
From: Harmon, Vicki
Sent: Wednesday, February 20, 2002 11:41 AM
To: ALL DPA Statewide Staff; ALL DPA State Associates; Sturrock, Kathy
Subject: Additional Medical Benefit Run

BROADCAST TO ALL STAFF FROM SYSTEMS OPERATIONS

Due to a number of factors, processing the Medicaid and Chronic and Acute Medical Assistance (CAMA) coupons has taken too long to meet our desired mail schedule and provide the best possible service to our customers. We recently completed a work request to split the main run job and create more time to process the large issuance. This early medical benefit regular run will take place after the **adverse action** date but before the Regular Run at the end of the month.

The new run will pay all *Immediate* (I) and *Regular* (R) authorized benefits from the first of the month to this run date. The *Immediate* issuance coupons or cards will be mailed as soon as they are printed. The *Regular* benefit coupons or cards will be held and mailed at the end of the month. The MEBH will continue to reflect the benefits that have been paid in the *Issuance Indicator* field.

No changes have been made to the daily immediate runs or the end of the month run. No changes are required in case processing.

If you have system-related questions, please contact the Help Desk at EISHelp@health.state.ak.us
DPA EIS Helpdesk.

From: DPA EIS Helpdesk
Sent: Friday, February 15, 2002 8:44 AM
To: ALL DPA Statewide Staff; ALL DPA State Associates
Cc: Sturrock, Kathy
Subject: Refuse Cash fixed

Broadcast to all DPA Staff & Case Management Services Providers
From Systems Operations and Policy and Program Development Team

The refuse cash *Y* indicators on the TAPD (Temporary Assistance Payment Determination) and APAS (APA Authorization Screen) have been fixed.

Previously when the refuse cash indicators for ATAP or APA were set to *Y*, the benefit would still pay the refused benefit on APA only cases and if combined with food stamps would count against the food stamps for both. The TAPD and APAS screens will no longer pay the refused benefit for APA only cases or count the benefit against the food stamps when a client refuses the cash benefit **and** the *Y* indicator is entered in the *Refuse Cash* field. The rollover batch job at the end of the month will “roll” the *Y* indicator and the benefit will not issue for APA only cases or count against food stamps for ongoing refuse cash cases.

If you have any system questions, please contact Systems Operations Help Desk at EISHelp@health.state.ak.us. For policy questions, please contact the Policy and Program Development Team at DPAPolicy@health.state.ak.us.

From: DPA EIS Helpdesk
Sent: Tuesday, February 12, 2002 3:33 PM
To: ALL DPA Statewide Staff; ALL DPA State Associates; Sturrock, Kathy
Subject: NOHS Enhancement



BROADCAST TO ALL DPA STAFF

FROM SYSTEMS OPERATIONS

A BIG **THANK YOU** to Marg Parsons for suggesting this request through Field Services. The Notice History Summary screen (NOHS) has been enhanced to enable scrolling (PF7=UP and PF8=DOWN). We hope you find this enhancement useful.

Helpful hint: When you request a specific program sort (FS, TA, etc.), and then decide you would like to view all of the program notices on the case, enter an **AL** in the *SORT BY*: program field, and all of the program notices attached to the particular case will display .

Please keep sending in system enhancement ideas to Field Services. We get some of our best ideas from all of you!

If you have system-related questions, please contact the Help Desk at EISHelp@health.state.ak.us or DPA EIS Helpdesk.

From: DPA EIS Helpdesk
Sent: Friday, February 08, 2002 9:17 AM
To: ALL DPA Statewide Staff
Cc: Sturrock, Kathy
Subject: New Denial/Closure reason code

Broadcast to all DPA Staff & Case Management Service Providers
From the 60-Month Project Team

Now that staffings are well underway to determine eligibility for extensions to the 60-month time limit, we recognize the need for a new denial/closure reason code. We have added **ED** (60-Month Extension Denied) to close a case or deny an application for Temporary Assistance. This code should be used when a family receives 60 or more months of assistance, is considered for an extension, and a staffing team determines that the family does not qualify for an extension.

Please continue using **TL**, (60-Month Time Limit Met) when the family has reached the 60-month time limit and does not want to be considered for an extension.

There are two notices available for use with both denial/closure codes:

- W415 Temporary Assistance Ends - 60 months (for use with ongoing cases)
- W215 ATAP Denied - 60 months (for use in application situations)

Please use the appropriate notice and the ED or TL denial/closure code for cases that reach the time limit and will not receive additional time on assistance.

If you have system questions, please contact Systems Operations Help Desk at EISHelp@health.state.ak.us <<mailto:EISHelp@health.state.ak.us>>. For Policy questions, please contact the Policy and Program Development Team at DPAPolicy@health.state.ak.us <<mailto:DPAPolicy@health.state.ak.us>>.

From: DPA EIS Helpdesk
Sent: Tuesday, February 05, 2002 10:55 AM
To: ALL DPA Statewide Staff
Subject: Temporary Assistance Alert for EIS Cases with Earned Income Disregards

TEMPORARY ASSISTANCE ALERT FOR EIS CASES WITH EARNED INCOME DISREGARDS

We have enhanced EIS to help identify cases that have earned income and the level of earned income disregards should change.

A job has been run that set alerts on Temporary Assistance cases. The alert reads:

EI DEDUCTION CHG MONTH-12

(The numerical value attached to the alert may include numbers other than 12.)

On cases that display this alert, please take the following actions:

- **Access the March TAPD screen**
- **Change the PCN from ROLL to your PCN number**
- **Press <ENTER>**
- **Send an appropriate notice**

The TAPD screen will display the new income deduction level applied to the earned income case.

Reminder

As always, if the client also receives Food Stamps, manually re-authorize the FS on the FSAD screen.

Cases in future months or case that could not be corrected by EIS

Sys Ops will set a special alert, **PROCESS MAR TAPD-SEE EMAIL MSG**, and contact you with appropriate instructions.

Programs that are in future months require the earned income disregard counter to be corrected before the TAPD screen is accessed. This means you must delete the future months back to March to correct the PRAW and then re-authorize March benefits on the TAPD screen. From this point forward, the Earned Income counter will be correct.

Other information about correcting earned income counters

In the future, if you find the need to correct the earned income counter, take the following steps:

- Change the counter in the current month
- Manually re-authorize the TA benefit by re-typing your PCN on the TAPD screen.
(Re-authorizing the TAPD screen ensures the earned income counter is correct for the next month.)

If you have any system related questions, contact the Help Desk at DPA EIS Helpdesk or EISHelpdesk@health.state.ak.us
If you have policy questions, contact the Policy and Program Development Team at: dpapolicy@health.state.ak.us

From: DPA EIS Helpdesk
Sent: Thursday, January 31, 2002 1:12 PM
To: ALL DPA Statewide Staff; ALL DPA State Associates
Cc: Sturrock, Kathy
Subject: New FSO - 043 for Fairbanks APA Office

**BROADCAST TO ALL DPA STAFF
from SYSTEMS OPERATIONS
and FIELD SERVICES**

Effective January 30, 2002, a new Full Service Office (FSO), 'NRO APA - 043', has been added to EIS. The FSO 043 is for the Fairbanks APA office only.

- We have changed the FSO number on all existing cases for the Fairbanks APA workers from 041 to 043.
- **Following this date**, any case(s) that needs to be CARC'd to the NRO APA - 043 office will have to be done via the Case Record Control (CARC) screen using 043 in the *Full Service Office* field.

If you have any system related questions contact the Help Desk at DPA EIS Helpdesk or at eishelp@health.state.ak.us. If you have any other questions contact Steve Neel in Field Services at Steve_Neel@health.state.ak.us.

*Thanks,
Rachel Muniz
Systems Operations
PAA I
(907) 269-7833*

From: DPA EIS Helpdesk
Sent: Thursday, January 31, 2002 1:14 PM
To: ALL DPA Statewide Staff; ALL DPA State Associates; Sturrock, Kathy
Subject: EIS EXIT ENHANCEMENT

BROADCAST TO ALL STAFF FROM SYSTEMS OPERATIONS

Have you ever been in a hurry and wanted to completely sign off EIS with one step? Now, you can. All you have to do is:

- Type EXIT in the <NEXT> field of any screen in EIS. You will bypass the *Outstanding Notice Situations* and receive the *Signoff has been completed* message.

You still may use the PF12 key method to exit if you wish to display the outstanding notice situations for your caseload.

If you have system-related questions, please contact the Help Desk at EISHelp@health.state.ak.us or DPA EIS Helpdesk.

From: DPA EIS Helpdesk
Sent: Tuesday, January 15, 2002 8:05 AM
To: ALL DPA Statewide Staff; ALL DPA State Associates
Cc: Sturrock, Kathy
Subject: Check this out!!

Broadcast to all DPA staff & Case Management Service Providers
From the 60-Month Project Team

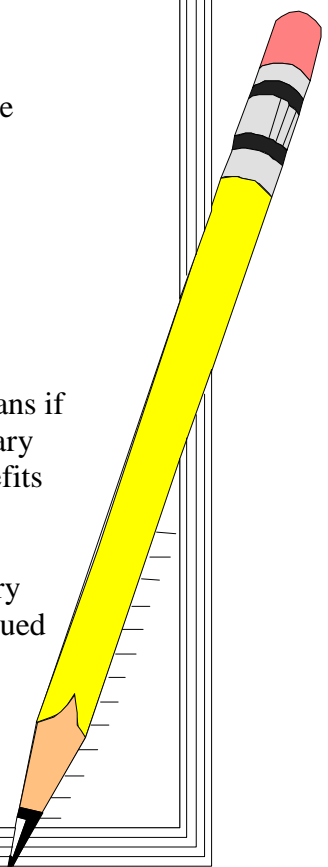
We've put together some helpful hints for understanding the differences between the PRAW and CLPM. We've included information on the X082 "Important Time Limit Notice".

We hope you like this new format. Please send your thoughts to the EIS Help Desk so we might better support you.

Thank you,
Help Desk



PRAW and CLPM Points

- The **PRAW** screen tracks the number of months an individual has received Temporary Assistance benefits. The PRAW screen automatically updates the MTHS USED field to show the previous months that have been received.
 - **For example:** Tommy Jones' case is sitting in the system month of February 2002 and the PRAW for February displays 36 months used effective the previous month, January 2002.
 - The AT MTHS USED field on the **CLPM** screen updates after benefit authorization. Unlike the PRAW, issuance does not have to occur. This means if a case is sitting in the current system month of February 2002 and the February benefits have been authorized the CLPM is counting the February 2002 benefits and will display one more month than the PRAW counter.
 - **For example:** Tommy Jones' case is in the system month of February 2002 and the benefit for February has been authorized and will be issued with the regular run for February benefits. The CLPM will show 37 months used, because February's benefit is authorized.
- 



Cut here and keep this handy reference about the PRAW and CLPM!!

- The **X082** "Important Time Limit Notice" was mailed January 3, 2002 to all open Temporary Assistance cases with more than 36 months used. The notice pulled the number of months used from the CLPM screen, which included the authorized February Temporary Assistance benefit.
- The **X082** will be mailed again on March 31st to all **open, pended and suspended** status households that have used more than **24 months**. For households with more than one adult, the count for the adult with the highest number of months used in excess of 24 will be displayed on the notice. By scheduling this notice job at the end of March and mailing before Rollover the number of months displayed on the X082 will include the month of April, the same month the notice will be received. Please note that after the **END OF MONTH ROLLOVER** in March the PRAW will show the number of months used through April, and the CLPM will display one more month than the PRAW because it's including the authorized May benefits.

From: DPA Policy
Sent: Friday, January 04, 2002 2:56 PM
To: ALL DPA Statewide Staff
Cc: DMA POLicy
Subject: Case Processing and Rollover

**This is a Broadcast Message to All DPA Staff
From System Operations and the Policy and Program Development Team**

Here is some more important information about EIS processing that Eligibility Technicians need to know. Using these processes will avoid payment errors and allow cases to roll over correctly. These are in addition to the previous broadcasts and instructions you have received. We plan to put all of this information together in a ProBudgeting EIS Procedure later this spring. Until then, please keep the information together for ease of reference. Remember, you can find all these broadcasts at the DPA web site at <http://dpaweb.hss.state.ak.us>.

Order of Processing

If Food Stamps are authorized before cash assistance (either APA or Temporary Assistance) is authorized EIS may not properly count the income received from those programs. As a general rule, **always authorize the Temporary Assistance or APA benefit BEFORE authorizing the Food Stamp benefit.**

However, because we are DPA, there are, of course, exceptions to this rule. They are:

1. Temporary Assistance or APA Refuse Cash Cases: If the Temporary Assistance or APA benefit is authorized before the Food Stamp benefit, EIS incorrectly counts the amount of the refused grant in calculating the Food Stamp allotment. We don't want that to happen, so here's what you do:
 - Insure that the cash benefit does not appear on the UNIN screen
 - Authorize the Food Stamp allotment first and then authorize the APA or Temporary Assistance benefit.
2. Food Stamp cases with a DI household member who is part of a Temporary Assistance family: The Temporary Assistance grant the family receives must be prorated among all the family members to be correctly counted in determining Food Stamp eligibility and allotment. In these cases you'll need to follow these steps:
 - Determine the Temporary Assistance benefit amount for the current month, but do not authorize.
 - Divide the Temporary Assistance benefit amount by the number of household members receiving Temporary Assistance.
 - On the UNIN, remove the "AF" income next to the PI and enter the prorated Temporary Assistance income next to the PI and the other Temporary Assistance household members.
 - Pass through the GRIN and the INED, then "NEXT" to the FSAD.
 - Authorize the Food Stamp benefit on the FSAD, then "NEXT" to the TAPD.
 - Authorize the Temporary Assistance benefit.
3. Expedited Food Stamp cases: If the Food Stamp application is approved and benefits issued prior to authorization of the Temporary Assistance or Adult Public Assistance benefit, it creates a Food Stamp benefit record that isn't counting the cash assistance. That Food Stamp benefit will continue to roll, which will be an error once we authorize the APA or Temporary Assistance. To keep that from happening:
 - Authorize the cash assistance for months for which Food Stamp benefits have already been issued, without going through the FSAD again.
 - Initialize and authorize both programs forward until you've authorized a Food Stamp benefit that is

counting the cash assistance - this will be the month when both programs are authorized with an "R" issuance code.

- In cases where two months of expedited Food Stamp benefits are issued before the Temporary Assistance or APA is approved, this means initializing and authorizing the third month for both the cash assistance and the Food Stamp benefits.

Initializing Into Future System Months

In some circumstances, ET's are initializing cases into future months. This can cause some rollover and benefit problems and should be done very sparingly if at all. We are assessing the need and full consequences of doing this. However, for now, please be aware of the following information about what happens when cases are initialized into future months:

When the EIS Rollover job moves cases into a new benefit month, it copies resource, income and expense records forward to the new month. If an individual is participating in a program or case that has already been initialized into the month EIS is rolling into, the Rollover job will NOT copy records forward. Instead the records that existed when the program or case was initialized forward continue to display in the system.

***Example:** Calendar month January, current system benefit month February; a Medicaid program has already been initialized into the system month of March. A caseworker makes changes to February income and expenses for Temporary Assistance and Food Stamps and authorizes new benefit amounts for February.*

When rollover occurs at the end of January, EIS rolls cases into the benefit month of March. In this example, the Rollover job will not copy forward the new income and expenses for Temporary Assistance or Food Stamps; EIS will display the records that existed when the Medicaid program was initialized into March. If there were no income or expense records when the Medicaid was initialized forward to March then there will still be no records for income or expense displayed for the Temporary Assistance/Food Stamp case after Rollover. If there were income records and the Temporary Assistance/Food Stamp worker changed them, the new records will not be seen on the case in March after Rollover.

If you have any system related questions please direct them to the Help Desk at EISHelp@health.state.ak.us. Please send policy questions to the Policy and Program Development Team at dpapolicy@health.state.ak.us.

From: DPA EIS Helpdesk
Sent: Tuesday, December 11, 2001 1:27 PM
To: ALL DPA Statewide Staff
Subject: Deauthorization of Benefits Fix

Broadcast to All Staff from Systems Operations

Effective immediately, you will no longer deauthorize benefits if you pass through one of the income screens without making a change. You may now view the UNIN, UNIE, EAIN, and SEEI without fear of deauthorizing benefits.

Thanks to those of you who alerted us to this system problem.

The Help Desk

From: DPA EIS Helpdesk
Sent: Monday, December 03, 2001 12:24 PM
To: ALL DPA Statewide Staff
Subject: APA, Food Stamp, and Temporary Assistance Mass Change - January 2002

**BROADCAST MESSAGE TO ALL DPA STAFF
FROM SYSTEMS OPERATIONS, THE FOOD STAMP POLICY UNIT, AND THE POLICY AND
PROGRAM DEVELOPMENT TEAM**

The Adult Public Assistance (APA), Food Stamp, and Temporary Assistance Mass Change jobs ran successfully! These Mass Change jobs were completed to implement the annual APA and Temporary Assistance changes that occur as a result of the cost of living increases given to SSA and SSI recipients beginning on January 1, 2002.

The attached documents give you more information about these changes, including the new EIS reports that were developed for Temporary Assistance and Food Stamps. Although the EIS mass change jobs are designed to automate the reauthorization of benefits for as many cases as possible, some cases will not have benefits authorized and others will need to have the accuracy of their benefits reviewed. The reports are intended to identify these cases for you.

If you have any questions about mass change or information in the attached documents, please direct your inquiries as follows:

APA or Temporary Assistance program policy: contact any member of the Policy and Program Development Team at 465-3347 or send an email to DPA Policy or DPAPolicy@health.state.ak.us

Food Stamp program policy: contact Joan Chase at 465-3325 or send an email to at Joan_Chase@health.state.ak.us

EIS - send an email to the DPA EIS Help Desk or EISHelpdesk@health.state.ak.us

Temporary Assistance Changes Effective January 1, 2002

Each year the Temporary Assistance need standards are adjusted by the same percentage as the Cost of Living Increase in Social Security benefits. This change is effective January 1, 2002 and causes:

- An increase in the ratable reduction to 21.93%, paying 78.07% of need, and
- An increase in the amount of the monthly shelter allowance.

Note: This adjustment only applies to the need standards; it does not change the maximum payment levels.

The new need standards and shelter allowances are listed below. These changes may affect payments as follows:

- Families who have countable income may receive an increase in benefits,
- Families with low shelter costs may receive a decrease in benefits, and
- Families who get food stamps may have a change in their food stamp allotment if their Temporary Assistance payment changes.

Unlike food stamps, for Temporary Assistance we must send notice of action when a family's payment increases or decreases because of a mass change.

The following EIS notices are available for case workers to send when payments change:

- Send notice W700 "Benefit Increase Jan. 2002" to families who have income and whose benefits increase because of the higher need standard.
- Send notice W705 "Benefit Decrease Jan. 2002" to families whose benefits decrease because of the change in the maximum shelter allowance.

If you have any questions about this information, please contact any member of the Policy and Program Development Team at 465-3347, or email dpapolicy@health.state.ak.us. This information will be included in the next Temporary Assistance manual change. In the interim, please keep this document in your Temporary Assistance manual for reference.

**TEMPORARY ASSISTANCE NEED STANDARDS
EFFECTIVE JANUARY 1, 2002**

Adult-Included Need Standards

<u>Household Type and Size</u>			
<u>One Caretaker Relative</u>	2-Parent Family	185% Eligibility <u>Standard</u>	<u>Need Standard</u>
2	3	\$ 1951	\$ 1055
3	4	2194	1186
4	5	2436	1317
5	6	2678	1448
6	7	2921	1579
7	8	3163	1710
8	9	3405	1841
Each Additional Child		\$ 242	\$ 131

Incapacitated Adult-Included Standards

<u>Household Size</u>	<u>185% Eligibility Standard</u>	<u>Need Standard</u>
3	\$ 2194	\$ 1186
4	2436	1317
5	2678	1448
6	2921	1579
7	3163	1710
8	3405	1841
Each Additional Child	\$ 242	\$ 131

Child-Only Standards

<u>Household Size</u>	<u>185% Eligibility Standard</u>	<u>Need Standard</u>
1	\$ 1071	\$ 579
2	1313	710
3	1555	841
4	1798	972
5	2040	1103
6	2282	1234
7	2525	1365
8	2767	1496
Each Additional	\$ 242	\$ 131
Pregnant Woman Standard	\$1221	\$660

**TEMPORARY ASSISTANCE SHELTER ALLOWANCES
EFFECTIVE JANUARY 1, 2002**

Household Type and Size			
Single Caretaker	2-Parents, both adults able to work	2-Parents, one parent unable to work	Maximum Shelter Allowance
2	3		\$ 316
3	4	3	355
4	5	4	395
5	6	5	434
6	7	6	473
7	8	7	513
8	9	8	552
Each Additional Child			39
Pregnant Woman			\$ 198

APA MASS CHANGE

After the APA Mass Change job runs, we send out numerous reports advising you of how the APA cases were affected by Mass Change.

Most APA cases will be successfully mass changed by the APA Mass Change job. However, some cases will need to be reviewed to ensure that benefits are accurate and appropriate notices are sent.

This document describes each of the APA Mass Change reports you will receive next week and provides other helpful information.

APA MASS CHANGE REPORTS

MR063--Mass Change Detail Report

This report shows the December and January benefit amounts for all APA cases that had benefits authorized by Mass Change. Cases that have a Food Stamp involvement show a 'Y' in the FS Column on this report.

CR063--APA Cases Not Selected for Mass Change

This report lists APA cases that did NOT mass change and the reason. Although these cases have January benefits authorized, they must be reviewed and benefits may need to be reauthorized to ensure the correct grant amount is paid.

CR066--Mass Change APA Cases with Earned Income

This report lists APA cases that did NOT mass change because they have earned income. Although these cases have January benefits authorized, they must be reviewed and benefits may need to be reauthorized to ensure the correct grant amount is paid.

CR067--A2S/B2S Mass Changed Report

This report lists all "couple, one eligible" cases that were mass changed. Please review these cases for possible adjustments to the January 2002 benefit amount due to the ineligible spouse's income.

ME865--Mass Change APA Cases with SSI Error

This is a list of cases that were NOT mass changed because of an error in the SSI amount. These cases have January benefits authorized. Please correct the SSI amounts and reauthorize January benefits.

MASS CHANGE ALERTS

Some cases rejected by the mass change job will NOT be listed on any of the APA Mass Change reports. These cases will be identified with a case alert MASS CHANGE ERROR--RECALCULATE on the ETAL screen. We anticipate setting these alerts no later than December 4, 2001. These cases must be corrected as necessary and benefits reauthorized for January.

IN-KIND INCOME CASES

The Mass Change job does not adjust SSI cases with in-kind income correctly. Please correct these cases as you find them and issue supplemental benefits for any underpayments.

SYSTEM GENERATED NOTICE (X064)

If an APA case has a decrease in benefits for January due to the annual cost of living allowance (COLA) change, EIS automatically sends the X064 notice, DECREASE IN APA BENEFITS--COLA INCREASE. Only cases with decreased benefits will receive this notice.

Please send APA policy questions to any member of the Policy and Program Development Team at 465-3347 or e-mail us at dpapolicy@health.state.ak.us. Send EIS related questions to the Help Desk at DPA EIS Helpdesk or EISHelpdesk@health.state.ak.us.

Temporary Assistance and Food Stamp Mass Change Reports

This document describes the new Mass Change reports that are being distributed to case workers who have Temporary Assistance and Food Stamp caseloads. Note: APA caseworkers with Temporary Assistance or Food Stamp cases will get the reports listed below in addition to the APA Mass Change reports.

MASS1 - TA AND FS MASS CHANGE DETAIL REPORT

This report lists both Temporary Assistance and Food Stamp cases that have been re-budgeted by the Mass Change jobs using the new APA and Temporary Assistance standards. These cases will show an authorization PCN of 'MASS.'

The MASS1 report contains the following information, sorted by region, district, unit, and caseworker:

- Case Name
- Case Number
- Program type (Temporary Assistance or Food Stamp)
- Household Type
- Household Size
- Old Countable Income
- New Countable Income
- Old Benefit Amount
- New Benefit Amount
- Amount of Change (shows how much the benefit increased or decreased.
This information may be helpful in reviewing changes and in preparation of notices to Temporary Assistance clients)
- Categorical Eligibility (contains a 'Y' if the FS case was categorically eligible before mass change and continues to be categorically eligible)

MASS 2 - TA AND FS CASES NOT MASS CHANGED

Temporary Assistance and Food Stamp cases rejected by the Mass Change job will not have their benefits deauthorized. Benefits will continue to be paid, as authorized by the end of the month rollover job, with a PCN of "ROLL". Rejected cases are listed on the MASS2 report, and must be reviewed to ensure accurate benefits are paid for January. If the review results in a Temporary Assistance benefit change, the case worker will need to notify the client of the change. Notices are not necessary for Food Stamp allotment changes that are due solely to the Mass Change.

The MASS2 report contains the following information, sorted by region, district, unit, and caseworker:

Case Name
Case Number
Household Type
Program Type
Reason Case was Rejected

Important note: To change or correct a Temporary Assistance or Food Stamp benefit amount or to make changes to a case, the caseworker must enter their PCN number on the TAPD or FSAD screen. This is true whether the PCN that appears is "MASS", "ROLL", your own PCN or someone else's. If a caseworker does not re-enter their PCN on the TAPD or FSAD, the new benefit amount will **not** be authorized and benefits may be paid at an incorrect level.

If you go to the TAPD or FSAD screen but do not re-type the PCN and press <ENTER>, the system does not update and the benefit does not change.

If you have a system question about EIS cases, please send your inquiry to the Help Desk at DPA EIS Helpdesk or EISHelpdesk@health.state.ak.us. If you have policy questions please contact any member of the Policy and Program Development Team at DPAPolicy@health.state.ak.us or for Food Stamps policy contact Joan Chase at Joan_Chase@health.state.ak.us.

January 2002 APA and SSI Income Standards Changes

Each year the APA Need and Payment standards are adjusted by the same percentage as the Cost of Living Increase in Social Security benefits. The new standards are effective January 1, 2002. This information will be included in the next APA Manual change, which will be distributed in December. In the meantime, please keep this document in your APA manual for reference. The new standards for 2002 are as follows:

APA Need and Maximum Payment Standards	Need Standard	Maximum Payment
Individual, Independent Living	\$1011	\$ 907
Individual, In Another's Household	836	731
Couple, One Eligible, Independent Living	1216	1066
Couple, One Eligible, In Another's Household	960	827
Couple, Both Eligible, Independent Living	1498	1345
Couple, Both Eligible, In Another's Household	1246	1088
Nursing Home Personal Needs	74	75
Nursing Home 300% Eligibility Standard	1635	N/A

SSI Income Standards

Individual, Independent Living	\$545.00
Individual, In Another's Household	363.34
Couple, Both Eligible, Independent Living	817.00
Couple, Both Eligible, In Another's Household	544.67

The APA mass change job automatically adjusts most APA benefits with the new standards. It also sends the X064 notice "Decrease in APA Benefits – COLA Increase" to recipients who receive a payment decrease. As in past years, APA workers will receive mass change reports. The mass change reports identify cases that need to be reviewed. If a case review results in a benefit change, the caseworker will need to notify the client of the change.

If you have any questions about this information, please contact any member of the Policy and Program Development Team at 465-3347, or email dpapolicy@health.state.ak.us.

From: DPA EIS Helpdesk
Sent: Friday, November 30, 2001 10:28 AM
To: ALL DPA Statewide Staff
Subject: URGENT Reminder on Changing Benefits

Broadcast to All Staff from Systems Operations

Prospective budgeting has changed the process for authorizing benefits on EIS. Several food stamp overpayments have been reported because the proper method was not followed.

If you go to the TAPD or FSAD screen but do not re-type the PCN and press <ENTER>, the system does not update and the benefit does not change.

Since October, caseworkers must enter their PCNs on the TAPD or FSAD screen and press <ENTER> before EIS updates the change.

If you are on the TAPD or the FSAD screen and you want to change the benefit, and it has a numeric PCN or MASS or ROLL in the PCN field, you must re-type your PCN on the screen and press <ENTER>. Check the TABH or FSBH benefit history screens to ensure the change took place.

If you have system related questions, contact the Help Desk at DPA EIS Helpdesk or EISHelpdesk@health.state.ak.us. Please send Food Stamp policy questions to Joan Chase at Joan_Chase @health.state.ak.us.

From: Ervin, Char
Sent: Thursday, November 29, 2001 4:38 PM
To: ALL DPA Statewide Staff
Subject: Information on Upcoming TA/FS Mass Change Jobs

**Broadcast to All Staff from the Food Stamp Policy Unit,
the Policy and Program Development Team,
and Systems Operations**

This broadcast is to give you some information about the new Temporary Assistance and Food Stamp Mass Change jobs that will run for the first time this weekend.

Most cases will be successfully processed by these jobs and will have their benefits authorized. However, many cases will need to be reviewed by caseworkers to ensure January benefits are accurate and appropriate notices are sent.

We will be sending another broadcast on December 3, after the Mass Change jobs are run. It will include information about the reports you will receive and how to use those reports to complete the processing of January benefits.

What is Mass Change?

System programming for Mass Change automatically adjusts benefits whenever a change affecting all cases occurs. Mass Change jobs are run to automate the January changes to the Temporary Assistance need standards, maximum shelter allowance and ratable reduction, and in October to automate the annual changes in Food Stamp Program income, shelter and allotment standards.

What will Mass Change do?

- Increase the Temporary Assistance countable income of a child who is receiving SSI and is included in the Temporary Assistance case
- Recalculate Temporary Assistance benefits using the new need standards, maximum shelter allowances and ratable reduction
- Recalculate Food Stamp benefit amounts, incorporating any changes made by the Temporary Assistance and APA Mass Change jobs
- Generate a report listing cases that were **not** mass changed
- Generate a report listing cases that **were** mass changed

What will Mass Change NOT do?

- Redetermine eligibility based on resources
- Redetermine eligibility for cases that fail the gross or net income tests, except categorically eligible Food Stamp households
- Recalculate benefits for the following:
 - Cases for which two benefits for December have been authorized or issued, not including child support pass through payments
 - Cases that are not in the system months of December or January
 - Cases that do not have December benefits authorized
 - Cases with a paid benefit for January
 - Cases that have a zero benefit, including suspended cases, refuse cash cases and cases with a Temporary Assistance benefit of less than \$10
 - Temporary Assistance and Food Stamp cases that include a penalized or disqualified individual
 - Temporary Assistance cases with deemed income (participation codes DP, PA, and SP)
 - Temporary Assistance cases with an SI AT amount that is not \$128
 - FS cases with a related APA or Temporary Assistance case that was not mass changed
 - FS cases with SSA or SSI income amounts that were not mass changed

What are the Program Requirements for Mass Change Notices ?

- Temporary Assistance families must be notified of any change in benefits because of Mass Change. Two notices are under development for this purpose. We will notify you when these notices are put into production.
- Food Stamp policy does **not** require a notice for benefit changes resulting from Mass Change. The Food Stamp Policy Unit will be distributing posters to be displayed in offices.

When will Mass Change Reports be available?

Temporary Assistance and Food Stamp Mass Change reports will be mailed to offices statewide on Monday, December 3. The Temporary Assistance and Food Stamp Mass Change reports are combined. To simplify processing, information for combination cases and Food Stamp only cases will appear on the same report.

If you have system related questions, please contact the Help Desk at DPA EIS Helpdesk or EISHelpdesk@health.state.ak.us. Policy questions should be directed to the Policy and Program Development Team at DPAPolicy@health.state.ak.us or for Food Stamp policy contact Joan Chase at Joan_Chase@health.state.ak.us.

From: DPA EIS Helpdesk
Sent: Monday, November 26, 2001 8:43 AM
To: ALL DPA Statewide Staff; ALL DPA State Associates
Subject: Two "No change" Notices and N020 Retitled

**BROADCAST TO ALL STAFF FROM THE FOOD STAMP POLICY UNIT,
THE POLICY AND PROGRAM DEVELOPMENT TEAM,
AND SYSTEMS OPERATIONS**

We created two new notices and changed the title of an existing notice:

- Two new notices are now available to notify households when a reported change does not affect eligibility or benefit level. Use of this notice is a Food Stamp Program requirement.

**F702 – NO CHANGE IN FOOD STAMP BENEFITS
C702 – NO CHANGE IN BENEFITS**

- The title of EIS notice N020 has been changed from '**ON-GOING PEND – INFORMATION NEEDED**' to '**REQUEST FOR INFORMATION**'. The title was changed to prevent any misunderstanding about pending on-going cases.

Under prospective budgeting, ongoing benefits may not be withheld while waiting for information. The N020 notice is used to request information needed to determine ongoing eligibility and/or benefit level. The N020 notice is not an adverse action notice. A notice of adverse action notice must be sent before closing the case for failing to provide the requested information.

Please note: EIS still accepts the **PE** code to hard-pend cases. Do **not** use this code to pend on-going cases as this will deauthorize benefits. You may continue to use the **PE** code to hard-pend applications and food stamp recertifications.

If there are any system related questions, please contact the Help Desk at DPA EIS Help or EIHelpdesk@health.state.ak.us. If you have policy questions please contact the Policy and Program Development Team at DPAPolicy@health.state.ak.us or for Food Stamps contact Joan Chase at Joan_Chase@health.state.ak.us.

From: DPA EIS Helpdesk
Sent: Wednesday, November 14, 2001 4:54 PM
To: ALL DPA Statewide Staff
Subject: Advance Mass Change Broadcast

**Broadcast to all DPA Staff from Systems Operations, the Food Stamp Policy Unit
and the
Policy & Program Development Team**

This is an early reminder about the Food Stamp, Temporary Assistance, and Adult Public Assistance Mass Change jobs which will automatically increase benefits for these programs to reflect the January 2002 cost of living adjustments (COLA). Mass Change is scheduled to run on the night of November 30, 2001 for benefit month January 2002.

In preparation for Mass Change, **please do not initialize** into the benefit month January 2002 or beyond until after December 1, 2001.

- For Food Stamps and Temporary Assistance, if you initialize and authorize into the month January 2002 before December 1, you will have to re-work January benefits after the Mass Change job to insure the benefit amounts are correct.

Additional Instructions for APA Workers

- If you must go into the benefit month of January 2002 before December 1, be sure to retain the 2001 amounts on the UNIN and APAS screens. Mass Change will process the 2002 COLA and adjust the income figures and final benefit amount for you.
- Make sure the prospective UNIN and APAS screens accurately reflect the current (2001) SSA and SSI figures. **Note:** Because of SSA's mid-year COLA corrections, the correct (2001) SSA and SSI figures should be the amount the individual received for July 2001.

DO NOT ENTER THE ANTICIPATED 2002 COLA INCREASE ON THE UNIN and APAS SCREENS.

- Be sure that couple cases have the spouse in the 02 position on the SEPA screen. If the spouse is in any other position on the SEPA, the case will be rejected for Mass Change without any further consideration. If the case is rejected for any reason, Systems Operations sets an alert for you on the ETAL screen after the Mass Change job runs.

Systems Operations will distribute various reports after Mass Change to assist you in identifying the Adult Public Assistance, Food Stamp, and Temporary Assistance cases that have had adjustments made. You must review the reports and cases to ensure accuracy.

Please direct Adult Public Assistance and Temporary Assistance policy questions to the Policy and Program Development Team via email to DPAPOLICY@health.state.ak.us <<mailto:DPAPOLICY@health.state.ak.us>>. Direct Food Stamp Policy Questions to Joan Chase at Joan_Chase@health.state.ak.us <mailto:Joan_Chase@health.state.ak.us>. Direct EIS system questions to DPA EIS Helpdesk or EISHelpdesk@health.state.ak.us <<mailto:EISHelpdesk@health.state.ak.us>>.

From: DPA EIS Helpdesk
Sent: Monday, November 05, 2001 2:41 PM
To: ALL DPA Statewide Staff
Subject: Case Alerts Set Due to Rollover Problems

Broadcast to All Staff from Systems Operations, the Policy and Program Development Team, and the Food Stamp Policy Unit

With Prospective Budgeting, limitations experienced with the monthly Rollover job have been detected. Generally, the Rollover job copies information from one month to the next. Prior to the implementation of Prospective Budgeting, workers passed through the payment determination screens for most cases. We did not depend on the Rollover job to carry over all information necessary to accurately determine benefits. Now that benefits are auto-authorized based on the amount "rolled over" from the prior month, we recognize the need for enhancements to existing processes. A problem we have discovered is best illustrated by the following example.

The Regular Run on September 25th paid cash for the benefit month of October. On September 26 (after September 25 but before October 1) a case worker changed the EIS case and authorized a supplement for the benefit month of October. The EIS case now has two benefit amounts for October. The Rollover job which runs on the night of September 30 only rolls one benefit (the Regular Run benefit) from October to the new month of November. This means the changes made on the EIS case may not be correct for the new month of November. The EIS discrepancy occurs when changes are made to a case between the Regular Run and the end of the month that result in more than one benefit amount on the case. Fortunately, this problem can occur only a few days out of each month, but it potentially can cause errors to both cash and food stamp benefits.

This is not a widespread problem for individual caseworkers. We have identified 23 EIS cases with October supplements. The number of cases with November supplements is 45. Systems Operations has a list of affected cases and will set an alert on the cases in question. Please remember to look at both cash and food stamps programs for any cases under review. If an APA program has been supplemented it may affect the corresponding food stamp case.

Here is a summary of steps to take if your case has the following alerts. Please follow this procedure until the system programming can be changed. In the meantime, Systems Operations will set an alert at the beginning of each month on any EIS case needing review due to this supplemental benefit problem. A broadcast will be sent when the system is smart enough to process the two payments correctly.

**SUPPL BENEFITS OCT--CHECK PGMS or
SUPPL BENEFITS NOV--CHECK PGMS**

- If you have a case with October supplements, review November benefits and re-determine December benefits. November benefits may need another supplement but December can be fixed now by going through the payment determination screens (TAPD and FSAD) and changing the PCN from ROLL to your authorization PCN.
- If you have a case with November supplements, re-determine December benefits by going through the payment determinations screens (TAPD and FSAD) and changing the PCN from ROLL to your authorization PCN.

In both cases above, you will see the change in benefits. Again, remember if a cash benefit has changed then check the food stamp benefits.

NOTE: Any time a supplement is authorized for a month that is already paid, the current system month (and any future months that may already be authorized) need to be reviewed for necessary corrections. For example, on November 3,

after November benefits have been paid and the case has rolled into December, a worker processes a change that is effective for the benefit month of November. The worker would need to process the supplemental benefit for November and also be sure the December benefit is correct based on the information.

If there are any system related questions, please contact the Help Desk at DPA EISHelpdesk or EISHelpdesk@health.state.ak.us. If you have policy questions contact Policy and Program Development Team at DPAPOLICY@health.state.ak.us or for Food Stamps contact Joan Chase at joan_chase@health.state.ak.us.

From: DPA EIS Helpdesk
Sent: Friday, November 02, 2001 12:58 PM
To: ALL DPA Statewide Staff; ALL DPA State Associates
Subject: New 'Medicaid Review Pended' (M302) Notice

BROADCAST TO ALL DPA STAFF

from DIVISION OF MEDICAL ASSISTANCE AND SYSTEMS OPERATIONS

We are pleased to announce the creation of a new notice. Until this time, there was no notice available to pend a Medicaid review. Effective November 1, 2001, the new "MEDICAID REVIEW PENDED" (M302) will be available for your use.

We hope you will find this helpful.

If you have any Medical Assistance policy questions, contact DMA at DMA_Policy@health.state.ak.us. If you have any system-related questions, contact the Help Desk at DPA EIS Helpdesk or at EISHelp@health.state.ak.us.

From: DPA EIS Helpdesk
Sent: Friday, October 26, 2001 4:03 PM
To: ALL DPA Statewide Staff; ALL DPA State Associates
Cc: Sturrock, Kathy
Subject: Denial/closure code and new notices

Broadcast to All DPA Staff
From Systems Operations and the Policy and Program Development Team

A new closure/denial reason code, **TL**, has been created to close or deny a Temporary Assistance case when a family has reached the 60-month time limit and is not eligible for an extension.

Two new notices have been developed for use with this code.

Notice W415 – Temporary Assistance Ends-60 Months will be used when closing a case because an adult in the family has received 60 months of Temporary Assistance and the family does not qualify for an extension to the time limit.

Notice W215 – ATAP denied – 60 Months will be used when denying an application because an adult in the family has used 60 months of assistance and the family does not qualify for an extension.

If you have system questions, please contact Systems Operations Help Desk at EISHelp@health.state.ak.us. For Policy questions, please contact DPAPolicy@health.state.ak.us

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From: DPA EIS Helpdesk
Sent: Friday, October 26, 2001 4:15 PM
To: ALL DPA State Associates; ALL DPA Statewide Staff
Subject: Changes to the IVR Prompts

Broadcast to All DPA Staff
From
Systems Operations

In line with the move to Prospective Budgeting and Change Reporting and increased focus on the 60-Month Limit, some changes will be made to the IVR voice prompts this weekend. We want you to be aware of the changes in case clients call you with questions.

The order of some of the prompts has changed slightly and instructions for accessing some information may be a little different from past wording. The prompt referring to receiving the monthly report has been replaced by prompts allowing clients to learn when the next review or recertification is due. There is a series of prompts for accessing information about the number of TANF months used as well as a prompt that describes change reporting requirements.

We don't anticipate callers having any difficulties with the new prompts, but wanted to alert you in case you get questions about the changes.

If there are any questions or problems concerning the IVR, please contact the DPA EIS Helpdesk via "EIS Help" or eishelp@state.ak.us <<mailto:eishelp@state.ak.us>>. An updated IVR Procedure document will be sent in the near future.

From: DPA EIS Helpdesk
Sent: Thursday, October 11, 2001 11:59 AM
To: ALL DPA Statewide Staff
Subject: Refuse Cash Case Processing

BROADCAST TO ALL DPA STAFF
FROM SYSTEMS OPERATIONS AND THE FOOD STAMP POLICY UNIT

It has come to our attention that Food Stamp benefits are not calculated correctly in EIS when Refuse Cash cases are budgeted prospectively. Refuse Cash cases did process correctly under Retrospective Budgeting.

A work request has been submitted to correct this problem but in the meantime, please process your cases as follows:

- Update all resource and income screens
- Access the FSAD screen to authorize FS benefits (AF and AP codes are not on the UNIN screen), then
- Access the TAPD or APAS screen to authorize the Refused Cash benefit.

If you are not working the current system month, you will need to repeat these steps for each benefit month for which the cash is refused up to and including the current system month.

REMEMBER: If you set up a case for Refused Cash in the current system month, it will roll as Refused Cash until you stop it or the Review Due Date is reached.

If you have any system related questions, please contact the Help Desk at DPA EIS Helpdesk or EISHELPDESK@health.state.ak.us. If you have Food Stamp policy questions, please contact Joan Chase at Joan_Chase@health.state.ak.us.

From: DPA EIS Helpdesk [EISHelp@health.state.ak.us]
Sent: Wednesday, October 10, 2001 3:26 PM
To: ALL DPA Statewide Staff; ALL DPA State Associates
Subject: New Medicaid Notice

> Broadcast to all DPA Staff
> From
> Systems Operations and Division of Medical Assistance
>
> Effective immediately a new Medicaid notice, M118 Back-Dated Medicaid
> Approved, is available for use. Please use this notice for situations
> when there is a lapse in time before Medicaid can be authorized, such
> as the months or sometimes years it can take for SSI approval. This
> notice should not be confused with the M103 Retroactive Medicaid
> Approved sent when an eligibility determination is made for standard
> Medicaid in one or more months in the three-months prior to the
> application date.
>
> If you have questions about using this notice, please contact Division
> of Medical Assistance at DMAPOL or DMAPOL@health.state.ak.us. For
> system questions, please contact the EIS Help Desk at EISHelp or
> EISHelp@health.state.ak.us.
>

From: DPA EIS Helpdesk
Sent: Wednesday, October 10, 2001 9:06 AM
To: ALL DPA Statewide Staff; ALL DPA State Associates
Cc: Sturrock, Kathy
Subject: REVIEW OF ALERTS FOR 11/01 BENEFITS

**BROADCAST TO ALL DPA STAFF
from SYSTEMS OPERATIONS
and FIELD OPERATIONS**

On September 30, 2001, Systems Operations ran a batch job to set certain alerts on the ETAL and ETAD screens. The Prospective Budgeting changes were supposed to give staff alerts without deauthorizing the benefits. Unfortunately the old job which de-authorized benefits was run. The job coded some clients 'OU' on the SEPA screen and caused the benefit to be de-authorized. The alerts generated by the old job have new wording and need caseworker action.

Below is a list of the alerts with a 'DUE DATE' of 10/01/01, which need review of 11/01 benefits and possible re-authorization. Temporary Assistance, Food Stamps and Medicaid cases with these alerts were affected by the old batch job.

- **XXXXXXXX TURNED 18-CHECK HS**
- **XXXXXXXX TURNED 19-REVIEW TA**
- **XXXXXXXX WILL TURN 18**
- **XXXXXXXX WILL TURN 19**
- **URNS AGE 18-FS BENEFIT DEAUTH**

As with all alerts, these alerts are considered reports of change. **Caseworkers have ten days to take action and re-determine benefits if necessary.** Review of alerts on the ETAL and/or ETAD is very important and should be done on a daily basis.

If you have any system related questions, please contact the Help Desk at DPA EIS Helpdesk or EISHelp@health.state.ak.us. For all other questions contact Steve Neel at Steve_Neel@health.state.ak.us.

From: DPA EIS Helpdesk
Sent: Friday, October 05, 2001 7:36 AM
To: ALL DPA Statewide Staff
Subject: Remote print (REPR) screen modification

BROADCAST TO ALL DPA STAFF
FROM SYSTEMS OPERATIONS

Effective immediately, the Remote Print (REPR) screen will not show a selection for CASES NOTIFIED FOR LATE MMRS REPORT. The last MRF FREEZE job ran on 9/15/01 and with Prospective Budgeting we will no longer need this information.

Reminder: When the Caseload Report (CR001) is printed next week you will see some changes including more letters of the client's first name, no MRF information and re-arranged columns.

If you have any system related questions, please contact the Help Desk at DPA EIS Helpdesk or EISHelpdesk@health.state.ak.us

From: DPA EIS Helpdesk
Sent: Friday, September 21, 2001 10:29 AM
To: ALL DPA Statewide Staff
Subject: MMHR Screen changes for the benefit month 10/01

BROADCAST TO ALL DPA STAFF
FROM SYSTEMS OPERATIONS

Effective immediately, the 10/01 MMHR screen has **viewable** and **updateable** fields. This means that you can see why the TA or FS programs are requiring or not requiring an MRF. You may now correct the MRF program requirements in most instances.

Please remember the following when working on the MMHR screen:

- If the program requires a MRF, the MMHR screen should show the FIRST MMR REQUIRED field with a date of '0901' or earlier and the MMR EXEMPT field should contain a 'N' or 'blank.' (EIS will FAIL the MRF eligibility factor if the MRF is not registered)
- If you are working a case with an application in August or September, an MRF is not required. The FIRST MMR REQUIRED fields on the MMHR should have a future date entry and the MMR EXEMPT field should contain a 'N' or a 'blank.' For example, a September application would show '1101' in the FIRST MMR REQUIRED field and the MMR EXEMPT field should contain a 'N.' (EIS will PASS the MRF eligibility factor)
- If you are working a Food Stamp MMR Exempt case, the MMHR should show a date in the FIRST MMR REQUIRED field **and** the MMR EXEMPT field should contain a 'Y'; the EXEMPT THROUGH field should contain a date; and the EXEMPT REASON field should contain a reason code. (EIS will PASS the MRF eligibility factor.)

Helpful Hint to get cases not subject to an MRF out of FROZEN status:

Close the program on the TAED or FSED

Revert the Program back to OPEN

Delete month back to 10/01 if the program was too far ahead

Adjust the 10/01 MMHR screen using one of the steps described above so that the MRF is NOT required by the TAPD or FSAD.

If you have questions or problems not covered by this message, please contact the Help Desk at EISHelp@health.state.ak.us <<mailto:EISHelp@health.state.ak.us>> or DPA EIS Helpdesk.

Thanks for your patience as we make system adjustments for Prospective Budgeting.

From: DPA EIS Helpdesk
Sent: Friday, September 21, 2001 9:43 AM
To: ALL DPA Division Managers
Subject: A Change in Processing New EIS Accounts

After almost 20 years of using [redacted] as the initial password for new accounts, ITG is changing their process. We do not anticipate this change will adversely affect time frames in getting new employees on the system and we support the focus on increased security.

Here is how the new process will work:

Paperwork for new accounts will be submitted as usual. Once ITG has set up the account, they will notify our Security Assistants with the initial password (assigned at random). Our Security Assistants will advise the supervisor of the Logon ID and password. All other steps of the process will remain the same.

Please note that in the event our Security Assistants are not available, the supervisor as noted on the ITG LOGONID Request form will be contacted with the sign on and password information.

As always, if you have any problems, contact us through the EIS Help Desk.

Thank you.

The Help Desk

From: DPA EIS Helpdesk
Sent: Monday, September 17, 2001 4:33 PM
To: ALL DPA Statewide Staff; ALL DPA State Associates
Subject: Printing & Mailing of 9/17 Notices and MRF Problems

Broadcast to All Staff from Systems Operations

Printing and Mailing Problems

Due to problems with the printer at the Anchorage Data Center, notices dated today, 9/17, will not be delivered to the vendor for mailing until tomorrow. Please make a note that notices dated 9/17 will be mailed Tuesday, 9/18.

Today's notice job included Recertification notices and the vendor has five working days to process these notices. The notices and appropriate review/recertification applications will be mailed prior to September 20.

The printing problem did not affect warrants and medical benefits.

MRF Related Problems

This morning we were alerted to several system oddities following the MRF Freeze Job which ran over the weekend. We have taken our system research as far as we can. Programming cannot be applied to fix these cases because each scenario needs personal review. Here is what we know:

- Some X002 Monthly Report Not Received - ATAP and X003 Non-Receipt of MMR/FS Case Closed notices were sent in error. Most of the notices were sent appropriately.
- With rare exceptions, the cases involved August and September 2001 applications.
- Alerts are reliable. Please review any case for which you receive one of the following alerts:
AF AUTO-AUTH PAYMENT DE-AUTH
FS AUTO-AUTH PAYMENT DEATUH
BENEFIT DE-AUTHORIZED - NO MMR
- If you are working an application for August or September and the program is frozen, register a bogus MRF as of 9-17-01 and authorize 10/01 benefits.
- If the program is frozen and sitting in benefit month November 2001, contact the Help Desk to have the case taken out of frozen status. It may be necessary to re-authorize October benefits.

Thanks to those who sent messages to the Help Desk. We will take care of any fixes needed on cases already reported.

We apologize for any inconvenience this may cause.
The Help Desk

From: DPA EIS Helpdesk
Sent: Tuesday, September 04, 2001 7:24 AM
To: ALL DPA State Associates; ALL DPA Statewide Staff
Cc: Sturrock, Kathy
Subject: Newly aligned FSP Changes 10/01

BROADCAST TO ALL DPA STAFF FROM
SYSTEMS OPERATIONS AND THE FOOD STAMP POLICY UNIT

Effective October 1, 2001 the Food Stamp Program Gross and Net Income Standards and the Maximum Food Stamp Allotments will increase.

The Maximum Excess Shelter Deduction has changed to \$566. Households with certification periods beginning on or after March 2001 get the new \$566 excess shelter standard effective October 2001. Households with current certification periods that began prior to March 2001 are given the \$521 standard. EIS is programmed to allow the appropriate standard amount.

The Standard Deduction of \$229 did not change.

The New Income Limits are:

HOUSEHOLD SIZE	GROSS LIMIT	NET LIMIT
1	1163	895
2	1572	1210
3	1982	1525
4	2391	1840
5	2801	2155
6	3210	2470
7	3620	2785
8	4029	3100
Each Additional Member	+ 410	+ 315

New Maximum Food Stamp Allotments are:

HOUSEHOLD SIZE	URBAN	RURAL	RURAL II
1	\$167	\$213	\$260
2	307	392	477
3	440	561	683
4	559	712	867
5	663	846	1030
6	796	1015	1236
7	880	1122	1366
8	1006	1283	1561
Each Additional Member	+126	+160	+195

If you have any system related questions, please contact the Help Desk at EISHelp@health.state.ak.us or DPA EIS Helpdesk. If you have policy questions, please contact Joan Chase at Joan_Chase@health.state.ak.us

From: DPA EIS Helpdesk
Sent: Saturday, September 01, 2001 1:03 PM
To: ALL DPA Statewide Staff; ALL DPA State Associates
Subject: EIS Changes for Prospective Budgeting

EIS CHANGES FOR PROSPECTIVE BUDGETING
From
SYSTEMS OPERATIONS

The Prospective Budgeting Project required a number of EIS changes. In place of an EIS Procedure, this broadcast briefly describes the EIS system changes and provides some processing suggestions.

EIS CONVERSION

When the EIS conversion job ran on 8/31/01, it set a review date for Temporary Assistance.

- For combo cases (TA/FS, TA/ME/FS, TA/ME) with a recertification/review date of November, 2001, or later, the TA review date was aligned first with the Food Stamp recertification date, and if there was no Food Stamp case, it was aligned with the Medicaid review date.
- For combo cases with a recertification/review date of October, 2001, the TA review date was set to January, 2002.
- For stand-alone TA cases, review dates were randomly set between January, 2002 and June, 2002.
- Temporary Assistance review dates may be reset as needed to align with a Food Stamp recertification or Medicaid review period.

EIS CASE STATUS

Please check the CR001 Weekly ET Caseload Report to ensure open cases are in the current system month of October, 2001.

- Cases that were not in the system month of September on August 31 were not picked up by the EIS conversion job; therefore, these TA cases will not have a review date set for Temporary Assistance.
- For TA cases not picked up by the conversion job, caseworkers will have to enter a Temporary Assistance review date when October benefits are authorized.
- **Reminder: “Auto-authorization” is being turned off for October benefits for both Temporary Assistance and Food Stamps. Caseworkers will need to process all TA and FS cases for the benefit month of October.**

Note: The new version of the CR001 comes out October 1, 2001. We will continue to use the current version in September because we still need the MRF information when processing October benefits.

EIS CHANGES

Entry sequence for screens

Starting with the October benefit month the MMHR screen and the retrospective income and expense screens will disappear from the entry sequence. Case workers can still “next” to the MMHR and can access retrospective income and expense screens for months prior to October to complete corrective actions or claim determinations, or to process backlog.

NOTE - MMHR Entry: An August 1, 2001 broadcast instructed staff to set the “First MMR Required in Month of:” field to 10/01 for applications received in August. EIS now makes the entry on the MMHR for August and September applications.

New screen names

- AFBH (AFDC Benefit History) is now the TABH (Temporary Assistance Benefit History)
- AFRD (AFDC Resource Determination) is now the TARE (Temporary Assistance Resource)
- AFPD (AFDC Payment Determination) is now the TAPD (Temporary Assistance Payment Determination), and the new Review Due Date field replaces the AUTO AUTH field
- Using either the new or old screen acronyms will be accepted in the NEXT field

New System-Generated Alerts

- Temporary Assistance or Food Stamp cases may now be suspended prospectively. Cases in suspended status will remain suspended when they roll to the next month. Benefits on suspended cases will not be authorized by rollover. An alert, “MMYY (TA or FS) suspended” will be generated for these cases by the rollover job.
- Temporary Assistance, Food Stamps, Adult Public Assistance and APA-related Medicaid cases with reviews/recerts registered but not worked will receive the alert “(TA or APA or ME or FS) (review or recert) not processed” around the 28th of the month.

NOTE: This alert will not appear if the review/recert is not registered.

NOTE: AF related Medicaid reviews registered on MIRE will not get this alert.

Other Alert Information

- The “outstanding notice situations” alert will no longer occur. We also have programming underway to delete some system alerts automatically after 90 days.
- Some alerts will no longer occur simply because we will be ending the batch jobs that generate them, such as the “MMR Freeze” and the “auto close ATAP and FS programs” alerts.
- Prior to the prospective budgeting changes, benefits were deauthorized by EIS when certain alerts were generated. Wording on these alerts was changed, and EIS *no longer deauthorizes benefits*. Affected alerts are:
 - “Turns age 18-FS benefit death” becomes “**Turns age 18-review FS pgm**”
 - “**XXX turned 18-check for HS**” (no change in wording, but no longer deauthorizes the TA benefit.)
 - “XXX turned 19-not in grant” becomes “**XXX turned 19-review TA**”
 - “Death TA MMY; max ‘BA’ EX RC” becomes “**Review TA MMY; max ‘BA’ EX RC**”
 - “Auto Auth turned off: ABAWD” becomes “**Re-determine FS elig: ABAWD**”

It is important that caseworkers review all alerts on a daily basis, since alerts are now a primary tool for caseload management.

Review Due Date

Effective September 1, 2001, entry in the “review due date” field on the APMM and the APAS is required in the first month of eligibility rather than in the third month. Entry in the “review due date” field is also required when authorizing the first month of eligibility for Temporary Assistance. Food Stamp “certification through” entry requirements have not changed.

Notices

Many notices were changed to remove references to monthly reporting and to reflect the new change reporting requirements and other policy changes. Some new notices were added beginning September 1. Those notices that are no longer needed will end September 30. The new and changed notices as well as those that will end are listed in the SD&T Prospective Budgeting Training Manual, with the exception of three new conversion notices recently added to the list, C715, F715, and W715. Reference On-Line Help for a complete list of notices. An updated EIS Notice List is included in Administrative Procedures Manual Change # 9 which is scheduled for release around the 15th of this month.

On-Line Help Screens

The on-line help screens in EIS have been updated to reflect the change from prospective/retrospective budgeting to prospective budgeting effective benefit month 10/01. They also reflect the new screen names such as “TAPD”, but include the old screen names in the text, since these may still be used in “nexting” to a screen. On-line help also describes any changes in the way a screen may work due to prospective budgeting, as well as the ability to access retrospective screens for months prior to October, 2001.

EIS Codes

To support policy alignment, some EIS resource and income codes changed:

- **Real Property for Sale:** The RS code ends on September 30, 2001. Property for sale is now identified with the code RP. This code exempts the property for Food Stamps, Temporary Assistance and Medicaid. When the OTAS screen is accessed, EIS will generate an alert reminding the worker to change the RS code to RP.

- **Earned income of a student/child**
 - SC will identify earned income of a student/child under 18 and will exempt the income for Food Stamps, Temporary Assistance and Medicaid.
 - CI will identify earned income of an 18-year-old dependent child. This code exempts the income for Temporary Assistance and Family Medicaid, but counts it for Food Stamps.
 - The CH and SI earned income codes will end September 30, 2001. (Not currently used on any active cases, so no conversion is necessary.)

- **Gifts**
 - Unearned income code CG is added to identify “charity gift \$300/Q or less.” This income is exempt for all programs except Adult Public Assistance.
 - Unearned income code GI remains countable for all programs; however the definition changed to “countable cash gift.”

- **Non-recurring Lump Sum Payments:** These payments are now considered a resource in the month of receipt for all programs and are longer excess averaged for Temporary Assistance and Medicaid; therefore, the NC/LS fields on all of the EIS income screens have been removed.

FS ‘DI’ cases

When processing TA/FS combo cases where a person is coded DI on the SEPA screen for Food Stamps, it is necessary to prorate the TA benefit among the household members to calculate the correct Food Stamp benefit amount. To do this:

- Remove the total AF income entry that appears next to the PI on the UNIN.
- Enter the appropriate prorated amounts of the AF benefit for each individual on the prospective UNIN screen.
- Pass through the GRIN and the INED, then “next” to the FSAD.
- Authorize the Food Stamps first, then,
- “Next” to the TAPD/AFP and authorize the TA.
- This process does not deauthorize the Food Stamps, and the food stamp benefit will be determined correctly for that month. The benefit will also continue to roll and issue the same amounts for following months.

IMPORTANT NOTE! Anytime the case is accessed in a way that deauthorizes benefits, the FSAD will reflect the prorated entries as well as the total AF amount the system enters automatically on the UNIN screen, so the above procedure will need to be repeated. **An EIS work request is in the hopper to enhance this process. In the interim, please follow the procedure above so food stamp benefits are paid correctly.**

Recoupment Information

Recoupments will now be generated by the EIS issuance jobs. It is no longer necessary to work a case and access the payment screen to activate a recoupment. When the Claims Unit in Juneau receives the claim:

- The claim information is set up on the OVCA screen.

- The start date for the recoupment is set one month from the date the claim is actually entered, and
 - A notice is sent to the client telling them the month benefits will be reduced due to the recoupment.
- For example, if a TA or APA claim is entered on August 28, 2001, the effective date of the claim would be September 28, 2001. Because the regular run for October benefits will occur on September 25, the recoupment will begin in November.

“Sys Ops Update”

As we all start working with these EIS changes, there will undoubtedly be questions, many of which will be sent in to the EIS Help Desk. As these questions come in, we will keep track of them and showcase the most frequently asked questions (FAQ) in our next Sys Ops Update arriving in offices everywhere the end of September. In the meantime, please do contact the Help Desk with any EIS questions or problems you may have at DPA EIS Helpdesk or EISHELP@health.state.ak.us <<mailto:EISHELP@health.state.ak.us>>.

For policy questions related to the change to prospective budgeting:

For Temporary Assistance or APA, contact any member of the Policy and Program Development Team at 465-3347 or e-mail them at DPAPOLICY@health.state.ak.us <<mailto:DPAPOLICY@health.state.ak.us>> .

For Food Stamps, contact Joan Chase at 465-3325 or e-mail her at Joan_Chase@health.state.ak.us <mailto:Joan_Chase@health.state.ak.us> .

For Medicaid, contact Kathy Ensor at 465-1163 or send e-mail to the Division of Medical Assistance at DMAPOL@health.state.ak.us <<mailto:DMAPOL@health.state.ak.us>> .

From: Ervin, Char
Sent: Saturday, September 01, 2001 1:00 PM
To: ALL DPA Statewide Staff
Subject: Establishing Retro Month Medicaid

BROADCAST TO ALL STAFF FROM SYSTEMS OPERATIONS

Effective immediately, the APEM screen has been modified to establish retro month Medicaid in a denial month without the assistance of the EIS Help Desk. Similar to setting up regular retro Medicaid, field staff can set up retro Medicaid in a denial month by using function "3" on the APEM screen.

APA related Medicaid cases will still require the assistance of the Help Desk to establish the Medicaid benefit. A new edit message SE034 - TO AUTHORIZE RETRO APA MED BENEFIT - CONTACT HELP DESK will display on these types of cases.

GM retro medical is still established by using function "2" on the APEM screen.

If you have any system-related questions, please contact the Help Desk at EISHelp@health.state.ak.us or DPA EIS Helpdesk.


From: DPA EIS Helpdesk
Sent: Wednesday, August 22, 2001 3:46 PM
To: ALL DPA Statewide Staff
Subject: ETAL Access for Clerical Staff

**Broadcast to All Staff
from Systems Operations and Field Services**

One of the main changes Prospective Budgeting is bringing to the workflow process is Change Reporting. Change Reporting will require our clients to report most changes within 10 days of the date they learn about it. When DPA clerical staff, case managers, and other caseworkers not assigned to the case receive reports of change over the phone, that individual will need to document the report completely by writing a detailed CANO note and setting up an alert immediately for the assigned worker.

In order for caseworkers to recognize these CANO entries, it will be necessary for clerical staff to be able to set alerts on the ETAL screen. Effective immediately, clerical staff have the ability to add case and client alerts on the ETAL. Below are the steps to create an alert on the ETAL screen.

- To access the alert screen, a case number is needed. From any menu with a 'Next - - >' field, enter the case number and in the Next field enter <ETAL> and press <enter>.
- To create a case alert, enter the message, today's date, and your 4-digit PCN. Pressing <F1> will take you out of the ETAL screen. Pressing <enter> will pull up a new page of alerts to view.
- Use the following phrase for a change report alert: **REC'D CHANGE REPORT, SEE CANO.**
- To create a client alert, press <F5>. This will bring up the ETAC screen. From this screen, place an "X" in the SEL field next to the client, enter your message, due date, PCN, and press <enter>. The client's name will display hard-coded in blue in the CLIENT NAME field next to the alert.

 **(Key) Points:**

Online case note documentation and the ET alert system are important tools workers must utilize to accurately record reports of change.

Make sure you get all the information while on the phone. Ask clarifying questions to avoid making a second phone call.

Read your CANO entry for accuracy and content to ensure the assigned case worker will understand the change reported.

From: DPA EIS Helpdesk
Sent: Friday, August 03, 2001 12:00 PM
To: ALL DPA Statewide Staff
Subject: Important Message Regarding October Benefits
Importance: High

Broadcast to All Staff from Systems Operations,
the Food Stamp Unit, the Program and Policy Development Team, and Field Services

DO NOT authorize October Temporary Assistance or Food Stamp benefits until September 1, 2001.

EIS tables must be updated with the new Food Stamp income limits, the FS excess shelter deduction amount, the FS maximum allotments, and the FS/TA regional shelter standards before Food Stamp or Temporary Assistance benefits are authorized for October. Table changes will be made the end of August to be effective September 1, 2001. Authorization of benefits prior to the table updates may result in payment errors.

"Auto-authorization" is being turned off in October for both the Temporary Assistance and Food Stamp programs. All TA and FS cases will need to be worked manually for the benefit month of October.

Intake note: Applicants found ineligible for August benefits should be denied for August and have only the first eligible month, September, authorized. On September 1, 2001, the tables will reflect the new figures needed to accurately determine October benefits.

If you have system related questions, please contact the Help Desk at DPA EIS Helpdesk. For Temporary Assistance questions contact the Policy and Program Development Team at dpapolicy@health.state.ak.us. Questions concerning food stamp policy should be directed to Joan Chase, FS Policy Specialist, at Joan_Chase@health.state.ak.us. Field Processing questions should be routed to Steve_Neel@health.state.ak.us.

From: DPA EIS Helpdesk
Sent: Friday, July 20, 2001 3:11 PM
To: ALL DPA Statewide Staff
Subject: New H&SS Warrant Design

Broadcast to All Staff from Systems Operations

On Monday, July 23, 2001, we will begin printing all Public Assistance warrants on standard state warrant stock. The basic design of these warrants is similar to the state payroll checks. A copy of the new H&SS warrant design is provided in the attached document. Clients will be provided the same warrant detail they received on the old stock. Revisions to the Notification of Change section will be made in the future to accommodate Prospective Budgeting changes. The warrants will be printed and mailed in envelopes rather than pressure sealed as in the past.

Please contact the Systems Operations Help Desk at EISHelp@health.state.ak.us if you have questions.

The Help Desk

New HSS/DPA warrant – Effective 7/23/01.

This warrant will be deemed paid unless redeemed within two years after the date of issue per AS 37.05.180

**STATE OF ALASKA
HSS - TREASURY WARRANT**

DATE OF ISSUE: 05/01/00

WARRANT NO.
41100077

DOLLARS	CENTS
***110	00

HUNDRED TEN DOLLARS AND NO CENTS

TO THE ORDER OF

VOID

PAY \$

051 00019036

NOT NEGOTIABLE

STOREXXXXXXXX T ARMY NAVY SURPLUS
334Q3478 MINAININIERELLLL
APT 348729847928374928347
ANCHORAGEYYYYYY AK 99503

STATE OF ALASKA - NOT NEGOTIABLE		41100077
MO DAY YR 05/01/00	CASE NUMBER 00019036	GA/MI BENEFITS FOR: 04/00
REFERENCE MISCELLANEOUSLLLLLLL		AMOUNT PAID \$***110.00
STATE OFFICE CS 051 BETHEL DIVISION OF PUBLIC ASST BOX 365 BETHEL, AK 99559		WAGNER, A
<p>*** NEW WARRANT DESIGN EFFECTIVE JULY 23, 2001 ***</p>		<p>STOREXXXXXXXX T ARMY NAVY SURPLUS 334Q3478 MINAININIERELLLL APT 348729847928374928347 ANCHORAGEYYYYYY AK 99503</p>
<p>NOTIFICATION OF CHANGE:</p> <p>You must report any changes that affect your eligibility within 10 days after they happen. Some examples of changes you must report include: someone moving into or out of your home, increases or decreases in the amount of money you get each month, and changes in the amounts and types of "resources" you own (such as real estate, savings accounts, cars, etc.).</p> <p>You are responsible for reporting changes to your Division of Public Assistance office. Do not report changes to any other person, to your Fee Agent, or to employees of any other State office. You may report a change by phone, in person, or in writing.</p> <p>If you receive Temporary Assistance, you are required to report changes each month on your Monthly Report Form. You should also report any changes that happen after you send in each monthly report.</p> <p>If you fail to report a change or if you report a change incorrectly or incompletely, you may get more assistance than you are entitled to. If this happens, you may have to repay that assistance. You may also be prosecuted for fraud under various federal and state laws, including AS 11.67.180.</p>		
<p>MAKE INQUIRIES ABOUT PAYMENT TO OFFICE LISTED ABOVE</p>		

From: DPA EIS Helpdesk
Sent: Thursday, July 19, 2001 10:06 AM
To: ALL DPA State Associates; ALL DPA Statewide Staff
Cc: Sturrock, Kathy
Subject: CANO format for PRAW count change

**Broadcast to All DPA Staff
From Systems Operations and the Policy and Program Development Team**

60-Month Update - New PRAW Case Note Format

We have received a number of Help Desk requests to update the PRAW screen since last month's broadcast about changes to the PRAW screen. Thank you! To simplify the process and make it easier to find information, we have created a new Case Note (CANO) format. When sending a request to the Help Desk, please use this format and be sure to document how the number of months was counted. A separate CANO entry will be required for each adult. Below are examples of the new CANO entry.

New CANO Format

Example #1:

TITLE: Request for change to PRAW screen

REQUEST DATE: July 12, 2001

NAME OF ADULT: Jane Doe

PRAW COUNTER NOW READS: 9 TANF months used

CHANGE PRAW COUNTER TO: 16 TANF months used

REASON FOR CHANGE: Telephone conversation with caseworker in North Carolina stating that Jane received a total of 7 TANF months (10/00 - 4/01). Client had 9 countable months (1/00 - 9/00) used in Alaska prior to going to North Carolina. Sent message to Help Desk to correct TANF count to 16 months used.

Example #2

TITLE: Request for change to PRAW screen

REQUEST DATE: July 18, 2001

NAME OF ADULT: John Smith

PRAW COUNTER NOW READS: 20 TANF months used

CHANGE PRAW COUNTER TO: 41 TANF months used

REASON FOR CHANGE: I have counted the months of assistance on the AFBH & AFIH. John has been on Temporary Assistance in Alaska for 41 countable months (3/98 - 7/01). I have confirmed that none of the months were in an exempt Alaska Native village. Sent message to Help Desk to correct TANF count to 41 months used.

Help Desk Request

Letter to Help Desk - for Example #1:

Jane, the PI on case #XXXXXXXX just returned from North Carolina where she received a total of 7 TANF months. Please add these months to the 9 months currently on the PRAW counter, for a total of 16 months used. I've indicated the months in my PRAW CANO dated July 12, 2001. Do not change the Spouse's TANF months as he was not in NC with her. Let me know if there's other info you need.

Thank you,
George

Letter to Help Desk - for Example #2:

I have counted the TANF months used in Alaska by John, the PI in case #XXXXXXXX and found that he has used 41 months of countable assistance. Please correct the PRAW screen to show 41 months used instead of 20 as is currently shown. I've indicated the months in my PRAW CANO dated July 18, 2001.

Thank you,
Gloria

Help Desk Response

The Help Desk CANO response will be the same for all corrections to the PRAW when the change is completed. Systems Operations will respond by email to the caseworker and add an entry to the CANO that will read:

TITLE: PRAW updated by Help Desk

The PRAW was corrected and updated on July 12, 2001 by the Help Desk, per the caseworker's request.

Systems Operations Help Desk

Please Remember!

- **Months in another state.** Some states implemented Temporary Assistance as early as October 1996. If an adult has received TANF-funded assistance from another state or from a tribal family assistance program since October 1996, that assistance counts against Alaska's 60-month time limit.
- **Native family assistance programs.** Months of assistance received under one of Alaska's Native family assistance programs count toward the 60-month time-limit, unless the family lives in an exempt Alaska Native village under Native family assistance rules.
- **Exemptions for some Alaska villages.** Months of assistance when a family lives in an exempt Alaska Native village do not count. These months should not be included when updating the PRAW.
- **Verifying Information.** When contacting another state or tribal organization, be sure to ask about the number of months of TANF-funded assistance the individual received.

We are in the process of updating the EIS procedure and policy guidance concerning counting months of assistance. The special project to review the months of assistance counted for targeted cases is being planned. More information will be available soon!

If you have system questions, please contact Systems Operations [Help Desk at EISHelp@health.state.ak.us](mailto:HelpDesk@EISHelp@health.state.ak.us). For Policy questions please contact DPAPolicy@health.state.ak.us.