



WA398 TASKS CREATED ON DISCONTINUED COMPANION CASES

Defect 34351: The “TPQY<Client First Name>, <Client ID> Has Invalid SSN/Different Last Name” task is being generated on a discontinued companion case. The worker will need to verify the correct case manually

This workaround assumes the worker has claimed a “TPQY<Client First Name>, <Client ID> Has Invalid SSN/Different Last Name” task

Verify the Correct Case

1. Navigate to the case listed in the task details.
2. If the case is not denied/discontinued complete case work as normal.
3. If the case is denied check any associated companion cases on the **Case Summary** screen.
4. Verify correct client by comparing the **Client ID** in the task details with the **Client ID** for case persons listed under the **All People Associated with the Case** section of the **Case Summary** page.
5. Make appropriate changes to the case persons information.

NOTE: Changing client information on one case will affect all cases the individual is associated with.

Document Change Log

Date	Version	Author	Change Description
06/23/2015	2.7	Daniel Gibbons	Initial Draft completed

*Update version/date in document footer.