February 08, 2019

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

EXECUTIVE SUMMARY

ALL COUNTY INFORMATION NOTICE NO. I-11-19

The purpose of this All County Information Notice (ACIN) is to provide counties with information regarding changes to the Case Management, Information and Payrolling System (CMIPS) that were applied on December 21, 2018.
February 08, 2019

ALL COUNTY INFORMATION NOTICE NO. I- 11-19

TO:ALL COUNTY WELFARE DIRECTORS
ALL COUNTY IHSS PROGRAM MANAGERS

SUBJECT:CHANGES TO THE CASE MANAGEMENT, INFORMATION AND
PAYROLLING SYSTEM FOR THE IN-HOME SUPPORTIVE
SERVICES

The purpose of this All County Information Notice (ACIN) is to provide counties with
information regarding updates to the Case Management, Information and Payrolling
System (CMIPS) that were implemented on December 21, 2018 to support the In-Home
Supportive Services (IHSS) program.

BACKGROUND

Over the past months, there have been updates made to CMIPS to enhance
overpayment processing, enforce provider enrollment requirements and address county
requested changes. The California Department of Social Services (CDSS) has
authorized more enhancements associated to overpayments and provider enrollment as
well as county requests for changes.

MODIFICATIONS AND ENHANCEMENTS

- Email Address Inactivation Function
- CMIPS Generated Recipient Waiver End Date
- Overpayment Recovery Searches
- CMIPS Generated Person Note
- New CDPH Death Match Report
- Forms and Letters
- Data Download
Email Address Inactivation Function

Currently, the county user may only add a new email address in CMIPS for recipients and providers. The CDSS has received requests to give the county user the ability to inactivate an email address as well as retain the prior email history.

The CMIPS Email Addresses screen has been enhanced with a new ‘View/Inactive’ hyperlink located below the Action field. The ‘View/Inactivate’ will display next to active status email addresses only. In addition, two date fields, ‘Start Date’ and ‘End Date’ have been added to the email detail line (See Figure 1).

![Figure 1 - Email Address Screen](image)

When a county user clicks on the Inactivate hyperlink for a recipient or provider that is not actively using the Electronic Services Portal (ESP), the Inactivate Email Address pop up will display (See Figure 2). The county user will see the message “Do you want to inactivate the email address <person email address>?”. When the county user selects the ‘Yes’ button, the status of the email address will be updated to ‘inactive’, an ‘End Date’ is populated with the current date, and the pop-up will close returning the county user to the Email Address screen. If the county user selects the ‘No’ button, the county user will be returned to the Email Addresses screen with no action taken.

Whenever a county worker adds a new email address for a recipient, the previous email address will be automatically updated to an inactivate status and an end date populated with the current date. The Email Addresses screen will display a history of inactivated email addresses.

When a county user clicks on the Inactivate hyperlink for a recipient or provider that is actively using ESP, the Inactivate Email Address pop up will display. The county user will see the message “Email address <person email address> cannot be inactivated because <Person Name> has an active ESP account.” (See Figure 3). The county user...
will see the ‘OK’ button and once selected, the county user will be returned to the *Email Addresses* screen. The county worker will need to deactivate the ESP account associated with the case before they are able to inactivate an associated email.

**CMIPS Generated Recipient Waiver End Date**

When a county user approves an Inter County Transfer (ICT) request for a case that has active waiver for a provider, CMIPS will automatically end date the existing waiver and send a message to the case owner. The message will inform the case owner that the waiver has been end dated.

**Overpayment Recovery Searches**

CMIPS has been enhanced with a new error message on the *Overpayment Recovery* screen. When a county user searches for an overpayment recovery using the From/To search fields, the user will now receive an error message if they have not entered both a From Date and a To Date in the required search fields.

**CMIPS Generated Person Note**

The CDSS received requests from county users requesting for CMIPS to be able to retain information on a pending provider when the county user needs to inactivate a recipient case to update pending evidence, so that the county user will have the needed information to reactivate the provider once the evidence is added. The CMIPS will now generate a Person Note when the county user inactivates a pending status provider record from a case with the following information contained in the Person Note:

- Case Number
- Provider Begin Date
- Assigned Hours
- Relationship to Recipient

The county user may find the generated note by accessing the *Person Home* screen of the inactivated provider and selecting the Note tab on the left navigation. The note will display the name of the county user who inactivated the pending provider in the ‘entered by’ field and the date the inactivation was processed in the ‘date’ field of the note.

**New CDPH Death Match Report**

At the request of the counties, CDSS authorized the creation of a new report which displays information on provider and recipient death matches between CMIPS and the California Department of Public Health (CDPH). The CDPH Death Match report is generated monthly and is viewable in the county and state monthly batch reporting folder contained in the CMIPS Business Objects Reporting database. This report gives the county worker the death match information needed to take appropriate action when updating the recipient or provider person record and associated tasks and notifications.
The following information displays on the new CDPH Death Match Report:

- County Name
- District Office Number
- Name of Deceased
- Recipient or Provider (identify if it is a recipient or provider being reported by CDPH)
- Case Number
- Provider Number
- Reported Date of Death
- Case Owner Name
- Case Owner Phone

Forms and Letters

**SOC 295 and SOC 295L**

The In-Home Supportive Services (IHSS)/Waiver Personal Care Services (WPCS) Application for Social Services forms (SOC 295 and 295L) have been modified to include a section for the county worker to collect an applicant’s sexual orientation and gender identify information. This section may be used by counties when collecting information for reporting purposes but is not required information for the applicant to provide.

**SOC 831**

The CDSS has updated the SOC 831 In-Home Supportive Services (IHSS)/Waiver Personal Care Services (WPCS) letter. This letter is sent to providers informing them of the availability of direct deposit and provides information on how to enroll in direct deposit. The SOC 831 letter was updated with the new vendor address and phone number where providers can call if they have questions after reviewing this form. The following is the new vendor Direct Deposit Processing Center address updated on the forms:

Provider Forms Processing Center  
PO BOX 1697  
West Sacramento, CA 95691-1697

**EFT Bank Rejection Letters**

The system vendor is responsible for processing EFT rejections. When a provider or recipient has signed up for direct deposit and the information they supplied was either inaccurate or no longer valid, our vendor receives an EFT Rejection report from the state clearinghouse banking institution. The vendor then cancels the EFT and sends and EFT Rejection or EFT Pre-Note Rejection letter to the enrollee. The letters contain
the vendor address which was recently updated when the new system vendor took over this function.

Data Download

Overpayment DDL

The Comment Fields in CMIPS was increased to 1,000 characters to allow the county user additional space for notes associated to an overpayment. Due to the expanded size, the comments field data will no longer report on the Overpayment Weekly DDL.

Provider Management DDL

The Provider Management DDL has been modified to include four-county use fields and the Provider Orientation Date from the Provider Details screen.

The four county use fields are labeled as follows:

- COUNTY_USE_1
- COUNTY_USE_2
- COUNTY_USE_3
- COUNTY_USE_4

Questions regarding the content of this ACIN may be directed to the Systems Operations and Data Analysis Bureau within the CMIPS & Systems Enhancements Branch at the following email address: CMIPSII-Requests@dss.ca.gov.

Sincerely,

Original Document Signed By:

DEBBI THOMSON
Deputy Director
Adult Programs Division

c: CWDA