

**AGENT Reminders June 22, 2023**

**General**

* Reminder on the process on what to do if partial verification is received. Reference SCC Process Guide:
  + Partial Verification
    - If partial verification is received, verification due dates should not be automatically extended.  Due dates should only be extended when requested from the customer.
    - If partial verification is received on a case, as a best practice for providing good customer service, make one attempt to reach out to the customer by phone to let them know that only partial verification was received.  Document the contact in case comments. Use your best judgement as to when this would be necessary.
* When you are completing case work and the driver flow takes you to the EAI page OR when running eligibility you can see that the case is pending for annual income, the EAI page must be updated by you with the income reported on the case and any DE matches.  You must complete this page when it comes up even if you are working on something unrelated to that page. Otherwise, an 077 alert will generate on the case and another worker will need to take action on completing it.