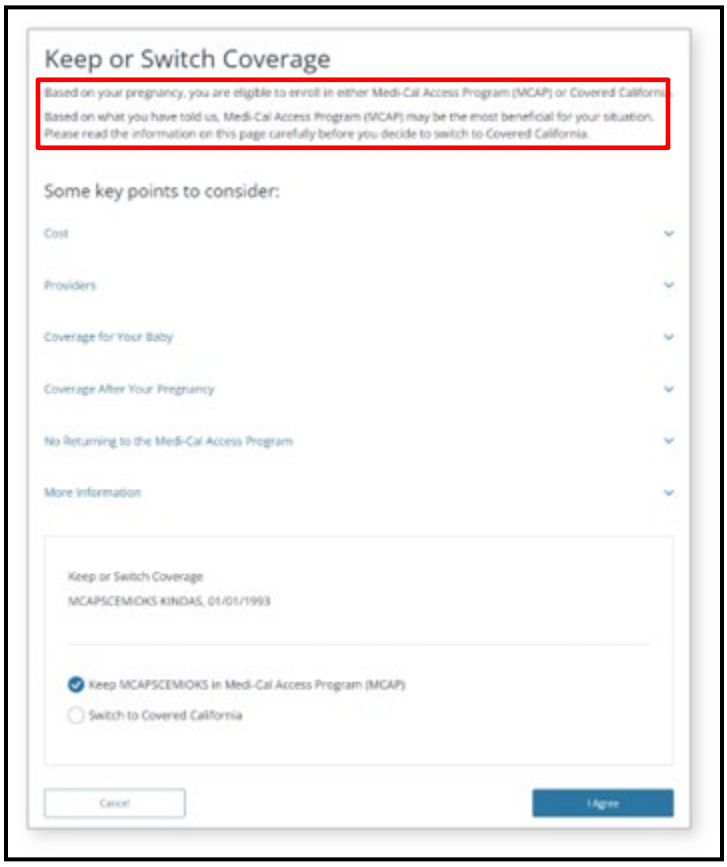
- *Gender identity*: label
- *Birth certificate sex*: label
- *Sexual orientation:* label

The **Edit** link navigates users to the *Optional Sex and Gender Details* section on the *Add Household Member* page for intake applications, or the *Review [HHM]'s Information* page for a Report a Change.


Nicole B.
Basic Information
First name: Nicole
Middle name: —
Last name: Bedford
Suffix: —
Date of birth: 06/06/2006
Attending school full-time: Yes
Sex: Transgender: Male to Female
Marital status: Single
Contact Information
Home phone number: —
Cell phone number: —
Work phone number: —
Extension: —
Email address: —
Preferred written language: English
Preferred spoken language: English
Alternative format needed: —
Alternative format selected: —
Household Relationships
Nicole is Kira's: Son/Daughter
Nicole is John's: Son/Daughter
Optional Demographic Information
Hispanic, Latino, or Spanish: —
Race: —
Optional Sex and Gender Details
Gender identity: Female
Birth certificate sex: Male
Sexual orientation: Unknown
Optional Sex and Gender Details
Gender identity: Female
Edit
Birth certificate sex: Male
Sexual orientation: Unknown

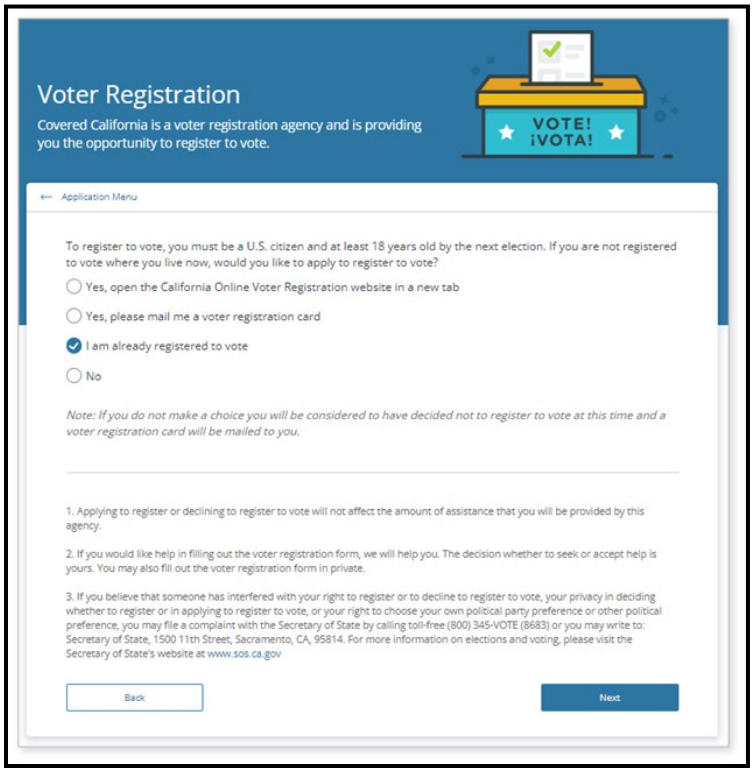
User Interface Updates

1. The *Keep or Switch Coverage* page displays updated messaging: *Based on what you have told us, [QHP or MCAP] may be the most beneficial for your situation. Please read the information on this page carefully before you decide to switch to [MCAP or MC].*

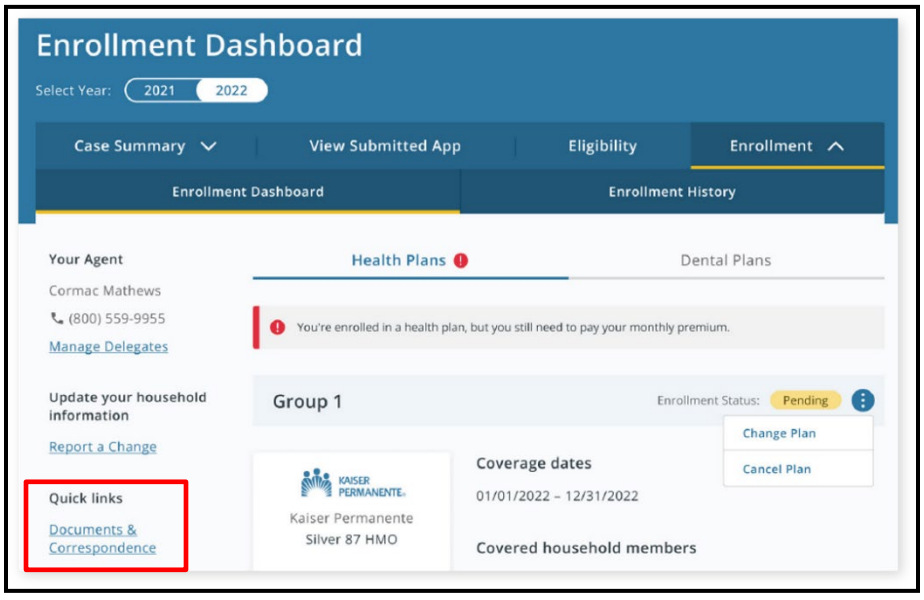


2. The *[YYYY] Household Summary* popup on the Consumer Home page displays updated messaging for HHMs turning 65 years old with the following links:
   - **Tell us about the change** link – navigates the users to the *How would you like to review and update this application?* page
   - **Cancel the Covered California plan** – navigates users to the *Enrollment Dashboard*
   - **Medicare.gov** – navigates users to the Medicare website

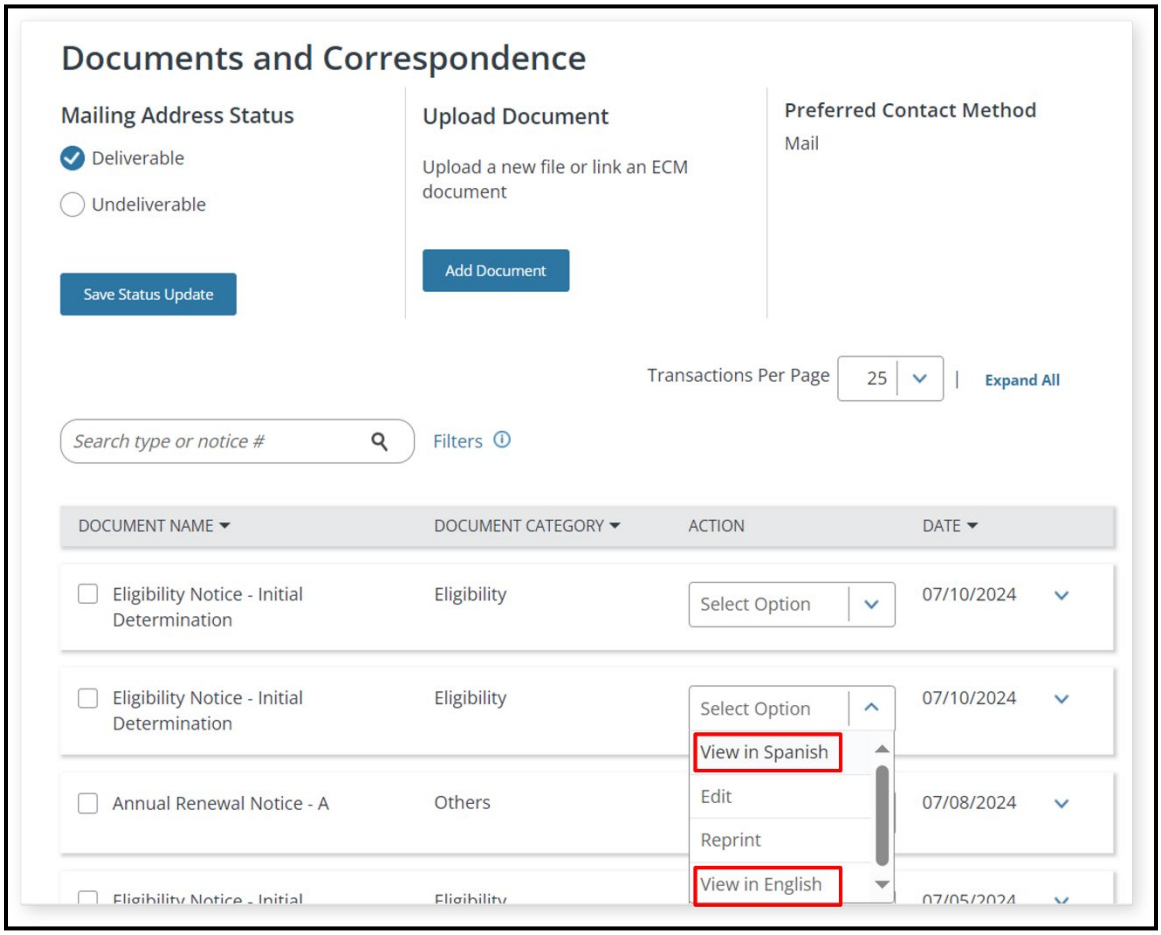
3. The new **I am already registered to vote** radio button displays on the *Voter Registration* page to confirm that the Consumer does not want a Voter Registration card.



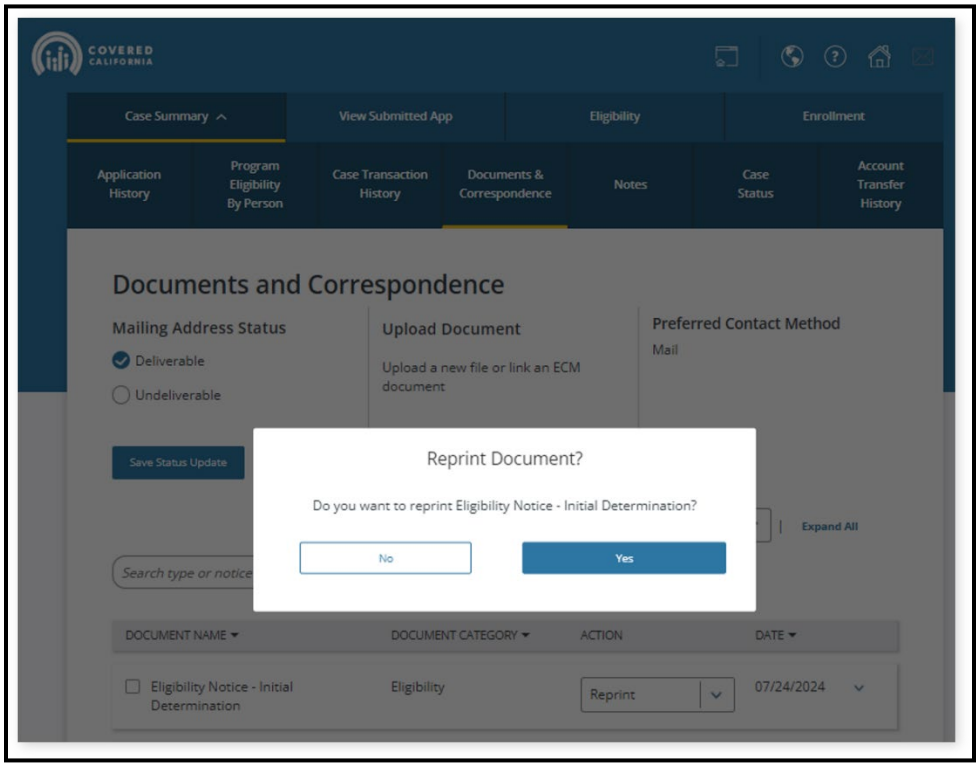
4. A new **Documents & Correspondence** link displays on the *Enrollment Dashboard* in the new *Quick Links* section.
    - Clicking the **Documents & Correspondence** link navigates users to the *Documents and Correspondence* page.



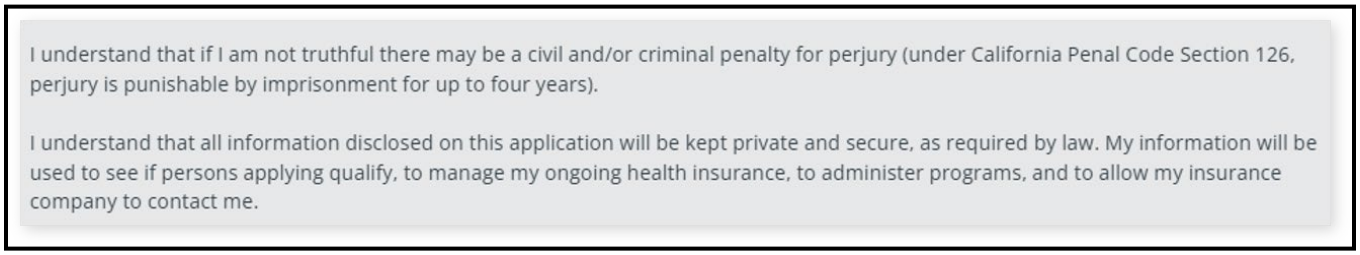
5. The *ACTION* column on the *Documents and Correspondence* page displays the following for Consumers whose preferred language is not English:
   - Updated **View in [Preferred language]** dropdown option
   - New **View in English** dropdown option



6. Clicking the **Reprint** option in the *ACTION* column on the *Documents and Correspondence* page displays a new *Reprint Document?* popup:
   - Clicking the **Yes** button displays the Reprint Notice popup
   - Clicking the **No** button closes the popup



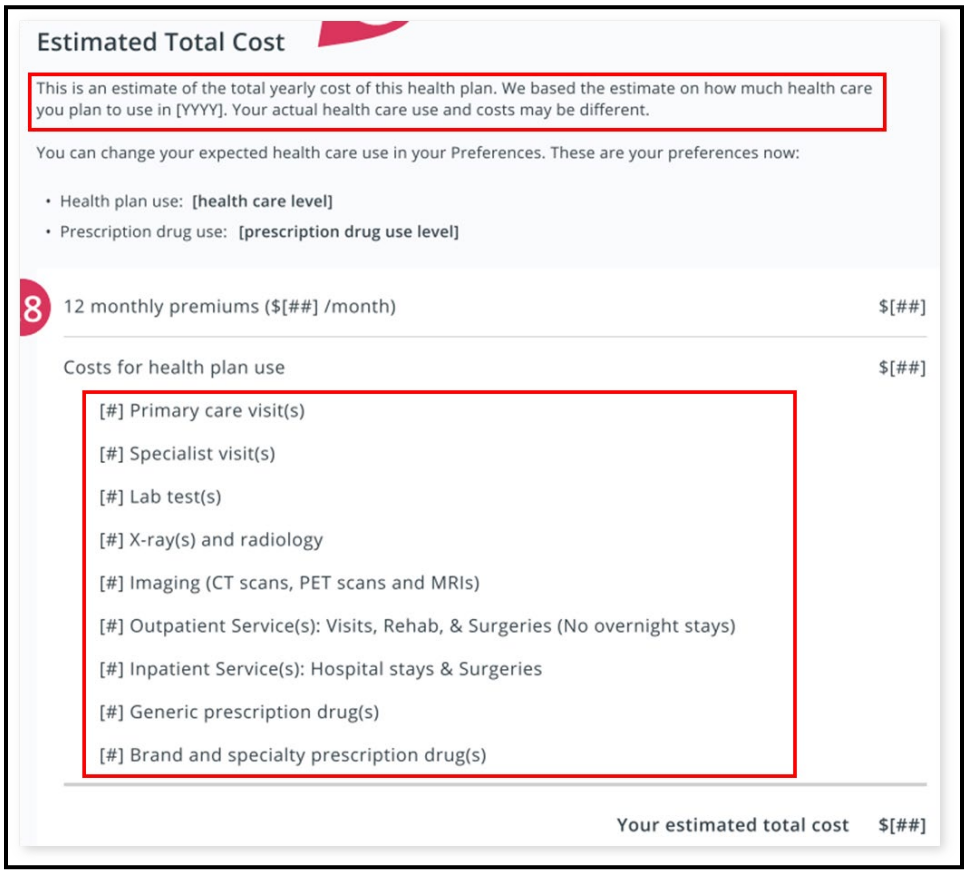
7. The *Sign and Submit Your Application* page displays updated messaging under *the Please read this important information about your application. Once you finish reading, check the box to certify you have done so.* section.



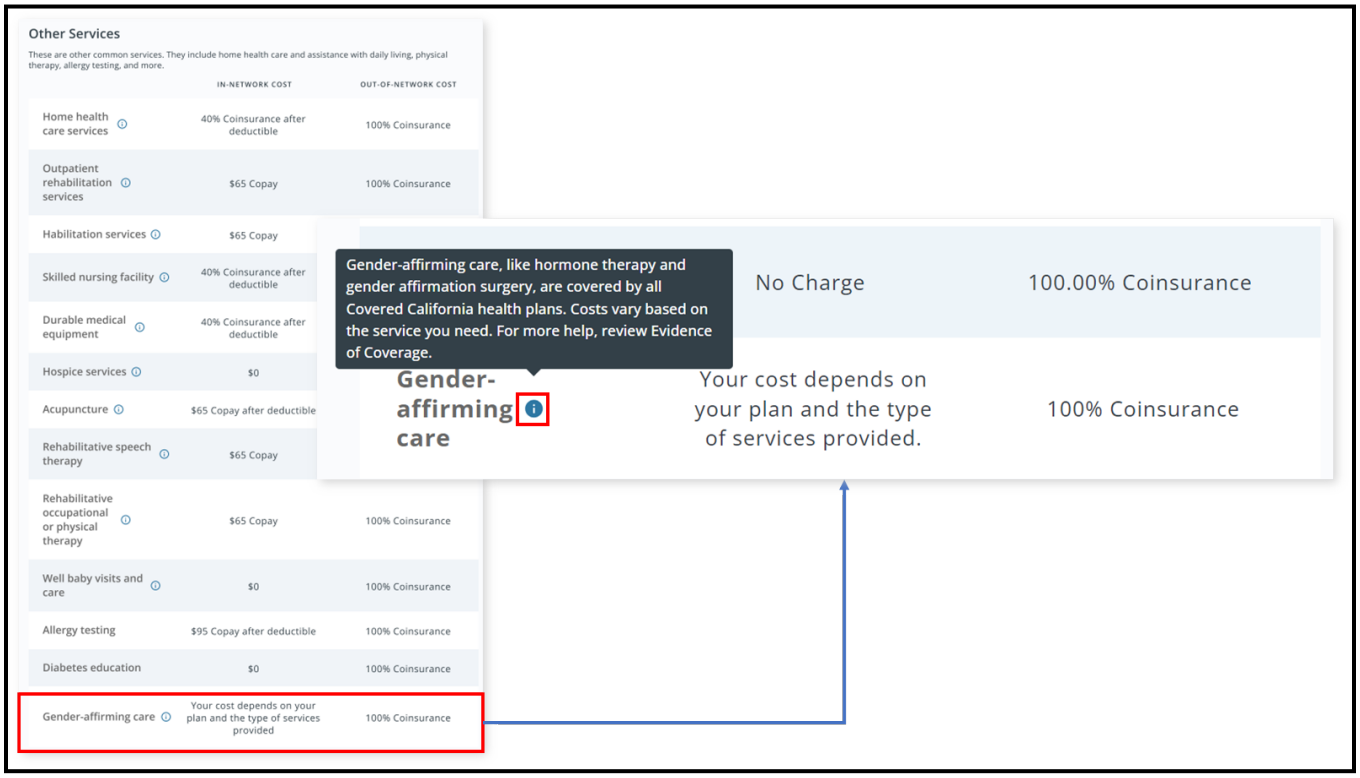
Plan Benefits Display and Estimated Total Cost Attributes Updates

1. All plan benefit attributes used to calculate the estimated total cost and updated messaging display in the *Estimated Total Cost* section of the Health Plan Details page for plan year 2025 and onwards.

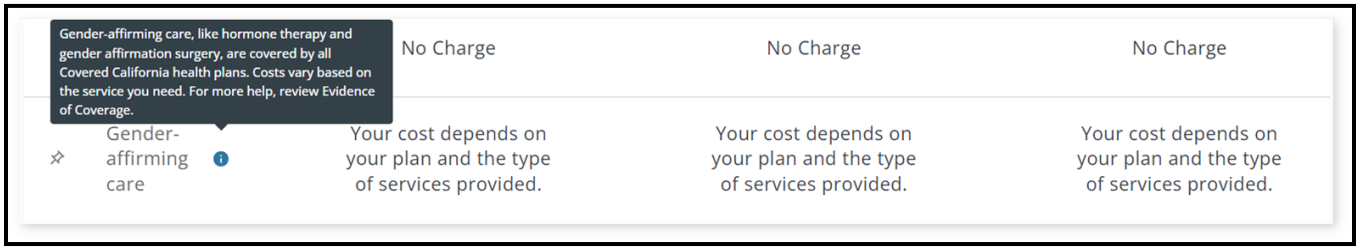
Note: Plan benefit attributes do not display when the estimated total cost is $0.



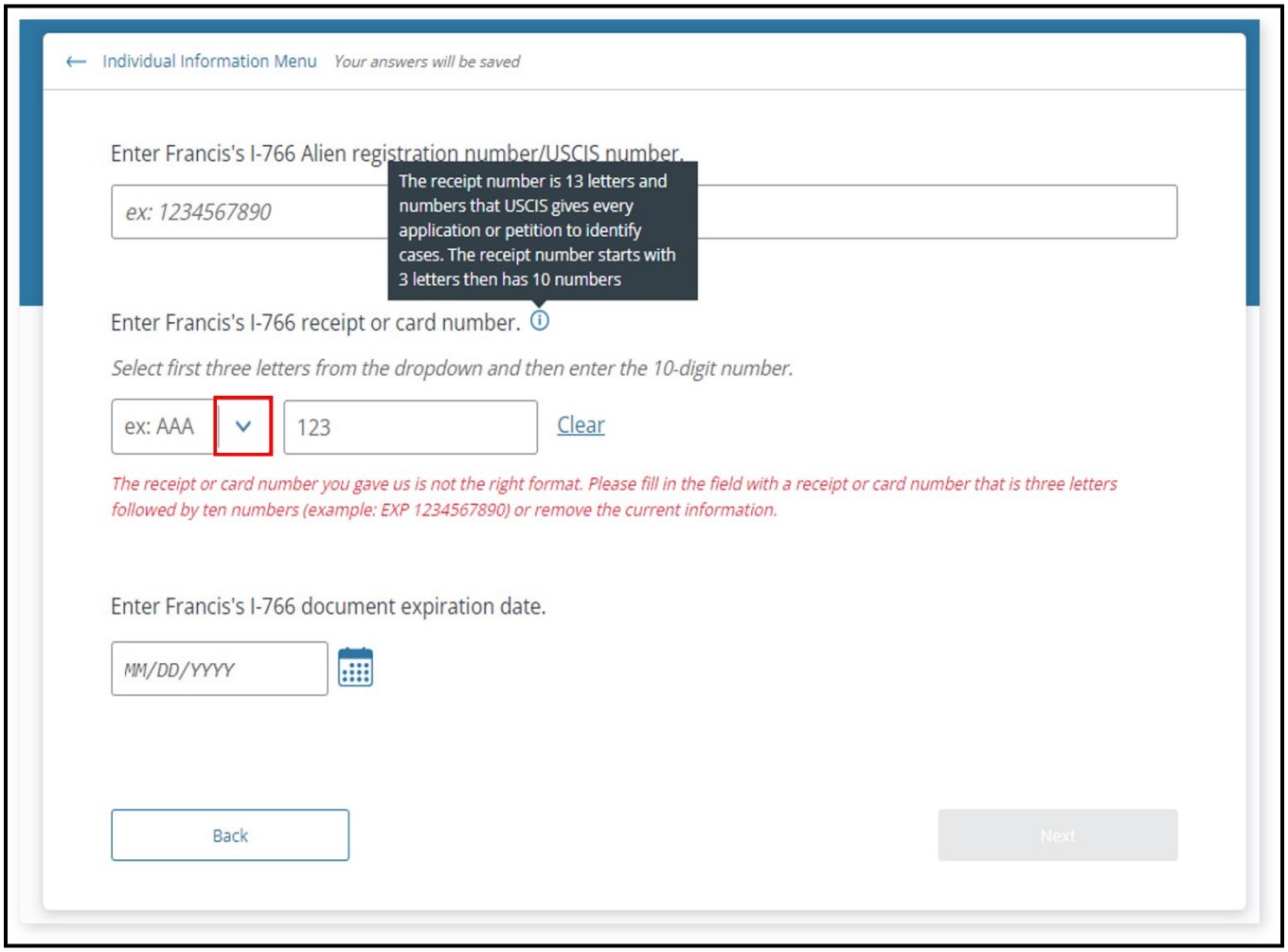
2. New *Gender-affirming care details* and a tooltip display in the *Other Services* section of the *Health Plan Details* page.



3. A new *Gender-affirming care* row displays in the *Other Services* section on the *Compare Health Plans* page.



4. The *non-citizenship* section of the *Individual Information Menu* displays the following new features:
   - Tooltip
   - Receipt number of dropdown to select the first 3 letters of the receipt number
   - **Clear** link
   - Field validation error message
   - **Calendar** icon for date fields



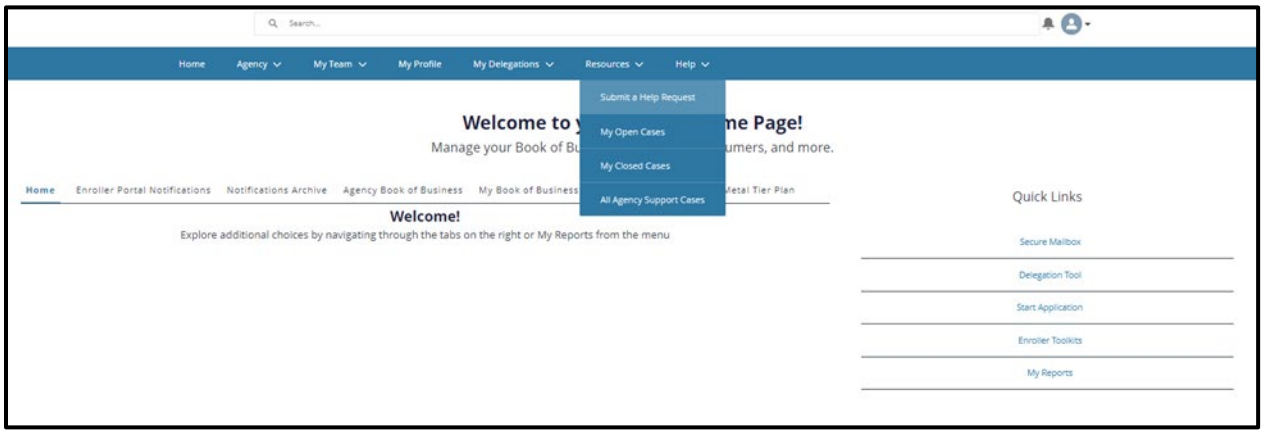
24.6 Release Notes for Certified Enrollers

Submitting a Help Request and Live Chat

The new *Help* dropdown was added to the Enroller Portal on August 12, 2024. The dropdown includes the following options:

- Submit a Help Request
- My Open Cases
- My Closed Cases
- All Agency Support Cases/All Entity Support Cases

Note: the options may vary based on role.



Please see the Enroller Portal Submitting a Help Request and Live Chat Task Guide to learn more about this functionality.