Update 2016-16: Medi-Cal (Revised 8/1/2016)
Lifting Soft Pause

Background
Soft Pause protection is applied to prevent clients from being discontinued from Modified Adjusted Gross Income (MAGI) Medi-Cal (MC) or moving to a premium aid code when a change in circumstance is reported by clients, or via an annual renewal, or other review that results in certain negative actions and clients are not eligible for one of the Consumer Protection Programs (CPP) implemented by CalHEERS (currently only Deemed Infant).

Previously, Eligibility Workers (EWs) were instructed to leave clients on Soft Pause unless the client requested to be removed from Soft Pause. New CalWIN functionality allows EWs to lift Soft Pause; therefore, clients must NOT be left on Soft Pause indefinitely anymore.

For any client on Soft Pause, EWs must reevaluate the case based on an ex-parte review or a response to the Non-MAGI MC Screening Packet.

Changes
The CalWIN Project has created functionality to lift Soft Pause in CalWIN and send the information to CalHEERS. EWs are now able to lift (release) Soft Pause using the radio button on the Collect Case Individual Detail window, and CalWIN will send the Soft Pause Lift via an Eligibility Determination Request (EDR) when an Eligibility Determination and Benefits Calculation (EDBC) is run.

CalWIN will continue to send the Soft Pause Lift to CalHEERS until the case is authorized.

Note:
Soft Pause protection can only be manually lifted in CalWIN. It cannot be lifted directly from within the CalHEERS portal at this time.
**Soft Pause**

Soft Pause protection is only applied by CalHEERS, which sends the Soft Pause via a change Determination Eligibility Response (DER) or a solicited DER.

When an individual is placed on Soft Pause protection by CalHEERS, the EW must determine if the individual is potentially eligible for Non-MAGI MC. This can be done by an ex-parte review (all income and property verifications must be within 90 days) and/or by sending the Non-MAGI MC Screening Packet. Refer to MC Handbook “MAGI MC Ineligibility,” page 19-27.

**Negative Actions**

The negative actions for MAGI MC that will trigger a Soft Pause protection are:

- Losing MAGI MC eligibility (e.g. a 64-year-old individual (aid code M1) turning 65 years old).

- Changing from Non-Premium MAGI MC (i.e. aid code T2) to Premium MAGI MC (i.e. aid code T1).

**Populations**

Soft Pause can apply to the following populations:

- Children under 21,
- Aged, Blind, and Disabled (ABD) persons,
- Parent/Caretaker Relative of a child under 21, and/or
- Pregnant women or women in the 60-day postpartum period.

**Intake Cases**

Soft Pause protection has been applied to Intake cases when the initial eligibility assigned by CalHEERS changes during the application process. For example, when the income verified by the EW changes the initial aid code from a non-premium to a premium aid code. EWs will be able to lift Soft Pause if this occurs.

**Example:**

An Intake EW receives a CalHEERS External Referral Data (ERD) application which has already been approved for MAGI MC. After reviewing the application, the Intake EW discovers the client entered incorrect income information. Once the Intake EW verifies and updates the correct income in CalWIN, the client is placed on Soft Pause because the client’s income is over the MAGI MC income limit. The Intake EW lifts the Soft Pause and dispositions the MC application as appropriate.

**Consumer Protection Programs**

When Soft Pause individuals are eligible for a consumer protection program (CPP) such as Continuous Eligibility for Children (CEC), Transitional Medi-Cal (TMC), Continuous Eligibility for Pregnant Women (CE), etc., they should be removed immediately from Soft Pause and put on the CPP.
However, CalHEERS and CalWIN currently lack functionality to automatically place eligible clients on a CPP when they are discontinued from MAGI MC. Therefore, EWs must leave clients who are eligible for a CPP on Soft Pause.

### CalWIN

The “Soft Pause” action box is located on the [Program Requested] tab of the Collect Case Individual Detail window in CalWIN.

#### Soft Pause Functionality

When Soft Pause is lifted, the change will take effect in the future month. Once the case is authorized, CalWIN will set the Soft Pause radio button to No Change.

**Example:**

If an EW lifts Soft Pause in May and authorizes the case, then the change will be effective in June to allow for a timely 10-day Notice of Action (NOA). However, if the Soft Pause lift is completed after May NOA cutoff, then the change will be effective in July.

CalHEERS will reapply Soft Pause again after it has been lifted and the case is run back at a later time.

**Example:**

Soft Pause is applied on May 5th but it is lifted by an EW for June. It is now July and the client had reported another change on May 15th but no action was taken at that time. The EW makes the change now in CalWIN and reevaluates the case for May and future months. CalHEERS reapplies Soft Pause effective May,
June, and July. The EW will need to lift Soft Pause again and run EDBC for those months (i.e. May, June, and July). Once the DER is received, the EW will run EDBC again and authorize the case.

Example:

Single non-disabled 28-year-old parent/caretaker relative (aid code M3) with 2 children receiving MAGI MC reports a change in income over 266% FPL on May 4th. The family is put on Soft Pause and they are eligible for APTC. The EW mails the Non-MAGI MC Screening Packet and allows 30 calendar days.

The client fails to respond with the necessary information and verifications within 30 calendar days. The EW mails an SCD 50 requesting missing information and verifications, and allows another 10 calendar days. The client still fails to respond with the necessary information and verifications after 10 calendar days. The EW lifts the Soft Pause in June that will take effect in July. The EW runs EDBC, authorizes the case, and CalWIN automatically closes the case.

On June 30th, the client reports a change in income above 250% FPL but below 266% FPL in CalHEERS. This change is received in CalWIN via the External Change Data window. The EW rescinds the case, updates the changes in CalWIN, and reevaluates the case for June, July, and August. CalHEERS reapplies Soft Pause for June. The EW will need to lift Soft Pause again and run EDBC for those months (i.e. June, July, and August). Once the DER is received, the EW will run EDBC again and authorize the case.

As of June, the children in the case will be MAGI MC eligible, while the parent remains with APTC eligibility.

CalWIN will display the new reasons for Soft Pause and Soft Pause Lift in Wrap Up. The Soft Pause and Soft Pause Lift reasons display at the individual level.

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**Display Reasons**

<table>
<thead>
<tr>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual is eligible for MAGI and there is no change in eligibility.</td>
</tr>
<tr>
<td>The individual is eligible for Full scope Medi-Cal (Cash Linked or Medi-Cal only).</td>
</tr>
<tr>
<td>Individual received Transaction from CalHEERS</td>
</tr>
<tr>
<td>Individual does not qualify for Medi-Cal health coverage because the household income is above the...</td>
</tr>
<tr>
<td>Individual has been placed in Soft Pause protection mode due to reporting a change.</td>
</tr>
<tr>
<td>Individual not evaluated for Non-Magi programs as per request in Evaluate Non-Magi Switch</td>
</tr>
<tr>
<td>Final aid code switch is set to NO for NON-MAGI aid codes as MAGI aid code was evaluated as higher...</td>
</tr>
</tbody>
</table>
Soft Pause Lift
Display
Reason

The CalHEERS Summary View window has been updated to include Soft Pause and Soft Pause Lift eligibility evaluation reasons. This will display on the [Eligibility Info] tab of the Household Members section. The CalHEERS Summary View "Print Report" functionality has also been updated to include the new Soft Pause and Soft Pause Lift reasons.
# Lifting Soft Pause Process

Follow the steps below to lift Soft Pause for an individual.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>• Determine if the client is eligible for a CPP (i.e. TMC, CEC, CE, etc.).&lt;br&gt;&lt;br&gt;<strong>If the Soft Pause client is...</strong></td>
</tr>
<tr>
<td></td>
<td>Eligible for a CPP,</td>
</tr>
<tr>
<td></td>
<td>Not eligible for a CPP,</td>
</tr>
<tr>
<td>2.</td>
<td>• Complete an ex-parte review (all income and property verifications must be within 90 days) and/or send a Non-MAGI MC Screening Packet.&lt;br&gt;&lt;br&gt;<strong>NOTE:</strong> Allow 30 days for the client to provide the necessary information and verifications for a Non-MAGI MC determination. The Non-MAGI MC Screening Packet does not have to be returned.&lt;br&gt;&lt;br&gt;<strong>If the necessary information and verifications are...</strong></td>
</tr>
<tr>
<td></td>
<td>Provided,</td>
</tr>
<tr>
<td></td>
<td>Not Provided,</td>
</tr>
<tr>
<td>3.</td>
<td>• Go to <strong>Collect Case Individual Detail</strong> window.&lt;br&gt;• Select the Soft Pause client from the <strong>Name</strong> drop-down.&lt;br&gt;• Change the <strong>Effective Begin Date</strong> to today’s date.&lt;br&gt;• Click the <strong>Release</strong> radio button in the “Soft Pause/APTC” action box.&lt;br&gt;• Click the <strong>Save</strong> button.</td>
</tr>
<tr>
<td>Step</td>
<td>Action</td>
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</tr>
</tbody>
</table>
| 4    | • Run EDBC (an EDR is sent to CalHEERS).  
      • Once a DER is received in the Search for CalHEERS Results window, run EDBC again.  
      • Authorize the case.  
      **NOTE:** CalWIN will continue to send the Soft Pause Lift to CalHEERS until the case is authorized. Once case is authorized, CalWIN will set the “Soft Pause/APTC” action box to No Change. |
| 5    | • Go to Display Individual Eligibility Summary window.  
      • Click on the [Reason] button.  
      - If Soft Pause has been lifted, the display reason will read: *Soft Pause protection mode has been lifted for this individual.*  
      - If Soft Pause has not been lifted, the display reason will read: *Individual has been placed in Soft Pause protection mode due to reporting a change.* |
| 6    | • Mail appropriate Non-MAGI MC approval NOA, APTC NOA, or MAGI MC discontinuance NOA.  
      **NOTE:** Refer to Program Directive 2015-18 for MAGI MC discontinuance NOAs.  
      • Document actions in Search Case Comments window.  
      • Check MEDS after 2 business days. |

**Closed CalWIN Cases**  
A GADWIN ticket must be created for any closed CalWIN case that needs to have Soft Pause lifted.

**One-Time Soft Pause Mass Mailing**  
As of 6/2/2016, there are 1,774 cases with individuals on Soft Pause in CalWIN. Central Support Services will complete a mass mailing in June 2016 of the Non-MAGI MC Screening packet and a Soft Pause Cover Letter for these identified cases only. In addition, an automatic case comment stating *Non-MAGI MC Screening Packet Mailed* will be entered in the Search Case Comment window for these identified cases only.

EWs must still follow the “Lifting Soft Pause Process,” page -6 for these identified cases; however, EWs do not need to mail the Non-MAGI MC Screening Packet for these identified cases only.

For any case that has an individual placed on Soft Pause after 6/2/2016, EWs must follow the instructions as outlined in this MC Update.

**Implementation**  
The information in this MC Update is effective immediately.

**EW Supervisors**  
Eligibility Work Supervisors must review this update with their respective units at their next unit meeting and ensure that the correct procedures are being followed.
Other Programs

The information contained in this update only affects the MC program.

Kudos

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