

# Processing Guide 11 – CalHEERS Application Processing

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**Purpose**

To provide instructions for processing:

- MAGI/APTC evaluations at the FRCs
- LIHP applications effective 12/14/13
- Manual verification requests for the “later” path
- Verifications in CalHEERS
- Documents/verifications received at the DPC for CalHEERS applications
- CalFresh referrals from CalHEERS

Refer to [Special Notice 13-09 Health Care Reform \(HCR\) Medi-Cal and Low Income Health Program \(LIHP\)](#) and Special Notice 13-09 Addendum A for information on HCR requirements.

**FRC MAGI/APTC Evaluation Process**

FRC staff will follow the steps outlined below for individuals that are determined ineligible to Medi-Cal, but are potentially eligible to MAGI or APTC/CSR:

Step	Action
1	<p>Prior to processing the case in CalHEERS, staff must ensure that the case meets the following criteria:</p> <ul style="list-style-type: none"> <li>• Applicant was evaluated and determined ineligible for current Medi-Cal benefits</li> <li>• RFTHI was returned</li> <li>• Residency was verified</li> <li>• Citizenship/LPR status is verified</li> <li>• SSN is verified</li> <li>• MC 13's are on file</li> <li>• Child Support forms (CW2.1) are on file, if appropriate</li> <li>• Verified Income is at or below 138% of the FPL (MAGI),</li> </ul>

or between 139% to 400% FPL (APTC)

**NOTE:** Currently, CalHEERS does not generate a VCL. Therefore, It is extremely important that all verifications have been provided prior to entering the application in CalHEERS. Missing verifications must be acquired prior to determining eligibility in CalHEERS.

2	Clear case in CalHEERS. Refer to job aid: <a href="#">Using Search in COVEREDCA.com</a>
3	Review eligibility results.

If the case is...	Then ...
in CalHEERS	<ul style="list-style-type: none"> <li>• review the information in CalHEERS and update as appropriate</li> <li>• review and update any pending verifications in CalHEERS.</li> </ul>
not in CalHEERS	<ul style="list-style-type: none"> <li>• enter application in CalHEERS.</li> </ul>

The screenshot shows the 'APPLY FOR HEALTH INSURANCE' page with a progress bar: LEARN, Preview Plans, APPLY, Renew. The 'ELIGIBILITY' step is active. Below the progress bar is a 'PROGRAM ELIGIBILITY SUMMARY BY PERSON' section. It includes a 'Household Members' section with a 'Gender' dropdown (Female, Male) and a 'Program Eligibility History Summary' table.

Household Member	Program	Aid Code	Status	Source (EDPC)	Program Eligibility Period	
					Start Date	End Date
JO ANN POWELL	Medi-Cal	M1	ELIGIBLE	Online	01/01/2014	12/31/2029
	Advance Payment of Premium Tax Credit (APTC)		INELIGIBLE	Online		
	Cost Sharing Reduction(CSR)		INELIGIBLE	Online		
	Covered California Plan		Unknown	Online		
	non-MAGI Medi-Cal		Unknown	Online		

4	Complete plan enrollment.	
	<b>If ...</b>	<b>Then ...</b>
	MAGI eligible	<ul style="list-style-type: none"> <li>• follow current business process for plan enrollment through Health Care Options.</li> </ul>
	APTC eligible	<ul style="list-style-type: none"> <li>• contact client and assist them with plan selection</li> <li>• if customer is not ready to select a plan, provide them with the Covered CA contact information.</li> </ul>
5	There is no need to issue a notice of action for MAGI or APTC from CalHEERS.	
	<b>If ...</b>	<b>Then ...</b>
	Determined MAGI eligible prior to January 1, 2014	notices of action will be mailed in January 2014 in a mass release
	APTC eligible	notices of action will be auto generated and mailed by Covered California
6	<p>Enter case narrative in the Case Notes page. Refer to Job Aid: <a href="#">Case Notes and Summary Pages</a>: for information on entering case notes in CalHEERS.</p> <p>Include the following information in case notes:</p> <ul style="list-style-type: none"> <li>• Case actions</li> <li>• Programs individuals are eligible to</li> <li>• Plan selection</li> <li>• Worker name/number</li> <li>• FRC</li> </ul>	
7	Reassign the case from the HCR bank to the appropriate ongoing case bank.	

**LIHP  
Application  
Processing  
Effective  
12/14/13**

Due to LIHP expiring effective 12/31/13, LIHP applications will be processed as follows effective 12/14/13:

<b>If application was received...</b>	<b>Then ...</b>
prior to 10/1/13	process in CalWIN and AuthMed
on 10/1/13 or after	follow steps outlined below for determining one of the following entry paths:

	<ul style="list-style-type: none"> <li>• CalWIN only</li> <li>• CalWIN and AuthMed</li> <li>• CalHEERS only</li> </ul>
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**NOTE: The following applications will be processed in both CalWIN and AuthMed:**

- Applications received by HOS
- Applicant has a medical need and requests to be evaluate for current benefits

Step	Action						
1	Determine LIHP application entry path for applications received 10/1/13 or after.						
	<b>If application was received by...</b>	<b>Then ...</b>					
	HOS	<ul style="list-style-type: none"> <li>• evaluate for Medi-Cal/LIHP in CalWIN/AuthMed</li> </ul>					
	Other entry path	<ul style="list-style-type: none"> <li>• determine if applicant has a medical need</li> </ul>					
		<table border="1"> <thead> <tr> <th>If applicant has...</th> <th>Then ...</th> </tr> </thead> <tbody> <tr> <td>a medical need</td> <td> <ul style="list-style-type: none"> <li>• evaluate for Medi-Cal/LIHP in CalWIN and AuthMed</li> </ul> </td> </tr> <tr> <td>no medical need</td> <td> <ul style="list-style-type: none"> <li>• determine if VCL process was initiated from CalWIN</li> <li>• Proceed to step 2</li> </ul> </td> </tr> </tbody> </table>	If applicant has...	Then ...	a medical need	<ul style="list-style-type: none"> <li>• evaluate for Medi-Cal/LIHP in CalWIN and AuthMed</li> </ul>	no medical need
If applicant has...	Then ...						
a medical need	<ul style="list-style-type: none"> <li>• evaluate for Medi-Cal/LIHP in CalWIN and AuthMed</li> </ul>						
no medical need	<ul style="list-style-type: none"> <li>• determine if VCL process was initiated from CalWIN</li> <li>• Proceed to step 2</li> </ul>						
2	<b>If VCL was...</b>	<b>Then ...</b>					
	sent from CalWIN	continue the Medi-Cal/LIHP evaluation in process in CalWIN.					
		<table border="1"> <thead> <tr> <th>If determined...</th> <th>Then ...</th> </tr> </thead> <tbody> <tr> <td>LIHP eligible</td> <td> <ul style="list-style-type: none"> <li>• approve in CalWIN only.</li> </ul> </td> </tr> </tbody> </table>	If determined...	Then ...	LIHP eligible	<ul style="list-style-type: none"> <li>• approve in CalWIN only.</li> </ul>	
If determined...	Then ...						
LIHP eligible	<ul style="list-style-type: none"> <li>• approve in CalWIN only.</li> </ul>						

			<ul style="list-style-type: none"> <li>• Proceed to step 3</li> </ul>
		ineligible	<ul style="list-style-type: none"> <li>• Proceed to step 3</li> </ul>
	not yet sent	<ul style="list-style-type: none"> <li>• process the application in CalHEERS only</li> <li>• If there are pending verifications, follow the CalHEERS Manual Verification Request process below</li> </ul>	
3	Disposition the CalWIN application.		
	<b>If application is processed in...</b>	<b>Then ...</b>	
	CalWIN only	<ul style="list-style-type: none"> <li>• follow current business process for approval/denial</li> </ul>	
	CalWIN/AuthMed	<ul style="list-style-type: none"> <li>• follow current business process for approval/denial</li> </ul>	
	CalHEERS only	<ul style="list-style-type: none"> <li>• cancel the Medi-Cal and LIHP application in CalWIN via the Collect Withdraw/Deny/Cancel/Terminate Program Detail window</li> <li>• Select "Open in Error" reason from the dropdown</li> </ul>	

**CalHEERS Manual Verification Requests**

CalHEERS does not have the functionality to generate a verification check list. In the interim, staff must follow the steps below to request verifications for applications that are for the later path:

**NOTE:** This process only applies for applications processed in CalHEERS only. It does not apply for applications to applications processed in CalWIN.

Step	Action
1	Identify needed verifications.

2	Complete the <a href="#">HCR Manual VCL</a> form.																																																																																				
3	Stamp or write “ <b>CalHEERS</b> ” on the return envelope in order for DPC to identify CalHEERS verifications received.																																																																																				
4	Update the case log to track the verification due date.																																																																																				
5	Create a pencil folder for tracking and storing verifications received.																																																																																				
6	<p>In the CalHEERS Personal Verification page, set the due date 10 days out from the current date in the Reasonable Opportunity Expiration Date column for the pending items.</p> <p><b>PERSONAL VERIFICATION</b></p> <p><a href="#">View Documents</a> associated with this case to verify. Please record any pertinent information in the <a href="#">Case Notes</a></p> <table border="1"> <thead> <tr> <th>Attribute Description</th> <th>Value</th> <th>Verification Status</th> <th>Household Verifications</th> <th>Verification Date</th> <th>Valid Until</th> <th>Reasonable Opportunity Expiration Date</th> </tr> </thead> <tbody> <tr> <td>Name</td> <td></td> <td>E-Verified</td> <td>FDSH-SSA</td> <td>10/17/2013</td> <td>N/A</td> <td>01/15/2014</td> </tr> <tr> <td>Date of Birth</td> <td></td> <td>E-Verified</td> <td>FDSH-SSA</td> <td>10/17/2013</td> <td>N/A</td> <td>01/15/2014</td> </tr> <tr> <td>SSN</td> <td></td> <td>E-Verified</td> <td>FDSH-SSA</td> <td>10/17/2013</td> <td>N/A</td> <td>N/A</td> </tr> <tr> <td>SSN Waiver</td> <td>N/A</td> <td>Pending</td> <td>Not Applicable</td> <td>10/17/2013</td> <td>N/A</td> <td>N/A</td> </tr> <tr> <td>MEC</td> <td>Yes</td> <td>Not Verified</td> <td>MEDS</td> <td>10/17/2013</td> <td></td> <td>01/15/2014</td> </tr> <tr> <td>Citizenship</td> <td>No</td> <td>E-Verified</td> <td>FDSH-SSA</td> <td>10/17/2013</td> <td>N/A</td> <td>01/15/2014</td> </tr> <tr> <td>Immigration Status</td> <td>N/A</td> <td>Pending</td> <td>FDSH-SSA</td> <td>10/17/2013</td> <td></td> <td>N/A</td> </tr> <tr> <td>Incarceration</td> <td>Not Incarcerated</td> <td>E-Verified</td> <td>FDSH-SSA</td> <td>10/17/2013</td> <td>N/A</td> <td>01/15/2014</td> </tr> <tr> <td>California Resident?</td> <td>Yes</td> <td>Pending</td> <td>Not Applicable</td> <td>10/17/2013</td> <td></td> <td>01/15/2014</td> </tr> <tr> <td>American Indian/ Alaskan Native</td> <td>N/A</td> <td>Pending</td> <td>Not Applicable</td> <td>10/17/2013</td> <td>N/A</td> <td>N/A</td> </tr> <tr> <td>Household Income</td> <td>3360.64</td> <td>Pending</td> <td>FDSH-IRS</td> <td>10/17/2013</td> <td></td> <td>01/15/2014</td> </tr> </tbody> </table>	Attribute Description	Value	Verification Status	Household Verifications	Verification Date	Valid Until	Reasonable Opportunity Expiration Date	Name		E-Verified	FDSH-SSA	10/17/2013	N/A	01/15/2014	Date of Birth		E-Verified	FDSH-SSA	10/17/2013	N/A	01/15/2014	SSN		E-Verified	FDSH-SSA	10/17/2013	N/A	N/A	SSN Waiver	N/A	Pending	Not Applicable	10/17/2013	N/A	N/A	MEC	Yes	Not Verified	MEDS	10/17/2013		01/15/2014	Citizenship	No	E-Verified	FDSH-SSA	10/17/2013	N/A	01/15/2014	Immigration Status	N/A	Pending	FDSH-SSA	10/17/2013		N/A	Incarceration	Not Incarcerated	E-Verified	FDSH-SSA	10/17/2013	N/A	01/15/2014	California Resident?	Yes	Pending	Not Applicable	10/17/2013		01/15/2014	American Indian/ Alaskan Native	N/A	Pending	Not Applicable	10/17/2013	N/A	N/A	Household Income	3360.64	Pending	FDSH-IRS	10/17/2013		01/15/2014
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7	<p>Enter case narrative in the <b>Case Notes</b> page. Refer to job aid: <a href="#">Case Notes and Summary Pages</a> for information on entering case notes in CalHEERS.</p> <p>Include the following information:</p> <ul style="list-style-type: none"> <li>• Verification request date</li> <li>• Verifications requested</li> <li>• Due date</li> <li>• Worker name/number</li> <li>• FRC</li> </ul>																																																																																				

**Processing Verifications in CalHEERS**

CalHEERS verifications will be processed as follows:

Step	Action
1	Eligibility staff will use their case log to monitor and track

	<p>pending verifications.</p> <table border="1" data-bbox="570 264 1401 535"> <thead> <tr> <th data-bbox="570 264 930 302">If verifications were...</th> <th data-bbox="930 264 1401 302">Then ...</th> </tr> </thead> <tbody> <tr> <td data-bbox="570 302 930 457">received</td> <td data-bbox="930 302 1401 457"> <ul style="list-style-type: none"> <li>• upload in CalHEERS. Refer to <a href="#">How To 1200 Uploading Documents in CalHEERS</a></li> <li>• proceed to step 3</li> </ul> </td> </tr> <tr> <td data-bbox="570 457 930 535">not Received after the 10/10 timeframe</td> <td data-bbox="930 457 1401 535"> <ul style="list-style-type: none"> <li>• proceed to step 3</li> </ul> </td> </tr> </tbody> </table> <p><b>NOTE:</b> CalHEERS does not allow the upload of documents that are not associated to a pending item. Documents that are not uploaded will be stored in the pencil folder until further notice.</p> <p>If unable to upload documents due to issues with the CalHEERS system, complete the <a href="#">CalHEERS Verification Transmittal Cover Sheet</a> and fax or mail the documents to Covered California.</p> <p>Fax: 1-888-329-3700  Mail: Covered California  P.O. Box 989725  West Sacramento, CA 95798-9725</p>	If verifications were...	Then ...	received	<ul style="list-style-type: none"> <li>• upload in CalHEERS. Refer to <a href="#">How To 1200 Uploading Documents in CalHEERS</a></li> <li>• proceed to step 3</li> </ul>	not Received after the 10/10 timeframe	<ul style="list-style-type: none"> <li>• proceed to step 3</li> </ul>
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not Received after the 10/10 timeframe	<ul style="list-style-type: none"> <li>• proceed to step 3</li> </ul>						
2	<p>In the Personal Verification page:</p> <ul style="list-style-type: none"> <li>• Update the verification status from Pending to <b>Pass</b> or <b>Not Verified</b>, depending on receipt of information</li> <li>• Click the <b>Save</b> button</li> <li>• Repeat the above steps for each case member that has a pending verification</li> </ul>						

**PERSONAL VERIFICATION**

[View Documents](#) associated with this case to verify. Please record any pertinent information in the [Case Notes](#)

**GARY POWELL**

Attribute Description	Value	Verification Status	Household Verifications	Verification Date	Valid Until	Reasonable Opportunity Expiration Date
Name		E-Verified	FDSH SSA	10/08/2013	N/A	01/06/2014
Date of Birth		E-Verified	FDSH SSA	10/08/2013	N/A	01/06/2014
SSN		E-Verified	FDSH SSA	10/08/2013	N/A	N/A
SSN Waiver		Pending	Not Applicable	10/08/2013	N/A	N/A
MEC	Yes	Not Verified	MEDS	11/07/2013		
Citizenship	No	E-Verified	FDSH SSA	10/08/2013	N/A	01/06/2014
Immigration Status	N/A	Pending	FDSH SSA	10/08/2013		N/A
Incarceration	Not Incarcerated	E-Verified	FDSH SSA	10/08/2013	N/A	01/06/2014
California Resident?	Yes	Pending	Sight Verified	11/08/2013		01/06/2014
American Indian/ Alaskan Native	N/A	Not Verified	Not Applicable	10/08/2013	N/A	N/A
Household Income	1400.00		FDSH IRS	11/07/2013		

**Save**

- 3 Upon updating the verifications for each member, return to the Household Verifications page and click the **Redetermine eligibility** button.
- LEARN Preview Plans APPLY Renew

**HOUSEHOLD VERIFICATIONS**

Please select an individual to view their verifications

Household Members			
Name	SSN	Date Of Birth	Gender
		12/24	Male
			Female

**Redetermine Eligibility**
- NOTE:** There is no current functionality to deny a case in CalHEERS for failure to provide. Additional instructions will be provided once available.
- 4 Continue with plan enrollment for eligible members.
- 5 Enter case narrative in the **Case Notes** page.

**DPC Verification Process**

Currently, there is no report that identifies CalHEERS cases that had documents uploaded. Until a report is available, FRC and Processing Center staff will upload the documents in CalHEERS.

Step	Action
1	Documents received in envelopes stamped "CalHEERS", or include the HCR Manual VCL form will be forwarded to the Processing Center or appropriate FRC for uploading in CalHEERS.

**Referrals**

processed as follows:

<b>Step</b>	<b>Action</b>
1	Mail the applicant a CalFresh application.
2	Enter case comments documenting action taken.

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**OBSOLETE**