

# Review Guide Sheet

The Review Guide Sheet is intended to provide instruction and clarification for completing Case Reviews within the Case Checking Database. Each Review Sheet is built around a specific task and is comprised of elements pertaining to the task. Every element contains a list of errors that can be cited. Please refer to the guide sheets for clarification on what each error means and when an error should be cited.

Both the Review Elements and the potential errors are tied to the programs they pertain to and will only appear on the review sheet if the specified program is selected for the review.

Each error has been given a designated weight of either “Critical” or “Non-Critical.” Both Critical and Non-Critical errors are counted towards the review’s accuracy score. Critical errors cited on the review will result in a “Did not Pass” score.

## **AI TASK REVIEW**

The AI Task Review Sheet will be used to conduct reviews on the Non-Lobby Intake function which entails completing the AI and scheduling an interview (if required). Do not use this Review if the CSS processed the application to completion.

## **INTAKE (II) REVIEW & LTC Intake Review**

The Intake (II) Review Sheet will be used to conduct case reviews on all new applications. In addition, the II Review Sheet should be used anytime the case is in Intake Mode (for example, Late RRR’s or late verifications that require a new AI and are in “Intake” mode).

- LTC Review should be used if LTC programs are associated with the case

## **RRR/PRF REVIEW & LTC RRR Review**

The RRR/PRF Review Sheet will be used to conduct case reviews on all timely and untimely redeterminations. Late RRRs should be reviewed using the Intake (II) Review Sheet, due to the case being “Intake” mode.

- LTC Review should be used if LTC programs are associated with the case

## **VCL/Changes Review**

The VCL/Changes Review Sheet will be used to conduct reviews on all case actions taken after requested verifications have been received or when a case is acted on while in ongoing mode. Changes that require CSS intervention may include changes reported by the client, reported by another entity or the result of mass updates such as COLA, reports from the state, etc.

## **5615/DSS1 Review**

The 5615/DSS1 Review will be used to conduct reviews on LTC cases in which the only action taken was in order to address the 5615 or DSS1.

## Review Guide Sheet

REVIEW ELEMENT	POTENTIAL ERRORS	WEIGHT	ERROR CITED IF:	Programs
<b>AI PROCESS</b>	<i>Element is relevant to AI Review, Intake (II) Review, and LTC Intake (II) Review</i>			<i>All Programs</i>
*If the AI was completed by a different CSS, errors should only be cited if the tech under review could have been corrected/prevented the error.	All Programs requested were not entered *	Non-Critical	All HLPGs requested were not completed	All programs
	All Required Individuals were not entered on the application	Non-Critical	Mandatory household members were not included during the AI Process	All programs
	Application pended to incorrect Case #	Non-Critical	CSS did not select the most current active case number	All programs
	Application was not signed *	Non-Critical	AI was completed but application was not signed.	All programs
	Emergency Details were not completed correctly for EX	Non-Critical	CSS did not update Emergency Details accurately resulting in EX populating or not populating correctly	(EX) Expedite
	Incorrect Application Date *	Critical	Date used for AI is not correct. Be sure to consider late verifications/RRRs as well as applications submitted via PEAK after 5:30 p.m.	All programs
	Incorrect client clearance/Client and State ID	Non-Critical	<ul style="list-style-type: none"> <li>• CSS created duplicate case ID due to lack of research.</li> <li>• CSS did not request State ID.</li> </ul>	All programs
	Incorrect Contact Information *	Non-Critical	Case was not updated with correct address, phone number or email address	All programs
	Special Indicators were not completed	Non-Critical	Special Indicators screen was not updated to reflect correct Special Indicator	All programs
	Incorrect Caseload/HSConnects Assignment	Critical	<ul style="list-style-type: none"> <li>• Case Assignment was not updated correctly per Caseload Assignment Cheat Sheet</li> <li>• Task assigned to incorrect HSConnects Team</li> </ul>	All programs
<b>RRR/PRF Packet Received</b>	<i>Element is relevant to RRR/PRF Review and LTC RRR Review</i>			<i>All Programs</i>

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REVIEW ELEMENT	POTENTIAL ERRORS	WEIGHT	ERROR CITED IF:	Programs
*If the RRR was started by a different CSS, errors should only be cited if the tech under review could have been corrected/prevented the error.	RRR/PRF was not signed *	Non-Critical	RRR/PRF was not signed and tech failed to follow the process for unsigned RRRs/PRFs.	All programs
	RRR/PRF was not started in CBMS with the correct date	Non-Critical	<ul style="list-style-type: none"> <li>CSS started RRR/PRF in CBMS using an incorrect or invalid Packet Received date.</li> <li>CSS failed to enter/incorrectly entered late received FA RRR packet</li> <li>Case was not rescinded when the PRF was received in the 13<sup>th</sup> month</li> </ul>	All programs
	RRR/PRF was not used correctly for all programs*	Non-Critical	CSS failed to recognize the RRR received should have been used for additional programs.	All programs
<b>INTERVIEW</b>	<i>Element is relevant to AI Review, Intake (II) Review, RRR/PRF Review, LTC Intake Review, LTC RRR Review</i>			AF, CW, EX, FA
* If the Interview was scheduled by a different CSS, errors should only be cited if the tech under review could have been corrected/prevented the error.	Appointment Letter is not on file	Non-Critical	CSS failed to upload appointment letter into HSConnects (not required if interview was conducted as a Cold Call)	AF, CW, EX, FA
	Did not schedule required interview	Critical	An interview was required but one was not scheduled or conducted	AF, CW, EX, FA
	CDHS Interview Screen was not updated correctly *	Non-Critical	<ul style="list-style-type: none"> <li>CSS failed to update missed interview field to generate NOMI</li> <li>CSS failed to update Attended Interview details correctly (including Good Cause reason if applicable)</li> </ul>	AF, CW, EX, FA
	Incorrect appointment type (F to F or Phone)	Non-Critical	Error if client required a face to face interview but was scheduled for a phone interview	AF
	Interpreter needed but was not addressed	Non-Critical	Client declares a need for an interpreter on application but one was not scheduled	AF, CW, EX, FA
	Interview scheduled when not needed	Non-Critical	Interview was scheduled but was not required per policy (justification missing from case comments)	AF, CW, EX, FA

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REVIEW ELEMENT	POTENTIAL ERRORS	WEIGHT	ERROR CITED IF:	Programs
INTERVIEW (continued)	Program was not updated correctly for missed interview *	Non-Critical	<ul style="list-style-type: none"> <li>EX FA was not cancelled through Program Action</li> <li>Non-Compliance was not updated to reflect “did not attend scheduled interview” for AF / CW</li> <li>FA was not closed on 30<sup>th</sup> day for missed interview</li> </ul>	AF, EX, FA, CW
	Scheduled Too Early/Too Late <i>(Due to CSS Error)</i>	Non-Critical	<ul style="list-style-type: none"> <li>EX interview was scheduled after 7<sup>th</sup> day for EX or after 30<sup>th</sup> day for FA Intake or Late RRR</li> <li>AF interview scheduled less than 4 days out without customer waiving notification rights (must be documented in case comments)</li> <li>AF interview scheduled more than 10 days after receiving a late RRR packet</li> <li>Adequate mailing time for appointment letter not provided (at least 48 hours)</li> </ul> <p><i>Error should only be cited if CSS under review could have prevented the interview from being scheduled late</i></p>	AF, CW, EX, FA
<b>RESEARCH</b>	<i>Element is relevant to Intake (II) Review, VCL/Changes Review, RRR/PRF Review, LTC Intake Review, and LTC RRR Review</i>			<i>All Programs</i>
	Did not Review Previous Case Comments	Non-Critical	Relevant information in prior Case Comment was not utilized or acted on	All Programs
	Information not pulled per Research Matrix expectations (dependent upon active programs and programs being applied for)	Non-Critical	<ul style="list-style-type: none"> <li>Includes Assessor’s, DOLE/UIB, DMV vehicle ownership/value, SVES/SDX/BENDEX, NDNH, eDRS, SAVE, SSA Incarceration, and PARIS</li> </ul>	All Programs
	Work Number addressed incorrectly	Non-Critical	<ul style="list-style-type: none"> <li>Work Number was pulled/not pulled incorrectly</li> <li>Additional records incorrectly requested</li> </ul>	AF, CW, EX, FA

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RESEARCH (continued)	Failed to update CBMS with information found	Non-Critical	<ul style="list-style-type: none"> <li>Information discovered in research was not added to CBMS or acted upon</li> </ul>	All Programs
	IEVS not cleared/resolved correctly	Non-Critical	<ul style="list-style-type: none"> <li>IEVS hits were not cleared</li> <li>IEVS hits were not resolved correctly</li> <li>Information discovered was not acted on</li> </ul>	All Programs
	Failed to upload required documents into HSConnects	Non-Critical	<ul style="list-style-type: none"> <li>CSS failed to upload necessary screen shots of research:</li> <li><b>Refer to the Research Matrix to determine what is required to be uploaded to the case file</b></li> </ul>	All Programs
	Prior Aid/Countable Months/TANF Time Clock incorrectly addressed	Non-Critical	<ul style="list-style-type: none"> <li>CSS did not verify status of benefits received in another state</li> <li>ABAWD Countable Months or Federal TANF Time Clock Ticks not verified</li> </ul>	All Programs
<b>TIME CLOCK</b>	<i>Element is relevant to Intake (II) Review, RRR/PRF Review, LTC Intake Review, and LTC RRR Review</i>			CW, EX, FA
	60 Months were not addressed correctly	Non-Critical	CSS did not give the client opportunity to apply for extension	CW
	Did not enter Prior Aid correctly in CBMS	Non-Critical	Prior aid information was not data entered in CBMS Time Clock (includes TANF clock ticks and AWBAD Countable Months)	CW, EX, FA
	Incorrect Begin and End Dates	Non-Critical	Time Clock record has Incorrect Begin or End Date	CW, EX, FA
	Incorrect clock type	Non-Critical	CSS did not update case with correct clock type	CW, EX, FA
<b>IDENTITY / CITIZENSHIP</b>	<i>Element is relevant to Intake (II) Review, RRR/PRF Review, LTC Intake Review, and LTC RRR Review</i>			All Programs
	Did not update all fields and/or child screens correctly	Non-Critical	Non-Critical data entry errors were made on the case (example, entered incorrect document type or doc number or verification source)	All Programs

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REVIEW ELEMENT	POTENTIAL ERRORS	WEIGHT	ERROR CITED IF:	Programs
<b>IDENTITY/CITIZENSHIP (continued)</b>	Incorrect Effective Begin or End Dates	Non-Critical	CSS failed to correctly update Effective Begin Dates	All Programs
	Missing Affidavit of Lawful Presence	Non-Critical	<ul style="list-style-type: none"> <li>• Lawful Presence Affidavit (LPA) is not on file or verified through DMV Interface</li> <li>• Updated LPA not received/updated in CBMS with new application following a break in benefits</li> <li>• LPA is completed incorrectly (two boxes marked)</li> </ul>	AF, CW
	Missing Citizenship Documentation	Non-Critical	Acceptable citizenship verification is not on file	All Programs
	Missing ID for all required individuals (FA - Head of Household Only)	Non-Critical	Acceptable form of ID is not on file: <ul style="list-style-type: none"> <li>• HOH for FA</li> <li>• All individuals over 18 receiving financial assistance</li> <li>• All individuals receiving Medical Assistance</li> </ul>	All Programs
	Missing SSN for all members / or verification they have applied	Non-Critical	CSS did not update CBMS with SSN or verification they have applied for SSN	All Programs
	State IDs not obtained for all required household members	Non-Critical	CSS failed to request State ID for all required members	All Programs
	Verification source indicated is not on file/does not match CBMS	Non-Critical	CBMS indicates we have documentation that is not found in the case file (i.e., check stubs, birth certificates, bank statement, etc.) <ul style="list-style-type: none"> <li>• Must explain discrepancies in case comments if State Approved Temporary Procedures are being used</li> </ul>	All Programs
<b>HH COMP</b>	<i>Element is relevant to Intake (II) Review, VCL/Changes Review, RRR/PRF Review, LTC Intake Review, and LTC RRR Review</i>			All Programs

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REVIEW ELEMENT	POTENTIAL ERRORS	WEIGHT	ERROR CITED IF:	Programs
<b>HH COMP (continued)</b>	Child Support Referral page was not addressed/was incorrectly addressed	Non-Critical	<ul style="list-style-type: none"> <li>• Child Support Referral page details not completed/completed incorrectly (Absent Parent Known- Y/N incorrectly addressed, page not updated when new application is received, etc.)</li> <li>• Good Cause not addressed for each child/not documented in Case Comments</li> </ul>	CW
	All required Mandatory Members were not included	Non-Critical	<ul style="list-style-type: none"> <li>• All required members were not added to the case</li> <li>• Household Members who have served their EF level sanction periods not added back (sanctions not complied per updated SNAP policy)</li> <li>• Household Member was incorrectly indicated as Not in the Home or Ancillary</li> <li>• Voluntary stepparent not included for CW</li> </ul>	All Programs
	Did not update all fields and/or child screens correctly	Non-Critical	<ul style="list-style-type: none"> <li>• Non-Critical data entry errors were made on case</li> <li>• Non-mandatory fields were not completed with info provided by the client (may include errors on Demographics, Case Individual, Attributes, Household Relationship and other windows)</li> </ul>	All programs
	Did not update Relationships for All Individuals	Non-Critical	<ul style="list-style-type: none"> <li>• Household Relationship screen was not updated correctly</li> <li>• Parental Care and Control was not marked correctly</li> <li>• Sponsor was not indicated</li> <li>• Authorized Representative details not completed correctly</li> </ul>	All Programs

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REVIEW ELEMENT	POTENTIAL ERRORS	WEIGHT	ERROR CITED IF:	Programs
HH COMP (continued)	Ethnicity/Race was not updated correctly (All HH members)	Non-Critical	<ul style="list-style-type: none"> <li>Ethnicity screen was not updated for all household members (if info was provided)</li> <li>Ethnicity/Race not addressed for HOH (required for FA)</li> </ul>	All Programs
	Incorrect Address (All HH members)	Non-Critical	Home and/or mailing address is incorrect for one or more household members	All Programs
	Incorrect Contact Information	Non-Critical	Case was not updated with correct address, phone number or email address	All programs
	Incorrect Effective Begin or End Dates	Non-Critical	CSS failed to correctly update Effective Begin or End Dates	All Programs
	Incorrect AF/CW/FA Use Month	Non-Critical	<ul style="list-style-type: none"> <li>FA/CW Use Month is incorrect per Simplified Reporting rules</li> <li>FA Use Month change was not requested/HDT not submitted for CW Use Month change</li> </ul>	AF, CW, FA
	Incorrect Residency (All HH members)	Non-Critical	Residency screen was not updated for all household members	All Programs
	Living Arrangement was not updated correctly	Non-Critical	Attributes screen was not updated with correct living arrangement for all household members	All Programs
	Marital Status was not updated correctly (All HH members)	Non-Critical	Demographics was not updated with correct marital status for all household members	All Programs
	Newly discovered/questionable info was not addressed properly	Non-Critical	CSS failed to address new information reported by client or discovered via other means (failed to question inconsistent info, request verification or update CBMS with new information) information to suggest household comp has changed ( <i>members have left or new members have entered home</i> )	All Programs
	Payee was not updated correctly	Critical	Case Payee is incorrect	All Programs



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REVIEW ELEMENT	POTENTIAL ERRORS	WEIGHT	ERROR CITED IF:	Programs
HH COMP (continued)	Pregnancy was not addressed/ disposed of correctly	Non-Critical	<ul style="list-style-type: none"> <li>• Pregnancy was not entered</li> <li>• Pregnancy was not disposed of</li> <li>• Pregnancy was not verified for CW</li> </ul>	CW, FA, MA
	Purchase and Prepare was not updated correctly	Non-Critical	CSS failed to remove household members or add mandatory members to the purchase and prepare group	EX, FA
	Tax Filer Questions were not updated correctly (All HH members)	Non-Critical	<ul style="list-style-type: none"> <li>• Incorrect tax filing status</li> <li>• Questions about dependents are answered incorrectly</li> <li>• Incorrect MBU not affecting MA Outcome</li> </ul>	MA
	Verification source indicated is not on file/ does not match CBMS	Non-Critical	CBMS indicates we have documentation that is not found in the case file (i.e., check stubs, birth certificates, bank statement, etc.) <ul style="list-style-type: none"> <li>• Must explain discrepancies in case comments if State Approved Temporary Procedures are being used</li> </ul>	All Programs
<b>SSI DETAILS</b>	<i>Element is relevant to Intake (II) Review, RRR/PRF Review, LTC Intake Review, and LTC RRR Review</i> <b>****Select N/A if SSI does not apply to the case being reviewed****</b>			<i>All Programs</i>
	"Receiving" Yes or No is incorrect	Non-Critical	<ul style="list-style-type: none"> <li>• CSS incorrectly indicated client was receiving SSI</li> <li>• CSS incorrectly indicated client was not receiving SSI</li> </ul>	AF, EX, MA
	Did not update all fields and/or child screens correctly	Non-Critical	<ul style="list-style-type: none"> <li>• Non-Critical data entry errors were made on case</li> <li>• Non-mandatory fields were not completed with info provided by the client</li> </ul>	All Programs
	Incorrect Effective Begin or End Dates	Non-Critical	CSS failed to correctly update Effective Begin Dates	All Programs

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REVIEW ELEMENT	POTENTIAL ERRORS	WEIGHT	ERROR CITED IF:	Programs
SSI DETAILS (continued)	Newly discovered/questionable info was not addressed properly	Non-Critical	CSS failed to address new information reported by client or discovered via other means (failed to question inconsistent info, request verification or update CBMS with new information)	All Programs
	SSI Status was not completed correctly	Non-Critical	CBMS reflects incorrect status of SSI application	AF, EX, FA, MA
	Verification of SSI Application is not on file	Non-Critical	Case file does not contain verification that client has applied for SSI or appealed SSI denial	AF, FA
<b>NON-CITIZEN INFORMATION</b>	<i>Element is relevant to Intake (II) Review, RRR/PRF Review, LTC Intake Review, and LTC RRR Review</i> <b>****Select N/A if there are no Non-Citizens on the case****</b>			<i>All Programs</i>
	Agreement not to Sponsor is not on file	Non-Critical	<ul style="list-style-type: none"> <li>• CSS failed to obtain Agreement Not to Sponsor</li> <li>• CBMS was not updated with correct Agreement Not to Sponsor info</li> </ul>	AF, CW, MA
	Did not update all fields and/or child screens correctly	Non-Critical	<ul style="list-style-type: none"> <li>• Non-Critical data entry errors were made on case</li> <li>• Non-mandatory fields were not completed with info provided by the client</li> </ul>	All Programs
	Incorrect Effective Begin or End Dates	Non-Critical	CSS failed to correctly update Effective Begin Dates	All Programs
	Incorrect Expiration Date	Non-Critical	Expiration date of Non-Citizen document is incorrect	All Programs
	Incorrect Non-citizen Status	Non-Critical	Non-Citizen status is incorrect	All Programs
	Newly discovered/questionable info was not addressed properly	Non-Critical	CSS failed to address new information reported by client or discovered via other means (failed to question inconsistent info, request verification or update CBMS with new information)	All Programs

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REVIEW ELEMENT	POTENTIAL ERRORS	WEIGHT	ERROR CITED IF:	Programs
<b>NON-CITIZEN INFORMATION</b> (continued)	SAVE section was not completed correctly	Non-Critical	SAVE was not completed correctly	All Programs
	Sponsored Info section was not completed correctly	Non-Critical	CSS did not complete Sponsor's section of Non-Citizen screen correctly	All Programs
	Sponsor's Information is not on file	Non-Critical	<ul style="list-style-type: none"> <li>Case file does not contain verification of sponsor's income and resources</li> <li>Case file does not contain completed Sponsor's Info Form</li> </ul>	All Programs
	Sponsor's Information Screen was not updated correctly	Non-Critical	CSS did not complete the Sponsor's Information Screen to reflect sponsor's household info and Affidavit of Support signed	All Programs
	Verification source indicated is not on file/ does not match CBMS	Non-Critical	<p>CBMS indicates we have documentation that is not found in the case file (i.e., check stubs, birth certificates, bank statement, etc.)</p> <ul style="list-style-type: none"> <li>Non-Citizen document entered in CBMS does not match document provided by the household</li> <li>Must explain discrepancies in case comments if State Approved Temporary Procedures are being used</li> </ul>	All Programs
<b>EARNED INCOME</b>	<i>Element is relevant to Intake (II) Review, VCL/Changes Review, RRR/PRF Review, LTC Intake Review, and LTC RRR Review</i>			All Programs
	Annualized Income Screen was not updated correctly	Non-Critical	Annualized income screen was not updated correctly for client with seasonal or self-employment income	MA
	Did not update all fields and/or child screens correctly	Non-Critical	<ul style="list-style-type: none"> <li>Non-Critical data entry errors were made on case</li> <li>Non-mandatory fields were not completed with info provided by the client</li> </ul>	All Programs

## Review Guide Sheet

REVIEW ELEMENT	POTENTIAL ERRORS	WEIGHT	ERROR CITED IF:	Programs
EARNED INCOME (continued)	Failed to enter all income reported	Non-Critical	<ul style="list-style-type: none"> <li>Income reported was not entered in CBMS</li> </ul>	All Programs
	Income entered under incorrect household member	Non-Critical	CSS data entered income under incorrect household member	All Programs
	Income Expenses were not updated correctly	Non-Critical	CSS failed to enter income expenses or expenses were not entered correctly This includes expenses for self-employment income.	All Programs
	Incorrect Check Type (Representative, Estimated, Non-Representative)	Non-Critical	<ul style="list-style-type: none"> <li>CSS failed to indicate income was non-representative</li> <li>CSS failed to indicate income was estimated</li> </ul>	EX, FA
	Incorrect Effective Begin or End Dates	Non-Critical	CSS failed to correctly update Effective Begin Dates	All Programs
	Incorrect Employment Begin and End Date	Non-Critical	CSS did not update case to reflect actual employment begin date or, if unknown, the first day of the month of the oldest check received	All Programs
	Incorrect AF/CW/FA Use Month	Non-Critical	<ul style="list-style-type: none"> <li>AF/CW/FA Use Month is incorrect per Simplified Reporting rules</li> <li>FA Use Month Change was not requested</li> </ul>	AF, CW, FA
	Incorrect Frequency	Non-Critical	<ul style="list-style-type: none"> <li>CSS entered incorrect income frequency on Earned Income screen</li> </ul>	All Programs
	Incorrect Income Amount Used	Non-Critical	<ul style="list-style-type: none"> <li>Income was not entered correctly (income was entered with transposed numbers, Incorrect use of gross vs net, incorrect income average used, etc.)</li> <li>Subsidized Employment incorrectly addressed (CW)</li> </ul>	All Programs
	Incorrect Monthly Amount Earned or Estimated Average Hours/week	Non-Critical	Employment History screen reflects incorrect Monthly Amount Earned and/or Estimated Hours Per Week	FA

## Review Guide Sheet

REVIEW ELEMENT	POTENTIAL ERRORS	WEIGHT	ERROR CITED IF:	Programs
EARNED INCOME (continued)	Incorrect Pay Periods or Pay Dates on Income Details Screen	Non-Critical	Pay period entered does not match frequency entered	All Programs
	Newly discovered/questionable info was not addressed properly	Non-Critical	CSS failed to address new information reported by client or discovered via other means (failed to question inconsistent info, request verification or update CBMS with new information) <i>Partial pay periods, Overtime, or other income that may reflect non-representative income.</i>	All Programs
	Reasonable Compatibility was not correctly addressed	Non-Critical	CSS failed to update Reasonable Compatibility screen with information reported by client	MA
	Self-Employed was not updated correctly	Non-Critical	<ul style="list-style-type: none"> <li>• CSS failed to indicate client was Self-Employed</li> <li>• S-Corp/LLC addressed incorrectly</li> </ul>	All Programs
	Verification source indicated is not on file/ does not match CBMS	Non-Critical	CBMS indicates we have documentation that is not found in the case file (i.e., check stubs, birth certificates, bank statement, etc.) <ul style="list-style-type: none"> <li>• Must explain discrepancies in case comments if State Approved Temporary Procedures are being used</li> </ul>	All Programs
<b>Compliance/Sanction Disqual / POI</b>	<i>Element is relevant to Intake (II) Review, VCL/Changes Review, RRR/PRF Review, LTC Intake Review, and LTC RRR Review</i> <b>****Select N/A if non-compliance or sanctions do not apply to the case being reviewed****</b>			<i>All Programs</i>
	Cure/Comply was not updated correctly	Non-Critical	CSS did not update Cure/Comply correctly	CW, EX, FS
	Did not appropriately Apply Period of Ineligibility	Non-Critical	POI was not applied correctly	AF, CW, MA

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REVIEW ELEMENT	POTENTIAL ERRORS	WEIGHT	ERROR CITED IF:	Programs
COMPLIANCE/SANCTION /DISQUALS/POI (continued)	Did not update all fields and/or child screens correctly	Non-Critical	<ul style="list-style-type: none"> <li>Non-Critical data entry errors were made on case</li> <li>Non-mandatory fields were not completed with info provided by the client</li> </ul>	All Programs
	Incorrect Effective Begin or End Dates	Non-Critical	CSS failed to correctly update Effective Begin Dates	All Programs
	Incorrect Program and Compliance Type	Non-Critical	CSS entered incorrect program and/or compliance type on Compliance screen	All Programs
<b>MEDICAL CONDITIONS</b>	<i>Element is relevant to Intake (II) Review, RRR/PRF Review, LTC Intake Review, and LTC RRR Review</i> <b>****Select N/A if Medical Conditions do not apply to the case being reviewed****</b>			AF, FA, MA
	Diagnosis/Treatment was not updated correctly	Non-Critical	<ul style="list-style-type: none"> <li>Diagnosis information was not entered in CBMS related to AND applicants with a primary diagnosis of Alcoholism/Addiction or BCCP applicants</li> </ul>	AF, MA MA – LTC
	Did not update all fields and/or child screens correctly	Non-Critical	<ul style="list-style-type: none"> <li>Non-Critical data entry errors were made on case</li> <li>Non-mandatory fields were not completed with info provided by the client</li> </ul>	AF, FA, MA
	Disability Determination (ARG) is not on file	Non-Critical	Disability Determination has been entered into CBMS but is not on file.	AF, MA
	Disability screen was not updated correctly	Non-Critical	<ul style="list-style-type: none"> <li>Disability Screen has not been updated to reflect current Disability Determination (ARG) outcome</li> <li>Diary Date is incorrect</li> </ul>	MA
	Incorrect Effective Begin or End Dates	Non-Critical	CSS failed to correctly update Effective Begin Dates	AF, FA, MA
	Incorrect Re-exam date	Critical	Rexam date entered does not match disability length indicated on the Med 9	AF

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MEDICAL CONDITIONS (continued)	Incorrect Disability type/length entered	Non-Critical	<ul style="list-style-type: none"> <li>CSS failed to enter the disability type as indicated on the Med 9</li> </ul>	AF
	Life or Limb was not addressed / data entered correctly	Non-Critical	Diagnosis screen was not data entered to reflect client had a life or limb threatening emergency	MA
	Med 9 is incomplete or is not on file	Non-Critical	Med 9 is incomplete (missing signature, multiple boxes marked) or is not on file	AF
	Social Factors not addressed/ incorrectly addressed	Non-Critical	CSS failed to select a social factor from the dropdown menu or selected an incorrect type.	AF
	Work Limitation was not updated correctly	Non-Critical	Incorrect work limitation entered causing client to meet or not meet disability criteria incorrectly	AF
<b>AND-SO ADDITIONAL INFORMATION</b>	<i>Element is relevant to Intake (II) Review, RRR/PRF Review, LTC Intake Review, and LTC RRR Review</i> <b>****Select N/A if the case being reviewed is active OAP****</b>			<b>AND Only</b>
	Did not update all fields and/or child screens correctly	Non-Critical	<ul style="list-style-type: none"> <li>Non-Critical data entry errors were made on case</li> <li>Non-mandatory fields were not completed with info provided by the client</li> </ul>	AF
	IM-14 CBMS Page was not updated correctly	Non-Critical	<ul style="list-style-type: none"> <li>New record was not added for IM-14 at RRR</li> <li>CSS did not correctly indicate if form was complete or incomplete</li> <li>Signature date entered is incorrect/does not match document on file</li> </ul>	AF
	IM-14 Form not completed correctly or not on file	Non-Critical	<ul style="list-style-type: none"> <li>Current IM-14 is not on file (needed with each app/RRR)</li> <li>IM-14 is missing client or CSS signature</li> <li>IM-14 has more than one box marked</li> <li>Box 2 is marked incorrectly</li> </ul>	AF

## Review Guide Sheet

REVIEW ELEMENT	POTENTIAL ERRORS	WEIGHT	ERROR CITED IF:	Programs
AND-SO ADDITIONAL INFORMATION (continued)	SSI Status was not completed correctly	Non-Critical	Information entered regarding SSI interview is incorrect including date and verification source	AF
<b>STUDENT INFORMATION</b>	<i>Element is relevant to Intake (II) Review, RRR/PRF Review, LTC Intake Review, and LTC RRR Review</i>			CW, EX, FA, MA
	Did not obtain/update Student Verification for 16-18 year old	Non-Critical	<ul style="list-style-type: none"> <li>Required to determine work participation status for CW</li> <li>Required to properly exclude earnings of children for FA (if reported by the household)</li> <li>Exempts 16-18 year old heads of household from Employment First</li> </ul>	CW, FA
	Did not update all fields and/or child screens correctly	Non-Critical	<ul style="list-style-type: none"> <li>Non-Critical data entry errors were made on case</li> <li>Non-mandatory fields were not completed with info provided by the client</li> <li>Failed to address Expected Graduation Date</li> </ul>	All Programs
	Did not update last grade completed	Non-Critical	CSS did not update Highest Grade Completed field correctly	CW
	Incorrect Actual Begin Date (for EF Exemption)	Non-Critical	CSS did not update Actual Date correctly	FA
	Incorrect Effective Begin or End Dates	Non-Critical	CSS failed to correctly update Effective Begin Dates	All Programs
	Incorrect FA/CW Use Month	Non-Critical	<ul style="list-style-type: none"> <li>FA/CW Use Month is incorrect per Simplified Reporting rules</li> <li>Use Month Change was not requested</li> </ul>	CW, FA
	Incorrect Student Status (Full time, part time)	Non-Critical	Student Status was not updated correctly	FA



## Review Guide Sheet

REVIEW ELEMENT	POTENTIAL ERRORS	WEIGHT	ERROR CITED IF:	Programs
STUDENT INFORMATION (continued)	Newly discovered/questionable info was not addressed properly	Non-Critical	CSS failed to address new information reported by client or discovered via other means (failed to question inconsistent info, request verification or update CBMS with new information)	All Programs
	Verification source indicated is not on file/ does not match CBMS	Non-Critical	CBMS indicates we have documentation that is not found in the case file (i.e., check stubs, birth certificates, bank statement, etc.) <ul style="list-style-type: none"> <li>Must explain discrepancies in case comments if State Approved Temporary Procedures are being used</li> </ul>	All Programs
UNEARNED INCOME	<i>Element is relevant to Intake (II) Review, VCL/Changes Review, RRR/PRF Review, LTC Intake Review, and LTC RRR Review</i>			All Programs
	Did not update all fields and/or child screens correctly	Non-Critical	<ul style="list-style-type: none"> <li>Non-Critical data entry errors were made on case</li> <li>Non-mandatory fields were not completed with info provided by the client</li> </ul>	All Programs
	Failed to enter all income reported	Non-Critical	<ul style="list-style-type: none"> <li>Income reported was not entered in CBMS</li> </ul>	All Programs
	Failed to address/incorrectly completed Potential Income page		<ul style="list-style-type: none"> <li>Did not update Potential Income-SSI/SSDI, Potential Income SS Survivor's, and/or Potential Income-Retirement, failed to refer to potential income source</li> <li>Incorrect Effective Begin or End Dates</li> <li>Incorrect Verification or Source</li> <li>Incorrect referral to potential income source</li> </ul>	AF
	Income entered under incorrect household member	Non-Critical	CSS entered income under incorrect household member	All programs
	Incorrect Effective Begin or End Dates	Non-Critical	CSS failed to correctly update Effective Begin Dates	All programs

## Review Guide Sheet

REVIEW ELEMENT	POTENTIAL ERRORS	WEIGHT	ERROR CITED IF:	Programs
UNEARNED INCOME (continued)	Incorrect AF/CW/FA Use Month	Non-Critical	<ul style="list-style-type: none"> <li>FA/CW Use Month is incorrect per Simplified Reporting rules</li> <li>FA Use Month Change was not requested</li> </ul>	AF, CW, FA
	Incorrect Frequency	Non-Critical	Income frequency is incorrect	All programs
	Incorrect Income Amount Used	Non-Critical	Income was not entered correctly (income was entered with transposed numbers, Incorrect use of gross vs net, incorrect income average used, etc.)	All programs
	Incorrect Income Type	Non-Critical	Income type entered is incorrect	All programs
	Newly discovered/questionable info was not addressed properly	Non-Critical	CSS failed to address new information reported by client or discovered via other means (failed to question inconsistent info, request verification or update CBMS with new information) <i>Questionable deposits on bank statements, expenses exceed income, etc.</i>	All Programs
	Verification source indicated is not on file/ does not match CBMS	Non-Critical	CBMS indicates we have documentation that is not found in the case file (i.e., check stubs, birth certificates, bank statement, etc.) <ul style="list-style-type: none"> <li>Must explain discrepancies in case comments if State Approved Temporary Procedures are being used</li> </ul>	All Programs
<b>HEALTH INSURANCE INFORMATION</b>	<i>Element is relevant to Intake (II) Review, RRR/PRF Review, LTC Intake Review, and LTC RRR Review</i>			<i>MA only</i>
	Did not update all fields and/or child screens correctly	Non-Critical	<ul style="list-style-type: none"> <li>Non-Critical data entry errors were made on case</li> <li>Non-mandatory fields were not completed with info provided by the client</li> </ul>	MA
	Incorrect Effective Begin or End Dates	Non-Critical	CSS failed to correctly update Effective Begin Dates	MA
	Insurance Company was not updated correctly	Non-Critical	Incorrect Insurance Company Indicated	MA

## Review Guide Sheet

REVIEW ELEMENT	POTENTIAL ERRORS	WEIGHT	ERROR CITED IF:	Programs
HEALTH INSURANCE INFORMATION (continued)	Insured Individuals Screen was not updated correctly	Non-Critical	Insured Individuals Screen was not updated to reflect all HH members insured	MA
	MS-10 was not sent out	Non-Critical		MA
	Newly discovered/questionable info was not addressed properly	Non-Critical	CSS failed to address new information reported by client or discovered via other means (failed to question inconsistent info, request verification or update CBMS with new information)	MA
	Verification source indicated is not on file/ does not match CBMS	Non-Critical	CBMS indicates we have documentation that is not found in the case file (i.e., check stubs, birth certificates, bank statement, etc.) <ul style="list-style-type: none"> <li>Must explain discrepancies in case comments if State Approved Temporary Procedures are being used</li> </ul>	MA
<b>LTC/HCA Screens</b>	<i>Element is relevant to LTC Intake Review, LTC RRR/PRF Review, and 5615/DSS1 Review</i>			<i>MA-LTC Only</i>
	Incorrect Facility	Non-Critical	CSS entered incorrect name of hospital or nursing facility	MA - LTC
	Incorrect Admit Date	Non-Critical	CSS entered incorrect date of admission	MA - LTC
	Incorrect Discharge Date	Non-Critical	CSS entered incorrect date of discharge	MA – LTC
	Incorrect Effective Begin and End Date	Non-Critical	CSS failed to correctly update Effective Begin Dates <i>(Incorrect date impacts case outcome)</i>	All Programs
	Did not update all fields and/or child screens correctly	Non-Critical	<ul style="list-style-type: none"> <li>Non-Critical data entry errors were made on case</li> </ul> Non-mandatory fields were not completed with info provided by the client	All Programs
	Incorrect Waiver Type	Non-Critical	CSS has selected an incorrect HCBS Waiver that does not coincided with the ULTC 100.2	MA-LTC
<b>RESOURCES</b>	<i>Element is relevant to Intake (II) Review, RRR/PRF Review, LTC Intake Review, and LTC RRR Review</i>			<i>AF, EX, FA, MA</i>

## Review Guide Sheet

REVIEW ELEMENT	POTENTIAL ERRORS	WEIGHT	ERROR CITED IF:	Programs
RESOURCES (continued)	All reported resources were not entered in CBMS	Non-Critical	CSS failed to enter or update resources reported by client including bank accounts, vehicles, real estate, life insurance, etc.	AF, EX, FA, MA
	Did not update all fields and/or child screens correctly	Non-Critical	<ul style="list-style-type: none"> <li>Non-Critical data entry errors were made on case</li> <li>Non-mandatory fields were not completed with info provided by the client</li> </ul>	AF, EX, FA, MA
	Amount of Balance Considered Current Income not addressed/incorrectly addressed	Non-Critical	<ul style="list-style-type: none"> <li>Failed to update Amount of Balance Considered Current Income field</li> <li>Entered incorrect income amount</li> </ul>	AF, MA (non-MAGI)
	Disposition Window was not completed correctly	Non-Critical	<ul style="list-style-type: none"> <li>CSS failed to update Disposition window for resources no longer owned by client.</li> <li>CSS updated Disposition window incorrectly</li> </ul>	AF, EX, FA, MA
	Incorrect Effective Begin or End Dates	Non-Critical	CSS failed to correctly update Effective Begin Dates	AF, EX, FA, MA
	Incorrect AF/CW/FA Use Month	Non-Critical	<ul style="list-style-type: none"> <li>FA/CW Use Month is incorrect per Simplified Reporting rules</li> <li>FA Use Month Change was not requested</li> </ul>	AF, CW, FA
	Incorrect Fair Market Value	Non-Critical	Fair Market value does not match what client reported or verified	AF, EX, FA, MA
	Newly discovered/questionable info was not addressed properly	Non-Critical	CSS failed to address new information reported by client or discovered via other means (failed to question inconsistent info, request verification or update CBMS with new information)	AF, EX, FA, MA
	Resource incorrectly identified as revocable/irrevocable	Non-Critical	Life Insurance, Burial Policy incorrectly marked as irrevocable when it has a cash surrender value	AF, MA

## Review Guide Sheet

REVIEW ELEMENT	POTENTIAL ERRORS	WEIGHT	ERROR CITED IF:	Programs
<b>RESOURCES (continued)</b>	Resource Name is incomplete/incorrect	Non-Critical	Resource name in CBMS is inaccurate or incomplete (refers to incorrect financial institution, missing account numbers, wrong vehicle type, etc.)	AF, EX, FA, MA
	Trust – State approval was not requested or is not on file	Non-Critical	CSS Failed to send Trust Documentation to State for approval	MA-LTC
	Trust – State wasn't notified of discontinuation	Non-Critical	MA Case closed but CSS failed to notify State of discontinuation	MA-LTC
	Verification source indicated is not on file/ does not match CBMS	Non-Critical	CBMS indicates we have documentation that is not found in the case file (i.e., check stubs, birth certificates, bank statement, etc.) <ul style="list-style-type: none"> <li>Must explain discrepancies in case comments if State Approved Temporary Procedures are being used</li> </ul>	AF, EX, FA, MA
<b>SHELTER EXPENSES</b>	<i>Element is relevant to Intake (II) Review, VCL/Changes Review, RRR/PRF Review, LTC Intake Review, and LTC RRR Review</i>			AF, EX, FA, MA
	All reported Utilities/shelter expenses were not entered	Non-Critical	CSS failed to update case with all reported expenses	AF, EX, FA
	Did not update all fields and/or child screens correctly	Non-Critical	<ul style="list-style-type: none"> <li>Non-Critical data entry errors were made on case</li> <li>Non-mandatory fields were not completed with info provided by the client</li> </ul>	AF, EX, FA, MA
	Reported expenses were not entered	Non-Critical	CSS failed to update case with all reported expenses (Includes shelter, utilities, insurance, taxes, etc.)	AF, EX, FA,
	Failed to assess/incorrectly assessed Fair Share/ISM	Non-Critical	<ul style="list-style-type: none"> <li>Tech did not determine client's fair share of shelter cost to see if an ISM should be applied</li> <li>ISM details not captured/incorrectly data entered on the ISM page</li> </ul>	AF
	Homeless Details were not	Non-Critical	<ul style="list-style-type: none"> <li>Client declared to be homeless, but CSS</li> </ul>	AF, EX, FA

## Review Guide Sheet

REVIEW ELEMENT	POTENTIAL ERRORS	WEIGHT	ERROR CITED IF:	Programs
SHELTER EXPENSES (continued)	updated correctly		failed to complete Homeless Details <ul style="list-style-type: none"> <li>• Pays for Shelter is answered incorrectly (remember that phone expenses are considered shelter costs)</li> <li>• Failed to end date Homeless Details when client declares no longer homeless</li> </ul>	
	Incorrect Amount billed	Non-Critical	Amount billed is incorrect	AF, EX, FA, MA
	Incorrect Effective Begin or End Dates	Non-Critical	CSS failed to correctly update Effective Begin Dates	AF, EX, FA, MA
	Incorrect Expense Type	Non-Critical	Incorrect Expense or Utility type were indicated	AF, EX, FA, MA
	Incorrect AF/CW/FA Use Month	Non-Critical	<ul style="list-style-type: none"> <li>• FA/CW Use Month is incorrect per Simplified Reporting rules</li> <li>• FA Use Month Change was not requested</li> </ul>	AF, CW, FA
	Incorrect Frequency	Non-Critical	Frequency is incorrect	AF, EX, FA, MA
	LEAP was not addressed correctly	Non-Critical	“Did you get LEAP within the past 12 months” is answered incorrectly in CBMS	EX, FA
	Newly discovered/questionable info was not addressed properly	Non-Critical	CSS failed to address new information reported by client or discovered via other means (failed to question inconsistent info, request verification or update CBMS with new information) <i>Did not address breakdown of rent and utilities, client at new address, expenses exceed income, etc.</i>	AF, EX, FA, MA
Verification source indicated is not on file/ does not match CBMS	Non-Critical	CBMS indicates we have documentation that is not found in the case file (i.e., check stubs, birth certificates, bank statement, etc.) <ul style="list-style-type: none"> <li>• Must explain discrepancies in case comments if State Approved Temporary Procedures are being used</li> </ul>	AF, EX, FA, MA	

## Review Guide Sheet

REVIEW ELEMENT	POTENTIAL ERRORS	WEIGHT	ERROR CITED IF:	Programs
<b>OTHER EXPENSES</b>	<i>Element is relevant to Intake (II) Review, VCL/Changes Review, RRR/PRF Review, LTC Intake Review, and LTC RRR Review</i>			AF, EX, FA, MA
	Reported expenses were not entered	Non-Critical	CSS failed to update case with all reported expenses <ul style="list-style-type: none"> <li>Includes dependent care, child support, spousal support, Medicare, and medical expenses</li> </ul>	AF, EX, FA, MA
	Did not update all fields and/or child screens correctly	Non-Critical	<ul style="list-style-type: none"> <li>Non-Critical data entry errors were made on case</li> <li>Non-mandatory fields were not completed with info provided by the client</li> </ul>	AF, EX, FA, MA
	Incorrect Amount billed	Non-Critical	Amount Billed is incorrect	AF, EX, FA, MA
	Incorrect Effective Begin or End Dates	Non-Critical	CSS failed to correctly update Effective Begin Dates <ul style="list-style-type: none"> <li>Medical deduction is not end-dated allowing deduction to be given after expense has ended</li> </ul>	AF, EX, FA, MA
	Incorrect Expense Type	Non-Critical	Expense Type is incorrect	AF, EX, FA, MA
	Incorrect AF/CW/FA Use Month	Non-Critical	<ul style="list-style-type: none"> <li>FA/CW Use Month is incorrect per Simplified Reporting rules</li> <li>FA Use Month Change was not requested</li> </ul>	AF,CW,FA
	Incorrect Frequency	Non-Critical	Frequency of expense is incorrect	AF, EX, FA, MA
	Medicare Part A and B was not entered correctly	Non-Critical	Medicare Expense screen was not updated correctly with information verified via SVES or other source	EX, FA, MA

## Review Guide Sheet

REVIEW ELEMENT	POTENTIAL ERRORS	WEIGHT	ERROR CITED IF:	Programs
OTHER EXPENSES (continued)	Newly discovered/questionable info was not addressed properly	Non-Critical	<ul style="list-style-type: none"> <li>CSS failed to address new information reported by client or discovered via other means (failed to question inconsistent info, request verification or update CBMS with new information)</li> <li>Failed to address potential SMED eligibility for customers who meet “disabled” or “elderly” definitions per SNAP rules</li> </ul>	AF, EX, FA, MA
	Verification source indicated is not on file/ does not match CBMS	Non-Critical	CBMS indicates we have documentation that is not found in the case file (i.e., check stubs, birth certificates, bank statement, etc.) <ul style="list-style-type: none"> <li>Must explain discrepancies in case comments if State Approved Temporary Procedures are being used</li> </ul>	AF, EX, FA, MA
<b>ALL OTHER CHANGES/VERIFICATION</b>	<i>Element is relevant to VCL/Changes Review</i>			<i>All Programs</i>
	Did not update all fields and/or child screens correctly	Non-Critical	<ul style="list-style-type: none"> <li>Non-Critical data entry errors were made on case</li> </ul> Non-mandatory fields were not completed with info provided by the client	All Programs
	Health Insurance Information was not updated	Non-Critical	CSS failed to update case with health insurance information provided by the client	MA
	Identity/Citizenship/SSN was not updated correctly	Non-Critical	CSS did not updated Identity or Citizenship with new information received including: <ul style="list-style-type: none"> <li>Affidavit of Lawful Presence</li> <li>New Non-Citizen documentation</li> </ul> Identity information	All Programs



## Review Guide Sheet

REVIEW ELEMENT	POTENTIAL ERRORS	WEIGHT	ERROR CITED IF:	Programs
ALL OTHER CHANGES/VERIFICATION (continued)	IM-14 CBMS Page was not updated correctly	Non-Critical	<ul style="list-style-type: none"> <li>New record was not added for IM-14 at RRR</li> <li>CSS did not correctly indicate if form was complete or incomplete</li> <li>Signature date entered is incorrect/does not match document on file</li> </ul>	AF
	Incorrect Effective Begin and End Dates	Non-Critical	CSS failed to correctly update Effective Begin Dates <i>(Incorrect date impacts case outcome)</i>	All Programs
	Medical Conditions Screen was not updated correctly	Non-Critical	<ul style="list-style-type: none"> <li>CSS Failed to update Medical Conditions screen correctly based on verification received including Med-9 details, Disability type and length, Work limitations, and Re-exam date</li> <li>CSS failed to update based on other medical documentation received</li> </ul>	AF, FA, MA
	Newly discovered/questionable info was not addressed properly	Non-Critical	CSS failed to address new information reported by client or discovered via other means (failed to question inconsistent info, request verification or update CBMS with new information)	All Programs
	Non-citizen Information was not updated correctly	Non-Critical	<ul style="list-style-type: none"> <li>CSS failed to failed to update case with Agreement not to Sponsor</li> <li>CSS Failed to add sponsor to the case or CSS did not complete the Sponsor's Info Screen correctly</li> </ul>	All Programs
	Pregnancy was not addressed/ disposed of correctly	Non-Critical	<ul style="list-style-type: none"> <li>Pregnancy was not entered</li> <li>Pregnancy was not disposed of</li> <li>Pregnancy was not verified for CW</li> </ul>	CW, FA, MA
	Prior Aid/Countable Months/TANF Time Clock incorrectly addressed	Non-Critical	CSS failed to update Prior Aid or Time Clock with information received <ul style="list-style-type: none"> <li>ABAWD Countable Months or Federal TANF Time Clock Ticks not verified</li> </ul>	All Programs

## Review Guide Sheet

REVIEW ELEMENT	POTENTIAL ERRORS	WEIGHT	ERROR CITED IF:	Programs
ALL OTHER CHANGES/VERIFICATION (continued)	Resources were not updated correctly	Non-Critical	CSS failed to update resources with new information received <ul style="list-style-type: none"> <li>Fair Market Value was not updated</li> <li>New Resources declared were not added</li> </ul> Resources were not disposed of correctly	AF, FA, MA
	SSI Details Screen was not updated correctly	Non-Critical	CSS failed to updated SSI Details with verification received <ul style="list-style-type: none"> <li>"Receiving" Yes or No is incorrect</li> <li>SSI Status was not updated correctly</li> </ul> Verification of SSI Application is not on file	AF, CW, FA, MA
	Student Status was not updated correctly	Non-Critical	CSS did not update Student Information screen correctly based on information received	CW, FA, MA
	Verification source indicated is not on file/ does not match CBMS	Non-Critical	CBMS indicates we have documentation that is not found in the case file (i.e., check stubs, birth certificates, bank statement, etc.) <ul style="list-style-type: none"> <li>Must explain discrepancies in case comments if State Approved Temporary Procedures are being used</li> </ul>	All Programs
<b>ELIGIBILITY SUMMARY/ WRAP-UP</b>	<i>Element is relevant to Intake (II) Review, VCL/Changes Review, RRR/PRF Review, LTC Intake Review, and LTC RRR Review</i>			<i>All Programs</i>
	All discrepancies/claims were not correctly addressed	<b>Critical</b>	<ul style="list-style-type: none"> <li>Open claims/discrepancies were not researched or validated</li> <li>Create Overpayment was not initiated correctly (claim was not established when it should have been or incorrectly established)</li> <li>Unestablish Claim button not utilized</li> </ul>	All Programs
	Assigned to incorrect caseload	<b>Critical</b>	Case Assigned to incorrect caseload in CBMS	All Programs

## Review Guide Sheet

REVIEW ELEMENT	POTENTIAL ERRORS	WEIGHT	ERROR CITED IF:	Programs
ELIGIBILITY SUMMARY/ WRAP-UP (continued)	Case Transfer Procedure was not followed and Documented	Non-Critical	Refer to Inter County Transfer Procedure Document	All Programs
	Employment First Referral documentation is not on file	Non-Critical	<ul style="list-style-type: none"> <li>CSS failed to make referral to Employment First</li> <li>CSS did not upload appropriate referral documentation to HSConnects</li> </ul>	FA
	Colorado Workforce Orientation Referral documentation not on file	Critical	<ul style="list-style-type: none"> <li>CSS failed to make referral to Colorado Works Workforce</li> <li>CSS did not upload appropriate referral documentation to HSConnects</li> </ul>	CW
	FS 14/Claim Determination Form completed incorrectly	Critical	Claims Determination form was not completed or was completed incorrectly	AF, CW, EX, FA
	Incorrect Correspondence	Critical	Notice of Action is incorrect <ul style="list-style-type: none"> <li>Incorrect Denial Reasons</li> <li>Incorrect Effective Dates</li> <li>Incomplete information</li> </ul>	All Programs
	Incorrect EF Exemption	Non-Critical	<ul style="list-style-type: none"> <li>Client exempted incorrectly or for wrong reason</li> <li>Client was not exempted when they should have been</li> <li>Incorrect dates/information on the Work Requirements page</li> </ul>	EX, FA
	Incorrect outcome for AF	Critical	<ul style="list-style-type: none"> <li>Incorrect Approval or Denial</li> <li>Incorrect Issuance Amount</li> <li>Restorations/Supplements incorrectly approved/denied</li> </ul>	AF
	Incorrect outcome for CW	Critical	<ul style="list-style-type: none"> <li>Incorrect Approval or Denial</li> <li>Incorrect Issuance Amount</li> <li>Restorations/Supplements incorrectly approved/denied</li> </ul>	CW

## Review Guide Sheet

REVIEW ELEMENT	POTENTIAL ERRORS	WEIGHT	ERROR CITED IF:	Programs
ELIGIBILITY SUMMARY/ WRAP-UP (continued)	Incorrect outcome for EX FA	Critical	<ul style="list-style-type: none"> <li>Incorrect Approval or Denial</li> <li>Incorrect Issuance Amount</li> <li>EX did not populate when it should have</li> <li>Restorations/Supplements incorrectly approved/denied</li> <li>EX FA was not canceled in Program Action when the customer missed their initial interview (without rescheduling prior to the missed appointment)</li> </ul>	EX
	Incorrect outcome for FA	Critical	<ul style="list-style-type: none"> <li>Incorrect Approval or Denial</li> <li>Incorrect Issuance Amount</li> <li>Restorations/Supplements incorrectly approved/denied</li> </ul>	FA
	Incorrect outcome for LTC	Critical	<ul style="list-style-type: none"> <li>Incorrect Approval or Denial</li> <li>Incorrect Category of MA</li> </ul>	MA
	Incorrect outcome for MA	Critical	<ul style="list-style-type: none"> <li>Incorrect Approval or Denial</li> <li>Incorrect Category of MA</li> <li>Incorrect MBU affecting MA Category</li> <li>Retro Med was not addressed correctly</li> </ul>	MA
	Incorrect verification request	Critical	<ul style="list-style-type: none"> <li>VCL is generated for verification not needed per Verification matrix</li> <li>Failed to request verification of current income or expenses or other necessary verification</li> </ul>	All Programs
	Non-critical Information in Wrap-Up is inaccurate	Non-Critical	<ul style="list-style-type: none"> <li>Non-critical information (does not impact program outcome) is incorrect in Wrap-Up. <i>Example – Resources are reflecting incorrect value but are not impacting program outcome</i></li> <li>Rights and Responsibilities and/or Statement of Facts signed dates in Case Wrap Up not updated per current</li> </ul>	All Programs

## Review Guide Sheet

REVIEW ELEMENT	POTENTIAL ERRORS	WEIGHT	ERROR CITED IF:	Programs
ELIGIBILITY SUMMARY/ WRAP-UP (continued)			Application, Periodic Report Form, or Recertification submitted	
	RRR has not advanced correctly	Critical	Incorrect RRR Month	All Programs
<b>BUSINESS PROCESSES</b>				
	<i>Element is relevant to AI, Review, Intake (II) Review, VCL/Changes Review, RRR/PRF Review, LTC Intake Review, and LTC RRR Review</i>			<i>All Programs</i>
	CBMS Case was not updated with all changes prior to interview	Non-Critical	Error is not relevant to Intake - Applies to RRR only	AF, CW, FA
	Companion case not addressed	Non-Critical	<ul style="list-style-type: none"> <li>Companion case not updated/run to include relevant changes made</li> </ul>	All Programs
	Claim information was not shared with Recovery	Non-Critical	CSS did not send Claims Case Comment template to recovery	All Programs
	Cold Call was not attempted	Non-Critical	Did not attempt to complete interview via Cold Call	AF, CW, EX, FA
	Reschedule process not followed	Non-Critical	CSS did not attempt to reschedule the missed interview	FA, EX
	Collateral Contact was not attempted/documentated	Non-Critical	<ul style="list-style-type: none"> <li>CSS did not attempt to verify information via Collateral Contact</li> <li>Collateral Contact details not provided in Case Comments (phone number, name of individual spoken to, time/date of contact, etc.)</li> </ul>	All Programs
	Did not close/incorrectly closed completed task in HSConnects	Non-Critical	Open HSConnects record was not updated to indicate action was completed and task closed	All Programs
	Did not submit HDT as necessary	Non-Critical	HDT needed but CSS did not submit	All Programs
	Failed to resolve MUE	Non-Critical	<ul style="list-style-type: none"> <li>Case is on exception and unable to be authorized but tech did not research/address MUE</li> </ul>	All Programs
	Failed to submit Merge Request	Non-Critical	Duplicate ID discovered but Merge Request was not completed	All Programs

## Review Guide Sheet

REVIEW ELEMENT	POTENTIAL ERRORS	WEIGHT	ERROR CITED IF:	Programs
BUSINESS PROCESSES (continued)	Failed to upload required documents into HSConnects	Non-Critical	<ul style="list-style-type: none"> <li>CSS failed to upload documentation not already addressed in Research Element</li> <li>Failed to upload documents submitted by the client</li> <li>CSS did not upload AND Supervisor Approval Sheet</li> </ul>	All Programs
	Info Share was not sent	Non-Critical	Did not send info share to Child Support, Family Tree, WBC, Investigations, etc.	All Programs
	Task was not completed within processing timeframes	Critical	CSS was assigned case timely but did not process within expected timeframes ( <u>do not cite error if untimeliness was not within CSS's control</u> )	All Programs
<b>CASE COMMENTS</b>	<i>Element is relevant to Intake (II) Review, VCL/Changes Review, RRR/PRF Review, LTC Intake Review, and LTC RRR Review</i>			All Programs
	Case Comments not entered	Critical	CSS did not enter Case Comments regarding the action(s) they took on the case	All Programs
	Community referrals not documented	Non-Critical	<ul style="list-style-type: none"> <li>PTC rebate not addressed</li> <li>Relevant HSC services and community-based referrals not referenced</li> </ul>	AF, CW
	Good Cause not addressed for Child Support	Non-Critical	<ul style="list-style-type: none"> <li>Good cause/DV screening details not included</li> </ul>	CW
	EBT card issuance method not addressed	Non-Critical	<ul style="list-style-type: none"> <li>Customer's preferred card issuance method (mail card vs in person vs replacement card) not addressed</li> </ul>	AF, CW, EX, FA
	Required Case Comment Template not used	Non-Critical	<ul style="list-style-type: none"> <li>Relevant CC template not used when data entry/eligibility changes were made</li> </ul>	All Programs
	VCL User Notes missing	Non-Critical	<ul style="list-style-type: none"> <li>Failed to add user notes to Verification Checklist or user notes were not translated per Written Language details in Case Information</li> </ul>	All Programs

## Review Guide Sheet

REVIEW ELEMENT	POTENTIAL ERRORS	WEIGHT	ERROR CITED IF:	Programs
<b>TIMELINESS</b>	<i>Element is relevant to all reviews/Programs</i> <b>****Does not count towards case accuracy. This element is for reporting purposes only****</b>			
	Processed untimely	Non-Critical	<ul style="list-style-type: none"> <li>• Untimely Case actions resulted in EPG</li> <li>• Error should be cited even if outside of CSS's control. Will not count towards individual accuracy score</li> <li>• Untimely Disenrollment for MA</li> </ul>	All Programs
<b>MEQC</b>	<i>Element is relevant to all reviews that have MA Attached</i> <b>****Does not count towards case accuracy. This element is for MEQC reporting purposes only****</b>			
	MEQC - Authorization was incorrect	Non-Critical	Authorization of MA program was incorrect Incorrect approval or denial of program Authorization of incorrect category of Medical Assistance	MA
	MEQC - Data Entry is incorrect	Non-Critical	Data entry impacting MA Program in CBMS is incorrect	MA
	MEQC - Documentation is incorrect	Non-Critical	Case Comments regarding MA Program are incorrect	MA
	MEQC - Effective Begin/End Dates are incorrect	Non-Critical	Incorrect Effective Begin/End Dates that impact the MA Program are incorrect	MA
	MEQC – Untimely Disenrollment	Non-Critical	Action was not taken within 15 calendar days of change being reported	MA
	MEQC - Was not processed timely	Non-Critical	MA program was not processed timely	MA