

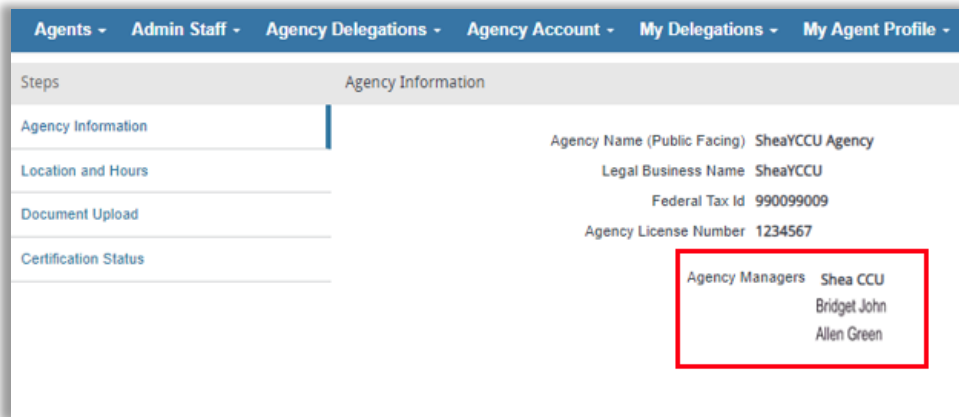
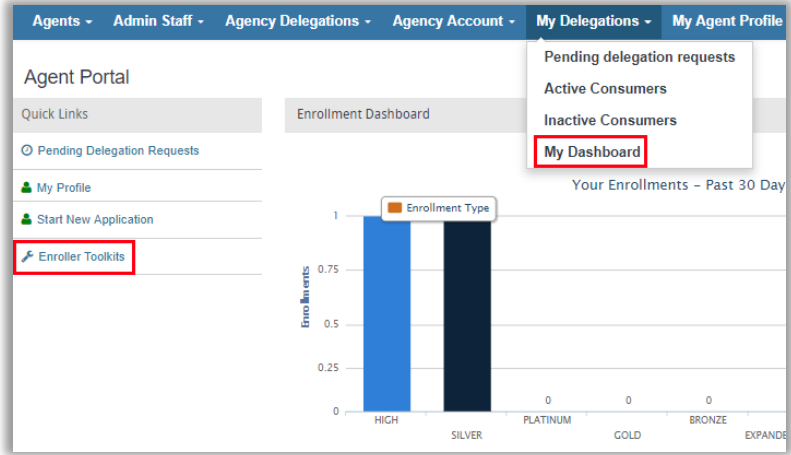
Release Date: July 22, 2019

CalHEERS will be updated to version 19.7 on Monday, July 22, 2019. These release notes are intended to inform you of the important changes occurring in CalHEERS with this release.

Enhancements to the Certified Enroller Portal

The *Enroller Portal* will now be available via phone and tablet for Agents and Agency Managers!

Certified Enrollers will be able to access the **Enrollment Partner Tool Kit** from the *My Dashboard* page in the *Enroller Portal*. This new feature will allow quick and easy access to Webinars, Job Aids, and other assistance materials. Take a look at the [CalHEERS 19.7 release video](#) for more information.



Agency Manager Name

All Agency Managers will now be listed on the Agency Information page. This page is available for Agency Managers and Agent Admins.

Modification to Access Rights

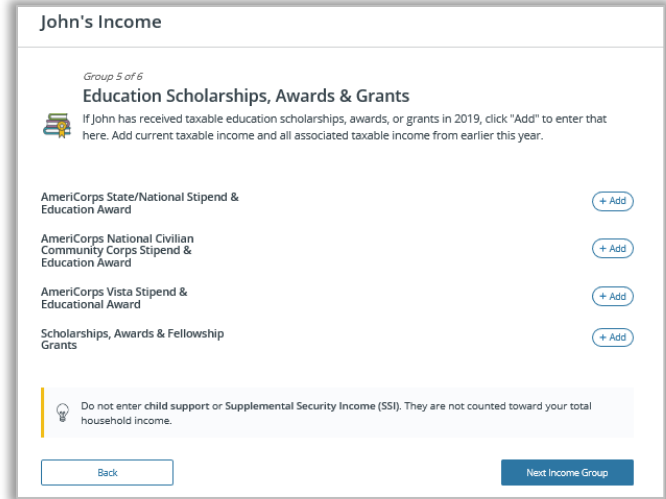
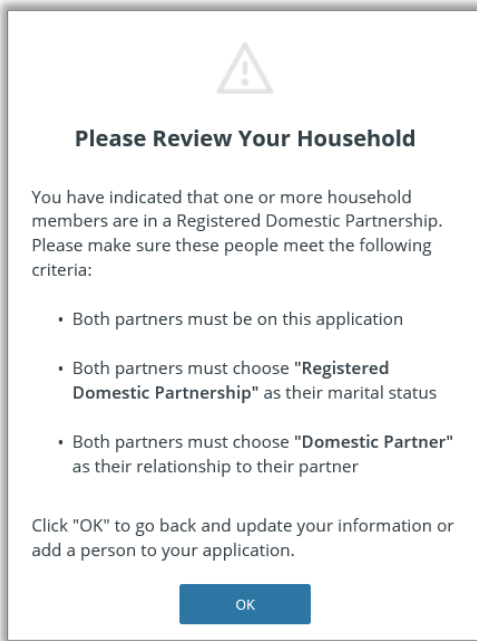
With the CalHEERS 19.7 release, Certified Enrollment Entities and Certified Enrollment Counselors will no longer be able to edit their Account information or add CECs.

To request a change to any Entity or Counselor Account information in CalHEERS or to add a Certified Enrollment Counselor, submit a change request through the Salesforce Portal or email CommunityPartnerCertSupport@covered.ca.gov

New Income Group

Education Scholarships, Awards & Grants Income group has been added to the CalHEERS application. This addition will help Certified Enrollers better assist consumers in calculating their household income.

Note: Some income types are counted toward APTC determinations, such as scholarships used for living expenses; however, these income types are not counted toward eligibility determination for MAGI Medi-Cal.

Registered Domestic Partner Pop Up

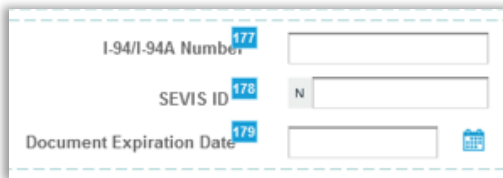
If a consumer is indicated as a Registered Domestic Partner, a *Please Review Your Household* popup displays on the *Who Is the Primary Tax Filer for Your Household* page. The pop up reminds the Certified Enroller or consumer that if one or more household members are in a Registered Domestic Partnership, they need to meet the following criteria:

- Both partners must be on the application
- Both partners must choose, **“Registered Domestic Partnership”** as their marital status
- Both partners must choose **“Domestic Partner”** as their relationship to their partner

Dept. of Homeland Security I-94 Form Change

Beginning in May 2019: I-94 numbers will be **alphanumeric**. I-94 numbers will remain at 11 characters but will follow the format of 9 numbers, followed by a letter in the 10th position, and a number in the 11th position.

Prior to May 2019: I-94 numbers were 11 digits long and only contained numbers.




Medi-Cal Eligibility Correction on Same Day for New Members

Currently, when Certified Enrollers get an eligibility result for Medi-Cal, the results are relayed to Medi-Cal in real time. If the eligibility determination is incorrect because of human error such as inputting the wrong income, it may take a significant amount of effort to correct the error. The incorrect determination may cause extra work for the county eligibility worker (CEW) and will delay the correct assistance for the consumer. Moving forward with the 19.7 release, eligibility results submitted between 6 a.m. – 8 p.m. will be held, and only the last result of the day will be sent to the Medi-Cal system, SAWS. Corrections can only be made *the same day* the eligibility is determined.

Example: If an application is submitted and a consumer is incorrectly determined to be Medi-Cal eligible because an incorrect income was entered, the application can be modified *that same day* to correct the consumer's income and redetermine their Medi-Cal eligibility. CalHEERS will not send the final eligibility determination until after 8 p.m.

Important:

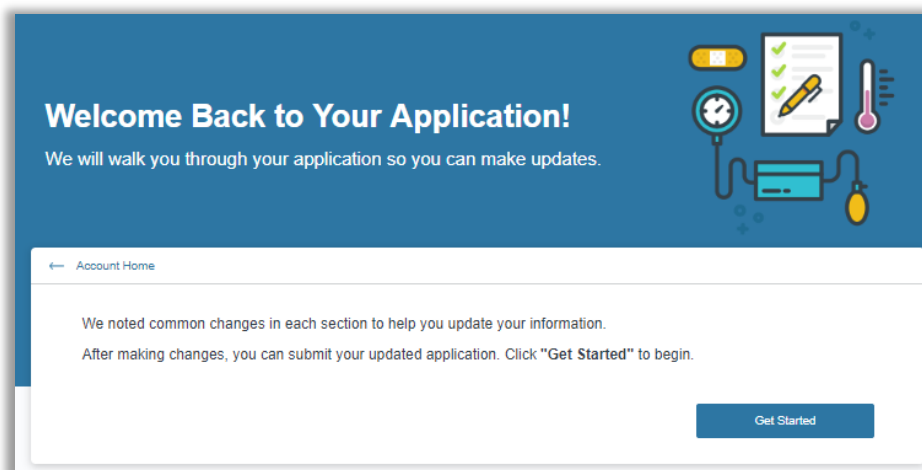
- This functionality will only apply to the day the eligibility is determined.
- This functionality only applies to newly added members, either through a new household application or a Report A Change – Add a member.
- Eligibility results completed between 6am-8pm will be held and sent after 8 pm.
- Eligibility results outside those hours will be sent immediately.
- This functionality cannot be used for those who were mixed household before the new member was added.
- If an error is found in an application, but it is after the eligibility determination date, the consumer should be referred to the county. Corrections cannot be made by Certified Enrollers.

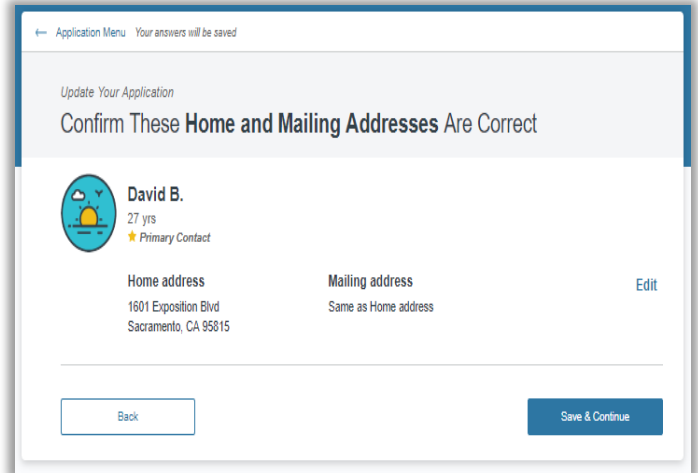
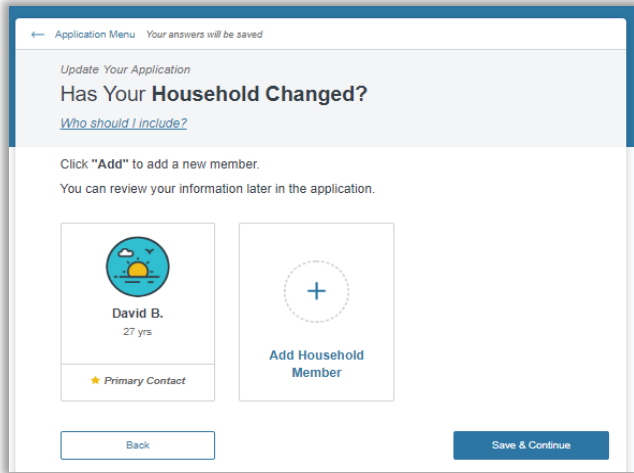
Report a Change Navigation Changes

Report a Change navigational steps have been updated to make the experience more user friendly.

CalHEERS walks the user through common changes in each section of the application. The user can update any needed fields all within a few pages. This allows Certified Enrollers and consumers to report a change effortlessly.

Take a look at the [CalHEERS 19.7 video](#) for a walk through of a Report of Change.





Secure Mailbox Enhancements

Updates have been made to the Secure Mailbox:

- Rename the display name for notices making them more manageable and easy to understand
- Provide Tooltips for functionality of primary actions
- Added ability to filter/sort by dates, notice type, reminder type, and tax forms
- Displays an alert icon next to priority notices
- Add a link to only open the most current 1095A on **Account Home** page

Take a look at the [CalHEERS 19.7 release video](#) for more information.

