**Processing 076 Alert Denials**

**Reminders**

* Please only process cases with this alert that do NOT have documents attached.
* You will essentially be taking negative action on these cases so if verification has not yet been received the alert cannot be acted on until the due date. (ie: Earned Income due 1/28/19 and not received. The case cannot be updated to reflect that verification was not received until 1/28/19)
* If specific alerts have been assigned to you, you can skip the Log in to Mainframe/HOD section of this desk aid.
* These alerts should be sent HIGH PRIORITY.

**Log in to Mainframe/HOD**

1. ENTER SELECTION HERE: should reflect IMSFP- press ENTER
2. Log in using your XROA## and password- press ENTER
3. Type PWCSMSOP- press ENTER
4. NEXT TRAN type MNSA and leave the PARMS blank- press enter
5. Enter DESIRED FUNCTION of 01 and USERID: XROV02 - press ENTER
6. This will then show a list of system alerts

**CWW Action Needed**

1. QUICK SELECT enter the case number and press GO
2. Check DOCUMENTS section—1) if no documents attached, proceed. 2) if documents attached, STOP and let the person that assigned the alert to you know that there are documents attached to the case
3. Check ACTION ITEMS to review the alert
4. Review most recent case comments and look for what is pending
5. Navigate to ELIGIBILITY-VERIFICATION DETAILS-PENDING/NOT VERIFIED INFO—Review what the case is pending for and the due date. Assess if this due date is correct given the case status (10 days for changes/renewals/SMRF and 30 days for applications)
6. Check the top box under VERIF to select all verification items or select each individual item if there are different due dates. This will begin the SMART driverflow and will take you to the verification needed.
7. Once in the smart driverflow the verification items due will be highlighted on their appropriate pages in yellow.
   1. If the verification was marked “Q?” and not received, update to “QV”
   2. If the verification was marked “?” and not received, update the “NV”
8. Continue to run the case through the smart driverflow and update all screens indicated.
9. Initiate eligibility
10. Stop at the CONFIRM ELIGIBILITY screen and do NOT confirm yet
11. Enter a clear and concise case comment.
    1. Example:\*\*\*Sent to lead team for review\*\*\* Verification due date approaching alert received for Employment Verification for Tom with ABC Employer due 2/4/19. Verification was not received timely. Updated earned income screen for ABC Employer to reflect QV and entered screen level comments. Initiated eligibility and case fails FoodShare for lack of verification closing 2/28/19.
12. Delete/Clear the action item on the case
13. Complete the Case Confirmation Request form in SharePoint and send to the Lead Team email for review
14. Once the case review is complete and you are given the okay to confirm, enter comments indicating \*\*\*Case reviewed and approved by XRO### (at the beginning of your case comment).

**SharePoint Steps**

1. In your SharePoint folder, open CASE CONFIRMATION RESPONSE
2. SAVE AS using case last name & case number (see guidelines) example: Anderson 0123456789
3. Complete the Case Confirmation Request form
   1. Worker name and XRO###
   2. Date
   3. Case name
   4. Case number
   5. Work Item (ex: 076 alert)
   6. Programs open (which programs on the case were impacted by your actions?)
   7. Enter a brief comment of your actions and case status (do not paste case comments)
   8. SAVE
   9. File- CHECK IN and enter a check in comment (ex: confirmation request)
   10. Close
4. In your SharePoint folder hit the REFRESH icon at the top of the screen.
5. Find the case name and share to the Lead Team email (click the ellipsis and select SHARE) adding a note indicating **\*\*\*\*HIGH PRIORITY\*\*\*\* CASE CONFIRMATION REQUEST: 076 ALERT**