

106 – CASE MAINTENANCE
Change #2-2006
September 1, 2006

I. THIS CHAPTER PROVIDES INSTRUCTIONS AND INFORMATION FOR:

- The Maintenance Menu options;
- The Maintenance Menu function keys;
- The County Transfer fields;
- Displaying the County Transfer function keys;
- Transferring a Referral;
- The Case Reassignment fields;
- The Case Reassignment function keys;
- Reassigning a Case Referral;
- The Caseload Reassignment fields;
- The Caseload Reassignment function keys;
- Reassigning a Caseload;
- Name Search / Name List / Maintain Client;
- Entering field values using the F4 function key.

A. County Transfer Field Descriptions

FIELD	DESCRIPTION	REQUIRED	SYSTEM GENERATED	OPTIONAL
INDIVIDUAL ID	10 digit individual ID of the person cases being transferred	X		
COUNTY	Three character code uniquely identifying the county the case is being transferred from		X	
NAME	The full name of the full individual whose case(s) is being transferred		X	
SSN	The SSN of the individual whose case(s) is being transferred		X	
DOB	The DOB of the individual whose case(s) is being transferred		X	
SEX	The sex of the individual whose case(s) is being transferred		X	
S	The selection field for viewing the details for a specified referral	X		
REFERRAL ID	10-digit number generated by the system upon creation of a referral		X	
ST	A code representing the status of the referral		X	
PROGRAM	The benefit program in which the individual currently has an overpayment		X	
INVESTIGATOR ID	A unique number assigned by the county to identify the investigator currently assigned to the case		X	
TRANSFER TO COUNTY	Three-character code uniquely identifying the county the case(s) is being transferred to	X		
EFFECTIVE DATE OF TRANSFER	The date the case(s) is to be effectively assigned to the new county	X		

NOTE: You must reassign referrals before access to EPICS is terminated. You cannot reassign cases for a worker whose access has been terminated.

A. Case Reassignment Field Definitions

Table 1

FIELD	DESCRIPTION	REQUIRED	SYSTEM GENERATED	OPTIONAL
CURRENT INVESTIGATOR	A unique number assigned by the county to identify the investigator currently assigned to the case	X		
STARTING REFERRAL ID	10 digit Referral ID Number			X
S	The selection field for reassigning or viewing a specified referral	X		
REFERRAL	10-digit number generated by the system upon creation of a referral		X	
ST	A code representing the status of the referral		X	
PROGRAM	The benefit program in which the individual currently has an overpayment		X	
IND. ID	The Individual ID corresponding to the case head payee listed on the referral		X	
CLIENT NAME	The full name of the client listed on the referral		X	
NEW INVESTIGATOR	The investigator ID and full name of the new investigator being assigned to the case(s)	X		
EFFECTIVE DATE OF REASSIGNMENT	The date the case is to be effectively assigned to the new investigator	X		
COMMENTS	A description of why the transfer is occurring			X

B. Case Reassignment Function Keys

FUNCTION	Description
F1	To access EPICS on-line help
F3	To exit and return to the Main Menu
F4	To display a list
F5	To display the selected referral
F7	To display the previous screens (page up)
F8	To display the next screen (page down)
F11	To transfer the case(s) to a new investigator
F12	To cancel and return to the previous screen

C. Reassign A Case(s) To A New Investigator

- From the **Main Menu**, key the number 6 in the **Enter Option** field and press **Enter**. The MAINTENANCE MENU displays.

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FR09          NC DHHS - ENTERPRISE PROGRAM INTEGRITY CONTROL SYSTEM
06/29/2004
FRD0090
                                MAINTENANCE MENU 1                                1:32:38

                                1. County Transfer

                                2. Case Reassignment

                                    3. Caseload Reassignment

                                    4. Name Search / Name List

                                Enter Option: _

F1=HELP F3=EXIT
    
```

- From the MAINTENANCE MENU, key the number 2 in the **Enter Option** field and press **Enter**. The CASE REASSIGNMENT screen displays.

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FR47  NC DHHS - ENTERPRISE PROGRAM INTEGRITY CONTROL SYSTEM    02/24/2004
FRCR          CASE REASSIGNMENT                                11:11:04

CURRENT INVESTIGATOR_____+_____
STARTING REFERRAL ID _____ CASE EFFECTIVE
S REFERRAL ST PROG IND. ID CLIENT NAME ASSIGNED REASSIGNMENT

NEW INVESTIGATOR_____+_____
EFFECTIVE DATE OF REASSIGNMENT _____
COMMENTS:
_____
_____
F1=HELP F3=EXIT F4=LIST F5=DETAIL F7=PREV F8=NEXT F11=REASSIGN F12=CANCEL
    
```


11. Press the **F11** function key to transfer the case(s). A message displays at the bottom of the screen: *Action completed successfully* and an "0" will appear beside the case(s) you selected in the **S** column.
12. To exit and return to the **MAIN MENU**, press the **F3** function key. The **MAIN MENU** displays.

V. CASELOAD REASSIGNMENT

There will be circumstances, e.g. an investigator retires, moves on to other responsibilities within Program Integrity or elsewhere, leaves Program Integrity voluntarily or involuntarily, etc., that requires their entire workload to be transferred to another investigator. The Caseload Reassignment screen allows the supervisors to perform this function.

A. Caseload Reassignment Field Definitions

FIELD	DESCRIPTION	REQUIRED	SYSTEM GENERATED	OPTIONAL
TRANSFER FROM INVESTIGAOR	A unique number assigned by the county to identify the investigator currently assigned to the case.	X		
NAME (1ST TIME)	The full name of the investigator currently assigned to the case.		X	
TRANSFER TO INVESTIGATOR	A unique number assigned by the county to identify the investigator the case is being reassigned to.	X		
NAME (2ND TIME)	The full name of the investigator the case is being reassigned to.		X	
EFFECTIVE DATE OF TRANSFER	The date the caseload is to be effectively assigned to the new investigator.	X		
COMMENTS	A description of why the transfer is occurring.			X

B. Caseload Reassignment Function Keys

FUNCTION	Description
F1	To access EPICS on-line help
F3	To exit and return to the Main Menu
F4	To display a list
F11	To transfer the caseload to a new investigator
F12	To cancel and return to the previous screen

C. Reassign A Caseload To A New Investigator

- From the **MAIN MENU**, key the number 6 in the **ENTER OPTION** field and press **Enter**. The **MAINTENANCE MENU** displays.

FR09 FRD0090	NC DHHS - ENTERPRISE PROGRAM INTEGRITY CONTROL SYSTEM MAINTENANCE MENU	06/29/2004 11:32:38
<ol style="list-style-type: none"> 1. County Transfer 2. Case Reassignment 3. Caseload Reassignment 4. Name Search / Name List <p style="text-align: center; margin-top: 10px;">Enter Option: _</p>		
F1=HELP F3=EXIT		

- From the **MAINTENANCE MENU**, key the number 3 in the **ENTER OPTION** field and press **Enter**. The **CASELOAD REASSIGNMENT SCREEN** displays.

FR51 FRLR	NC DHHS - ENTERPRISE PROGRAM INTEGRITY CONTROL SYSTEM CASELOAD REASSIGNMENT	06/29/2004 11:37:46
REASSIGN FROM INVESTIGATOR_____+ NAME: _____		
REASSIGN TO INVESTIGATOR + NAME: _____		
EFFECTIVE DATE OF REASSIGNMENT _____		
COMMENTS: _____ _____		
F1=HELP F3=EXIT F4=LIST F11=REASSIGN F12=CANCEL		

3. In the **TRANSFER FROM INVESTIGATOR** field, enter the investigator ID whose caseload you are reassigning.

NOTE: If you do not know the code or value for a field, you can use the = and **F4** function keys to display a list of codes or values for the selection. This field attribute is only available for those fields that contain a + (plus sign) to the right of the field. If you choose this option, you will have to select the investigator from the **AUTHORIZED USER LIST** screen.
4. Use your **Tab** key to advance to the **TRANSFER TO INVESTIGATOR** field.
5. In the **TRANSFER DATE TO INVESTIGATOR** field, enter the ID of the investigator who the caseload is being reassigned to and press the **Enter** key. The full names of both investigators display.
6. In the **EFFECTIVE DATE OF TRANSFER** field, key date the caseload is to be effectively assigned to the new investigator.
7. In the **COMMENTS** field, enter any comments regarding the reassignment you wish to add.
8. Press the **F11** function key to transfer the caseload. A message displays at the bottom of the screen: *Action completed successfully.*
9. To exit and return to the **MAIN MENU**, press the **F3** function key. The **MAIN MENU** displays.

VI. NAME SEARCH/NAME LIST

The Name Search/Name List option allows direct entry into the Name Search process. From the Maintenance Menu, enter option 4.

FR09 FRD0090	NC DHHS - ENTERPRISE PROGRAM INTEGRITY CONTROL SYSTEM MAINTENANCE MENU	08/ 08:
 1. County Transfer 2. Case Reassignment 3. Caseload Reassignment 4. Name Search / Name List Enter Option: _		
F1=HELP F3=EXIT		

A. Assign An Individual ID Number

1. Complete a name search on the individual for which an individual ID number is required. You may search in one of four ways which is outlined on the screen.

FR78 NC DHHS - ENTERPRISE PROGRAM INTEGRITY CONTROL SYSTEM
 08/25/2004
 FRD0750 Name Search 08:15:02

Last Name: _____ First Name: _____ Middle Initial: _
 Sex Code: _ Date Of Birth: _____
 SSN : _____ Individual ID: _____ Case ID: _____

To search, use either :-
 1. Last Name, First Name, Sex Code and Date of Birth only
 or, 2. SSN only
 or, 3. Individual ID only
 or, 4. Case ID only

F3=EXIT F4=CLEAR F12=CANCEL

2. Press Enter. The Name List screen displays.

FR78 NC DHHS - ENTERPRISE PROGRAM INTEGRITY CONTROL SYSTEM
 08/25/2004
 FRD0770 NAME LIST 08:16:14

Results for: TEST REL F 19570921 _____

Sel	SSN	Last Name	Suffix	First Name	MI	DOB	Sex	Indiv ID
	EIS Cnty	FSIS Cnty	Program	Case ID		Race	Ethnicity	Language

F1=HELP F3=EXIT F7=PREV F8=NEXT F11=CLIENT F12=CANCEL

3. If the individual is not displayed, press the F11 function key to display the Maintain Client screen.

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FR04          NC DHHS - ENTERPRISE PROGRAM INTEGRITY CONTROL SYSTEM          08/25/2004
FRD0350      MAINTAIN CLIENT                                               08:18:43

INDIVIDUAL ID: 000000000 _

NAME: _____
SSN: _____
DOB: 00/00/0000  SEX: _  RACE: _ _ _ _ _  ETHNICITY:  LANGUAGE:  +

ADDRESS:
_____  
_____  
_____  TYPE: PHYS ____
_____  
_____  COUNTY CODE: ____

PHONE NUMBER:
_____  
_____ EXT: _____ TYPE: HOME ____

F1=HELP F2=CLEAR F3=EXIT F6=ADD F9=UPDATE F12=CANCEL
```

- 4. From the Maintain Client screen, key:
 - a. Name (do not enter special characters)
 - (1) If a special character(s) is entered in the first name, the field is highlighted and the following error message is displayed:

FRDCL0C FIRST NAME CAN ONLY HAVE ALPHABETS (A-Z)
 - (2) If a special character(s) is entered in the last name, the field is highlighted and the following error message is displayed:

FRDCL0C LAST NAME CAN ONLY HAVE ALPHABETS (A-Z)
 - b. SSN (if no ssn, enter zeroes)
 - c. Date of Birth
 - d. Sex
 - e. Race – Up to 5 race codes may be entered.
 - (1) The valid race codes are:

Code	Description
A	Asian
B	Black or African American
I	American Indian or Alaska Native
P	Native Hawaiian Or Other Pacific Islander
U	Unknown
W	White

- (2) Multiple race codes are not allowed if one of the race codes is 'U'. The following error message is displayed:

MULTIPLE VALUES FOR RACE CODE IS NOT ALLOWED IF ONE OF THEM IS A 'U'

- (3) If no race code is entered, the field is highlighted and the following error message is displayed:

MANDATORY FIELD DATA IS MISSING

- (4) If an invalid race code is entered, the following error message is displayed:

INVALID RACE CODE CHECK MANUAL

f. Ethnicity

1. The valid Ethnicity codes are:

Code	Description
C	Hispanic Cuban
H	Hispanic Other
M	Hispanic Mexican American
N	Not Hispanic or Latino
P	Hispanic Puerto Rican
U	Unreported

2. If no Ethnicity code is entered, the field is highlighted and the following error message is displayed:

MANDATORY FIELD DATA IS MISSING

3. If an invalid Ethnicity code is entered, the following error message is displayed:

INVALID ETHNICITY CODE, CHECK MANUAL

g. Language

1. The valid Language codes are:

Code	Description
AR	Arabic
CA	Cambodian
CH	Chinese
EN	English
FC	French Creole
FR	French
GE	German
GR	Greek
GU	Gujarati
HI	Hindi
HM	Hmong
HU	Hungarian
IT	Italian
JA	Japanese
KO	Korean
LA	Laotian
MI	Miao
MK	Mon-Khmer
OT	Other
PC	Portuguese Creole
PE	Persian
PG	Portuguese
PO	Polish
RU	Russian
SC	Serbo-Croatian
SP	Spanish
TA	Tagalog
TH	Thai
UR	Urdu
VI	Vietnamese

2. If no Language code is entered, the field is highlighted and the following error message is displayed:

MANDATORY FIELD DATA IS MISSING

3. If an invalid Language code is entered, the field is highlighted and the following error message is displayed:

INVALID LANGUAGE PREF CODE, CHECK MANUAL

h. Address

If the address is not entered, the field is highlighted and the following error message is displayed:

MANDATORY FIELD DATA IS MISSING

i. Address Type

The Address Type field is populated by EPICS with PHYS and is protected.

j. County Code

If the three digit County Code is not entered, the field is highlighted and the following error message is displayed:

MANDATORY FIELD DATA IS MISSING

k. Phone Number

The Phone Number field is an optional field.

l. Phone Number Type

The Phone Number Type field is populated by EPICS with HOME and is protected.

m. Press the F6 function key to assign the individual ID number. When the assignment is successful, the individual ID number is displayed in the Individual ID field and following message is displayed:

Person and Address Created Successfully

n. Press the F12 function key twice to return to the Maintenance Menu. Press the F3 function key to return to the Main Menu.

B. Update of Individual Demographic Data

All demographic data is protected and **cannot** be changed/updated thru EPICS. Demographic data must be changed/updated in **NC FAST** thru the **EVIDENCE** screen.

C. Change Address And/Or Phone Number

1. From the Name Search screen, complete a Name Search using one of the four ways outlined on the Name Search Screen. Press Enter.

2. From the Name List screen, enter an 'S' under 'SEL' by the individual for which the change is needed and press the F11 function key.
3. From the Maintain Client screen, change the address and/or phone number. Press the F9 function key. When the update is successful, the following message is displayed:

Address Updated and Phone Created Successfully
4. Press the F12 function key twice to return to the Maintenance Menu. Press the F3 function key to return to the Main Menu.

VII. UTILIZING F4

If you do not know the code or value for a field, use the F4 function key to display a list of codes or values for the selection. This field attribute is not available for only those fields that contain a + (plus sign) to the right of the field.

To enter field details using F4:

1. In the field that contains a + (plus sign) to the right of the field, key = (equal sign) and press the **F4** function key. The specific code list screen displays.
2. To select a code or value, tab to the appropriate code/value in the **S** column and key s.
3. Press **Enter**. The previous screen displays with the field populated with the selected code or value.
4. Continue entering or updating the screen details.