



File Clearance Dos and Don'ts





Welcome to Just in Time Training!

Just in Time Training

Purpose

- Provide existing staff additional training to develop good habits in ImpaCT
- Guide staff to helpful documents associated with the topic

Objectives

By the end of this training, participants should be familiar with:

- File Clearance
 - EMPI Known vs. Unknown Individuals
 - EMPI Match Score
- Case Association
 - Associating an Application to a Case
 - Associating Individuals to an Application
 - When NOT to Associate a Case
 - Case Association Demo





File Clearance

File Clearance

- Every new individual coming into ahCT or ImpaCT is file cleared through the Enterprise Master Person Index (EMPI).
- The term File Clearance refers to a:
 - Process that uses the Enterprise Master Person Index (EMPI) to see if that person is already known in ImpaCT.
 - ImpaCT returns a score for each potential match based on how closely that information matches an EMPI record with an individual's Name (First, Last and Middle), Alias, DOB, Date of Death, Gender, SSN and SSN verification.
 - File Clearance is run in Application Registration or Data Collection.

Known vs. Unknown to ImpaCT

Known to ImpaCT

- Potential matches display a score based on matching criteria.
- Exact SSN matches display the highest score, even if the DOB and Name are different (scores will never equal 100).
- If your Individual has the highest SSN match, you will not be able to proceed without using that individual.

Unknown to ImpaCT

- Individuals who are unknown to ImpaCT will display no results on the File Clearance page.



Case Association

Association Concepts

- Associating an ***application to an existing case*** will include the new program (EDG) on the existing case.
- Associating ***individuals to an application*** allows ImpaCT to combine existing individuals on one case, depending on household changes.

When to Associate and NOT Associate

- Important: there are times when you do NOT associate a new application to an existing case:
 - CADAP
 - Adoption cases
 - Family Planning cases for individuals under 18 who have requested confidentiality
 - Certain Medicaid cases (LTSS and D-Track)
 - Spousal Assessment Only
 - Essential Services

When to Associate and NOT Associate

Scenario	Associate?	General Information
An individual has a closed SNAP case, and submits an application for Medicaid.	YES	Register the application and associate it to the closed SNAP case. This existing case number will now represent both the SNAP and MA programs.
An individual has a closed SNAP case and submits an application to re-apply for this program.	YES	Register the application and associate it to the closed SNAP case.
A husband and wife have an existing SNAP case in which the wife is listed as HOH. The husband moves out of the household and applies for his own SNAP benefits.	NO	Register the application and do not associate it to the wife's case number. The husband will receive a new case number and the wife will retain the original case number.
A husband and wife are receiving SNAP. The husband is the HOH. The wife is now requesting medical assistance (W01).	NO	The wife would need her own case for her medical assistance (W01). She can still remain on her husband's case for her SNAP.
An individual is active for SNAP and applies for CADAP.	NO	CADAP is confidential and all notices and benefits associated with each program should remain separate.
A 17 year old is the HOH on the active Family Planning, and a parent applies for HUSKY A.	NO	Parent is HOH for HUSKY A, and the 17 year old should be included on the parent's HUSKY A. Also, the Family Planning case should be closed, and the notice generated to the HOH for the Family Planning case.

Pitfalls to Avoid

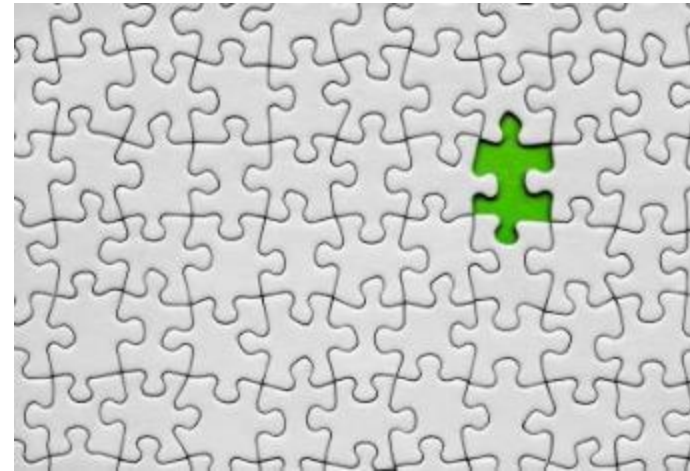
Common Error	Result
Not selecting a case to associate to at all, as there may be uncertainty when to associate a case vs. when a new case is appropriate.	By not selecting a case to associate to, multiple cases are created for the same individual, causing additional maintenance efforts.



Case Association Demo

Available Resources

- Eligibility Lesson 06 Application Registration
- Eligibility Lesson 11 Add Program Add Individual
- Job Aid: File Clearance Case Association Do's and Don'ts
- ImpaCT FAQs



THANK YOU!