



Multiple e-Applications Process

Quick Reference Guide for Eligibility & Registration Staff

Objective

This document is designed to provide general guidelines and information to assist eligibility and registration workers with understanding the multiple e-Application process, updating e-App statuses, and data accepting multiple data acceptance records.

Overview

The multiple e-Application process is triggered when a consumer sends in multiple applications before their case has been processed by an Eligibility Specialist. Each application is reviewed by registration staff to determine if it is a duplicate application. If it is not a duplicate application, the e-Application is linked to the case. When one or more e-Applications are linked to a case with an existing e-Application in the In Progress status, it effects the workflow of the registration process, how e-Applications are updated, and how many data acceptance records are created for eligibility workers to accept and/or reject.

Understanding the e-Application Status

E-Application statuses are used to track how many applications have been received and have been given a determination. In order to ensure accurate reporting, workers must check that the e-Application(s) are in the appropriate status based on where they are at in the work flow. Below is a graphic that shows the various e-Applications statuses and their meanings.

Pending - Data entry has been completed and the e-Application has been created.

Not Accepted - The application is an exact duplicate. This status must be manually selected.

In Progress - e-Applications that have been linked to a case and registered. Case is awaiting a determination.

Accepted - A determination has been made and KEES automatically flipped the status to Accepted.

Posted - A determination has been made; however, the status had to be manually updated by a worker.



Processes

A. The Role of Registration - Linking e-Applications and Worker Assignment

1. Linking Additional e-Applications

- When completing the registration process for an additional e-Application, the registration worker would not deviate from the e-Summary Registration process. All e-applications, except for exact duplicates, should be linked to a case. Refer to *Job Aid 4.13 Identifying Duplicate Applications* and *Job Aid 4.1 E-Summary Registration* for complete details regarding recognizing a duplicate application and how the e-linking process.
- The only difference in registering an additional e-Application to a case that has an e-Application linked, is the worker assignment.
- KEES will detect that a worker ID was assigned to the program block when e-Application already on the case was registered.
- This will cause the e-Registration process to skip the worker assignment page.

2. Manual Worker Assignment

- a) Additional e-Applications will skip the worker assignment page. This prevents the e-Application status from changing from Pending to In Progress.

Note: In addition any new requests for coverage will not place individuals into a pending status.

- b) Manual worker assignment will need to be completed in order for an additional e-Application to be placed into an In Progress status. To manually assign a worker:
 - I. Locate the Pending e-App on the case summary and click on the e-App number.
 - II. Click the Edit button on the e-App Summary.
 - III. Locate the Assigned Worker Info section at the bottom of the page.
 - IV. Enter the Ghost Worker ID, based on the application being registered, in the Worker ID field in the Assigned Worker Info section.
 - V. Click the Save button and the E-Summary will redisplay in the In Progress status.

B. The Role of Eligibility – Updating E-app Status

1. Updating an e-Application Status

Upon completing case processing, the eligibility worker will need to ensure that all e-apps are either in a status of Accepted or Posted. Eligibility staff should first confirm that all eligibility actions needed on the e-apps have been addressed, following established policy and procedures. After confirming that no additional action is needed, staff should update the Pending or In Progress e-apps.

- a) Updating the status from **Pending** to **In Progress**.



- I. KEES automatically updates an e-Application to In Progress during the e-Summary Registration; when a worker ID is assigned to the program block.
- II. Since the worker assignment page is skipped during the linking of an additional e-Application, the worker ID will have to be assigned manually. **See Section A. 2.**

b) Updating a status from **In Progress** to **Accepted/Posted**.

- I. KEES automatically updates one e-Application from In Progress to Accepted when EDBC is saved and accepted. Any additional e-Application will have to be updated.
- II. Manually updating a status from In Progress is a short process; however, if any applications are still in Pending status then first complete the steps in **Section A. 2.** To manually update a status from In Progress:
 - II.a Locate the In Progress e-App on the case summary and click on the e-App number.
 - II.b Click “Edit” on the e-App Summary.
 - II.c At the top of the e-App Summary there is a dropdown.
 - II.d When in an In Progress status the options in this dropdown will be Posted and Not Accepted. Unless it was determined that an application was a duplicate use Posted.
 - II.e Once a value has been selected in the dropdown, click the “Save” button.

2. Data Acceptance Guidelines

When multiple e-applications are linked to a case, eligibility staff may have to data accept a record more than once. The rules surrounding data acceptance do not change with the additional records. Refer to the Data Acceptance Processing Guide located on the KEES Repository for detailed information regarding data acceptance. Below are a few guidelines to assist with data accepting multiple records.

a) Keep the Time Frames in Mind

- I. The most recent statement of income should be used for income. The most recent data acceptance record should be accepted. All other records may be rejected. Note: If various sources of income are reported do not disregard. Ex. commission, bonuses, etc.
- II. If the same expense type is being reported on multiple application, check the amounts. If the amounts change per application then multiple records may need to be accepted but with different dates.

b) Rejecting Records

- I. If a record is outdated then it can be rejected. Do not accept an address from one application if a more recent address has been reported on another application.
- II. If identical information has been reported on multiple applications then only one record needs to be accepted. Reject all duplicate records.