

*Section Number: 50-1.3*

*Effective Date: January 1, 2012*

## **Subject: Accuracy Reports**

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### **A. Casework Accuracy**

#### **1. Case Review Tool**

##### **Purpose/Description/Utility of report:**

This tool is used by ETs, supervisors, and Lead workers to access case review information.

- Used to compile and assess case review information to identify and address the most common or costly errors.
- Instructional tool for addressing quality of case work.
- Supervisory/case reader use tool to record case review information.
- Supervisors and ET's access this report to determine if completed case reviews are outstanding or have been addressed.
- Tool is used by supervisors to close addressed reviews.
- Additional information about the use of this tool is available in the Eligibility Case Review Guidelines and Eligibility Case Review Tool under "Manuals" in the Quicklinks column on the DPA web page.

Direct link: <http://dpaweb.hss.state.ak.us/manuals/casereview.pdf>

##### **Limitations:**

\* A portion of the case review guide does not address good case accuracy or clean case work. The tool only identifies payment issues. The Case Review Guide only identifies TA/APA/GA and FS as an error case if there is a payment error identified. The FM/DKC/APA Medicaid/CAMA does identify case errors, as there are no payments attached to those programs. This means that if a worker did not write a CANO or send a notice, once an ET has completed the deficiencies, the case is then determined a correct case. This is helpful in identifying good case work, or the quality of an ET's work (noted by Jamie Jones Burch, May 2011).

**Best Practices:**

- Supervisors and ET's should review the Section Program Error Summary for the programs, errors, reasons, and factors involved with office's payment errors to identify trends and training opportunities.
- Supervisors and ET's need to check this tool at a minimum on a weekly basis to respond to outstanding case reviews and review their level of accuracy
- Supervisors and reviewers must follow the criteria outlined in the Eligibility Case Review Guidelines and Eligibility Case Review Tool concerning preparation, conducting reviews, and following-up reviews.
- ET's in conjunction with their supervisors need to regularly schedule work time to respond to case reviews

How to access this report

- Go to the DPA web page
- Click on Policy/Procedure Manuals under Quicklinks
- Open the Eligibility Case Review User Guide – page 3
- Click on the embedded link <http://jnuaobmf6/casrevclient/publish.htm>
- Follow the instruction on subsequent pages
- Each of the following profiles has a level of access assigned:
  - Worker
  - Peer Reviewer
  - Reviewer
  - Supervisor
  - Regional Case Reviewer
- Most ETs are listed as Workers and can only access their own information. The only reports accessible to anyone other than a Supervisor/Regional Reviewer, is their own reports. Additional access can be granted, but only upon request by a Supervisor or Manager.
- ET's may select Case Worker Screen, peer review screen, or look at statewide and regional statistics under the Reports prompt in the user menu
- Supervisors, Regional managers, and Case readers have more extensive access to items in the user menu.
- Direct link to the Case Review tool:  
<http://dpaweb.hss.state.ak.us/casereview/main.php>

## 2. Food Stamp Certification Period Error Report

### **Purpose/Description/Utility of Report:**

This is used to alert eligibility workers of Food Stamp authorizations that are certified in excess of the appropriate length of time for specific cases. Although it is available at all times through Document Direct, it is regularly broadcast to regional offices for distribution to team leaders with direction to alert workers.

### **Best Practices:**

Supervisors should check this report monthly to determine if their teams have authorizations that do not fit within prescribed time frames. If the information has not been gathered using this method, Regional managers or others in receipt of the broadcast need to forward the information to team leaders or directly to workers immediately upon receipt and follow up to ensure that the certification periods are in compliance with program standards.

### [How to access this report](#)

- Go to the DPA web page
- Click on Document Direct under Quicklinks
- Click on the ViewDirect for zOS server
- Log on username using your EIS ID (the HPA identification) and password is the same as the first EIS password
- Click Report
- Click Food Stamp Recertification Period Report
- Direct link to Document Direct:  
<https://documents.state.ak.us:443/ddrint/servlet/ddrint>

## **B. Office/Regional Statistics**

### **1. Case Review System Benefit Accuracy by Office**

#### **Purpose/Description/Utility of report:**

This report provides a summary of cases entered in the Case review tool. It is cumulative for the current (federal) fiscal year. It includes information on the Case Review Rate (percentage of total cases that have been reviewed), and the number of correct, error, and total cases with percentage statistics for the case and payment accuracy rates of reviewed cases. The second section of the

report is a statewide sample showing case and payment accuracy by month. The same data for the previous fiscal year is included on subsequent pages.

**Limitations:**

This report is limited to SNAP (Food Stamp) cases reviewed on the case review system. No indication of error type or cause (client or agency) is given. To obtain more specific information, go to the Case Review Tool.

<http://dpaweb.hss.state.ak.us/casereview/main.php>

**Best Practices:**

Team leaders and managers should use this report regularly to monitor the overall accuracy of SNAP program (Food Stamp) processing. This report includes a larger sample of cases and the accuracy of an office or region than the smaller sample drawn for review by QA.

**How to access this report:**

- Open the DPA web site: <http://dpaweb.hss.state.ak.us/>
- Click on DPA Reports in the right hand column of links
- Click on Case Review System Benefit Accuracy by Office

**2. Child Care Accuracy Project – FFY08****Purpose/Description/Utility of report:**

This report provides a record of the case and payment accuracy of child care authorizations and is categorized into two sections:

- Section 1 provides case and payment accuracy by provider/office
- Section 2 lists statewide statistics on a monthly basis

**Limitations:**

Most recent data is FY 2007. However, QA resumed reviewing child care accuracy in early 2011 and newer reports may be forthcoming.

**How to access this report:**

- Open the DPA web site: <http://dpaweb.hss.state.ak.us/>
- Click on DPA Reports in the right hand column of links
- Click on Child Care Accuracy Project FFY08

**3. FS Benefit Accuracy by Office****Purpose/Description/Utility of Report**

This link contains two versions of this report.

- Clicking on FS Accuracy by office produces a chart of the most recent month's data on each office's accuracy, a summary for each region, and the statewide totals.
- To review the same information for previous months and years, click on (History).
- Information is provided on the number of cases reviewed, the number of case errors, the total allotment, allotment amounts in error, and the accuracy rate for both case and payment accuracy.

**Limitations:**

The report is restricted to SNAP (FS) errors only. It does not indicate whether or not errors are client or agency caused. The case information reflects cases that were reviewed in the current or previous month, but were processed in the offices three or months earlier.

**Best Practices:**

This report should be regularly monitored by regional managers and team leaders. It is updated monthly.

**How to access this report:**

- Open the DPA web site: <http://dpaweb.hss.state.ak.us/>
- Click on DPA Reports in the right hand column of links
- Select FS Benefit Accuracy from the List

## 4. FS Closure Accuracy by Office

### Purpose/Description/Utility of Report

This link contains two versions of this report.

- Clicking on SNAP (FS) case denial and termination accuracy by office produces a chart of the most recent month's data on each office's accuracy, a summary for each region, and the statewide totals.
- To review the same information for previous months and years, click on (History). Information is provided on the number of cases reviewed, the number of correct cases, the number of case errors, and a calculation of the accuracy and error rates.

### Limitations:

The report is restricted to SNAP (FS) errors only. It does not indicate whether or not errors are client or agency caused. The case information reflects cases that were reviewed in the current or previous month, but were processed in the offices three or months earlier.

### Best Practices:

Should be reviewed regularly as denials and erroneous terminations are an integral part of overall SNAP case accuracy statistics, and have significant impact on the clientele.

### How to access this report:

- Open the DPA web site: <http://dpaweb.hss.state.ak.us/>
- Click on DPA Reports in the right hand column of links
- Select FS Closure Accuracy by Office

## 5. Medicaid PERM Accuracy Project

### Purpose/Description/Utility of Report:

The report indicated the accuracy of Medicaid processing by office and region. It includes the number of total cases, client involved and the accuracy rate of the

cases reviewed and the claim payment accuracy. (Claim payment is not a function of the regional offices, but is reflective of the case accuracy.)

**Limitations:**

The PERM Reviews are periodic and cyclical. For some years there may be no reviews conducted.

**Best Practices:**

It should be reviewed regularly when current information is available as it is a good indicator of an office or region's Medicaid processing accuracy.

**How to access this report:**

- Open the DPA web site: <http://dpaweb.hss.state.ak.us/>
- Click on DPA Reports in the right hand column of links
- Select Medicaid PERM Accuracy Project

**6. Profile/Performance by Office****Purpose/Description/Utility of report:**

**Profile:** This is a demographic report that reflects the demographic information of the population served by region and office. The chart at the beginning of the report includes the yearly allotments authorized by an office in a given fiscal year by program, and by geographical areas (cities, boroughs and villages). The second half of the report consists of graphs that represent caseload size and program allotments dating back to 2001 for TA, FS, and ME. Page 4 of the reports for each office indicates the percentages of single-program and combination cases.

**Performance:** Graphic representation of Program benefit issuance and denial accuracy rates, application timeliness, and application cycle time for the current FY to date and historical information. Overall accuracy rates in chart form accompany each of the graphs.

**Scope of report:** This is a very general report, but the demographic information in the profile can help in understanding caseload distribution. The graphs provide an easily-referenced snapshot of historical office performance.

**Best Practices:**

Consulting the information on combination cases could be a useful tool for equitable caseload distribution planning.

**How to access this report:**

- Open the DPA web site: <http://dpaweb.hss.state.ak.us/>
- Click on DPA Reports in the right hand column of links
- In the DPA Reports – Statewide Menu Click “DPA Offices”
- Select Office under each region
- Direct link: <http://dpaweb.hss.state.ak.us/node/view/355>

**7. TA Benefit Accuracy by Office****Purpose/Description/Utility of report:**

This link contains two versions of this report.

- Clicking on “TA Accuracy by Office” produces a chart of the most recent month’s data on each office’s accuracy, a summary for each region, and the statewide totals.
- To review the same information for previous months and years, click on (History). Information is provided on the number of cases reviewed, the number of case errors , the total allotment, allotment amounts in error, and the accuracy rate for both case and payment accuracy.

**Limitations:**

The report is restricted to TA errors only. It does not indicate whether or not errors are client or agency caused. The case information reflects cases that were reviewed in the current or previous month, but were processed in the offices three or months earlier.

\*As of FY 2009, TA cases are not being reviewed.

**Best Practices:**

This report should be regularly monitored by regional managers and team leaders. It is updated monthly.

**How to access this report:**

- Open the DPA web site: <http://dpaweb.hss.state.ak.us/>
- Click on DPA Reports in the right hand column of links
- Select TA Benefit Accuracy by Office