ARIES CASE NOTE GUIDELINES

The ARIES case note guide is a quick reference for documenting actions and decisions relating to the household's application or recertification. The option to enter case notes will be available on the right column of each ARIES screen under CASE INFO.

Some general guidelines:

- Every case action should have a CANO, which should include at minimum dates documents were received and any collateral contacts or customer contact that was made. Below where it states to document, is another example of what you should be entering in a CANO. Another caseworker should be able to quickly understand what is happening in a case without having to do a lot of research.

- Unlike EIS, case notes in ARIES are created using the descriptions available in the table. However, similar to the process of writing a case note in EIS (CANO), staff must also always document information that is not clearly identified on the application or in ARIES. If the information reported on the application differs from what is in ARIES, we must provide further explanation or clarification in the case note. Example: Income Reported – Use the Income header in ARIES CANOs. Paystubs, DOL, and rate/unit/frequency are all entered in ARIES, so not necessary to CANO this part. The part you CANO is if you received paystubs, what date did you receive them and for who and what job. If you did a collateral contact to get the pay information, then who did you call (name, phone number, job title), for which client, and the date you made contact. This information cannot be found in ARIES.

- Document any questionable information found in interfaces using the appropriate description. For example, document alien information obtained in "Verify Lawful Presence" screen using the "Alien/Citizenship" description.

- If a change is reported, enter a case note under the "report of change" category to give a snap shot of the change. If detailed documentation is necessary enter it under the appropriate case note category. Example: if income was verified by collateral contact enter details in a case note under the "income" category.

- Case notes regarding workarounds should be documented under the applicable CANO description, example: Income workarounds should go under Income section.

DESCRIPTION	GUIDELINE
BENEFIT START DATE	• If app date is different than Coverage Request Date (CRD) because benefits were received in another state. Document when benefit started and ended in another state. • Document why the CRD is different than application date because benefits were received in EIS. • Client statement – if out of state benefits have been used. • Document if client provided information after closure or denial and there is a break in service. Information has been received, but not processed timely. • Document date the renewal packet was received, as once you next through the Initiate Renewal screen, the screen cannot be accessed to see the date you received this after you have authorized the case. • If there is no renewal form document why you are doing the review **Example:** report of change, adding person, or other program review was received and processed. • If there is no renewal form, document if there is not enough electronic verification to determine eligibility. • Document certification periods; and identify if a certification period is shortened. • Document client withdraws application / case closure requests – document the date the written request was received and reason for the withdrawal or closure if applicable. Currently there is no way to document withdrawal of applications that are not converted into a case.
ADDRESS	• Document a change of address that is scheduled to occur in the future. For example, a client reports in July that the household is moving to a new address effective September 1. *Note: Current address changes are captured in ARIES. Therefore, do not use this subject to document address changes unless the address change will occur in the future.*

PERSONS / HOUSEHOLD COMPOSITION	• Custody arrangement – document percentage of time each parent has the child if child moves from one home to another. • Children are in Alaska with caretaker relatives only in the summer and primary caretaker relatives are in another state • Document people listed on the application that are not receiving Medicaid in this case. • Tax filing unit – document any unusual tax filing situations such as tax filers outside of the home claiming an adult household member as a dependent. • Document if reason for absence is not included in the list provided in ARIES and which reason you used and why. • Document if there is conflicting information about a household member's incarceration shown in ARIES and EIS. • Document any pertinent information related to absent parent, eg. Location, support, name, relationship to other household members, etc…
PERSON DEMOGRAPHICS / PRIOR SUPPORT	• Document any Person Demographics that was not captured in ARIES or when a change in Person Demographics has been reported what was the change. • Document Prior Support and current living situation if there is a reason client contact is needed.
ALIEN / CITIZENSHIP	• *If Alien/Citizenship was not auto-verified the ET must document how it was verified. Example: if ASVS had to be used to verify Alien status; or PFD used to verify citizenship.*
DISABILITY	*Note: Do not use this subject for Release 1 / not applicable for Release 1.*
PENALTIES/CSSD	• Document penalty information - who has a penalty, when is it imposed or lifted, and why • Document if PI did not indicate intent to cooperate with CSSD on their application and benefits are pended for the PI or if we received a verbal statement of cooperation from the client. • If child is IHS eligible, the parent is exempt from cooperating with CSSD. However, if the parent wants to wants to pursue child support this needs to be documented. If the parent changes their mind or ends up not pursuing, the exemption code needs to be changed to reflect that the child is IHS eligible.

RELATIONSHIP	• Document if relationship is questionable and if case has been pended for additional information. • Explain any complex situations within the household relationships.
LIVING SITUATION	• Document if a person is in a medical institution (in state or out of state). • Document when an individual enters incarceration or leaves incarceration. • Document any living situation that may require clarification.
INCOME	• Document a brief summary as to who is receiving what income and from what source. • Document how you verified the income information, if it was other than hard copy. If income had to be verified through collateral contact, document the following information: employee name, additional information about employer (name or business name telephone number), name of collateral contact (who you spoke with), and information that was verified. • Document all beginning or ending income or unusual work schedules such as 2 weeks on 1 week off etc. • Document SEEI Expenses- ARIES allows only 1 expense amount. Document the expenses used, proof received and the average calculation and how verified. • If pre-tax deductions had to be verified through collateral contact, document the following information: employee name, additional information about employer (name or business name telephone number), name of collateral contact (who you spoke with), and information that was verified. • Document pre-tax deductions if the amount varies month to month - ARIES allows only 1 expense amount. Document the expenses used, proof received and the average calculation and how verified. • If the client has irregular medical expenses / deductions, the monthly amounts so we know what was used in the medical expenses deduction in ARIES.
PREGNANCY / NEWBORN	• Document any information about pregnancy and newborn that is not available in ARIES and needs to be documented. *Example: pregnancy ended/no child entered the home* • Check the sensitive information box if needing to document any sensitive medical information.

MEDICAL INSURANCE / RETRO-MED	• If insurance information had to be verified through collateral contact, document name of collateral contact (who you spoke with) and their telephone number. • If insurance code is not available in ARIES, document the following information: insured's name, insurance company, telephone number, type of coverage and insurance start date. Document if Systems Operations and/or HCS TPL was contacted to request information about insurance code. • Document non-major medical insurance since it will not be entered on the Non-Financial TPR page…i.e. Dental, Vision
HELP DESK	• This description is for documenting any help desk-related topics. If a case is sent to Help Desk, then need to document the issues that the case is having along with the Help Desk ticket number that is assigned to the case. This applies to case only, as a case note cannot be entered until an application is converted or associated to a case. A Custom Task should be used to document help desk tickets on applications. • Document when tickets are resolved, including resolution, date of resolution, and ticket number.
FAIR HEARING	• This description is for documenting any fair hearing-related topics, including requests, pre-hearing conferences, resolutions, etc. • Follow the same guidance in the CANO format for documenting fair hearings. Refer to Administrative Procedures MS 109-8 (Addendum C and D). • OAs should document FH requests in ARIES as they do in EIS.
FRAUD	• This description is for documenting any fraud-related topics (referrals and findings). Refer to Administrative Procedures MS 109-8 (Addendum E) for additional information on documenting fraud referrals and findings.
RETURNED MAIL / LOSS OF CONTACT	• Document returned mail or loss of contact. Refer to Administrative Procedures MS 109-9I for additional information on documenting returned mail. • NOTE: If the ARIES case is closed you can go into view data collection screens (read only) and enter a case note.
REPORT OF CHANGE	If you have a singular Report of Change use the appropriate heading such as income, HHC, etc., If you have multiple reports of change use the Report of Change heading to record all changes. Document date ROC was received, how ROC was received eg.

	Phone call, email, paper; type of ROCs, eg. Income, HHC, address, etc,; and who reported the change.
OTHER	• Document case corrections for QA errors. • Document client inquiries related to case or benefit status, pended items, etc. • Use this heading for any other case topic that does not fall into any of the headings listed.