



WA422 PROCESSING THE POSTPONED VERIFICATION TASK

Workers should be made aware that a PW application that has tried to go through the No Touch process will produce a task called “Postponed Verification”. This task will be in the Eligibility queue and it may or may not be marked as Expedited. No Touch would authorize expedited benefits if it could, however at this time, all of the EDBC budgets are failing. The EDBC budgets are failing for two main reasons:

1. SSP applications are not producing Citizenship and Identity records that are in a Pending status; therefore, EDBC does not know that they are claiming US Citizenship and should proceed with expediting benefits.
2. Worker Portal applications are producing erroneous Living Arrangement records and EDBC is unable to authorize benefits for someone who appears to be incarcerated. In addition, applications entered via the Worker Portal may not be producing Citizenship and Identity records that are in a Pending status – Please follow #1 below for those applications.

Workers should be working the “Postponed Verification” tasks just as they would any PW application. Workers will need to process the case as normal. To get around the two above listed issues, complete the following:

1. Create Pending Cit/ID records by navigating to the Citizenship/Identity List page and completing the following:
 - a. Click the Add button.
 - b. Select the pregnant woman’s name from the Name drop-down.
 - c. Scroll down the page to the US Citizenship Verification block.
 - d. Select Federal Data HUB in the Document Type on File drop-down.
 - e. Select Pending in the Medical Citizenship Verified drop-down.
 - f. Scroll down the page to the Identity Verification block.
 - g. Select Federal Data HUB in the Document Type drop-down.
 - h. Select Pending in the Medical Identity Verified drop-down.
 - i. Click the Save button.
 - j. Click the Close button.
2. Remove the erroneous Living Arrangements by navigating to the Living Arrangements List page and complete the following:
 - a. Click the check box that is in the blue header line to the left of “Name”.
 - b. Click the Remove button.

Workers should also be aware that they may see additional No Touch fallout tasks – most commonly will be the “Missing Verification” task. Once all of the No Touch fallout tasks are Completed, the “Process Application” task will be generated. The “Process Application” task can be transferred to the State queue if needed.

Document Change Log

Date	Version	Author	Change Description
07/09/2015	2.7	J. King	Initial Draft completed

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