

# DPA Scanning Process

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# DPA Scanning Process

The DPA Scanning Process was developed and revised by a workgroup consisting of Office Assistants (OA), Eligibility Technicians (ET), and Supervisors across the state. The goal was to provide a consistent statewide process for staging work online which enables staff to more easily locate paperwork for more efficient statewide processing of benefits following First Contact Resolution (FCR) and the 'One and Done' philosophy.

A concise file naming convention and use of five folders ensures consistency of electronic document storage across offices. Reports, Tasks and ETALs are available and used by supervisors and managers to assign the work. Once work is assigned, ETs will locate documents in the DPA Scan Drive ("Z" Drive) by searching for the client ID number and/or client's last name.

Supervisors will conduct spot checks to ensure naming conventions and folders are being used correctly and scan quality is readable.

# Transition Plan for Documents Scanned Prior to 11/12/15

A transition plan is necessary for existing documents in the “Z” Drive that were scanned prior to 11/12/15.

By creating a transition folder **Old Scanned Work prior to 111215** for each FSO that contains two subfolders (**ROC** and **Pend**), older work can be moved into the folders until it can be worked or renamed.

- No other work is to be scanned into these folders. Use the new scanning process and folders for all documents scanned starting 11/12/15.

All other work can be moved into the main FSO folder or new folders created for the new process (one or the other, not both).

## **Priorities** (identified prior to 11/12/15)

- Prior to moving scanned documents identified as priorities into a new folder an alert and/or task must be set in EIS and/or ARIES identifying the case requires priority processing.

(Refer to the SPMG for new task/alert verbiage created to identify priorities)

## **Printing Old Work** (scanned prior to 11/12/15)

- For all work that was scanned in prior to 11/12/15, follow old process for printing the work. If the paperwork was scanned from another office, then the scan must be printed and routed to the file when worked.

# Document Naming Convention

Consistency in naming online documents is critical to assist with sorting and easily identifying the oldest work, type of work, and provides necessary details about the case needing to be worked.

The current naming convention is being changed to align statewide processes and successful BPR integration. The Client ID replaces the ARIES/EIS case numbers in the naming convention. The Client ID number for the Primary Individual (PI) on a case is used to track documents. Clients that have an open case in both EIS and ARIES have the ARIES client ID used as the naming convention.

**The following format used by all DPA Field Offices through 05/15/16:**

Date Received	Type of Document	Case Number(s)	Last Name	Priority	Program for Apps
MMDDYY (No slashes or hyphens)	APP REVIEW ROC PEND	EIS: 05XXXXXX ARIES: T# or 300XXXXX		XFS PW NB HPE 1,2,3	TA APA MAGI ADLTC FS

**Example: 092515 PEND 05487958 302154564 Johnson PW**

**The following format to be used by all DPA Field Offices starting 05/16/16:**

Date Received	Type of Document	Client ID	Last Name	Priority	LTC (070) Priority	Program for Apps
MMDDYY (No slashes or hyphens)	APP REVIEW ROC PEND	EIS: 600XXXXXX ARIES: 2000xxxxxx		XFS PW NB HPE 1, 2, 3	HPE 1,2,3 Med 1,2,3,4 & 12 M723 Notice APA 4 ROI Trusts	TA APA MAGI ADLTC FS

**Example 1: 060516 PEND 2400128315 Ryan PW MAGI**

**Example 2: 060316 REVIEW 2400468318 Johnson FS/TA**

**Example 3: 100316 ROC 0600000000 Brown M723 APA**

When there is a document that has the same naming convention as something that has already been scanned (such as when a client turns in documents on the same day at different times) do the following:

- a. Select "Rename", Do NOT select "Replace Existing"
- b. The document should automatically be renamed with a (1) at the end, but if not, add a (1) or appropriate number at the end prior to the .PDF in the naming convention.

**NOTE:**

If an application is received for an APA Couple case, only scan the document into the Z drive one time.

- Use the ARIES ID of the PI on the ARIES case
- If necessary use the female ARIES Client ID

If there is no ARIES Client ID

- If FS case exists, use the EIS client ID of the PI on the case
- If no FS case exists, use the EIS Client ID for the female

Enter in Remarks of PathOS

- SB spouse's case number
- APA spouses case number












# Folders

Reducing the number of folders in the scanned drive greatly reduces the time taken to sort and move work between folders.

Initially documents will be scanned into the Field Service Office (FSO) main folder, Needs Interview Scheduled or HPE folders as appropriate.

**Prior to BPR:** Five folders are utilized in each FSO's folder: ARIES Work (EIS Completed), EIS Work (ARIES Completed), Needs Interview Scheduled, HPE and Worked.

**Post BPR:** Four folders are utilized in each FSO's folder: **PathOS**, **Needs Interview scheduled**, **HPE** and **Worked** folder. The 2 folders: **ARIES Work (EIS Completed)** and **EIS Work (ARIES completed)** will continue to be kept until the work in those folder has been completed. No new work should be added to these folders post BPR.

 ARIES work (EIS Completed)	11/5/2015 2:46 PM
 EIS Work (ARIES Completed)	9/4/2015 9:23 AM
 HPE	10/13/2015 9:23 AM
 Needs Interview Scheduled	9/4/2015 9:26 AM
 Old Scanned Work prior to 111215	11/5/2015 2:45 PM
 Worked	9/3/2015 10:40 AM
 051515 PEND 05863294 John PW.docx	9/3/2015 10:33 AM
 060115 App 12345678 LASTNAME HPE.d...	9/3/2015 10:37 AM
 061115 Review 12345678 LASTNAME .docx	9/3/2015 10:36 AM
 061515 App 02356548 Jack XFS.docx	9/3/2015 10:36 AM
 090115 ROC 12345678 LASTNAME.docx	9/3/2015 10:36 AM

**Prior to BPR:** With two teams working one document, it is important that both ensure that all programs are worked. The ARIES Team or ET working in EIS will work the document from the main folder and, if it needs to be worked by the other team, the document is moved to the correct scan drive folder: **ARIES Work**

**(EIS Completed)** or **EIS Work (ARIES Completed)**. These folders will continue to be used until all work has been processed and moved into the **Worked** folder.

**Post BPR:** With a single individual processing the case in both systems, the need to use the **EIS Work (ARIES Completed)** and **ARIES Work (EIS Completed)** folders is eliminated.

Note: As we continue implementing BPR, this Scanning Guide will be updated to remove references to old practices.

**HPE:** This folder is used for incoming hospital HPE applications that need to be worked in EIS.

Note: When a Gen50c is received for a client receiving HPE Medicaid benefits, the application is scanned into the main FSO folder with HPE indicated in the naming convention "103015 App 2000125468 LASTNAME HPE"

### **Needs Interview Scheduled:**

**Prior to BPR:** Gen72's received for another office that requires an interview is registered and scanned to this folder. The receiving office monitors the folder daily and moves the document to the main folder when an interview has been scheduled.

**Post BPR:** Offices will keep the Gen72's received. The office will enter the application into PathOS' and scan the Gen72 into the PathOS folder on the Z drive.

**Note:** LTC (070) applications received by other FSO's that require an interview are registered and scanned to 070 **Needs Interview Scheduled** folder.

**Worked:** Once a document is worked it will be moved to the **Worked** folder. This folder will only retain the last 90 days of documents that have been worked.

# Scanning Process Workflow

**Prior to BPR:** When receiving documents, clerical registers application or reviews and attaches CLPM/CAP2 or ARIES Summary page, scans paperwork into the main FSO folder for the appropriate home office, and then stamps “to be filed”. All original documents are sent to the casefile. If it is an **HPE** or **Needs Interview Scheduled** place the document in the designated scan drive folder.

The processing ET will locate the document in the DPA scanned drive (by searching for case number or client name) and process by:

Moving the document if all program actions have been processed (approved, denied or pending) to the **Worked** folder.

**Post BPR:** When receiving documents:

- clerical researches the document in ARIES and EIS,
- date stamps and attaches CLPM/CAP2 or ARIES Summary page,
- scans paperwork into the PathOS folder for their office,
- enters document into PathOS, then stamps “to be filed”.

A Gen72 received for Food Stamps on a closed case must be given to a Supervisor to determine Expedite eligibility. If the document received is a recertification, then clerical will register it. All original documents are sent to the casefile. If it is an **HPE** place document in the designated scan drive folder.

The processing ET working from assignment will locate the document in the DPA scanned drive (by searching for case number, client ID and/or client name) and process by:

Moving the document if all program actions have been processed (approved, denied or pending) to the **Worked** folder.



# Priorities

**Prior to BPR:** When documents are received clerical sets an alert and/or task to identify cases that need to be worked as a priority. If the priority work is assigned same day there is no need to scan the documents. However, if a priority is not assigned same day the documents should be scanned into the “Z” Drive.

This is similar to when a client comes in with an application for a same day interview. If the case is worked same day there is no need to scan documents. If walk-ins are not seen same day then all paperwork should be scanned into the “Z” Drive so if the client calls in anyone can locate the application and work the case.

**Post BPR:** The HowWeGuide should be followed.

## Documents Received in Team Emails

Following First Contact Resolution and ‘One and Done’, emails received in office team boxes, if not worked same day, are placed in the scanned folder of the office receiving the email. Don’t forget to follow SPMG and/or HowWe guidelines regarding setting alerts or tasks.

1. Drag and Drop emails received into the PathOS FSO folder of the office receiving the email.
2. Rename the email to match naming convention.
3. Print the email and route to file regardless of where file is located (this aligns with the process of who prints FFM and SSP applications).

If an application or review is received via email, print, register, scan with the CAP2/CLPM and/or ARIES Summary Screen attached, stamp “To Be Filed”, and route the original to the file.

# Original Documents and Printing

- Original documents are sent to the casefile after scanning (with CLPM/CAP2 or Summary Screen attached)
- Originals are stamped “To Be Filed” and mailed (or pouched) to the home office
- For electronic SSP/FFM applications received through ARIES:

ETs accesses the FFM/SSP application in ARIES and only prints interfaces, authorization screens or other information used in the determination to route to the casefile.

Once the case is approved, denied, or pended the ET processing the case moves the document to the **Worked** file.

Note: with original documents being routed to the casefile the documents in the Worked file will be deleted after 90 days

## Technical Support

Technology challenges with scanners should be reported online at the following DHSS LANDESK link:

[https://hssservicedesk/WebAccess/ss/object/create.rails?class\\_name=IncidentManagement.Incident&lifecycle\\_name=NewProcess1111&object\\_template\\_name=NewTemplate9](https://hssservicedesk/WebAccess/ss/object/create.rails?class_name=IncidentManagement.Incident&lifecycle_name=NewProcess1111&object_template_name=NewTemplate9)

## Addendum

### Process for Offices not scheduled for BPR

#### How to determine if a document is worked in ARIES/EIS

##### 1. Recommendations on how to determine if a document worked in ARIES still needs to be worked in EIS

- a. The best indicator for whether or not an item needs to be worked in EIS is to look at the case notes (CANO Screen), first. Protocol mandates that all information worked in EIS must be case-noted.

Per Admin Manual 109, Admin Manual Addendums 109A and 109B, EIS case note titles should include the type of change and the action taken. Reports of Change should be case-noted to include the date the report is received and how it was received. This format is followed for Pend document processing, as well.

- b. Another indicator for whether or not an item needs to be worked in EIS is to look at the notice history (NOHS Screen). If you find a notice sent to the client showing the document has been worked then you know it does not need to be sent to the EIS team.
- c. Alerts (ETAL screen) are not always reliable by themselves! There are times where a document may be worked and the alert was not deleted. If checking the alert screen you must check the case notes (CANO Screen), as well.
- d. Finally, check the issuance history (IH) and benefit history (BH) screens to ensure benefits were authorized.

##### 2. How to determine if a document worked in EIS still needs to be worked in ARIES

The first step is to find the case in ARIES. If you know the case number, skip to b.

- a. If you do not know the ARIES case number you will need to use the Person search function:



Once you've entered the client's name and clicked the Search button a summary will show the client's Case #:

## SEARCH RESULTS

Name	Client ID	SSN	Date Of Birth	Case / Application #	Case Status	
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- b. If you have the case number, click Eligibility Determination and then select Eligibility Search:

The screenshot shows a web application interface for 'Eligibility Search'. At the top, there is a navigation bar with tabs: 'Tasks', 'Application Registration', 'Data Collection', 'Eligibility Determination' (which is highlighted), 'Correspondence', and 'Others'. Below this, there are sub-tabs for 'Eligibility Determination' and 'Eligibility Search'. The main content area is titled 'Eligibility Search' and contains a 'CASE INFORMATION' section with the following fields: 'Case #' (text input), 'Type of Assistance:' (dropdown menu), 'Begin Date:' (MM / YYYY date picker), 'End Date:' (MM / YYYY date picker), and 'Show History:' (checkbox). A blue 'SUBMIT' button is located below these fields. On the right side, there is a sidebar with links for 'Case history', 'Case Notes', 'Page Help', and 'Print Preview'. Below these links is a 'SEARCH' section with an 'APPLICATION' dropdown menu, a text input field, and a 'GO' button. At the bottom right of the sidebar, the date 'Thu September 17, 2015' is displayed.

This brings up the Eligibility Determination Results screen where you can see exactly what is going on with the case.

If your document is dated after the case's last authorization date you know it has not been worked.

You can also click on Case Notes on the right side to check if the information you have has already been case-noted and worked.

Note: If you click on the  icon you can see why a case is pending.

Tasks Application Registration Data Collection **Eligibility Determination** Correspondence Others ^

Eligibility Determination Eligibility Search

## Eligibility Determination Results

Type of Assistance	Benefit Period	Target Individuals	Assistance Unit Size	Eligibility Status	Pending Reasons - verification	Authorization Status	Authorization Date	Override
Denali Care Pregnant	<a href="#">07/01/2015</a> <a href="#">07/31/2015</a>		2	Pending		Not Authorized		
Denali Care	<a href="#">08/01/2015</a> <a href="#">08/31/2015</a>		2	Pending		Not Authorized		
Denali Care	<a href="#">09/01/2015</a> <a href="#">09/30/2015</a>		2	Pending		Not Authorized		
Denali Care	<a href="#">10/01/2015</a>		2	Pending		Not Authorized		

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**NEXT**

**CASE INFO**

CASE #:

CASE STATUS:  
**Pending**

CASE MODE:  
**Intake**

[Case history](#)  
[Case Notes](#)

Page Help  
 Print Preview

**SEARCH**

APPLICATION

Thu September 17, 2015

## Scenarios

### Scenario:

ARIES/EIS Coordination: For cases that require work in ARIES & EIS, the worker that first processes the document will print the interfaces and authorization screens used in the determination and then move the document to the appropriate folder for the next worker to complete. The ET that takes the final action on the document will move it to the **Worked** folder in the scanned drive.

Example: A Gen72 is received for a combination ARIES/EIS case. The case is picked up by the EIS worker first and processed to completion. The EIS worker prints the interfaces, authorization screens or other items used in the determination and move the scanned document to the **ARIES Work (EIS Completed)** folder. The ARIES worker processes the case, prints the interfaces or other items used in the determination and moves the Gen72 to the **Worked** folder.

### **Scenario:**

Application scenario:

Client failed to show for an interview. The application is denied and moved to the **Worked** folder. Exception: If MAGI Medicaid needs to be determined then the scanned application is moved to the **ARIES Work (EIS Completed)** Folder. If the client contacts the office to reschedule the interview the original application will be located in the home office casefile.

### **Scenario:**

Fairbanks receives a recertification CARC'd to Kenai:

1. Fairbanks will register recertification
2. Scan to the "Z" Drive and save it with the File Name:

100515 REVIEW 05123456 ANDERSON

3. Place the recertification in Kenai's Folder:

#### **Needs Interview Scheduled**

4. Stamp "To Be Filed" and mail or pouch original to Kenai for filing

Kenai Office monitoring this folder (daily) will:

1. Schedule the interview
2. Move the document out of the **Needs Interview Scheduled** folder into the main Kenai FSO Folder.

### **References:**

Follow First Contact Resolution (FCR) 104-1 in the Administrative Procedures Manual for all case processing. If an ARIES application is received in Nome and there is a file in Kenai with an open case (closed within 1 year), when the ARIES casework is complete – paperwork goes to Kenai.

Continue to follow guidance in the ARIES Help Guide and SPMG regarding what Tasks/ETALS to set for incoming paperwork.