

# Non-Medical SSP e-Review

15th day prior to Review month KEES creates a link on a consumer's SSP allowing consumers to submit a Review electronically.

10th day prior to Review month KEES Mails a Review and creates a 'Sent' record.

Last day of the Review month KEES closes all programs that have an interview scheduled but not completed and sends a closure notice. KEES also disables the SSP ability to submit a Review.

14 days before the end of Review month KEES closes cases with no Review returned and sends a closure notice.

1<sup>st</sup> day of month past Review KEES removes all incomplete and not submitted Reviews from the SSP.

Daily KEES closes and sends notices to cases with a Review Interview scheduled but not completed within 30 days of being received.



**E-Review Scenario** - Consumer completes a FA/TANF review on the Non-Medical SSP. The HSA accesses the Task Inventory and claims the Review-Registration task. On the Review-Registration task the HSA clicks the hyperlink to access the e-Review Summary page and the Review PDF in ImageNow. The HSA assesses the information and updates any changes to address or adds new Program People. The HSA completes e-linking the e-Review and verifies the Review and IR/12 Month Reporting List page is updated to Received. The HSA re-indexes documents to the correct document type, updates the task status reason to 'DCF Complete' and click the complete button to automatically generate a processing task for the Blue Team. The Blue Team worker accesses the Task Inventory to view all current Non-Lobby Tasks. They click on the 'Process Review' hyperlink to claim the Task. The worker accesses the case in KEES and navigates to the Task Management window to view and claim any additional Task associated to this case. The worker completes the cold call process and Review Interview Template. Blue Team Worker completes the Customer Appointment Detail, Data Acceptance, Verifications and run EDBC with a RE Run Reason. Blue Team worker completes in INPrinting, updates the task status reason to 'DCF-complete' and clicks the complete button.

## Running EDBC with the RE Run Reason:

- Sets the new review dates
- Updates the Review and IR/12 Month Reporting page to complete.
- Updates the e-Review Status to Accepted

**e-Review Summary**

▲ Indicates modified fields  
◆ Indicates new fields  
□ Indicates deleted fields

Process e-Change Edit Close

e-Change Number: 1295731	e-Change Status: Accepted	Case Number: 02670267
Application Date: 10/05/2017	Submit Date: 10/05/2017 17:20:576	Authorized Representative:
Expedited Services: No	Alternative Interview:	Alternative Interview Reason:
Type: Recertification	Auto Renewal Consent:	Voter Registration

Programs	
Program Name	Case number
Food Assistance	02670267

Additional Change Requests

Person(s) on Case				
Name	SSN	Date of Birth	Gender	Status
REV_KI				Transferred

# e-Review Processes

**Multiple e-Reviews Process** used when you have multiple e-Reviews for the same Programs in 'Pending' or 'In Progress' Status. Research the E-Review Summary Page and the Review PDF and determine:

Was the e-Review submitted the same day or a different day with the *same* reported information?

If Yes complete the following:

- Do Not Link the e-Review to case.
- Update the e-Review Status to Not Accepted.
- Re-Index all documents to the correct Document Type.
- Create a Journal Entry.
- Void the Registration Task.

Was the e-Review submitted on the same day or a different day with *new* or *different* information?

If Yes complete the following:

- Add the new Address and/or Program People.
- Complete e-Linking.
- Re-Index all documents to the correct Document Type.
- Update the Task Status to 'DCF Complete'.

- All EES Reviews, IRs & 12 Month Reports are sent to the consumer in paper form. If the client has an active SSP a link is provided for the consumer to submit their Review, IR or 12 Month Report electronically.
- When an interview is required the Eligibility Worker will claim the task and follow the 'cold' call process. If the 'cold' call is unsuccessful, the Eligibility Worker should not complete data acceptance or process the Review. An interview record should be created on the Customer Appointment Detail page with 'Scheduled' selected as the status. The status reason on the claimed task should be updated to 'DCF-No Show'.
- When processing an e-Review in the lobby the Eligibility Worker must claim the task generated from the SSP and the task generated from the Contact Log. They must also complete the e-linking process.
- Rescind is used on a discontinued program blocks when a late e-Review is received within the Review due month. KEES removes all incomplete and not submitted reviews from the SSP the first day past Review month.
- The link consumers use to submit Reviews/IRs/12 Month Reports through the SSP will be available, on average of 4 days before the come up month is available in KEES. If a Review/IR/12 Month Report is submitted through the SSP before the come up month, wait to process the task until the come up month is available.