**Person Add Desk Aid**

Reference Process Help 3.2

1. Select the *Add Person* radial button on the case summary screen and update the Enter Begin Month for New Data to the report month and year. Select “next.” This will begin the person add driver flow.
2. Build a Household Member page for the new person.
3. On the Program Request pages, update the *Begin Months* and *Program Filing Dates* for **ALL** programs to the date the client is reporting the person add.
4. Update the Household Relationships as reported by the client.
5. Review the *Permanent Demographic*s and *Current Demographics* for the new person (use data exchanges to verify if available).
6. Review all screens and gateposts in the driverflow for the person being added.
7. Be sure to review Employment, Self-Employment, Unearned Income, Expenses, Tax Filing, etc for the person being added.
   1. Best practice is to review the summary page for each of these to double check any old information being pulled in.
8. If the person being added is eligible for MA, determine potential eligibility for ongoing and the current month.
9. FS eligibility will not begin until the benefit month following the month of report.
10. Make case comments.

**Troubleshooting**

* Be sure to query the SSN of the person being added to determine if they have a current open case. Review if this comp case should remain open or should the cases be combined.
* When adding a person to a case based on a change not reported by the customer (ie: email from child support, FEV, etc.) the gatepost answers for this client may not be known. For this reason it is appropriate to add the person and Q? Household Composition adding a note to the check list asking for the client to contact SCC to review the person add.
* Assume the request for all programs on the case for the person being added are YES unless reported otherwise by the client.
* Check expense pages to make sure that old expenses for the person being added haven’t carried over to the new case. If expenses have carried over, review the expenses to determine if they need to be updated/deleted (examples: medical expenses, dependent care expenses, child support expense, rent, utilities).