

Overview

A Duplicate Prevention Logic pop-up may appear during the creation of a consumer application for health coverage. This pop-up functionality was implemented to alert the user and help prevent the creation of duplicate CalHEERS cases.

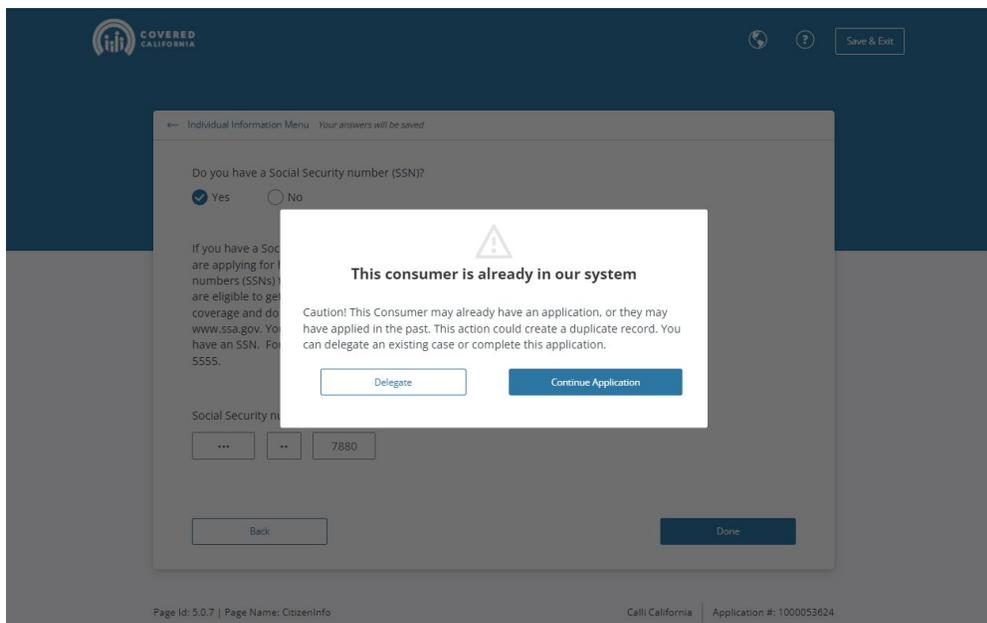
Important

- **Bypassing the Duplicate Prevention Logic pop-up has the potential of creating a duplicate case and duplicate enrollment for a consumer. This may result in significant financial hardship for an individual who over-consumes APTC during the year and must repay it at tax reconciliation.**
- **When a duplicate case is closed, the enroller may need to pay back the commissions received.**
- **If the consumer has an existing Medi-Cal case and a new CalHEERS case is created with Covered California eligibility, the Medi-Cal case takes priority, and the enroller could lose the delegation.**

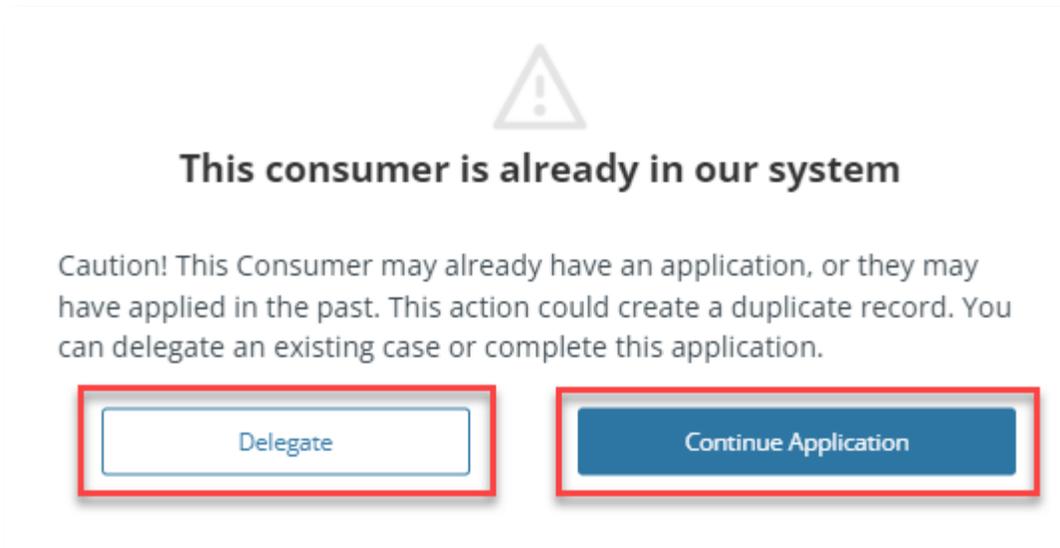
The steps below will show what the pop-up looks like and what to do when it appears.

Steps

1. When completing an application for a consumer, after filling in all the application information and continuing forward from the SSN page, if there is a match in CalHEERS to an existing case(s) with similar information (DOB, SSN, etc.), a Duplicate Prevention Logic pop-up will appear:



2. If this pop-up does not appear, the user may continue with reviewing the application, eligibility, and plan selection.
3. If the pop-up appears, the user has the option of requesting delegation to the existing CalHEERS case or continuing with the application:



4. Selecting the “Delegate” button will take you to the Delegation Tool where you can enter the consumer information and the tool will search for an existing consumer case.
 - a. If the Delegation Tool finds multiple CalHEERS cases with the same consumer information, you will need to contact the [Service Center](#) to become delegated to the correct CalHEERS case.
 - b. Please refer to the [Delegation Tool Quick Guide](#) for additional details.