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| --- | --- | --- | --- |
| **Alert Code** | **Alert Text** | **Information/Action Needed** | **Due Date Specific?** |
| 003 | New Case Assigned | See Informational section below | No |
| 004 | Case Moved to Another Caseload | See Informational section below | No |
| 022 | Waiting Supervisor Approval | See Informational section below | No |
| 023 | Held/Canceled AUX | See Informational section below | No |
| 029 | RFA will be denied on day 30 | The RFA has been pending for 25 days. It will be denied after 5 days if intake is not set. If you are speaking to the client, complete or schedule the intake interview within 5 days. If you are not speaking to the client, leave the application and it will drop off. The customer will receive notice of pending items and application denial. | No |
| 030 | RFA pending for over 30 days | The RFA is pending for 31-44 days from the original filing date. The Primary eligibility worker should determine the delay in the intake (extend due date due to agency delay, etc) | No |
| 032 | Intake interview not scheduled | Primary eligibility worker schedule interview as soon as possible. If the application has not yet been reviewed or processed, do so now. | No |
| 037 | Good Cause Info. See KIDS | Primary eligibility worker check new Good Cause data. Determine if GC still exists. Check KIDS fast path 02-02-03 for Good Cause entered by Child Support. Update AP screen as appropriate. | No |
| 039 | Paternity info see IVD | Primary eligibility worker should review the new paternity data. Check most recent updated CWW absent parent screen. Determine if the paternity indicator has been updated from N to Y. If AP is in the home, update the household relationship and delete the AP screen. | No |
| 043 | Delay in Priority Service Appointment | Primary eligibility worker must reschedule interview for tomorrow at the latest. Document on case comments reason for delay. | No |
| 048 | Alias SSN added | This alert is generated when the SSN in CWW conflicts with data received from SSA. Make sure correct SSN is entered on the household member’s page. Check ECF documents to see if an SS card was provided, review old applications for possible typo, conduct a SOLQi data exchange, call customer for clarification and question SSN if unable to resolve issue. | No |
| 056 | Rerun SFU/EDBC  (Initiate Eligibility) | See the handout for processing 056 Run SFU alerts desk aid. | No |
| 057 | PS intake interview not held | A client who was scheduled for a PS interview did not keep the appointment. A new intake must be scheduled or completed ASAP. | No |
| 074 | Confirm AGEC if correct | Primary eligibility worker must confirm eligibility, if correct. If the case is pending for verification, this alert should be deleted with no action. | No |
| 075 | Inter-County Transfer (In) | Transfer Coordinator assigns a county transfer in to a team. DO NOT DELETE THIS ALERT. Leave this alert for the Transfer Coordinator to review. | No |
| 076 | Verification Due Date Approach | Informs worker that a verification due date is coming. On the due date, the worker should review the pending items and update the case if no verification has been received. See the handout for 076 Alert processing. | **Yes** |
| 077 | Verification Past Due | Verification due date has passed with no action taken. Review pending items and update appropriately. | No |
| 078 | Expected Household Change Due | Check the EXPECTED CHANGES on case and update accordingly. Be sure to take action, delete the Expected Household Change that was set and delete the 078 alert. | **Yes** |
| 079 | Expected Household Change Past Due | Action was not taken timely. Check the EXPECTED CHANGES on case and update accordingly (See alert 078 above). | No |
| 084 | Eligibility Review Past Due | Eligibility review is past due on an open case. Check to see if the client was issued proper notice. If proper notice was sent, determine if CWW is properly closing the program. If proper notice was not sent, generate notice to the client. | No |
| 092 | Non-Cooperation Info. See IVD | See CS section of this desk aid | No |
| 094 | Turning 18 graduating after 19 | The child is turning 18 with a graduation date greater than the DOB. Check school enrollment page and DOB vs graduation date. Run eligibility and confirm changes if any. | **Yes** |
| 095 | 18 year old graduating | Verify the school status of the individual and update appropriately (has the child graduated?). | **Yes** |
| 100 | CEN- Child turning 1 | A child on the case is turning 1 in the next month. Once child is 1 eligibility needs to be reviewed based on BCP 26.1.1 (cannot process before the month in which the child turns 1). Enter a PN code for SSN for the child on the Permanent Demographics screen if one is not yet provided. | **Yes** |
| 104 | Person turning 65- check MA | See EBD section of this desk aid | **Yes** |
| 105 | Disability/Incap review due | Review disability in incapacitation status. | No |
| 109 | DDB Response not received | The “DATE SEND TO DDB” field has a date that is 60 days or older than the current date. Review SOLQi data exchange. Obtain and enter disability information. | No |
| 110 | Pregnancy past due | Enter pregnancy end date using the previously reported due date, delete any AP screen related to the pregnancy and confirm. | No |
| 113 | Educational aid expires | No action is needed. | No |
| 115 | GD Cause claimed for non-coop | A client claimed good cause on the AP page at least 45 days before the current date. The alert is generated as a reminder to check the status of the good cause request. The worker must enter a decision code for good cause. | No |
| 116 | Child will turn age 16 | Review case to determine if the individual is still in school or working. Add employment if working. | **Yes** |
| 118 | Client will turn age 50 | Individual is no longer considered an ABAWD. Run case after birthday to exempt from FSET. | **Yes** |
| 121 | AG level override approved | See Informational section below | No |
| 122 | AG level override denied | See Informational section below | No |
| 124 | Wrong SSN, name or DOB | SSA finds the CWW SSN or name incorrect. There is a mismatch with their records and CWW. Check the data on SOLQi and update appropriately. If mismatch cannot be corrected using data exchanges, verification may be needed. | No |
| 128 | CP address change in KIDS | See CS section of this desk aid | No |
| 129 | Direct CS reported | See CS section of this desk aid | No |
| 135 | Inter-County transfer (OUT) | Case has been transferred out of the county. | No |
| 138 | FS person turning age 60 | Run eligibility. You must run eligibility after the person’s birthday or the alert will return. | **Yes** |
| 142 | Indiv override entered | See Informational section below | No |
| 143 | Indiv override approved | See Informational section below | No |
| 144 | Indiv override denied | See Informational section below | No |
| 235 | Verf due date approach for W2/CC | Verification due date is approaching for W2 and CC related items only. If this case is in a Family Team caseload and is now open for W2 and/or CC, the case should be transferred to XROV08. If the case is in the 5553 office code, the transfer may be done using the CASELOAD ASSIGNMENT option. If the case is in the 5053 office code, the transfer needs to be done using the TRANSFER CASE option on the case summary screen to office 5553 and caseload 8000. If W2 and CC are not yet open and verification has now been received, transfer case to XROV08. If documentation is not received, take negative action the date following the alert due date. | **Yes** |
| 242 | SSI Verified/See DXSX | Verify disability and SSI payment via SOLQi data exchange. Update benefits received, disability and UI pages as appropriate. | No |
| 243 | WTPY Title II data/See DXSA | See EBD section of this desk aid | No |
| 254 | Investigation is pending | See Informational section below | No |
| 255 | New SSI eligibility info- See DXSX | Review information on SOLQi data exchange. Update benefits received, disability and UI pages as appropriate. | No |
| 261 | W2 Begins | Informational. Family workers- Transfer case to XROV08. If the case is in the 5553 office code, the transfer may be done using the CASELOAD ASSIGNMENT option. If the case is in the 5053 office code, the transfer needs to be done using the TRANSFER CASE option on the case summary screen to office number 5553 and caseload 8000. | No |
| 280 | BC late premium recvd run SFED | Review BC policy with regards to premiums and take action accordingly. Follow Process Help 23.4. | No |
| 282 | Chg in BC Ins Cvrg Run SFED/EX | Major medical insurance coverage on private insurance changed from YES to NO which may impact BC coverage. Initiate eligibility and confirm changes to eligibility. | No |
| 289 | Major medical insurance coverage reported | Before running eligibility, review current program eligibility.  It is suggested practice to do an employment query to see if a new job was started.  Initiate eligibility and determine if there are changes to eligibility.  If there is no change to eligibility, confirm the case.  If there is a change to eligibility, determine what the change is and if it is correct prior to confirming the change. | No |
| 290/291 | Review due | See Informational section below | No |
| 292 | Change IVD referral OTH | See CS section of this desk aid. | No |
| 293 | Chg IVD referral on APGI- DEC | See CS section of this desk aid | No |
| 294 | Chg IVD referral on APGI- HOM | See CS section of this desk aid | No |
| 295 | Chg IVD referral on APGI- OUT | See CS section of this desk aid | No |
| 297 | Chg IVD referral on APGI- CDC | See CS section of this desk aid | No |
| 298 | Chg IVD referral on APGI- NOT | See CS section of this desk aid | No |
| 299 | Chg IVD referral on QPGI- ORD | See CS section of this desk aid | No |
| 300 | Chg IVD referral on APGI- GCS | See CS section of this desk aid | No |
| 303 | APGI updated by IVD | See CS section of this desk aid | No |
| 304 | New AP from IVD | See CS section of this desk aid | No |
| 305 | New paternity indicator- see APGI | See CS section of this desk aid | No |
| 315 | FS Child with Earnings Turned 18 | Review the child’s income and make sure it is budgeted correctly. Review Employment Queries to make sure all income is being budgeted. Run eligibility. | No |
| 326 | NCOP ended. See IVDE | See CS section of this desk aid | No |
| 333 | New SSI info update AFUI | Check SOLQI data exchange and update UI accordingly. | No |
| 336 | MA Individual Turning 19 | Run eligibility after adverse action **or** birthdate. MAGC should close for newly 19 yr old. They will need to apply on their own for MA. | **Yes** |
| 369 | SS Info Updated and Discrep Exists | See EBD section of this desk aid | No |
| 370 | FYI SS Income Update | See EBD section of this desk aid | No |
| 373 | Recv Benefits in Other State | 1. Review the Bendex Conflict Report by County (CD71) which is printed by the supervisor (in Rock County, Jan prints this) to determine which other state the customer is potentially receiving benefits in. Mail the cover letter (found in Dropbox) to the state listed on the report (the list of addresses is found on the Out of State FS Directory) 2. Review the UCB-Interstate UCB by County Report (CD70) which is printed by the supervisor (in Rock County, Jan prints this) to determine which other state the customer is potentially receiving UC benefits in. Mail the cover letter (found in Dropbox) to the state listed on the report (the list of addresses can be found in PH 44.6 Appendix D: To find another state’s Unemployment contact information: <http://www.servicelocator.org/OWSLinks.asp>\_) | No |
| 374 | Indv Demo Has Been Updated | Data exchange updated either DOB or SSN on the Household Members screen. This is an FYI alert and can be deleted. | No |
| 381 | Medicare Info End Dated | See EBD section of this desk aid | No |
| 382 | SS Income End Dated | See EBD section of this desk aid | No |
| 383 | FYI Medicare Info Updated | See EBD section of this desk aid | No |
| 400 | CS increase over 130% | See CS section of this desk aid. | No |
| 430 | Health Insurance Access Updated-Run Eligibility | Health insurance information was updated on the employment page. Check current eligibility, initiate eligibility and assess any changes in eligibility prior to confirmation. | No |
| 432 | Check HC Elig and Recertify | Check CWW and Forward Health to make sure the eligibility periods synch up. Run eligibility in CWW or use “Resend MMIS” from the Individual Summary page to update Forward Health. \*\*\*This alert must be deleted in HOD | No |
| 464 | No CIT/ID Response: Run Elig | This is set for all programs when the state did not receive a response from SSA when using the ?/GF codes on the ID and Citizenship verification fields. Try to verify these items using data exchanges (BQ, DMV, etc). If you can’t verify: a) For non-MA programs- update citizenship and ID to Q? and run to pend appropriate programs for verification, b) For MA programs- run case. MA will pass and a notice of proof needed will be sent. | No |
| 503 | |  |  | | --- | --- | |  | Elig Adult Turning 65 Run Elig | | See EBD section of this desk aid | No |
| 510 | Update TB Clock Status Value on FS Clock | Check TLB’s for individuals whose clocks have the ‘TB-To Be Determined’ value for a past month. Determine the correct status value and apply it to the clock in the Worker Override reason field. | No |
| 512 | FS Interview Due Date Approach | On the due date, update the FS interview to NO if it has not yet been completed. Confirm eligibility. | **Yes** |
| 514 | IM National New Hire | Search by PIN. Check Employment Query for New Hire to be sure National Hire is most recent. Add any potential new employment and question for verification if appropriate. | No |
| 522 | ACP Follow-up | When a case is created through Automated Case Processing (ACP) certain worker follow-up actions may be required. These follow-up actions will be listed on the Automated Case Processing Status page. See process help 1.9.1 | No |
| 530 | Admin RNWL Case Summ Fail | Worker must take the following actions to send the Case Summary to the household.  1. Navigate to the Generate Summary page to generate and print a case summary,  2. Select the R-Worker Generated PPRF signature type and the PS-Print Summary option,  3. Print the summary,  4. Navigate to the Correspondence History Search Results page,  5. Locate the letter titled CMAN-ADMIN RENEWAL-NOPPRF,  6. Click the magnifying glass to view the letter and print the letter,  7. Mail the PPRF and the letter to the member together, and  8. Document the actions in the case comments. |  |
| 533 | New/Updated FSET Employment | Check PIN comments and take action as appropriate. This may include building or updating an employment page and requesting verification. | No |
| 534 | Build Disability Page | Review disability information on SOLQi and add disability page as appropriate. Run and confirm eligibility. | No |
| 538 | FS Not Det at MC/AA, Run Elig | Review the case (make sure that all eligibility is correct) and confirm benefits. Review the case for potential supplement. | No |
| 539 | FS Below Ext Limit, Run Elig | This alert generates when an individual no longer qualifies for a BC+ extension because his/her countable income is below 100% FPL. The customer may be eligible for another BC+ benefit. Run eligibility and confirm. Review the case to determine when the income changes and run with dates if needed. | No |
| 604 | Potentially eligible for Gap. Complete Expected Annual Income page. | This alert is generated when running eligibility and BC+ fails for the monthly income test. A Gap determination must be completed.  The worker should navigate to the Expected Annual Income page and collect/validate the annual income information for each required individual. The alert will be removed when the EAI page is updated for each required individual and eligibility is re-run. Best practice is to complete the alert on the date it’s generated otherwise a generic VCL will go out to the customer. | No |
| 610 | Contact HH, Verify Address | The worker must attempt to contact the member as instructed on the alert(s) received to update the address on the case. The worker must call all numbers associated with the case at least once. If unable to make contact with the member, document the actions taken in case comments, resolve the alert(s) and take no further action.  If contact is made, review and update address if needed. Workers must not pend a case for verification of address or residency when they are not able to make contact with the member. They must take the steps listed above to attempt to obtain a current address. | No |
| 611 | Contact HH, Verify Address | The worker must attempt to contact the member as instructed on the alert(s) received to update the address on the case. The worker must call all numbers associated with the case at least once. If unable to make contact with the member, document the actions taken in case comments, resolve the alert(s) and take no further action.  If contact is made, review and update address if needed. Workers must not pend a case for verification of address or residency when they are not able to make contact with the member. They must take the steps listed above to attempt to obtain a current address. | No |
| 612 | Contact HH, Verify Address | The worker must attempt to contact the member as instructed on the alert(s) received to update the address on the case. The worker must call all numbers associated with the case at least once. If unable to make contact with the member, document the actions taken in case comments, resolve the alert(s) and take no further action.  If contact is made, review and update address if needed. Workers must not pend a case for verification of address or residency when they are not able to make contact with the member. They must take the steps listed above to attempt to obtain a current address. | No |
| 613 | Contact HH, Verify Rep Address | The worker must attempt to contact the member as instructed on the alert(s) received to update the address for the Legal Guardian/Authorized Representative. The worker must call all numbers associated with the case at least once. If unable to make contact with the member, document the actions taken in case comments, resolve the alert(s) and take no further action.  If contact is made, review and update address if needed. Workers must not pend a case for verification of address or residency when they are not able to make contact with the member. They must take the steps listed above to attempt to obtain a current address. | No |
| 614 | Contact HH, Verify Rep Address | The worker must attempt to contact the member as instructed on the alert(s) received to update the address for the Legal Guardian/Authorized Representative. The worker must call all numbers associated with the case at least once. If unable to make contact with the member, document the actions taken in case comments, resolve the alert(s) and take no further action.  If contact is made, review and update address if needed. Workers must not pend a case for verification of address or residency when they are not able to make contact with the member. They must take the steps listed above to attempt to obtain a current address. | No |
| 615 | Contact HH, Verify Rep Address | The worker must attempt to contact the member as instructed on the alert(s) received to update the address for the Legal Guardian/Authorized Representative. The worker must call all numbers associated with the case at least once. If unable to make contact with the member, document the actions taken in case comments, resolve the alert(s) and take no further action.  If contact is made, review and update address if needed. Workers must not pend a case for verification of address or residency when they are not able to make contact with the member. They must take the steps listed above to attempt to obtain a current address. | No |
| 617 | Child 0-13 YR Does Not AN SSN Or There IS A Discrepancy | The worker must follow up with the household to obtain the SSN (if there is none entered or reported) or to resolve an SOLQI discrepancy or send a VCL to request the SSN or resolve the discrepancy. |  |
| 618 | Cont Elig Newborn Over 13 Mos Run Elig | The worker must run eligibility to redetermine health care eligibility for the child. |  |
| 619 | The Only Child On This Case Turns 18 And Not A Dependent 18 Yr Old | The worker must run eligibility to redetermine for BadgerCare plus. This may result in MAGS, FPS some other EBD type of Medicaid or the individual no longer eligible. |  |

**\*\*\*\*DUE DATE SPECIFIC**

YES = action cannot be taken on a specific alert until the given due date.

NO = the alert may be worked before the due date has arrived but that the alert should still be worked timely.

**Informational alerts that may be deleted without action or comment**

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| --- | --- | --- | --- |
| **Alert Code** | **Alert Text** | **Information/Action Needed** | **Due Date Specific?** |
| 003 | New Case Assigned | Informational- no worker action needed. | No |
| 004 | Case Moved to Another Caseload | Informational- no worker action needed. | No |
| 022 | Waiting Supervisor Approval | Informational- no worker action needed. | No |
| 023 | Held/Canceled AUX | Informational- no worker action needed. | No |
| 121 | AG level override approved | Informational- no worker action needed. | No |
| 122 | AG level override denied | Informational- no worker action needed. | No |
| 135 | Inter-County transfer (OUT) | Case has been transferred into the county from another agency. | No |
| 142 | Indiv override entered | Informational- no worker action needed. | No |
| 143 | Indiv override approved | Informational- no worker action needed. | No |
| 144 | Indiv override denied | Informational- no worker action needed. | No |
| 254 | Investigation is pending | FEV investigation has been initiated. | No |
| 268 | Pull Case/Check list for QC | No worker action needed | No |
| 290/291 | Review due | Informational- no worker action needed. The client is mailed a letter advising them of their renewal options. | No |

**EBD Specific Alerts**

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| --- | --- | --- |
| **Alert Code** | **Alert Description** | **Action Needed on Case** |
| 104 | Person Turn 65-MA Check | Check the MA status for the person. Request asset verification if not already provided. Run eligibility. |
| 243 | WTPY TITLE II DATA/SEE DXSA | Check data exchange using the customer’s SSN. Make sure that an Unearned Income page is built and the correct amount of income is being budgeted. Enter a disability page if applicable. |
| 369 | SS INFO UPD AND DISCREP EXISTS | The customer’s net income and gross income do not match. The worker needs to determine why. Review the case and then contact the Social Security Administration to determine the reason for the discrepancy. Remember that gross budgeted is always budgeted so the worker may need to build an additional unearned income page and/or expense page (support, Medical Coverage) for the income discrepancy. Example: A customer has $30 taken out of his SSDI check to pay a Medicare Part C premium. The worker must build an “Other” unearned income page to budget the total gross income. Next the worker must build a Medical Coverage page for the Part C premium. |
| 370 | FYI SS INCOME UPDATED | This alert is informational. No worker action is needed. |
| 381 | Medicare Info End Dated | This alert is informational. No worker action is needed. |
| 382 | SS INCOME END DATED | This alert is informational. No worker action is needed. |
| 383 | |  |  | | --- | --- | |  | FYI MEDICARE INFO UPDATED | | See Desk Aid: Processing Instructions for Alert 383 and 503. Review the Medicare page for accuracy. If the member is a new Medicare enrollee and requesting healthcare, update the Medicare Savings Program request from No to Yes for the member. For new Medicare enrollees, review the assets on the case and pend for verification if appropriate. Add the following worker text to the VCL to notify the member that another letter with more information will be sent:  ***Please see the letter that will be sent separately for more information about why asset information is now required for your healthcare benefits.***  The worker sends a free format IM letter using the Client Correspondence Manual Letter Selection in CWW the same day that the VCL is sent. The worker copies each section of the text from the example in Dropbox called, Free Format IM Asset Request Letter.  **Please Note:**   1. If there is no open healthcare and the person is not requesting healthcare, you need to verify the information is correct and no further action is needed.  Check the start dates to make sure it didn’t update early.  You may need to remove the screen if it’s too far in the future as it can pick up in other budgets. 2. If there is open EBD healthcare programs, check the Medicare start date.  If there is a future start date of more than 2 months out, please set an expected change alert to check eligibility closer to the begin month of Medicare.  Delete the screen. If it is a current date, no new verification is needed as we previously verified with the prior application.   If there is open non-EBD healthcare programs, review the dates to be sure its current, request verification as appropriate for EBD programs including completing an AVS request.  If the date is a future date more than 2 months out, set an expected change to run the case and request verifications closer to the time period it begins. |
| 503 | |  |  | | --- | --- | |  | ELIG ADULT TURNING 65 RUN ELIG | | See Desk Aid: Processing Instructions for Alert 383 and 503. Review the case. If the member that is turning 65 is requesting HC, pend for asset information to test for EBD MA and send manual letter.  **Please Note:**   1. If there is no open healthcare and the person is not requesting healthcare, no further action is needed. 2. If they have other open programs that are non-EBD programs for any household member and the person is turning 65, attempt to collect assets including completing an AVS request. 3. If there are other open EBD MA programs, run they case to transition them to EBD MA. This could be a scenario where the spouse is already open for benefits under EBD MA |

**Child Support Specific Alerts**

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| --- | --- | --- | --- |
| **Alert Code** | **Alert Description** | **Action Needed on Case** | **Due Date Specific?** |
| 092 | CS noncoop see absnt prt page | A non-cooperation sanction has been placed on the custodial parent. Using KIDS fast path 02.01.24 check for which NCP (also referred to as AP) the sanction has been placed under and the date sanction began. Update the absent parent screen in CWW for that NCP accordingly by changing the Medical Support Liability Information to No. Comment findings, action and results on case. Run and confirm eligibility. | No |
| 128 | CP address change | Custodial parent has updated their address. Use KIDS path 02/01/04 to find current address and update case. Cross reference this with known address for any absent parents related to the case. | No |
| 129 | Direct CS reported | Add unearned income screen for CS and question for verification. Comment actions taken on case. | No |
| 292 | Change IVD referral OTH | This alert will show when an order for support is already active in another state. Check KIDS notes and update the CWW AP screen to show NO for referral and ORDER IN ANOTHER STATE. If there is a current order in another state, the referral to CS in WI is no longer appropriate. | No |
| 293 | Change IVD referral DEC | AP is deceased and referral to IVD is no longer appropriate. Update the AP screen in CWW to reflect NO for the referral to IVD. | No |
| 294 | Change IVD referral HOM | AP is now reported to be living in the same home with the CP. Add AP to case and delete AP screen if paternity is established, comment with regards to changes made on the case. | No |
| 295 | Chg IVD referral on APGI- OUT | Check KIDS to determine which AP is the subject of the alert. Change the IVD referral for the appropriate AP to NO and OUT as the child is out of the home. | No |
| 297 | Chg IVD referral on APGI- CDC | Check KIDS to determine which AP is the subject of the alert. Change the IVD referral for the appropriate AP to NO and CDC as the child is deceased. | No |
| 298 | Chg IVD referral on APGI- NOT | Check KIDS to determine which AP is the subject of the alert. Change the IVD referral for the appropriate AP to NO and NOT as the child is not in the AG. | No |
| 299 | Chg IVD referral on QPGI- ORD | Check KIDS to determine which AP is the subject of the alert. Change the IVD referral for the appropriate AP to NO and ORD as there is a CS order in another state. Check UI to be sure this income is being budgeted. | No |
| 300 | Chg IVD referral on APGI- GCS | Check KIDS to determine which AP is the subject of the alert. Change the IVD referral for the appropriate AP to NO and GCS as good cause has been granted. | No |
| 303 | APGI/AA updated by IVD | General information on an AP page within the case was recently updated. This could be name of AP, address of AP, KIDS PIN added, etc. Check the following:   1. Has the paternity indicator been changed? If paternity is established and the AP is in the home, delete the AP screen and add the AP to the HH. If the AP is NOT in the home, make sure that the absence reason reads as OTHER. 2. Check KIDS address for AP (fast path 02/01/04 using AP SSN) and update CWW accordingly. | No |
| 304 | New AP from IVD | AP information has been updated in KIDS. Update AP screen in CWW accordingly and comment on case. | No |
| 305 | New Paternity indicator | Paternity for a child was determined and updated on the AP screen. Determine what changes were made and if they are correct by checking the Birth Query or KIDS notes. If the AP is in the home then you will need to add them (if not already listed on the case), update the HH relationships and comment accordingly. If the AP is in the home and paternity is established, delete the AP screen after updating the HH relationships. If the system change was correct and no changes to the case are needed, comment this on the case. | No |
| 326 | Non Coop ended | A non-cooperation sanction has ended for the CP. Using KIDS fast path 02.01.24 check for which NCP the sanction has been ended and date it ended. Update the AP screen in CWW accordingly by changing the Medical Support Liability Information to Yes. Comment findings, action and results on case. If the sanction ended in the current month and the client will re-open for MAGA, you must run the case for ongoing and then with dates to open from current month. | No |
| 400 | CS increase over 130% | Check the Unearned Income screen against current average in in CWW for child support (if available) or using KIDS. Update and comment accordingly. | No |

**Child Support Alert Reminders:**

1. You **MUST** comment findings or action taken on all of the above alerts.
2. When you add an absent parent to the household and paternity **HAS** been established, change the AP screen to **NO** for referral and delete the screen with an NL code. You will need to select the AP screen as it does not come up in the person add driver flow.
3. When a non-married woman reports that she is pregnant and the potential father is in the home, add the AP screen for that father and enter **YES** for the CS referral. Also add AP to HH members on the case.
4. If a newborn is added to the case with both parents living in the home, check the birth query for the child. If there is no father on the birth query then the relationship should be **CLAIMED FATHER** and CS referral should be **YES** with **N-PATERNITY NOT YET ESTABLISHED** indicated on the AP screen. If the father in the home is listed on the BQ then enter the relationship as **LEGAL FATHER** and delete the AP screen as you would in reminder 2 above. \*\*\*\*DO NOT USE ACKNOWLEDGED FATHER\*\*\*\*
5. If a client calls to see if their sanction was ended yet, check KIDS path 02/01/24 and update case accordingly. If the sanction still shows in KIDS, refer the client to their local CS office.