**Process Help Release 22-01**

**Released: February 2022**

**Presented By: Kathy**

**44.3.3 Social Security (SS) Information**

* With the COLA update in January, please be aware that November and December SS pages will need to be reviewed for accuracy. You may receive a banner to remind you to do so that states: “**SS Income amounts may include the COLA increase for January. Verify information entered for November and December is correct and update as needed.”**

**80.16.7 Voluntary Return of Benefits**

* A note was added that states: Before starting the process for the voluntary return of benefits, check the P-EBT Balance Exists? field. If “Yes,” tell the member that some or all of the benefits on the QUEST card are from the P-EBT program, and those funds cannot offset outstanding FoodShare claims. It is recommended the member spends the P-EBT benefits prior to completing the voluntary return of benefits.
* The P-EBT Balance Exists? field can be found on the EBT Summary screen.

**CARES Bulletin**

**Released: February 2022**

**Presented By: Erin**

**Genesys User Guide**

* A Genesys user guide is now available on the EM Home page as 2/28/2022. The user guide has most relevant processes agents need to know when interacting with callers.