Job Aid: Managing Incoming Evidence (P7)

There are situations (adding a new household member, for example) which require a new Insurance Affordability Application Case to be created for a household who already has an existing Insurance Affordability Integrated Case.

Once the new application case is submitted, evidence is brokered from the original integrated case and is shared with the new application case. The evidence waits in the Incoming Evidence folder on the new application case where the worker can choose to accept or reject the evidence.

NOTE: The Evidence Broker links evidence from case to case by person.

Incoming evidence should be managed prior to authorizing the new application case. Failure to do so can result in the duplication of identical evidence on the original integrated case. It is recommended that evidence changes be managed as they occur.

In some cases, after authorizing the new application case, unique evidence for individuals on the new integrated case is brokered back to the original integrated case; automatic activation of unique evidence could produce a changed decision on the existing integrated case. Therefore, an On Hold decision may need to be accepted or rejected.

The purpose of this job aid is to guide the worker through the process of managing incoming evidence.

Step-by-Step Instructions

1. When clients in a household have existing Insurance Affordability Integrated Case(s) (IA ICs), navigate to each of these existing IA ICs and manage any evidence that is no longer applicable. One way to do this may require end dating that evidence. Apply Changes to any **changes** that were keyed into the existing IA ICs. (Until P7 Change in Circumstance is released into NC FAST, workers should use caution when Applying Changes on IA ICs.)

~~**Note:** At this time, Applying Changes and releasing On Hold decisions on IA ICs may cause an immediate reaction to changed evidence, impacting individual eligibility earlier than appropriate according to policy. The rules that control the timing for reacting to a change have not been released into NC FAST yet. Those rules are a part of the Change in Circumstance functionality that will be coming soon.~~

2. Key the new Insurance Affordability Application Case (IA AC) and click **Submit**.
3. Navigate to the submitted IA AC and click the **Clients tab**.
4. **Find Match** and complete the registration process for each client on the IA AC.

Note: The Find Match process should be completed and all clients listed on the application case should have a registered status of 'Yes' prior to managing incoming evidence.

5. Click the **Evidence tab** and click the **Incoming Evidence folder**.

6. Click the **Identical tab**.
7. Click the **List Action Menu** for each piece of incoming evidence and select **Compare** from the drop down menu. Review the results and:
    a. When evidence values are the same—with the exception of the Start Date—click the Accept button for the evidence with the earlier start date.
    b. When evidence values are different it is important to determine why. If incoming evidence is no longer accurate, click the Reject button then go to step 1. After completing step 1, evidence will broker (be sent) once again into the Incoming Evidence folder and can now be accepted.

Note: The non-identical tab will become important once P7 evidence brokering is extended to include P1 and P26 cases.

8. Continue processing the IA AC through Authorization using the steps outlined in the Streamlined Application to Case and Key Differences Checklist job aid. Do this only after all incoming evidence has been processed. Remaining application steps include:
    a. Update evidence
    b. Add verifications
    c. Check eligibility
    d. Authorize if eligible; Deny if not eligible.

NOTE: Managing Incoming evidence must be done before authorizing the new IA IC.

9. After the new IA AC is authorized, evidence is brokered back to other IA IC(s) by matching persons. These changes in evidence may change eligibility decisions (an example might be a change in income).
10. New evidence entered on the latest IA AC may have auto-activated when sent to the original IA IC, causing an On Hold Decision.
11. Navigate to the PDC associated with the original IA IC and click the **Determinations tab** to see if the case was put On Hold. Go to the **Eligibility tab** on the IA IC to manage On Hold decisions.
12. Review On Hold Decisions.
    a. If On Hold Decision is appropriate, **Accept with Timely** or **Accept with Adequate**.
    b. If On Hold Decision is not correct, go to step 13.
    c. If Decision is not On Hold, go to step 13.

13. Repeat steps 11-12 for any other IA IC(s) that were created prior to authorizing the new IA AC.

When an IA AC is authorized prior to managing incoming evidence, there can be an unforeseen impact on any pre-existing IA IC(s).

Since evidence for common individuals is shared back to the other IA IC(s) after the new IA AC is authorized, NC FAST attempts to auto activate the evidence. Any evidence that was not previously on the IA IC(s) will be activated automatically. This can result in On Hold decisions that need to be accepted or rejected.

Evidence that is identical attempts to activate also. However, because there is already active evidence of that type with an earlier start date, the 'new' identical evidence will fail to activate and waits in In-edit status. The In-edit evidence may need to be discarded.

This portion of the job aid will guide the worker through the process of cleaning up the impacted IA IC(s) when incoming evidence was not managed prior to application case authorization.

Step-by-Step Instructions

1. Navigate to the pre-existing IA IC and click the **Evidence tab** and **Dashboard** folder.

2. Click the evidence hyperlink for any evidence type that is in In-edit status.

3. Verify that there is already active evidence of the same type with an earlier start date for the individual.

4. If evidence exists with an earlier start date, click the **toggle** for the In-edit evidence and click the **List Action Menu** to select **Discard**. Close the evidence workspace and return to the Dashboard view.

5. Repeat steps 2-4 for all evidence that is In-edit.

6. Click the **Active Evidence** folder. All active evidence for the IA IC will display.

7. Sort the evidence by clicking on the **Period** column header to identify evidence that may have been activated with the new application date.

8. Verify whether or not the evidence should have been applied to the original IA IC.
    a. If the evidence was applied appropriately according to policy, go to step 11.
    b. If the evidence should not have been applied, click the **toggle** next the evidence, click the **List Actions Menu**, and select **Delete** from the drop-down menu.

9. Repeat step 8 for any other Active evidence which should not have been applied to the original IA IC.

10. Click the **Tab Actions Menu** on the IA IC and select **Apply Changes** from the dropdown menu.
11. Navigate to the PDC associated with the IA IC and click the **Determinations tab** to see if the case was put On Hold. Return to the **Eligibility tab** on the IA IC to manage On Hold decisions.
12. Review On Hold Decisions.
    a. If On Hold Decision is appropriate, **Accept with Timely** or **Accept with Adequate**.
    b. If On Hold Decision is not correct, go to step 13.
    c. If Decision is not On Hold, go to step 13.

~~**NOTE:** At this time, Applying Changes and releasing On Hold decisions on IA ICs may cause an immediate reaction to changed evidence, impacting individual eligibility earlier than appropriate according to policy. The rules that control the timing for reacting to a change have not been released into NC FAST yet. Those rules are a part of the Change in Circumstance functionality that will be coming soon.~~

13. Repeat steps 1-12 for any other IA IC(s) that were created prior to authorizing the new IA AC.