MEMORANDUM

DATE: December 20 2005

TO: SeniorCare workers, DPA Policy, Staff Training and Development, Systems Operations, and Field Services

FROM: Char Ervin
Systems Operations

SUBJECT: EIS Procedure 2005-1
SeniorCare Cash Program

INTRODUCTION

The SeniorCare Cash program offers low-income people age 65 and older cash assistance of $120 monthly. Prior to January 1, 2006, the Division of Pioneer Homes administered this program. Beginning January 1, 2006, the Division of Public Assistance will process these cases in the Eligibility Information System (EIS).

This procedure describes the method used to process SeniorCare Cash cases in EIS.

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BASIC RULES OF SENIORCARE CASH PROCESSING

- SeniorCare (SC) Cash cases are processed in EIS under the GA program.

- SC Cash cases will contain no more than two people (applicant and spouse).

- SC Cash cases stand alone on their own case number.

- All SC Cash cases are in a new full service office, designated in EIS as 030, SeniorCare Office.

- Follow the normal GA screen sequence when processing SC Cash cases, entering information on the following screens as appropriate:

    SEPA

    ADDR

    SSDO

    HERC

    RACE

- SC Cash cases are processed on the GABS authorization screen and are distinguished from other types of GA by entering a new need type (SC) on the GABS.

SENIORCARE CASH APPLICATION REGISTRATION

Applications for the SC Cash program are registered in EIS using the GA program type. Although SC Cash applicants may sometimes have a pre-existing GA case number, only those displaying 030 as the full service office can be used to register the SC Cash application.

In the Jones case example displayed below, the client has two GA case numbers. Neither of these numbers shows 030 as the full service office so Jonnie Jones' SC application should be registered using a new case number.

CLPM screen

```
END OF PROGRAM INVOLVEMENTS
EIS CLPM                CLIENT PROFILE/MAINTENANCE                012906
11:52
                                                                  TLAURIE M
1.  SAVE FOR REGISTRATION      (CLIR) 4.  CHANGE IDENTIFYING DATA    (CLMA)
2.  DELETE CLIENT FROM PROGRAM        5.  VIEW SANCTION/DISQUALIF    (WOSA)
3.  DELETE CLIENT FROM EIS            6.  MAINTAIN ALIAS INFORMATION (ALMA)
                      FUNCTION:
ENTER FOR FUNCTION 2: CASE NBR:           PROG:         BEN MTH (MMYY):
CM OFF/UNIT/CSLD:           TOTAL TA MTHS USED:  000    BA EXMPT MTHS USED:
NAME/ALIASES                LAST TA MONTH AUTH:         CLIENT ID:0600074774
JONES, JONNIE                                           S.S.N. : 155 55 1111
                                                        BIRTHDATE: 12121912
                                                        SEX: F     ALERT:

  PGM CASE NBR PART START  END    STAT  FSO  UNIT  CSLD  REL   DEN/CLO ALERT
01 ME 00031951  IN  100104         OP   082   2     01   PI
02 AP 00031951  IN  100104         OP   082   2     01   PI
03 AP 00031952  CP  100104         OP   082   2     01   SP
04 FS 00033020  IN  090304 103104 CL   082   1     01   PI      OT
05 GA 00033020  IN  100104 103104 CL   082   1     01   PI      OT
06 GA 00033019  IN  090194 093094 CL   082   1     01   PI      OT
```

Once the client (and spouse, if appropriate) has been saved for registration, register the application using the normal REAP process. See screen below.

REAP screen

```
EIS REAP                   REGISTER APPLICATION                012906 12:56
                                                               TLAURIE M
CASE NAME:                                      CASE NUMBER: 00032980
CASELOAD:  01 MAXWELLTRN , TLAURIE L            FULL SERVICE OFFICE: 030
UNIT: 1            LIMITED SERVICE OFFICE:                FEE AGENT:
 EXPEDITED FS: N   TA TYPE APPLIED FOR:         GM TYP-SENIOR DRUG?:
                                                GA LIS APPLICATION?:
 PROGRAMS APPLIED FOR: GA
 APP RECEIVED DATE:    012806
 BENEFIT START DATE:   010106
  CLIENT                          DATE OF                                 POSITION
  NAME                             BIRTH      SSN       SEX   RELATION   ON APP

JONES , JONNIE                    12121912               F       PI         01
JONES , JEREMIAH                  10101910               M       SP         02




ADDRESS INFORMATION TO BE ENTERED ? :     Y      PRINT IVR NOTICE ? : N
```

- Enter 030 in the ***FULL SERVICE OFFICE*** field when registering a SC Cash application to a new case number.
  Note: The 030 entry cannot be changed when a new application is registered to a case number that was previously used for a SC case. This is to prevent SC case numbers from being used for other types of GA cases.

- Enter GA in the ***PROGRAMS APPLIED FOR*** field.

- Enter the first day of the month the application was received in the ***BENEFIT START DATE*** field.

- The ***PRINT IVR NOTICE ?*** field will automatically display an ‘N’ once the 030 has been entered as the full service office. SC cases should not be sent IVR informational notices.

SEPA SCREEN CODING

SC cases will only include client and spouses who live together. If the applicant's spouse is also applying for SC cash, each spouse will have a separate case number.
Note: One application is needed to register both cases.

SEPA screen

```
EIS SEPA                     SETUP PARTICIPATIONS                012906 14:4
                                                                 TLAURIE M
CASE NAME: JONES , JONNIE                     CASE NUMBER: 00032980 MONTH: 0106
                          START           START           START           STA
    NAME   REL     PGM PART  DAY    PGM PART  DAY    PGM PART  DAY    PGM PART  DA
01 JONNI J PI   GA     IN     1

02 JEREM J SP   GA     OU     1



                            (Partial Screen Display)
```

- Change the client's participation from 'CO' to 'IN'. If the client is not eligible, leave the participation as 'IN' and work the program as a denial rather than setting the client to 'OU'. EIS cannot process eligibility if all clients have 'OU' participation codes.

- If the client is living with a spouse, change the spouse's participation from 'CO' to 'OU'.

- Continue processing the application by updating the ADDR, SSDO, HERC, and RACE screens as appropriate.

GABS SCREEN

The GABS screen is used to authorize benefits for the SC Cash program. The screen below is shown as it will appear when first accessed.

GABS screen

```
GABS                          GA BENEFIT SCREEN                  012306 10:06
                                                                 TLAURIE M
CASE NAME: HENDERSON , HANK H               CASE NUMBER: 00032974 MONTH: 0106

GROSS EARNED INCOME  :                    NUMBER OF ADULTS   :
MANDATORY DEDUCTIONS :                    NUMBER OF CHILDREN :
NET EARNED INCOME    :                    GA NEED STANDARD   :
UNEARNED INCOME      :
  NET COUNTABLE INCOME :                  01 NEED TYPE:      BENEFIT:
                                          02 NEED TYPE:      BENEFIT:
PENDED?              :                    COUNTABLE RESOURCES:
DENIAL/CLOSURE REASON:                    DATE OF DEATH      :
AUTHORIZE DEN/CLO    :                    END DATE           :
BENEFIT ISSUANCE     :                    AUTHORIZATION PCN  :
______________________________ 01 PAYEE/VENDOR _______________________________
LAST NAME:                      FIRST NAME:                 MI:
ADDR:                           CITY:                       PHONE:
                                STATE:    ZIP:       REF:
______________________________ 02 PAYEE/VENDOR _______________________________
LAST NAME:                      FIRST NAME:                 MI:
ADDR:                           CITY:                       PHONE:
                                STATE:    ZIP:       REF:
                                                                NEXT-->
```

The GABS has a two-part update process:

When the GABS screen is first displayed, the following fields are open for entry:

- ***GROSS EARNED INCOME:*** Enter the combined total gross yearly earnings of the applicant and spouse.
- ***NUMBER OF ADULTS:*** Enter 01 if the client is not living with a spouse. Enter 02 if the client lives with a spouse. Do not include any other household members.
- ***MANDATORY DEDUCTIONS:*** This field should always be blank. SC Cash is calculated using gross income.
- ***NUMBER OF CHILDREN:*** This field should always be blank. SC Cash only considers the applicant and their spouse when determining eligibility.

- ***UNEARNED INCOME:*** Enter the combined total yearly unearned income of applicant and spouse.

Note: SC Cash budgeting differs from most other system processing because it's based on yearly income amounts rather than monthly. Be sure to enter the total yearly earned and unearned income figures to allow the system to determine income eligibility.

Once these fields have been completed, press enter to open the remainder of the GABS for processing. The screen below shows how the GABS will appear after pressing enter:

GABS screen

```
GABS                           GA BENEFIT SCREEN                  010306 13:02
                                                                  TLAURIE M
CASE NAME: FIRSTONE , SCCASH                CASE NUMBER: 00032972 MONTH: 0106

GROSS EARNED INCOME  :    500.00          NUMBER OF ADULTS   : 01
MANDATORY DEDUCTIONS :      0.00          NUMBER OF CHILDREN : 00
NET EARNED INCOME    :    500.00          GA NEED STANDARD   :    300.00
UNEARNED INCOME      :  10000.00
  NET COUNTABLE INCOME :  10500.00        01 NEED TYPE:      BENEFIT:
                                          02 NEED TYPE:      BENEFIT:
PENDED?              :                    COUNTABLE RESOURCES:
DENIAL/CLOSURE REASON:                    DATE OF DEATH      :
AUTHORIZE DEN/CLO    :                    END DATE           : 1206
BENEFIT ISSUANCE     : I                  AUTHORIZATION PCN  :
______________________________ 01 PAYEE/VENDOR
_______________________________
LAST NAME:                      FIRST NAME:                MI:
ADDR:                           CITY:                      PHONE:
                                STATE:    ZIP:       REF:
______________________________ 02 PAYEE/VENDOR
_______________________________
LAST NAME:                      FIRST NAME:                MI:
ADDR:                           CITY:                      PHONE:
                                STATE:    ZIP:       REF:
                                                                   NEXT-->
```

- The system updated the ***NET EARNED INCOME*** field with the total earned income.

- The system updated the ***NET COUNTABLE INCOME*** field with the total combined earned and unearned income.

- It also updated the ***GA NEED STANDARD*** field. Disregard this field; it is used for other GA processing and does not apply to the SC Cash program.

- EIS will enter an 'I' in the ***BENEFIT ISSUANCE*** field for the first month of eligibility or an 'R' for second and continuing benefit months. Be sure to change the 'R' issuance indicator for any months that have already been issued by the regular run. Check the Systems Operations Production Calendar to determine the regular run date.

- The ***END DATE*** field is updated with the month and year of application because other GA cases are eligible for one-month periods. Once the SC need type is entered, the date will be removed by the system to allow the worker to enter the appropriate date.

Continue processing the case by updating the following fields:

- ***01 NEED TYPE:*** Enter 'SC'. This identifies the case as SC Cash to the system.

- ***BENEFIT:*** Enter 120 in this field. This is the standard SC Cash amount. If the field is left blank or another amount is entered, EIS will change it to 120.

- ***02 NEED TYPE:***
  BENEFIT: These fields are used by other types of GA cases and are not used for SC Cash processing. If entries are made in these fields, EIS will edit them and require their removal before processing can continue.

- ***PENDED:*** This field is used when you need to pend an application. Enter a 'Y' to put the case into pended status.

- ***COUNTABLE RESOURCES:*** Enter the total amount of countable resources for the individual and their spouse.

- ***DENIAL/CLOSURE REASON:*** If the client is ineligible, deny or close the case by entering the appropriate reason in this field. (You will also need to enter a 'Y' in the ***AUTH DEN/CLO*** field to complete the denial/closure process).
  Note: The system will automatically update this field with 'EG' (excess income) or 'RE' (excess resources) if the income or resource amounts entered on the GABS exceed SC Cash limits.

- ***DATE OF DEATH:*** This is an optional field that may be used when closing a case because the client has died. **Note:** Entering a date here will also cause it to appear on the MERE screen if the client has a Medicaid case, but it will not deauthorize benefits for any program. If the client has other open cases, be sure to notify those caseworkers of changes affecting eligibility.

- ***AUTHORIZE DEN/CLO:*** Enter a 'Y' in this field in order to deny an SC Cash application or close an ongoing case.

- ***END DATE:*** Enter the appropriate end date (MMYY). The usual eligibility period for SC Cash cases is 12 months.

- ***BENEFIT ISSUANCE:*** Enter 'I' for current calendar month benefits. Enter 'R' for benefits for a future month and for benefits authorized after the regular run.

- ***AUTHORIZATION PCN:*** Enter your PCN in this field to authorize benefits.

- ***01 PAYEE/VENDOR:*** EIS updates these fields with the client's name and address once the 'SC' need type is entered on the GABS. The information displayed will be printed on the client's SC Cash warrant. This includes 'SeniorCare' in the ***REF:*** field to distinguish SC Cash warrants from other benefits the client may receive. **Note:** If the client has a payee, enter the payee name after 'c/o' on the first address line. Enter the address the warrant should be mailed to below the payee name on the second address line.

- ***02 PAYEE/VENDOR:*** These fields are designed for other GA processing and are not used for the SC Cash program. If entries are made in these fields, EIS will edit them and require their removal before processing can continue.

PROCESSING TIPS

- **Types of GA Cases**
  The GA program is currently used in EIS for several different processes:

  - Diversion
  - PF Hold Harmless
  - General Relief
  - Low Income Subsidy for Medicare Part D

  Although unusual, it is possible for one client to have several different GA case numbers. Application registration must be done carefully to ensure the correct number is used.

- **SeniorCare Application Screening**
  Clients apply for SC cash on an application that doesn't specify SC Cash or SC Drug. The client's income level determines whether their application will be processed in EIS as SC Cash (GA) or SC Drug (GM). Occasionally, applications may be registered to the wrong program. If that occurs, email the Help Desk at EISHelp@health.state.ak.us for assistance.

- **Address Changes**
  SC Cash cases contain address information in two different places in EIS- on the ADDR screen (used for notices) and on the GABS screen (used for benefit delivery). Be sure to update **both** screens if the client's mailing address changes. Process address changes in the following order:

  - First, make the change on the ADDR screen.
  - Second, go to the GABS screen and enter the new mailing address in the Payee address fields.

  Failure to follow this process could cause benefits to be mailed to the wrong address. (EIS will allow different address information on the ADDR and GABS screens for cases where benefits should be sent to a different address than notices).

- **Conversion Case Data**
  Prior to January 1, 2006, the Division of Pioneer Homes processed SC Cash cases. These cases have been converted to EIS using the information provided by their system. However, the Pioneer Home system did not store income, resource, household size, citizenship, or residence data, therefore converted SC Cash cases will not contain some of this information. Be sure to update EIS when processing reviews on

these cases.

- If the client lives with a spouse, add the spouse to the case and change the ***NUMBER OF ADULTS*** field on the GABS from 01 to 02. Enter income and resources for the individual or couple on the GABS as appropriate.
- The EIS conversion process automatically entered the client's mailing address in the residence fields on the ADDR. In some cases the client may have a mailing address and a separate residence address. When processing reviews, be sure to update the ADDR screen as appropriate.
- The EIS conversion process automatically entered US in the citizenship field on the HERC screen. This field should be updated at the time of review for clients who are legal aliens.

- **SeniorCare Income Records**
  Although the GA program doesn't include income screens (EAIN, UNIN, etc.), if the client is on any other case in EIS (APA, FS, etc.) the system will create an income record for the client when SC Cash benefits are authorized. An 'SA' income entry of $120 will appear on the other cases' UNIN screen for the corresponding month. 'SA' is used because the SC Cash program was originally called Senior Assistance and pre-existing EIS cases have already been coded with this income type.