**Processing 056 Run SFU/Initiate Eligibility Alert**

**Reminders:**

* This alert could be generated for a multitude of reasons including:
	+ Changes to an open companion case in which the client is a member,
	+ A household member on the current case could have been deleted from an old case, or
	+ Sometimes the reason that this alert is generated is not clear.
* Be sure to check case status (programs open/closed) prior to and after running the case.
	+ If eligibility does NOT change after running the case, there is not much follow up needed.
	+ If eligibility DOES change after running the case, determine if the changes are correct and update if needed. Do NOT confirm the benefits until you have determine if the change is accurate.
* Case comments for this alert
	+ Good comments **“*Initiate Eligibility Alert received on case. Household is currently open for MAGS and FS for a group of 1 at $192 monthly. Ran case and there is no change to the MAGS or FS eligibility/allotment****.”*
	+ Bad comments ***“Initiate Eligibility Alert received. Ran case.”*** Or **“*Initiate Eligibility Alert received on case. MAGS closes as the primary person has left the household.”***

**Tip**

* The 056 Run SFU/Initiate Eligibility alert is generated quite often when a person on the current case is deleted from a case on which they were once listed. This deletion from the old case causes the member to be marked as out of the home (15’d) on the current case.
	+ Example: John is currently receiving MAGS benefits on his own case 0123456789. On Monday, John’s mom Kathy came in to apply for her own MA benefits. Kathy had a case 10 years ago in which John was a household member at the time. At application, Kathy reports that she lives alone so the worker deleted John and all other household members from her reactivated (yet old) case. This causes John to be marked as out of the home on his own case. On Tuesday, a worker receives the 056- Run SFU/Initiate Eligibility alert on John’s case due to the update on Kathy’s case. The worker should:
		1. Check case comments to see if any updates were made to John’s case recently which might have caused this alert to be generated.
		2. Check current eligibility before running the case and see that John is open for MAGS.
		3. Run eligibility and see that MAGS now closes for reason “Primary person has left the household”.
		4. The worker should not confirm the case yet but should research why John is listed out of the home. If case comments do not indicate an update made to John’s case, the worker taking action on this alert should:
			- Use CASE MEMBER HISTORY in CWW to review past cases John was on to see if he may have been deleted from one of those households causing his currently living arrangement to be listed as 15 on his own case.
			- Once on the CASE MEMBER HISTORY screen, select ELIG HIST next to the client’s name and you will see a listing of all cases that this individual is associated with in CWW.



* + - * From here workers can check comments on other cases to determine which case the client was deleted from and use this information to update the current case accordingly.
		1. After reviewing John’s eligibility history in CWW, the worker finds that John was deleted from Kathy’s case as he is no longer a household member. Since John and Kathy do not share the same address and are not relevant to one another’s case, the worker will update John’s living arrangement back to ‘01- Independent’ on his case and confirm the MAGS to remain open. Comments for this case should indicate ***“Initiate Eligibility Alert received on case. John is currently open for MAGS. After running the case, MAGS shows as closing for the primary person being out of the household. There are no recent comments to support this on John’s case. Reviewed John’s eligibility history and find that he was deleted off of a case recently in which he was a household member many years ago. Since John and this other case do not share a residence and are not relevant to each other, updated John’s living arrangement to show that he is still in the home and confirmed MAGS to remain open on this case.”***

\*\*\*\*\* If the worker had not researched the reason for John being listed as out of the home and confirmed the benefits closed, this would be considered an agency error and would have impacted John’s MA eligibility.

**Best Practices**

1. When deleting someone from a case, confirm the delete PRIOR to pending the case for other changes.
2. If you receive an 056 Run SFU/Initiate Eligibility alert on a case and cannot change the participant back to ‘01’ due to a pending delete on another case,
	1. Case comment your findings on the current case (ie: *John deleted from his mother’s case which remains pending. Unable to update his living arrangement on this case back to 01. Set expected change alert for the due date of 8/2/19 on the other case to alert of action needed on John’s case. Once mother’s case is confirmed, please update John’s living arrangement on this case back to 01.”*
	2. Set an expected change on the case with the due date on the pending case so that proper action can be taken to update the participants living arrangement accordingly.