COVERED CALIFORNIA

Your destination for affordable, quality health care, including Medi-Cal

November 7, 2014

Address Validation

Zip codes in California can span more than one county. To ensure the consumer is assigned to the correct county for Medi-Cal and/or Covered California Qualified Health Plan program rates, the Consumer's street address is validated for both account creation and account maintenance when addresses are entered or changed. This Job Aid examines the process as a Consumer, and is developed for Certified Enrollment Counselors (CECs), Certified Insurance Agents (Agents), County Eligibility Workers (CEWs), Service Center Representatives (SCRs), and Plan Based Enrollers (PBEs).

Overview

CalHEERS validates street and mailing addresses against the United States Postal Service (USPS) database when an address is entered or updated in one of the following areas:

- Account Creation – *Contact Information* page

- Household – *Primary Contact* page –

  Home Address and **Mailing Address** sections

- *Personal Data* page – Address and Contact –

  Home Address and **Mailing Address** sections

If the zip code spans more than one county, the **County** dropdown dynamically populates with county selections based on the zip code entered in the **Zip** field. Select the applicable county from the available options in the dropdown.

Once an address is entered and the **Continue** button is clicked, the address entered is checked against the USPS database and the *Confirm Your Address* popup appears with the result.

The *Confirm Your Address* popup will display 1 of 3 alert messages with the results.

Depending on the alert, the Consumer either continues with the confirmed address, selects another address from a list of alternates, selects the address originally entered, or corrects a mistake made in the original address, and reconfirms by clicking **Continue** again.

Confirm Your Address

(A) We could not find the address you entered in the postal data we checked. We found addresses that closely matched the one you entered. Please pick one of the options that best matches the correct address. Then click OK to continue.

(B) We could not find the address you entered in the postal data we checked. We also could not find any addresses that closely match to the one you entered. Please click Cancel and review the address you entered. If you made a mistake, you can fix it. If the address you entered is correct, then click OK to continue.

(C) The address you entered has been confirmed. Click OK to continue completing your application.

A. Yellow Alert

The USPS check could not find the exact address entered, but found probable matches. The confirmation popup will display up to four closely matching alternate addresses, as well as the original address entered.

Select the applicable radio button for the **Closest Match** or the **Address you entered** to confirm the correct address. Click the **OK** button to continue.

Confirm Your Address ✕

We could not find the address you entered in the postal data we checked. We found addresses that closely match the one you entered. Please pick one of the options that best matches the correct address. Then click OK to continue.

	Street Address	**County**
Closest Match ◉ Closest Match1st	780 Lincoln Ave, Napa,CA,94558	Napa
○ Address you entered	780 Lincoln Dr, Napa,CA,94558	Napa

Cancel   Ok

Note: only one address can be selected at a time. The radio button will always default to the first **Closest Match** result.

B. Red Alert

The USPS check could not find the exact address entered or any probable matches.

Click the **Cancel** button to close the confirmation popup and update the address. If the address entered is correct, select the radio button for **Address you entered**, which enables the **OK** button, and click **OK** to continue.
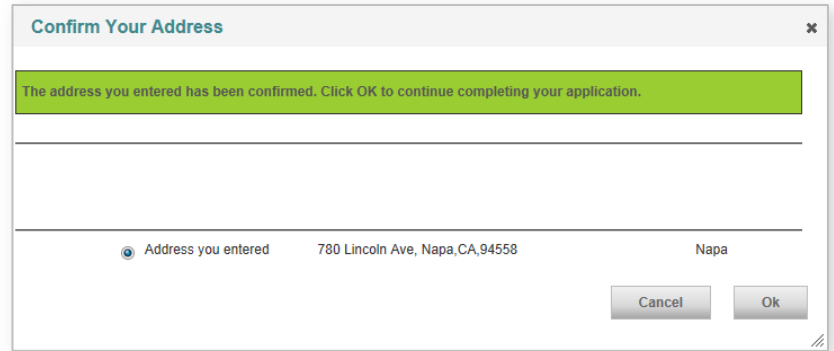
Confirm Your Address ✕

We could not find the address you entered in the postal data we checked. We also could not find any addresses that closely match to the one you entered. Please click Cancel and review the address you entered. If you made a mistake, you can fix it. If the address you entered is correct, then click OK to continue

| ○ Address you entered | 123 Fake Street, Sacramento,CA,95814 | Sacramento |

Cancel   Ok

C. Green Alert

The USPS check found the exact address entered.

Click the **OK** button at the bottom of the *Confirm Your Address* popup to continue.

Confirm Your Address ✖

The address you entered has been confirmed. Click OK to continue completing your application.

○ Address you entered   780 Lincoln Ave, Napa,CA,94558   Napa

Cancel   Ok