

Medical Eligibility Forms & Notices of Action (NOAs)

Welcome participants to the training session.
Cover any housekeeping items such as:
The location of restrooms and break rooms.
Ground rules for the training.
Instructor introductions.
Participant introductions.



Medical Eligibility: Forms & Notices of Action (NOAs) Introduction

Overview

- Documents distributed to KDHE and DCF consumers
- These documents are referred to as **Distributed Documents**
 - Click **Eligibility** on the **Global Navigation** tab
 - Click **Distributed Documents** on the **Local Navigation** tab
- Notifications fall under two categories and are discussed at length in this course:
 - Forms
 - NOAs (Notices of Action)



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This unit is about the various documents which are distributed to KDHE and DCF consumers through KEES.

Users should learn the difference of forms and NOAs, and when to use which type of document.

In KEES, these documents are referred to as **Distributed Documents**, which is also the name of the Local navigation tab under the **Eligibility** Global navigation tab.

KEES distributed documents fall under two categories and are discussed at length in this course:

Category #1: Forms

Category #2 :Notices of Action (NOAs)

Text on the PowerPoint Slide:

Overview

Documents distributed to KDHE and DCF consumers

These documents are referred to as **Distributed Documents**

- Click **Eligibility** on the **Global Navigation** tab
- Click **Distributed Documents** on the **Local Navigation** tab

Notifications fall under two categories and are discussed at length in this course:

- Forms
- NOAs (Notices of Action)



Medical Eligibility: Forms & Notices of Action (NOAs) Unit Objectives

After completing this unit you will be able to:

- Differentiate between Forms and NOAs
- Generate Forms and NOAs
- Understand the content arrangement including barcodes
- Understand how NOAs are assembled
- Access and use the Forms and NOAs history
- Understand the use of foreign language in Forms and NOAs



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NOTE: If a case is NOT active, the worker should not use the Generate Form button on the Recovery Account Detail page. The worker should go to the Template Repository to find the correct form to send.

Text from the PowerPoint Slide:

After completing this unit you will be able to:

Differentiate between Forms and NOAs

Generate Forms and NOAs

Understand the content arrangement including barcodes

Understand how NOAs are assembled

Access and use the Forms and NOAs history

Understand the use of foreign language in Forms and NOAs



Medical Eligibility: Forms & Notices of Action (NOAs) Agenda

Lesson 1: Understanding the Terms

Lesson 2: Contents

Lesson 3: Generating and Deleting

Lesson 4: History and Regenerating Forms & NOAs

Lesson 5: Foreign Language in Forms & NOAs



Lesson 1: Understanding the Terms



Medical Eligibility: Forms & Notices of Action (NOAs) Lesson 1: Understanding the Terms > Forms

Form:

Any distributed document with primarily fixed text.

- Some Forms may be populated with information from KEES.
- Certain Forms have enterable fields

The primary content of a form is specific to its function and has static text.

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Form refers to any distributed document with a primarily fixed text.

Some Forms may be populated with information from KEES, for example a consumer's name and address.

Also certain Forms such as those in which information is requested have enterable fields in which the user may add text to clarify the specific information requested.

But the primary content of a Form is specific to its function and has static text

Text from the PowerPoint Slide:

Form:

Any distributed document with primarily fixed text.

- Some Forms may be populated with information from KEES.
- Certain Forms have enterable fields

The primary content of a form is specific to its function and has static text.



Medical Eligibility: Forms & Notices of Action (NOAs) Lesson 1: Understanding the Terms > Forms

Examples of Forms:

- Income or resource verification letters
- HCBS case manager change letter

Blank Template Forms are also able to be generated without case populated information.

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Forms cannot be edited once they have been saved.

Some examples of Forms are:

- Applications
- Income or resource verification letters
- HCBS case manager change letter.

Facility Notices for Approval, Denial, Closure. These say notice, but they are forms.

The next slide is an example of a General Correspondence form.

Text from the PowerPoint Slide:

Examples of Forms:

- Income or resource verification letters
- HCBS case manager change letter

Blank Template Forms are also able to be generated without case populated information.

 **Medical Eligibility:
Forms & Notices of Action (NOAs)**
Lesson 1: Understanding the Terms > Forms

Wichita Service Center
230 East William
Wichita, KS 67202



Notice Date:
Case Name:
Case Number:
Program:

General Correspondence

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PowerPoint slide is a screenshot of the blank General Correspondence form.



**Medical Eligibility:
Forms & Notices of Action (NOAs)**
Lesson 1: Understanding the Terms > Notices of Action (NOA)

Notices of Action (NOAs)

NOAs are distributed documents that are assembled from a wide variety of statements, or fragments, that are pre-written and stored in KEES.

Specific fragments and manual references pertaining to the case actions are brought forward to make up the NOA.

A NOA can only be generated by running EDBC and there has to be a change in benefits from the previous month. If the system does not recognize a change, a NOA will not be generated.

KEES writes the NOA based on the specific action taking place with the case.

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Notices of Action, or NOAs, on the other hand, are distributed documents that are “assembled” from a wide variety of statements, or fragments, that are prewritten and stored in KEES and can cover hundreds of different scenarios. Out of these many prewritten statements, the specific fragments and manual references pertaining to the case action at hand are brought forward to make up the NOA. In essence, KEES itself writes the NOA based on the specific action taking place with the case.

A NOA can only be generated by running EDBC and there has to be a change in benefits from the previous month. If the system does not recognize a change, a NOA will not be generated.

Text from the PowerPoint Slide:

Notices of Action (NOAs)

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Specific fragments and manual references pertaining to the case actions are brought forward to make up the NOA.

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KEES writes the NOA based on the specific action taking place with the case.



Medical Eligibility: Forms & Notices of Action (NOAs) Lesson 1: Understanding the Terms > Notices of Action (NOA)

The NOA cannot be produced until all the information of the case has been input and EDBC (Eligibility Determination Benefit Calculation) has been run to determine eligibility and saved.

A NOA always states an action to:

- Approve
- Reinstate
- Deny
- Discontinue
- Change

A Form is a letter sent to a consumer that requests information that was not initially provided at the time of application, with the intent to take action.

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Of course the NOA cannot be produced until the system has all the information to pull facts together. The point information is available is when Eligibility Determination Benefit Calculation, or EDBC, runs and is saved.

Another distinguishing factor of a NOA in KEES is that it always states an action to approve, reinstate, deny, discontinue or change a case. A letter that requests information with the intent to take action if not provided, would not be a NOA, but would be a Form in KEES.

Text from the PowerPoint Slide:

The NOA cannot be produced until all the information of the case has been input and EDBC (Eligibility Determination Benefit Calculation) has been run to determine eligibility and saved.

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- Approve
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**Medical Eligibility:
Forms & Notices of Action (NOAs)**
Lesson 1: Understanding the Terms > Methods of Distribution

Methods of Distribution

Forms and NOAs may be generated 3 ways:

- Printed locally (by the worker) and given to the consumer
- Printed locally (by the worker) and mailed to the consumer
- Printed and mailed from a central location without worker intervention

Print Centrally means the document will be automatically generated and mailed without worker intervention.

Text from the PowerPoint Slide:

Methods of Distribution

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- Printed locally (by the worker) and mailed to the consumer
- Printed and mailed from a central location without worker intervention



**Medical Eligibility:
Forms & Notices of Action (NOAs)**
Lesson 1: Methods of Distribution > Central Print

Centrally Printed

Centrally printed Forms and NOAs are combined in a single envelope with all other NOAs and Forms for that day's batch for each consumer. A single envelope will hold up to 7 pages.

Forms and NOAs may also be provided electronically through the consumer Self-Service Portal (SSP) when the consumer has signed up for an SSP account and has provided their email address.

The consumer may elect to receive a message via email to alert them that correspondence is in the SSP Message Center for them to view. This process is discussed in more detail in another unit.

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Medical Eligibility: Forms & Notices of Action (NOAs) Lesson 1: Understanding the Terms > Summary

Summary

- NOAs are distributed documents that indicate an action on the case has been made. NOAs are created from statements within the system that fit the case action
- Forms have a static content for a specific purpose such informational forms or letters that request additional information
- Forms do not take specific action



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NOTE: When we override EDBC on cases a form is the resulting notice of the action. There are other programs like Medikan that the only notification is by form. Also the notifications to Nursing Facilities are all on forms.

Text from the PowerPoint slide:

Summary

NOAs are distributed documents that indicate an action on the case has been made. NOAs are created from statements within the system that fit the case action
Forms have a static content for a specific purpose such informational forms or letters that request additional information
Forms do not take specific action



Medical Eligibility: Forms & Notices of Action (NOAs) Lesson 1: Methods of Distribution > Summary

Summary (Continued):

- All NOAs and most Forms may be printed locally or centrally
- All centrally printed documents are put in one envelope per consumer up to 7 pages
- Forms have a primarily fixed or static content
- NOAs are assembled from written fragments and case information after EDBC has been run, accepted, and saved



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Forms and NOAs may be viewed in the SSP - Currently forms are not viewable in the SSP - this is supposed to be fixed but has not happened yet.

Text from the PowerPoint slide:

Summary (Continued):

All NOAs and most Forms may be printed locally or centrally

All centrally printed documents are put in one envelope per consumer up to 7 pages

Forms have a primarily fixed or static content

NOAs are assembled from written fragments and case information after EDBC has been run, accepted, and saved



Medical Eligibility: Forms & Notices of Action (NOAs) Agenda

Lesson 1: Understanding the Terms

Lesson 2: Contents

Lesson 3: Generating and Deleting

Lesson 4: History and Regenerating Forms & NOAs

Lesson 5: Foreign Language in Forms & NOAs



Lesson 2: Contents



Medical Eligibility: Forms & Notices of Action (NOAs) Lesson 2: Contents > Introduction

Contents

- Forms have a fixed content for a specific purpose
- Additions to Forms are allowable in some instances
- Forms can be viewed any time as they contain fixed text
- Various statements stored in KEES are brought together based on factors in the determination to produce the contents of forms & NOAs
- NOAs are generated and available to be viewed only after EDBC has been run and the result has been saved
- There are no fixed text NOAs. NOAs are dynamically produced based on the case information and EDBC result



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Within the system, the user will have 2 options to determine a consumer's benefits. Those options are (1) manual EDBC or (2) run EDBC.

Manual EDBC will not generate a NOA. It will require the user to enter the information determined by the manual EDBC into a form.

When a worker runs EDBC the NOA will be generated when the user accepts the EDBC and selects the "Save & Continue" button.

Text from the PowerPoint slide:

Contents

Forms have a fixed content for a specific purpose

Additions to Forms are allowable in some instances

Forms can be viewed any time as they contain fixed text

Various statements stored in KEES are brought together based on factors in the determination to produce the contents of forms & NOAs

NOAs are generated and available to be viewed only after EDBC has been run and the result has been saved

There are no fixed text NOAs. NOAs are dynamically produced based on the case information and EDBC result



**Medical Eligibility:
Forms & Notices of Action (NOAs)**
Lesson 2: Contents > NOAs and Forms

Contents

- The front and back of each page will be utilized for printing
- A document may be multiple pages in length dependent upon the required content
- Rights and Responsibilities information appear at the end of the document as necessary
- Case information will identify & determine which agency is sending the document, thus providing the appropriate return contact information to the consumer

Forms and NOAs will be printed on the front and back of a page, and can be multiple pages depending on the length of the content. When Rights and Responsibilities information appears it will be at the end of the document. The NOA and appropriate Forms that are populated with case information will identify who is sending the document and will provide appropriate return contact information.

Text from the PowerPoint slide:

Contents

The front and back of each page will be utilized for printing

A document may be multiple pages in length dependent upon the required content

Rights and Responsibilities information appear at the end of the document as necessary

Case information will identify & determine which agency is sending the document, thus providing the appropriate return contact information to the consumer



**Medical Eligibility:
Forms & Notices of Action (NOAs)**
Lesson 2: Contents > NOA Limitations

NOA Parameters

- If there are multiple persons included in a program individual information will be dealt with separately and consecutively when the NOA is printed
- An individual NOA can only deal with a single program or month
- As mentioned earlier, all Forms and NOAs produced centrally on the same day would be included in a single mailing

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NOA Limitations: Despite some unique and positive features of NOAs in KEES, there are some limitations.

For one thing, if there are multiple persons included in a program on a NOA, the individual information will be dealt with separately and consecutively. For example if there are three children being approved, instead of one paragraph referencing all three children and other mutual information explained, each child will have eligibility described in separate sections in the same NOA.

Another limitation is that an individual NOA can only deal with a single program or month. For example if eligibility for separate months must be explained, then a separate NOAs will be produced. Likewise, if more than one program is involved, separate NOAs must be produced.

As mentioned earlier, all Forms and NOAs produced centrally on the same day would be included in a single mailing.

Text from the PowerPoint slide:

NOA Parameters

If there are multiple persons included in a program individual information will be dealt with separately and consecutively when the NOA is printed

An individual NOA can only deal with a single program or month

As mentioned earlier, all Forms and NOAs produced centrally on the same day would be included in a single mailing



**Medical Eligibility:
Forms & Notices of Action (NOAs)**
Lesson 2: Contents > Barcodes

Barcodes

Stuffer:

- Located on the upper left hand corner of the front facing page
- When centrally mailed, appropriate stuffers are included
- Assists in bundling all correspondence to the consumer for that day into the same envelope, up to 7 pages

Document:

- Located on the lower right hand corner
- Associates that document with the corresponding case
- Assists in tracking timely return of a document

More information will be included on working with returned documents and needed information in another course.

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Barcodes. A special feature of KEES Forms and NOAs is barcodes which are included on the documents. There are two types:

Stuffer barcodes

Document barcodes

Stuffer barcodes are included with a Form or NOA so that when centrally mailed, any appropriate stuffer is included with the mailing. This barcode also assists in bundling all correspondence to the consumer for that day into the same envelope. The stuffer barcode will be located in the upper left corner along the side of the addressed to data.

Document barcodes are located on the lower right hand corner of the Form or NOA. For example, when a review form with this barcode is timely returned by the consumer, the barcode associates the form to the appropriate case and identifies that it was timely returned. More information will be included on working with returned documents and needed information in another venue.

Re: Return Mail – Mail that has been returned as undelivered will have to be manually entered in to the system on the Distributed Documents screen. This will allow the system to generate a warning message if the user attempts to distribute a document to an address where the last correspondence was returned as

“undelivered”.

The message will generate as a warning when the user selects Run EDBC on a NOA or Save & Print Central or Local on a form.

Text from the PowerPoint slide:

Barcodes

Stuffer:

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When centrally mailed, appropriate stuffers are included

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Document:

Located on the lower right hand corner

Associates that document with the corresponding case

Assists in tracking timely return of a document

More information will be included on working with returned documents and needed information in another course.

Summary

- Forms and NOAs are printed front and back
- NOAs are specific to one program and month
- Barcodes help with central mailing processes
- Barcodes associate a document to a case



Imaging staff should be aware that any extra documents received with a barcoded document would be indexed to the same indexing values if scanned together.

Text from the PowerPoint slide:

Summary

- Forms and NOAs are printed front and back
- NOAs are specific to one program and month
- Barcodes help with central mailing processes
- Barcodes associate a document to a case



Medical Eligibility: Forms & Notices of Action (NOAs) Agenda

Lesson 1: Understanding the Terms

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Lesson 4: History and Regenerating Forms & NOAs

Lesson 5: Foreign Language in Forms & NOAs



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Lesson 3: Generating and Deleting

Kansas
Eligibility Enforcement System (KEES)

**Medical Eligibility:
Forms & Notices of Action (NOAs)**
Lesson 3: Generating and Deleting > Forms

Forms Generation

- Click **Documents Control** on the **Global Navigation** tab
- Click the appropriate selection on the **Local Navigation** tab
- Complete the search and select steps for the desired Form
- Complete the Document Parameters search criteria
- Add content if needed
- Review the Form
- Choose the appropriate print option

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For most Form situations, start at the Documents Control Global Navigation tab, complete the search and select steps, complete a window to bring in case information add content if needed, review the Form, choose the print option and finish.

Text from the PowerPoint slide:

Forms Generation

- Click **Documents Control** on the **Global Navigation** tab
- Click the appropriate selection on the **Local Navigation** tab
- Complete the search and select steps for the desired Form
- Complete the Document Parameters search criteria
- Add content if needed
- Review the Form
- Choose the appropriate print option

**Medical Eligibility:
Forms & Notices of Action (NOAs)
Lesson 3: Generating and Deleting > Forms**

- Click **Document Control** on the **Global Navigation** tab



The screenshot shows the KEES interface. At the top, the Kansas logo and the text 'Eligibility Enforcement System (KEES)' are visible. Below this is a blue navigation bar with tabs for 'Case Info', 'Eligibility', 'Services', 'Child Care', 'Resource Databank', 'Fiscal', 'Special Units', 'Reports', 'Document Control', 'Admin Tools', and 'Worker Portal'. The 'Document Control' tab is highlighted. Below the navigation bar, the 'Template Repository Search' form is displayed. It includes fields for 'Form Name', 'Form Number', and 'Category'. There are 'Search' buttons and a 'Results per Page' dropdown set to 25. The page number '22' is visible in the bottom right corner.

- Complete the **Template Repository Search**

Text from the PowerPoint slide:

Click **Document Control** on the **Global Navigation** tab

Complete the **Template Repository Search**

Kansas
Eligibility Enforcement System (KEES)

Medical Eligibility: Forms & Notices of Action (NOAs)

Lesson 3: Generating and Deleting > Forms

- Click the appropriate link of the desired document returned in the **Search Results Summary**
- Input case information into the **Document Parameters** pop-up window
- Then generate form or blank template

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If a user selects a blank template, add verbal (writes a message) and prints it locally it needs be saved to the case by the worker. (See Imaging.)

Once a form is viewable in SSP, it cannot be edited or deleted in either ABMS or SSP. This only applies once posting a form to SSP. Although, this may change in the future.

If copies of a form are generated for additional correspondents, and the primary copy is deleted, the copies for additional correspondents are NOT automatically deleted. The user has to delete them separately.

Text from the PowerPoint slide:

- Click the appropriate link of the desired document returned in the **Search Results Summary**
- Input case information into the **Document Parameters** pop-up window
- Then generate form or blank template

 **Medical Eligibility:
Forms & Notices of Action (NOAs)**
Lesson 3: Generating and Deleting > Forms

- Add content if needed
- Review the form
- Choose the **Print** option and finish

If you have questions, call Wichita Service Center at (316) 337-7000 between the hours of 8 am and 5 pm Monday through Friday.

Copies sent to:

Page 4 of 4

[Print](#) [Save and Print Locally](#) [Save and Print Centrally](#)

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When a specific Form is brought up inside the context of a case different actions are taken. Detailed steps for completing these processes are illustrated in later examples.

There are a couple of exceptions when a specific Form is brought up inside the context of a case. Detailed steps for completing these processes are illustrated in later examples.

Text from the PowerPoint slide:

- Add content if needed
- Review the form
- Choose the **Print** option and finish



Medical Eligibility: Forms & Notices of Action (NOAs) Lesson 3: Generating and Deleting

NOA

Reviewing each NOA produced after running EDBC is essential.

The standard process is to run EDBC, review the NOA it generates, then finalize for printing and mailing.

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Text from the PowerPoint slide:

NOA

Reviewing each NOA produced after running EDBC is essential.

The standard process is to run EDBC, review the NOA it generates, then finalize for printing and mailing.



Medical Eligibility: Forms & Notices of Action (NOAs) Lesson 3: Generating and Deleting > Corrections

An Incorrect NOA Was Generated

- Do not save after running EDBC
- Correct the information that caused the error
- Rerun EDBC
- Review the newly generated NOA for accuracy
- Generate an accompanying form
 - V-008 General Correspondence with information to clarify the NOA
- Generate a Backup Form
 - Backup Forms in the NOA format are available to replace the NOA.
 - These allow more unscripted text entry by the worker so that the correct message is sent to the consumer

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Note: Reviewing each NOA produced after running EDBC is essential.

If the NOA produced isn't correct other steps are necessary. If a NOA is incorrect based on entered data, do not save it after running EDBC. Instead, correct the information in the data collection pages that caused the error, rerun EDBC, and re-review the newly produced NOA for correctness.

If a clarifying statement would suffice, generate Form V-008 General Correspondence with information to accompany the NOA

An option if necessary is to again not save the NOA after running EDBC, and instead generate a backup Form. As a substitute for some NOAs, backup Forms in a NOA format are available to allow more text entry by the user so that the correct message can be sent to the consumer.

These back up Forms are:

V-115 General Notice of Approval

V-200 General Notice of Denial

V-400 General Notice of Discontinuance (Closure)

V-600 General Notice of Reinstatement

V-700 General Notice of Change

Text from the PowerPoint slide:

An Incorrect NOA Was Generated

- Do not save after running EDBC
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Medical Eligibility:
Forms & Notices of Action (NOAs)
Lesson 3: Generating and Deleting > Corrections

Backup Forms

- V-008 General Correspondence
- V-115 General Notice of Approval
- V-200 General Notice of Denial
- V-400 General Notice of Discontinuance (Closure)
- V-600 General Notice of Reinstatement
- V-700 General Notice of Change

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Text from the PowerPoint slide:

Backup Forms

- V-008 General Correspondence
- V-115 General Notice of Approval
- V-200 General Notice of Denial
- V-400 General Notice of Discontinuance (Closure)
- V-600 General Notice of Reinstatement
- V-700 General Notice of Change



**Medical Eligibility:
Forms & Notices of Action (NOAs)**
Lesson 3: Generating and Deleting > Corrections

Deletion

A Form or NOA may be deleted from KEES in the **Distributed Document Search Results** page.

The next lesson will show you how to access the **Distributed Document Search Results** page.

Documents that have been distributed to the consumer should not be deleted.

Text from the PowerPoint slide:

Deletion

A Form or NOA may be deleted from KEES in the **Distributed Document Search Results** page.

The next lesson will show you how to access the **Distributed Document Search Results** page.



**Medical Eligibility:
Forms & Notices of Action (NOAs)**
Lesson 3: Generating and Deleting > Summary

Summary

- Forms and NOAs are to be reviewed before printing
- Forms: the Document Parameters window varies by Form type and controls the populated information
- Blank Template Forms do not contain case information and are always printed locally
- Forms and NOAs cannot be changed once saved
- Forms and NOAs printed centrally can be deleted and re-created before the end of the business day
- Remember: Blank templates printed locally will require the worker to image the document to the case it belongs.



Text from the PowerPoint slide:

Summary

Forms and NOAs are to be reviewed before printing

Forms: the Document Parameters window varies by Form type and controls the populated information

Blank Template Forms do not contain case information and are always printed locally

Forms and NOAs cannot be changed once saved

Forms and NOAs printed centrally can be deleted and re-created before the end of the business day

Remember: Blank templates printed locally will require the worker to image the document to the case it belongs.



Medical Eligibility: Forms & Notices of Action (NOAs) Agenda

Lesson 1: Understanding the Terms

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Lesson 4: History and Regenerating Forms & NOAs



**Medical Eligibility:
Forms & Notices of Action (NOAs)**
Lesson 4: History and Regenerating Forms and NOAs

History and Regenerating Forms and NOAs

- KEES retains a record of all Forms and NOAs that have been generated within the context of a case
- History is kept in the **Distributed Documents** page
- Locally printed Blank Template Forms without case or office information are not saved
- When a Form is generated outside the context of a case, it has no specific consumer or case to be associated with in KEES



Note: Blank Template Forms without case or office information and always printed locally as mentioned earlier, are not kept on record. That's because when a Form is generated outside the context of a case, it has no specific consumer or case to be associated with in KEES.

Text from PowerPoint slide:

History and Regenerating Forms and NOAs

KEES retains a record of all Forms and NOAs that have been generated within the context of a case

History is kept in the **Distributed Documents** page

Locally printed Blank Template Forms without case or office information are not saved

When a Form is generated outside the context of a case, it has no specific consumer or case to be associated with in KEES

**Medical Eligibility:
Forms & Notices of Action (NOAs)**
Lesson 4: History and Regenerating Forms and NOAs

Access The History Or Documents

- Click **Eligibility** on the **Global Navigation** bar
- Click **Distributed Documents** on the **Local Navigation** tab

Case Info Eligibility Services Child Care Resource Databank Fiscal Special Units Reports Document Control Admin Tools Worker Portal

Workload Inventory Case Summary Customer Information Reporting Distributed Documents Customer Schedule Courtesy Month

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To access the history or documents, click on the **Distributed Documents, Local** Navigation tab. The **Distributed Document Search** page will appear. There are several ways to search for past documents.

The **Case Number** will populate if in the context of a case, otherwise it must be entered. In addition to the **Case Number**, the search can be narrowed down to a specific document **Name** or **Type, Status**, or even **Program Type** or **Category**. It can be further refined by date range of the Form or NOA being sought. One can also specify the number of results per page.

Text from PowerPoint slide:

Access The History Or Documents

- Click **Eligibility** on the **Global Navigation** bar
- Click **Distributed Documents** on the **Local Navigation** tab

 **Medical Eligibility:
Forms & Notices of Action (NOAs)**
Lesson 4: History and Regenerating Forms and NOAs

- The **Distributed Document Search** page will appear
- The **Case Number** will populate if in the context of a case, otherwise it must be entered

Distributed Documents Search

* - Indicates required fields

Search

Search By:
Case

Case Number: * Program Type: Worker:

Document Name: Category: Status:
Accept-Pending Print Central
On Hold
Overridden

Date Range: From: To:

Results per Page: 25

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Text from PowerPoint slide:

- The **Distributed Document Search** page will appear
- The **Case Number** will populate if in the context of a case, otherwise it must be entered



Medical Eligibility: Forms & Notices of Action (NOAs) Lesson 4: History and Regenerating Forms and NOAs

Search For Past Documents

The search can be narrowed down to

- Case or Resource
- Case Number
- Document Name
- Worker
- Status
- Program Type
- Category
- Date Range

The number of results listed per page may also be adjusted.

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Text from PowerPoint slide:

Search For Past Documents

The search can be narrowed down to

- Case or Resource
- Case Number
- Document Name
- Worker
- Status
- Program Type
- Category
- Date Range

The number of results listed per page may also be adjusted


**Medical Eligibility:
Forms & Notices of Action (NOAs)**
 Lesson 4: History and Regenerating Forms and NOAs

Regenerate A Previously Generated NOA or Form

[Images](#)

Distributed Documents Search

* Indicates required fields
 ▶ Refine Your Search

Search Results Summary Results 1 - 1 of 1

Select	Date	Worker	Document	Recipient	Type	Program	Ben. Mo.	Status	Receive Date	Posted Date	Undelivered
<input type="checkbox"/>	<input type="text"/>										

[Undelivered](#) [Regenerate](#) [Delete](#) [Images](#)

A worker may choose to:

- Regenerate
- Delete
- Mark Undelivered

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Text from PowerPoint slide:

Regenerate A Previously Generated NOA or Form

A worker may choose to:

- Regenerate
- Delete
- Mark Undelivered



Medical Eligibility: Forms & Notices of Action (NOAs) Lesson 4: History and Regenerating Forms and NOAs

Process Steps Review

- Start with the **Distributed Documents** on the **Local Navigation** tab under the **Eligibility** on the **Global Navigation** tab
- The **Distributed Documents Search** page appears. A search for the needed Form or NOA can be done in a number of ways
 - Enter the required **Case Number**
 - Click the **Search** button
- If necessary refine the search by type or date range



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Text from PowerPoint slide:

Process Steps Review

- Start with the **Distributed Documents** on the **Local Navigation** tab under the **Eligibility** on the **Global Navigation** tab
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 - Enter the required **Case Number**
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Medical Eligibility: Forms & Notices of Action (NOAs) Lesson 4: History and Regenerating Forms and NOAs

Process Steps Continued

- The **Distributed Documents Search (Search Results Summary)** appears
- Check the box at the left of the appropriate Form
- Click **Regenerate**
- Click **Save and Print Centrally**. The regenerated form will be mailed centrally the next business day
- On the **Distributed Documents Search (Search Results Summary)** page, the **Status** of the regenerated form will change to "Pending Reprint Central" until it is reprinted that evening
- If desired, the reprinting of the document could still be deleted. After the document is reprinted, the **Status** will change to "**Reprinted Centrally**"



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Process Steps Continued

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- Check the box at the left of the appropriate Form
- Click **Regenerate**
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Medical Eligibility: Forms & Notices of Action (NOAs) Lesson 4: History and Regenerating Forms and NOAs

NOTE: Verify consumer contact information prior to regenerating a Form or NOA. A regenerated Form or NOA is an exact duplicate of the original.

If the consumer has had an address change since the original document was mailed, the regeneration will print with the same old address.

Printing a regenerated form or NOA locally and mailing to the new address may be a better option in some cases.



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Text from PowerPoint slide:

NOTE: Verify consumer contact information prior to regenerating a Form or NOA. A regenerated Form or NOA is an exact duplicate of the original.

If the consumer has had an address change since the original document was mailed, the regeneration will print with the same old address.

Printing a regenerated form or NOA locally and mailing to the new address may be a better option in some cases.



Medical Eligibility: Forms & Notices of Action (NOAs) Lesson 4: Summary

Summary

- Past Forms and NOAs are stored in history and may be regenerated
- Blank Template Forms cannot be stored
- Stored Forms and NOAs are accessed through the Distributed Documents tab
- Regenerated Forms and NOAs that are mailed centrally will go to the address at the time originally generated



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Regenerated documents can be generated and mailed locally or centrally. That choice should be made dependent on whether or not the address on the document is correct.

Text from PowerPoint slide:

Summary

Past Forms and NOAs are stored in history and may be regenerated

Blank Template Forms cannot be stored

Stored Forms and NOAs are accessed through the Distributed Documents tab

Regenerated Forms and NOAs that are mailed centrally will go to the address at the time originally generated



Medical Eligibility: Forms & Notices of Action (NOAs) Agenda

Lesson 1: Understanding the Terms

Lesson 2: Contents

Lesson 3: Generating and Deleting

Lesson 4: History and Regenerating Forms & NOAs

Lesson 5: Foreign Language in Forms & NOAs



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Lesson 5: Foreign Language in Forms & NOAs



**Medical Eligibility:
Forms & Notices of Action (NOAs)**
Lesson 5: Foreign Language in NOAs and Forms

Language

Most NOAs and Forms are also available in Spanish.



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No other languages are available at this time. The Language of Correspondence is the field by the Correspondence design that should be marked Spanish to get Spanish NOA.



Medical Eligibility: Forms & Notices of Action (NOAs) Lesson 5: Foreign Language in NOAs and Forms

Forms

- Spanish translation is generated through the **Language** field of the **Document Parameters** window
- The basic content will be in Spanish but all variables will display in English
- When a Form is generated in Spanish no English version is available
- An English translation is available by pulling up the same blank Form itself
- In **Distributed Documents**, for the consumer history of documents the Form will also display in Spanish



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Text from PowerPoint slide:

Forms

Spanish translation is generated through the **Language** field of the **Document Parameters** window

The basic content will be in Spanish but all variables will display in English

When a Form is generated in Spanish no English version is available

An English translation is available by pulling up the same blank Form itself



**Medical Eligibility:
Forms & Notices of Action (NOAs)**
Lesson 5: Foreign Language in NOAs and Forms

NOAs

- Are generated by the written language selection made during data collection on the **Individual Demographics** page
- If Spanish is selected as the primary written language for the primary individual on the case, all NOAs are generated in Spanish
- When EDBC is run and finalized, the generated NOA listed on the **Distributed Documents** page is produced in Spanish
- A parallel English version is listed immediately below
- Any action to **Save and Print**, or later **Delete** the NOA must be done on the Spanish version
- The English version is only available to view
- After the NOA is printed it will also appear in history on **Distributed Documents** in Spanish with the parallel English version to view
- All populated information on the Spanish NOA will be in English

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The Language of Correspondence is the field by the Correspondence design that should be marked Spanish to get Spanish NOA. There is a defect currently which is 14176. The only way to get Spanish NOA's currently is to put Spanish in the Spoken Language field. This needs to be put into Training Consideration. For most Spanish speakers all fields would be Spanish, but in case they spoke English and wanted correspondence in Spanish, the system cannot accommodate that currently. Text from PowerPoint slide:

NOAs

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If Spanish is selected as the primary written language for the primary individual on the case, all NOAs are generated in Spanish

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After the NOA is printed it will also appear in history on **Distributed Documents** in Spanish with the parallel English version to view

All populated information on the Spanish NOA will be in English



Medical Eligibility: Forms & Notices of Action (NOAs) Lesson 5: Summary

Summary

- Forms and NOAs can be generated and stored in Spanish
- For Forms, the language is controlled on the **Document Parameters** window
- For NOAs, the language is determined from the **Individual Demographics** page completed during data collection



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Text from PowerPoint slide:

Summary

Forms and NOAs can be generated and stored in Spanish

For Forms, the language is controlled on the **Document Parameters** window

For NOAs, the language is determined from the **Individual Demographics** page completed during data collection

Course Summary

- Forms and NOAs are simple to generate and can be printed locally or centrally
- Forms have a primarily fixed content but may have populated case and office information
- NOAs always take an action and are assembled from fragments when eligibility is determined (run EDBC)
- Forms and NOAs should be reviewed before finalizing
- Forms (except Blank Templates) and NOAs are stored and can be regenerated
- Forms and NOAs can be generated and stored in Spanish



Text from PowerPoint slide:

Course Summary

Forms and NOAs are simple to generate and can be printed locally or centrally
Forms have a primarily fixed content but may have populated case and office information

NOAs always take an action and are assembled from fragments when eligibility is determined (run EDBC)

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