

Staff Process for QA Case Findings

Corrective Action Planning Spreadsheet (CAPS)

1. Designated field staff will be notified by the Public Assistance Program Officer (PAPO) by email announcing that this month's case errors have been uploaded to the QA SharePoint site for their review. Within the same email, field staff will receive the CAPS identifying all errors by office, review number, program, sample month, error amount (if active), and the root cause of the error. Errors are assigned to the office the case is CARC'D to when the sample is pulled. All cases will remain with the original office for reporting purposes. If a region feels another office should respond to the CAPS then this must be worked out between the regions. Due to statewide caseload processing it can be difficult for QA to determine the office responsible and must rely on the random sample.
2. Field Staff will have **seven** days to review the QA error documents. Field staff must provide a summary of how the case will be corrected and how the office will prevent future errors by the requested due date. All corrective action questions must go to the policy team not the QA team. **It is important that field staff allow time for questions and responses during the seven day timeframe.**

Changes made 2/2018:

For SNAP cases only: As of October 1, 2017 there will be no changes to case errors once the case has been sent to CAPS. Additional reviews may be requested following the process below, however any changes to the error will not be changed on the CAPS and will remain an error with FNS. The error remains regardless of its validity and cannot be changed with FNS. If there is an error with the QA review the PAPO will provide the review to the QA supervisor to be used as a training tool. This change is due to the strict requirements of FNS.

a) SNAP only errors:

From time to time field staff may determine that the error cited by QA may be incorrect. QA may have missed something or used incorrect verification, etc., if this happens it is extremely important that staff follow a request for additional review process. This process allows the QA team to remain unbiased as required by federal regulation.

Request for additional review process:

When requesting an additional review, staff must have policy review the case before the request is sent to the QA program Officer (PAPO) for review. Once policy has reviewed and if the case still needs further review, an email is sent to the QA Program Officer (Tama.Carson@alaska.gov) for review. With this process the request must be received by the program officer no later than the current due date given for the errors. We are still under strict deadlines for all errors. The email must consist of all supporting documentation and verification that is needed for the review and a summary of why the case needs to be re-reviewed. The Program Officer will make a decision about the case within 5 days; **regardless of the decision the error will not be changed**. As a reminder staff are not to contact the household or any other collaterals during this review.

b) For all other programs

(ATAP, APA, Medicaid errors)

Field staff may contact the QA supervisor (Tammy Teeter) for errors that are related to ATAP, APA, and Medicaid only. The QA supervisor will determine if the error will stand or be overturned. **These errors may be changed on the CAPS following the re-review.**

3. For the QA sample month and prior months no corrections will be made to a QA review until an email with the final CAPS spreadsheet is received from the PAPO releasing the errors for correction. This will be done immediately after the corrective action due date. Staff must not process overpayments or issue underpayments until after the CAPS is finalized.
4. For future benefit months the Supervisor will have the worker take corrective action within three (3) days from the date of notification of the Q-form being posted to the QA SharePoint site. Correcting the case immediately will help avoid additional errors if the case is sampled for review again in a later month.
5. After the CAPS spreadsheet with corrective action planning is received by all offices with errors, the PAPO will send the CAPS to the QA supervisors for approval of office case action. The QA supervisors have 24 hours to approve the CAPS.
6. Once the CAPS spreadsheet is approved by the QA supervisors the PAPO will send an email to the designated CAPS staff releasing all errors for corrective action.

After the errors are released

7. Supervisors addressing the case finding on the CAPS will notify the worker that the error has finalized and corrective action should be taken.

8. CAPS cases with errors will be corrected within **two (2)** days following the release of the error. Staff will follow Administrative Procedure Manual Section 109-9H for documentation criteria and case note title.
9. Completed GEN 95 forms must be emailed directly to yvonne.algabre@alaska.gov. Please make sure that the subject line states "GEN 95 - CAPS".
10. Supervisors of the staff member responsible for the case correction will monitor to ensure corrections happen timely.
11. Supervisors will report to their Regional Case Reviewer once corrective action has been taken.
12. Regional Case Reviewers (RCRs) will monitor all CAPS errors for their Region and if the corrective action has not been reported back within **seven (7)** days, an email will be sent to the Supervisor asking for immediate action.
13. Upon receiving notification the corrective action has been completed, the Regional Case Reviewer will check EIS to ensure all actions (overpayment-Gen95 completed, underpayment – benefits issued, CANO, notices) have been taken.
14. Regional Case Reviewers will submit a report to the Field Services Case Reviewer no later than the 1st day of the following month identifying the error number and the case corrections.