



FIA ACTION TRANSMITTAL


Control Number: # 21-17

Effective Date: January 1, 2021

Issuance Date: January 20, 2021

**TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT, FAMILY
INVESTMENT SUPERVISORS AND ELIGIBILITY STAFF
MDH ELIGIBILITY DETERMINATION DIVISION**

**FROM: LA SHERRA AYALA, ACTING EXECUTIVE DIRECTOR
DEBBIE RUPPERT, EXECUTIVE DIRECTOR, MDH/OES**



**RE: ASSET AND PROPERTY VERIFICATION PROCEDURES FOR
AGED, BLIND, AND DISABLED MEDICAL ASSISTANCE**

**PROGRAM AFFECTED: AGED, BLIND, AND DISABLED (ABD) MEDICAL
ASSISTANCE (MA)**

ORIGINATING OFFICE: OFFICE OF PROGRAMS

SUMMARY

The Asset and Property Verification System (AVS) system that Maryland currently uses to complete the eligibility processing of Long-Term Care (LTC) applications and redeterminations is now being implemented statewide for the eligibility processing of Aged, Blind and Disabled (ABD) Medical Assistance application and redeterminations.

AVS is an electronic, automated asset verification system that will not only identify assets, but also will reduce the financial and time burdens that applicants and recipients incur in obtaining documents, reduce the days to determine eligibility, and increase worker productivity through the expansion of automation for the eligibility determination process.

Centers for Medicare and Medicaid Services (CMS) Finding

The Social Security Act, Section 1940(a)(3) required states to use AVS for all ABD applications by September 30, 2014. On January 24, 2019, section 1940(k) was enacted to impose a financial penalty on states that failed to implement AVS for all ABD groups by December 31, 2020. Under a Corrective Action Plan approved by the federal Centers for Medicare and Medicaid Services (CMS), Maryland is complying with the AVS statute during the first quarter of calendar

year 2021. According to the CAP with CMS, effective January 1, 2021, case managers must use the AVS system to process all ABD MA cases by manually checking the AVS web-based portal for asset information. This manual process is required until each Local Department of Social Services (LDSS) has converted from CARES to the Eligibility and Enrollment (E&E) System, where the AVS clearance check process is an automated and integrated process. However, during the E&E transition, case managers in offices still using CARES must log into the AVS portal separately to run the required clearance check prior to completing the eligibility processing of ABD MA applications and/or redeterminations.

The AVS clearance check must be completed for new applications and redeterminations during the eligibility determination process. Case Managers must continue to review the information received back from the AVS in order to prevent agency-caused or customer-caused errors.

REQUIRED ACTION:

Case Managers must follow all existing system and policy processing procedures for an application or redetermination, including these general procedures:

- Review the application or redetermination.
- Perform all required clearances (including AVS, MMIS, CARES, BEACON, SVES, and SAVE, if applicable).
- Log into AVS daily, request or review responses received on pending applications and redeterminations.
- For initial requests, allow a 15-day window to receive banking information.
- If a customer reports a resource on their application that was not in AVS, the case manager must request an Ad Hoc report in the portal to find the specific resource. Please ensure that the customer's name and other key demographic information are correct to ensure a correct AVS response.
 - If the Ad Hoc report process is conducted and all demographic information is correct and the reported resource is still not found, then a 1052 request must be sent.
- Review the AVS information that is returned and **narrate in full detail** in CARES and/or E&E the results of the clearance (including the assets verified via AVS and their amounts).
- Download the AVS response in PDF from the AVS portal and upload the information into ECM and/or E&E.
- Process the application including the information that was received via AVS and other system clearances. Enter all asset information received back from AVS into CARES on the AST1 and AST2 screens and/or on the Asset Screen in E&E.

Important Case Processing Note: **Case Managers should IMMEDIATELY request an AVS response for all ABD applications and redeterminations with a date of application effective January 1, 2021 and beyond.** ABD applications and redeterminations **MUST NOT** be processed until after the case manager receives the AVS response.

Case managers will receive formal initial AVS training from the current Maryland AVS Vendor, the Public Consulting Group (PCG).

Attachments:

- AVS Powerpoint training presentation
- AVS User Guide
- AVS Reporting User Guide

INQUIRIES

Please email Medical Assistance policy questions to the Maryland Department of Health (MDH), Division of Eligibility Policy at mdh.oesinquiries@maryland.gov.

For AVS systems questions, please email fia.bsdm@maryland.gov.

c: DHS Executive Staff
Constituent Services
DHS Help Desk
FIA Management Staff
MDH OES Management Staff
Office of Administrative Hearings



Maryland Department of Human Services

AVS Portal Reporting User Guide

2020

INTRODUCTION

This user guide is intended to introduce AVS users to the available reports offered in the Portal and to provide step-by-step instructions on the features of the various AVS reports. Access to the AVS portal's reports can be assigned individually by PCG. The state can designate to PCG which users get access to which reports. Each of the following reports detailed in the following pages can be assigned to a certain user, except for the AVS Summary Report (standard for all users that have access to cases). The following graphics and sections will detail how each report is run and what results authorized users will see.

If there are any questions about report access or report functionalities, please reach out to ksummers@pcgus.com & cbacho@pcgus.com.

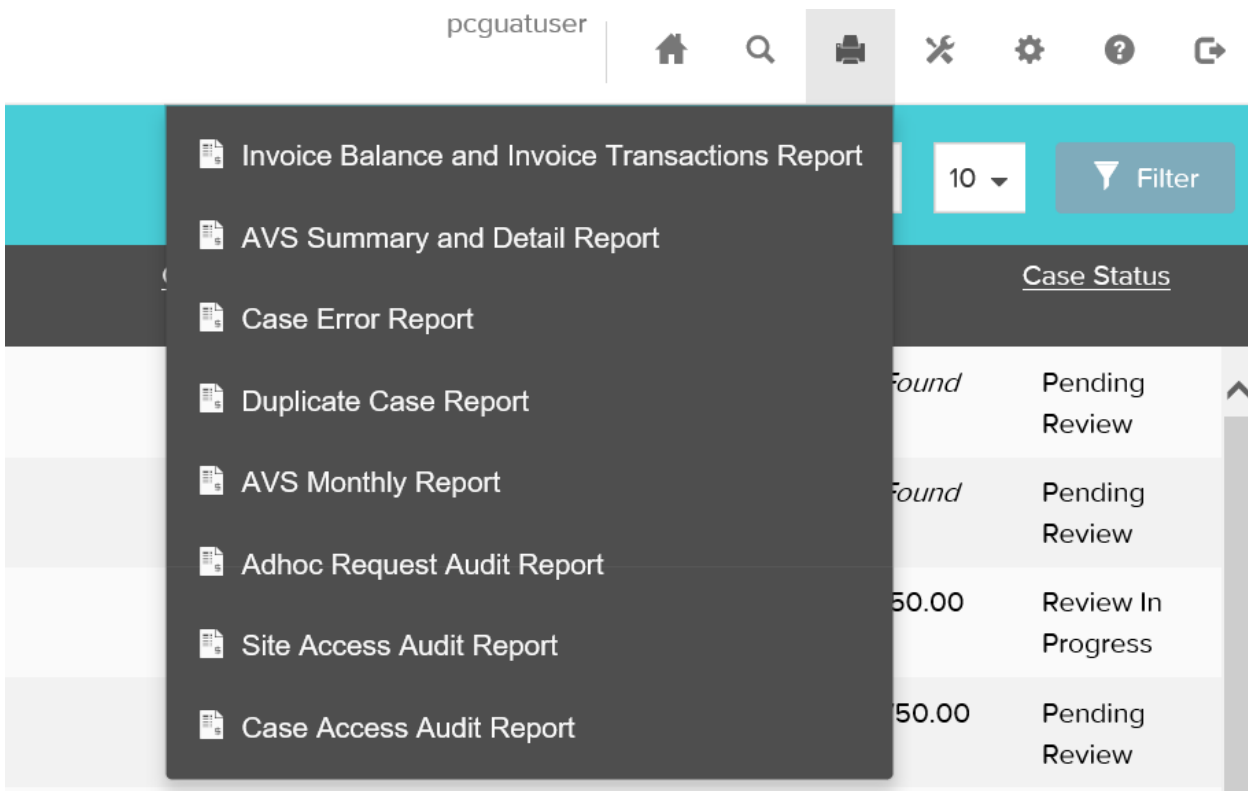
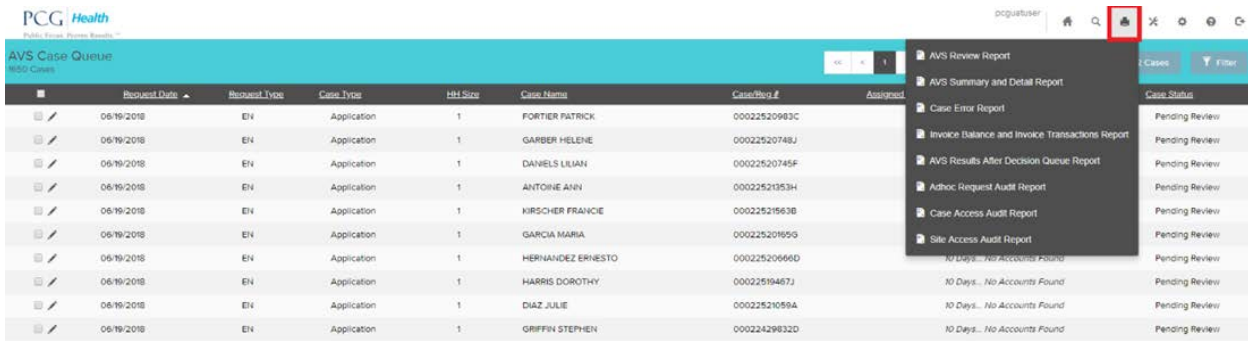
Standard Report Selection Criteria and Output Elements		
Report	Criteria Selection Options	Output Elements
Case Error Report	Start/End Date Range	District
	District	Office
	Office	Unit
	Unit	Worker
	Worker	Registry Number
	Record Status (i.e. Error Type)	Case Number
		Case Name
		Request Date
	Error Description	
	Case Financial Institution	
Site Access Audit Report	Start/End Date Range	District
	District	Office
	Office	Unit
	Unit	Worker
	Worker	Login Time
		Logout Time
Case Access Audit Report	Start/End Date Range	Case Number
	District	District
	Office	Office
	Unit	Unit
	Worker	Worker
	Case Number	Case Access Time
Adhoc Request Audit Report	Start/End Date Range	District/ Office / Unit / Worker ID (Worker Assigned)

	District	District / Office / Unit / Worker ID (Worker who created)
	Office	Case Number
	Unit	Registry Number
	Worker	Request Date/Time
	Ad Hoc Request Type	Status
		Applicant Type
		Request Type
		Full Name
		Last 4 SSN
Invoice Balance Report	Start Date	Request Date
	End Date	Request ID
		Registry Number
		Name
		Financial Institution Name
		Account Number
		Current Account Balance
Invoice Transaction Report	Start Date	Request Date
	End Date	Request ID
		Case Number
		Registry Number
		Case Name
		First
		Middle
	Last	
Results After Decision Queue Report	Start Date	Request Date
	End Date	Case # / Registry #
		Case Name
		Case Status
		Application Date
		District/Office/Unit/Worker

Custom Report Criteria and Output elements	
Report Criteria	Drop-Down Options
Start/End Date Range	Calendar Start and End Date Selection
Case Status	New
	Error
	Processing
	Pending Review
	Review in Progress
	Ineligible
	Eligible
	Transfer Penalty
Ineligibility Reason	Over Resources – Financial Accounts
	Over Resources – Real Property
	Over Resources – Real Property and Financial Accounts
	Other
Decision Date Range	Calendar Start and End Date Selection
Request Type	Agency-specific program and/or category designations
District	Agency Specific District/s
Office	Agency Specific Office/s
Unit	Agency Specific Unit/s
Worker ID	(Values dependent on District, Office, and Unit)
Undisclosed Accounts	Yes No
Undisclosed Properties	Yes No
Historical Case Errors	Yes No
AVS Summary	1 – Under Resources 2 – Over Resources
Transfer Flag	Yes No
Property Flag (in development)	Yes No
Excluded Account Flag	Yes No
Case Entry Type	Batch Ad-Hoc
Case Type	Application Renewal

II. ACCESS OVERVIEW

- Log into the portal and select the “Printer” icon as shown below highlighted in red.
- A list of reports will then drop down
 - Note: if a user has not been granted access to a certain report then it will not appear on the dropdown menu.
- Select a report from the drop down menu of options.



III. AVS PORTAL REPORTS

1) AVS Review Report

AVS Review Report	
Summary	Results
# Requests	
# Cases	
# Identified Accounts	
\$ Current Account Balances Identified	
# Cases Over Program Limits	
% Cases Over Program Limits	
\$ Market Value Currently Owned Properties Identified	
% Cases with Owned Property	
Current Status	Results
Current # Open Cases	
Current # Closed Cases	
Current # Results After Decision Alerts	
Current # Open Cases Over Program Limits	
Financial Results	Results
# Cases Total Balance \$0 to \$50K	
# Cases Total Balance \$50k to \$100K	
# Cases Total Balance \$100k to \$250K	
# Cases Total Balance \$250k to \$500K	
# Cases Total Balance \$500k to \$1MM	
# Cases Total Balance over \$1MM	
# Identified Undisclosed Accounts	
# Potentially Disqualifying Account Transfer Flags	
Property Results	Results
# Properties identified	
# Properties > \$100K Market Value	
Total \$ Market Value Identified Properties	
# Quit Claim Deeds Identified	
# Identified Undisclosed Properties	
# Potentially Disqualifying Property Transfer Flags	

- Start Date and End Date are the mandatory report parameters
- This Report will be separated into 4 Categories;
 - Summary
 - Current Status
 - Financial Results
 - Property Results

AVS Review Report New York

Start Date: 5/1/2018 > End Date: 7/31/2018 >

Summary	
# Requests	21
# Cases	20
# Identified Accounts	0
\$ Current Account Balances Identified	
# Cases Over Program Limits	0
% Cases Over Program Limits	0.00%
\$ Market Value Currently Owned Properties Identified	
% Cases with Owned Property	0.00%
Current Status	
Current # Open Cases	19
Current # Closed Cases	1
Current # Results After Decision Alerts	0
Current # Open Cases Over Program Limits	0
Financial Results	
# Cases Total Balance \$0 to \$50K	
# Cases Total Balance \$50k to \$100K	
# Cases Total Balance \$100k to \$250K	
# Cases Total Balance \$250k to \$500K	
# Cases Total Balance \$500k to \$1MM	
# Cases Total Balance over \$1MM	
# Identified Undisclosed Accounts	0
# Potentially Disqualifying Account Transfer Flags	0
Property Results	
# Properties Identified	0
# Properties > \$100K Market Value	
Total \$ Market Value Identified Properties	
# Quit Claim Deeds Identified	0
# Identified Undisclosed Properties	0
# Potentially Disqualifying Property Transfer Flags	0

- Export drop down menu in red above
- Select and choose from below:
 - XML file with report data
 - CSV (comma delimited)
 - PDF
 - MHTML (web archive)
 - Excel
 - TIFF file
 - Word

2) Summary & Detail Report

- To generate a Summary and Detail Report, select “AVS Summary and Detail Report”
- Enter report parameters, as shown in the table above, and select “Run Report”
- The default report is a Summary Report
- To generate “Detail Report” click “Detail Report” from the toggle and click “Run Report”
- To export a report, select “Export Drop-down Menu” to select an export format



- The Summary & Detail Report provides a variety of customer report parameters, designed to pull details on cases

3) Case Error Report

- To generate a Case Error Report, select “Case Error Report”, select report parameters and select “Run Report”
- To export this report, select “Export Drop-down Menu” to select an export format

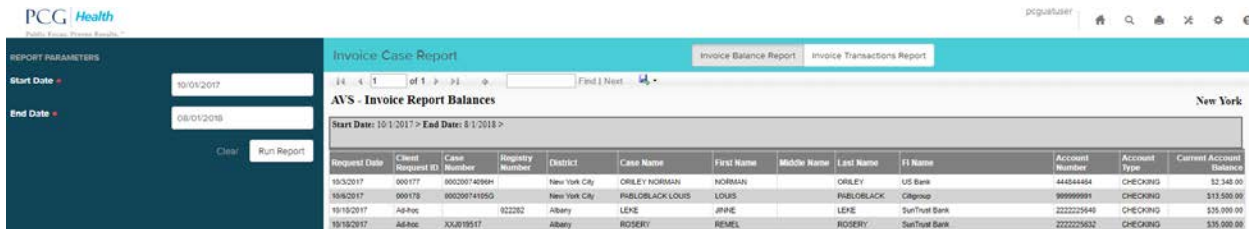


- The Case Error Report will show any case with an error, along with case #, case name, request date, record status, error

4) Invoice Balance & Invoice Transactions Report

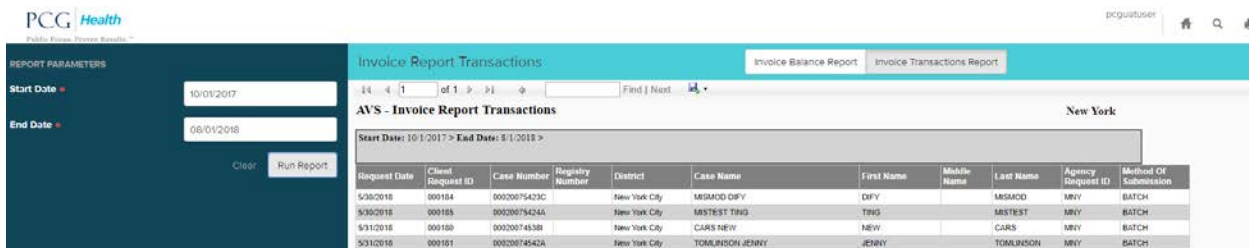
- To generate an Invoice Balance Report, select “Invoice Balance Report”, select report parameters and select “Run Report”
- Invoice Balance Report is the default
- To Generate an Invoice Transaction Report, select “Invoice Transaction Report”, select report parameters and select “Run Report”
- To export either report, select “export Drop-down Menu” to select an export format

4.1 Invoice Balance Report



- Invoice Balance Report will show request date, client request ID, case #, registry #, district, case name, full name, FI Name, Account Number, Account Type, Current Account Balance

4.2 Invoice Transaction Report



- Invoice Transaction Report will show request date, client request ID, case #, registry #, case name, full name
- Designed to capture all Accuity requests for the time governed by the Request Date

5) AVS Results After Decision Queue Report

- To generate an AVS Results After Decision Queue Report, select “AVS Results After Decision Queue Report”, select report parameters and select “Run Report”
- To export this report, select “Export Drop-down Menu” to select an export method

REPORT PARAMETERS

Start Date: 01/01/2018
End Date: 08/01/2018
Clear Run Report

AVS Results After Decision Queue Report

14 of 1 Find | Next

AVS - Results After Decision Queue Report New York

Start Date: 1/1/2018 > End Date: 8/1/2018 >

Request Date	Case Number	Reg #	Name	Case Status	App Date	District / Office / Unit / Worker
02/21/2018	BLA688112	781054	BUCH	ELIGIBLE		Albany / / /
03/05/2018		781054	TURNER	CLOSE_WITHDRAWN	03/05/2018	Albany / NYDOH /
06/12/2018	019331945		Franklin Roosevelt	ELIGIBLE	06/01/2018	Albany / / / Con

Report run time: 8/1/2018 3:26:06 PM Copyright © 2018 Public Consulting Group. All Rights Reserved. Page 1 of 1

- Report will return cases in which new results have returned to the ABS portal after an eligibility decision was made
- Results will indicate the request date, case number, case name, case status, application date and any worker information associated with the case
- Ex. May 1 – May 30, 2018 selected
 - Results will return for any cases that had an account return after decision with a request date within the dates parameter selected

6) Ad Hoc Request Audit Report

- To generate an Adhoc Request Audit Report, select “Adhoc Request Audit Report”, select report parameters and select “Run Report”
- To export this report, select “Export Drop-down Menu” to select an export method

REPORT PARAMETERS

Start Date: 03/01/2018
End Date: 08/01/2018
District: Select...
Office: Select...
Unit: Select...
Worker: Select...
Adhoc Request Type: All
Clear Run Report

Adhoc Request Audit Report

14 of 62 of 62 Find | Next

AVS - Adhoc Request Audit Report

Start Date: 3/1/2018 > End Date: 8/1/2018 > Adhoc Request Type: All >

District / Office / Unit / Worker ID (Worker Assigned)	District / Office / Unit / Worker ID (Worker who created)	Case Number	Registry Number	Request Date/Time	Status	Applicant Type	Request Type	First Name	Middle Name	Last Name
01 / / State / 00	/// / 00	32323	3232	3/1/2018 10:51:02 AM	PENDING_REVIEW	Case Applicant	Community	caaret		1
01 / / WADT / 109	/// / 00	1214023	12145	3/1/2018 10:51:07 AM	PENDING_REVIEW	Case Applicant	Community	cutwest		1
01 / / State / 00	/// / 00	32323	3232	3/1/2018 10:51:10 AM	PENDING_REVIEW	Spouse	Community	cutwest		1
01 / / State / 00	/// / 00	32323	3232	3/1/2018 10:58:14 AM	PENDING_REVIEW	Spouse	Community	testfirst		1
01 / / / 007	/// / 00	111445	4545	3/1/2018 2:10:23 PM	ELIGIBLE	Case Applicant	Community	caaree		test0
07 / / Albany / NYDOH	/// / 00	14452	1445	3/1/2018 3:30:26 PM	PENDING_REVIEW	Case Applicant	Community	caare		1
01 / / State / 00	/// / 00	312	122	3/1/2018 10:51:17 PM	PENDING_REVIEW	Case Applicant	Community	caare		one
00 / / NY / NYCA / 123	/// / 00	32443		3/5/2018 2:38:55 PM	PENDING_REVIEW	Case Applicant	MTG NH	Test		Test
01 / / / 007	/// / 00	3726072		3/5/2018 3:16:49 PM	PENDING_REVIEW	Case Applicant	Community	Bob		Jones
/// / /	/// / 00	/// / /	/// / /	3/5/2018 3:20:51 PM	PENDING_REVIEW	Spouse	Community	bob		smith
01 / / / 007	/// / 00	019301956		3/5/2018 4:15:48 PM	PENDING_REVIEW	Case Applicant	Community	George		Webster
01 / / / 007	/// / 00	019351936		3/5/2018 4:17:51 PM	PENDING_REVIEW	Case Applicant	Community	David		Webster

- Report will return worker assigned information, worker who created the case, case #, registry #, request date/time, status, applicant type, request type, full name, last 4 SSN

7) Case Access Audit Report

- To generate a Case Access Audit Report, select “Case Access Audit Report”, select report parameters and select “Run Report”
- To export this report, select “Export Drop-down Menu” to select an export method

- This report will generate date and time stamps of user access to specific cases based on user ID and can be customized by the user to include specific date ranges, districts, offices, units, and/or workers

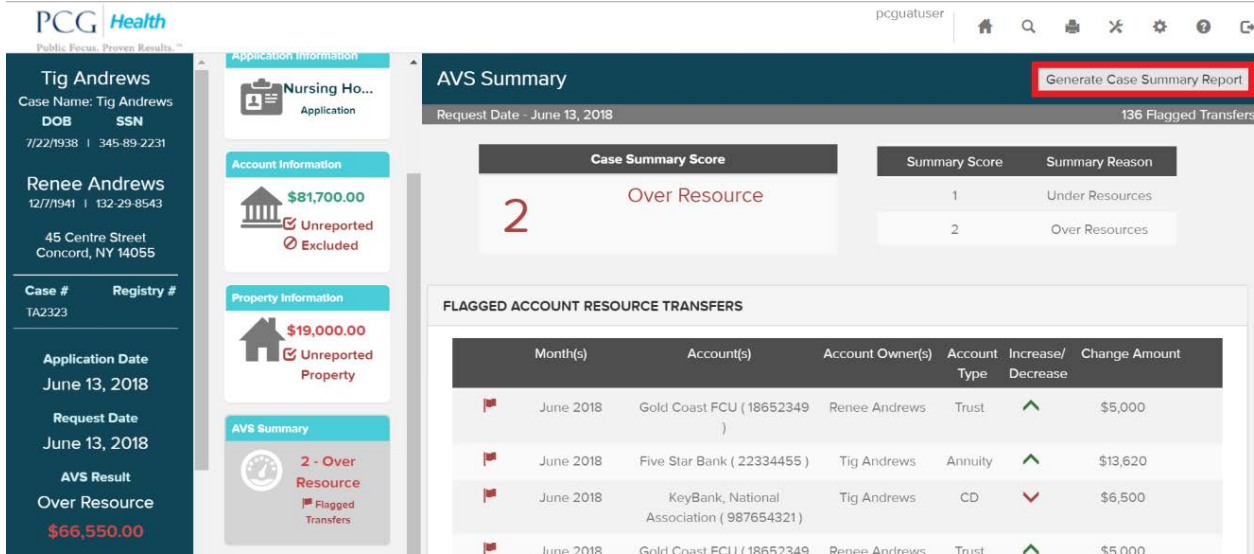
8) Site Access Audit Report

- To generate a Site Access Audit report, select “Site Access Audit Report”, select report parameters and select “Run Report”
- To export this report, select “Export Drop-down Menu” to select an export method

- This report includes a log of each user’s login and logout dates and times and can be customized by the user to include specific date ranges, districts, offices, units, and/or workers

9) PDF Summary Report/Case Summary Report

- This report generates a PDF version of the applicant information, Liquid Assets Discovered, Property Assets Discovered & AVS Results Summary
- Select a case of your choosing and go to the AVS Summary tile
- Select the “Generate Case Summary Report” button in the top right
- A PDF Summary Report will be created on a new tab for review



Asset Verification Services (AVS) Results Report

Case Name	Tig Andrews	Countable Resources Received After Decision	
Case Number	TA2323	Applicant Name	Tig Andrews
Registry Number		Applicant SSN	345892231
Program Type	Nursing Home	Spouse Name	Renee Andrews
Household Size	2	Spouse SSN	132298543
Resource Limit	\$15,150.00	Spouse Applying?	No
Current Countable Resources	\$81,700.00	Address	45 Centre Street
Excluded Resources	\$17,800.00	City	Concord, NY 14055
Amount Countable Resources Over/Under at Decision or Today (if no decision)	Over \$66,550.00	Application Date	06/13/2018
Eligibility Decision	REVIEW_IN_PROGRESS	AVS Request Date	06/13/2018
Eligibility Decision Date	07/25/2018	Report Generation Date	08/01/2018
Results After Decision	No		

Liquid Assets Discovered

Financial Institution	Account Number	Account Type	Account Holder(s)	Countable	Previous Month's Account Balance	Application Month's Account Balance
Bank of America, National Association	17652114	CHECKING	Tig, Andrews	Yes	\$1,380.00	\$1,400.00
Community Bank, National Association	12345678	SAVINGS	Tig, Andrews	Yes	\$1,580.00	\$1,800.00
Community Bank, National Association	1966543	BURIAL_FUNERAL	Renee, Andrews	No	\$1,380.00	\$1,400.00
Five Star Bank	22334455	ANNUITY	Tig, Andrews	No	\$1,380.00	\$15,000.00
Gold Coast FCU	18652349	TRUST	Renee, Andrews	Yes	\$70,000.00	\$75,000.00
KeyBank, National Association	19634567	IRA	Tig, Andrews	No	\$1,380.00	\$1,400.00
KeyBank, National Association	987654321	CD	Tig, Andrews	Yes	\$10,000.00	\$3,500.00

Property Assets Discovered

Address 1	City, State, Zip	Purchase Date	Market Value	Assessed Value	Sale Date	Sale Price
1 CHERRY HILL DR	COLLINS,NY 14111	20/15/1223	\$179,000.00	\$179,000.00		\$50,000.00

AVS Results Summary

Flagged Asset Transfer	Over/Under Resource	Amount Over/Under	Owned Property Value
Yes	Over	\$66,550.00	\$19,000.00

Flagged Month(s)	Flagged Reason(s)
June 2018	Decrease \$6,500.00
June 2018	Increase \$5,000.00
June 2018	Increase \$13,620.00
May 2018	Increase \$5,000.00
May 2018	Increase \$8,820.00
May 2018	Increase \$14,420.00
April 2018	Decrease \$23,820.00
April 2018	Decrease \$24,180.00
March 2018	Increase \$5,000.00
March 2018	Increase \$23,840.00
March 2018	Increase \$29,240.00
February 2018	Increase \$5,000.00
December 2017	Decrease \$13,860.00
December 2017	Decrease \$14,220.00
November 2017	Increase \$5,000.00
November 2017	Increase \$13,880.00
November 2017	Increase \$19,280.00
October 2017	Decrease \$8,880.00
September 2017	Increase \$5,000.00
September 2017	Increase \$8,900.00
September 2017	Increase \$14,300.00
August 2017	Decrease \$3,900.00
July 2017	Increase \$3,920.00

- User actions that modify data and visits in “view only” context to the Portal defined by the user’s role are recorded by the PCG application. Audit records include information to identify the user performing the action, date/time of change, fields modified, change type, system area of occurrence, and any users associated with the modification. All non-authenticated access attempts to the application as well as all HTTP requests for authenticated users are logged and archived. Information exchange with the database is stored within transaction logs. Authorized user access and changes to secure PCG resources, such as FTP, are recorded.



www.publicconsultinggroup.com

AVS 2.0 Portal User Guide

Public Consulting Group, Inc.

October 2019



PUBLIC
CONSULTING GROUP

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REVISION HISTORY

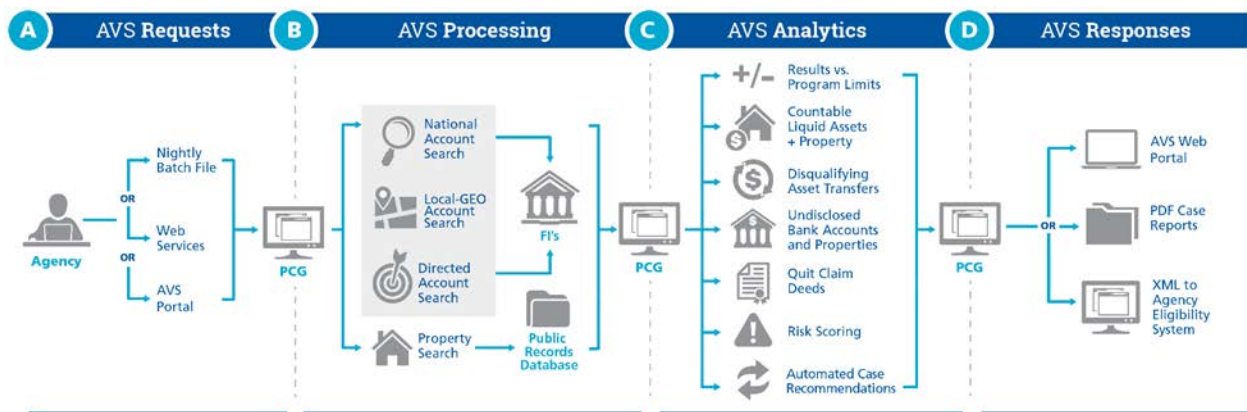
Version Number	Date	Author/Owner	Description of Change
1.0	6/15/18	PCG	Initial draft
2.0	11/1/18	PCG	Edits made in response to state's review
3.0	5/10/19	PCG	Updated for AVS 2.0 Portal
4.0	10/24/19	PCG	Updated for PCG's new branding

I. DESCRIPTION

The Asset Verification System (AVS) Portal is part of a toolkit used to help workers determine the eligibility of Medicaid clients who require asset checks. Its goal is to enable workers to facilitate the expedited exchange of electronic asset and real property information and to discover the undisclosed assets of Aged, Blind and Disabled (ABD) populations.

According to Section 1940 of the Supplemental Appropriations Act, all states must implement an electronic asset verification system. Since the passing of Section 1940, many states have contracted with Public Consulting Group (PCG) to electronically verify the assets and real property of those who are seeking Medicaid coverage.

To facilitate the exchange of asset and real property information, PCG designed and developed an AVS portal, which will be at the center of this User Guide. The AVS Portal allows workers to focus more on clients by decreasing the amount of time and effort spent collecting and verifying paper-based documentation. This user guide is intended to introduce workers to the AVS Portal and to share step-by-step instructions to view case assignments, access asset and real property results, and more.

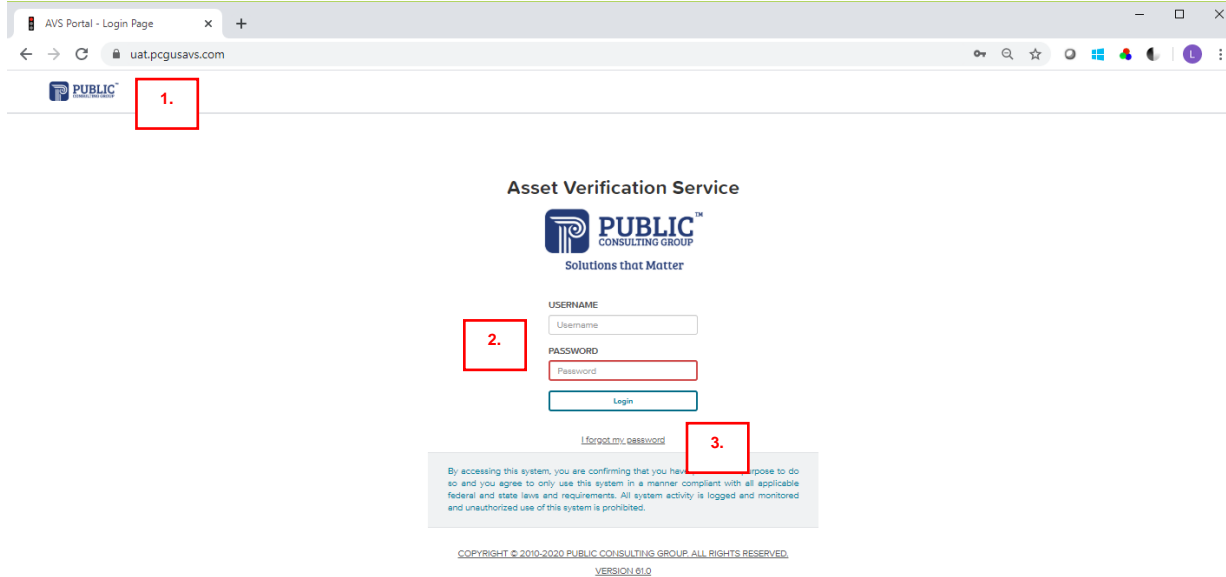


II. PAGE ELEMENTS

Refer to the screenshots as needed to identify the various elements to the AVS Portal and to get familiarized with the application. Screenshots are carefully labeled with numbers and followed by corresponding definitions and descriptions.

2.1 AVS PORTAL LOGIN

Logging in (or logging on or signing in), is the process by which a user gains access to the AVS Portal by identifying and authenticating themselves with a username and matching password. Three key elements of the AVS Portal Login screen include:










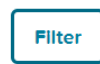

1. **URL:** Internet address used to access the AVS Portal. A recommendation for frequent users is to save the URL as a bookmark.
2. **Login credentials:** Username and matching password used to login to the AVS Portal.
 - ▶ **Note:** AVS usernames or ID's cannot contain hyphens (-), or slashes (/) (\).
3. **Forgot Password:** Self-service option for workers to reset a password using their username and answering their self-chosen security questions.

Please note that access to the AVS Portal is protected by IP address authentication, meaning the Portal will only be accessible to users within approved physical office spaces. To further protect the data we view, the AVS Portal will direct users back to the login screen following 30 minutes of inactivity. Users will also be blocked after too many failed login attempts.








2.2 CASE QUEUE

The Case Queue is the main screen of PCG's AVS Portal and a repository for cases. Every page of the portal will contain a toolbar that will assist in navigating the portal.





-  **Home** **Case Queue:** return to the Home screen.
-  **Search** **Search:** pinpoint cases by Case #, Registry #, Name and/or SSN.
-  **Reports** **Reporting:** if applicable, access to AVS Summary and Detail Report, Case Error Report, Site Access Audit Report, and Ad hoc Request Audit Reports.
-  **Tools** **Tools:** if applicable, navigate to Ad hoc Request or Manage Users screens.
-  **pcguatuser** **User Account:** navigate to Edit Profile or Change Password screens.
-  **Help** **Help:** navigate to Help screen.
-  **Edit** **Case Correction:** edit or update case details.
-  **Filter** **Filter:** limit view of cases by assignment status, AVS result, case status, request type, district, office, unit and/or worker.
-  **After Decision Queue** **Results After Decision:** if applicable, access and review account information returned after the case closed. The user will only see this based on security rights and/or cases assigned to them.




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  pcguatuser

AVS Case Queue

34 Cases

<< < 1 2 3 4 > >> 10 ▾  

	Request Date	Request Type	Case Type	HH Size	Case Name	Case/Reg #	Assigned To	AVS Result	Case Status
	05/01/2019	N	Application	2	EVANS KIMBERLY	123459828776		Under Resource - \$8,150.00	Pending Review
	05/01/2019	C	Application	2	MARK LOCKWOOD	1234598453424		1 Days... No Accounts Found	Pending Review

Case Queue Layout

Eleven key elements featured in the AVS Portal Case Queue include

The screenshot shows the AVS Case Queue interface. At the top, there is a navigation bar with 'PCG Health' logo, 'Public Focus. Proven Results.', and navigation links for Home, Search, Help, Reports, Tools, Log Out, and a user profile 'pcgualuser'. Below the navigation bar, the 'AVS Case Queue' title is displayed. A pagination control shows page 1 of 10, with a dropdown menu set to 10. There are buttons for 'After Decision Queue' and 'Filter'. The main table has 11 columns: Request Date, Request Type, Case Type, HH Size, Case Name, Case/Reg #, Assigned To, AVS Result, and Case Status. Each column header is highlighted with a red box and numbered 3 through 11. On the left side of the table, there are two red boxes numbered 1 and 2. Box 1 points to a checkbox in the first row, and box 2 points to an 'Edit' link in the second row. The table contains 8 rows of case data.

	3.	4.	5.	6.	7.	8.	9.	10.	11.
	Request Date	Request Type	Case Type	HH Size	Case Name	Case/Reg #	Assigned To	AVS Result	Case Status
1.	05/01/2019	N	Application	2	EVAIS KIMBERLY	123459828776		Under Resource - \$8,150.00	Pending Review
2.	05/01/2019	C	Application	2	MARK LOCKWOOD	1234598453424		1 Days... No Accounts Found	Pending Review
	05/01/2019	N	Application	2	AMBER PARKS	1234598868745		Over Resource - \$7,000.00	Pending Review
	05/01/2019	N	Application	2	TYLER JONES	1234598765443		Over Resource - \$7,000.00	Pending Review
	05/01/2019	EC	Application	1	LARRY BIRD	2358203895		Processing AVS Result	Processing 1 day(s) left
	04/22/2019	EC	Application	2	Bob Jones	BJ12345		10 Days... No Accounts Found	Pending Review
	04/19/2019	EN	Application	2	Perez	jojai		10 Days... No Accounts Found	Pending Review

The Case Queue is the main screen of PCG's AVS Portal and a repository for cases. Eleven key elements of the AVS Portal Login screen include:

- 1. Checkbox:** Box located on the far-left side of the Case Queue allowing users to either "Assign" the case or "Decide" the case status, depending on user's individual rights.
- 2. Case Correction Tool/Edit:** Also located on the far-left side of the Case Queue, a link that enables users to make instant edits to and initiate new AVS requests on an existing case.
- 3. Request Date:** Date when the applicant or beneficiary information was submitted to AVS.
- 4. Request Type:** Indicates the program to which an applicant or beneficiary is applying.
- 5. Case Type:** Indicates whether the case refers to an application or renewal case.
- 6. Household Size/HH Size:** Indicates whether the resource calculations are based on an applicant or both an applicant and a spouse.
- 7. Case Name:** Name used by the agency for its internal filing system.
- 8. Case/Reg #:** Unique combination of numbers and, in some cases, letters used by the agency for its internal filing system.
- 9. Assigned To:** Worker who is currently assigned to the case.
- 10. AVS Result:** Indicates whether the 15 days used for Financial Institutions (FIs) to respond to the AVS request have expired. Within 15 calendar days, the AVS Result column lists "Processing AVS Result".

After 15 days, the AVS Result column indicates whether the applicant or beneficiary’s resources is currently “Over Resource”, “Under Resource” or “No Accounts Found” depending on the account information that returns.

11. **Case Status:** Indicates the current status of the case. Possible case statuses include the following:

- ▶ New: right after cases are submitted via Ad Hoc or batch file the case status will state ‘New’ until the processing time has begun.
- ▶ Processing X day(s) left: Automatic count down of 15 days until a processed case should be reviewed.
- ▶ Pending Review: 15 days have elapsed, and the case is ready to be reviewed.
- ▶ Errors: Automatic status indicating to workers there is an error with processing, such as missing field(s) or invalid SSN formatting, among others.

Eligibility Options under Case Status: A group of user-selected eligibility options, including:

- ▶ Review in Progress: Signifies to workers, supervisors, and reporting that the case is currently being worked.
- ▶ Transfer Penalty: Indicates that the applicant is neither eligible nor ineligible, but that an account transfer occurred that is affecting the individual’s level of service.
- ▶ Ineligible
 - Over Resources – Financial Accounts
 - Over Resources – Real Property
 - Over Resources – Real Property and Financial Accounts
 - Other
- ▶ Eligible: Indicates that the case satisfies current requirements for benefits.
- ▶ Withdrawn (N/A – currently under consideration for development)

2.3 CASE DASHBOARD

The Case Dashboard allows workers to view all the information necessary to pass a case ‘at-a-glance’. Each of the above numbered areas has a corresponding section in pages 9-14 detailing their purpose and organization.

1. Eligibility Bar offers a brief synopsis of the selected case. Overviews the case’s name, DOB, SSN, address Case or Registry number, and if applicable any attached spouse’s information. The application and request date will also be displayed.

The Eligibility Bar also shows a three month look back for the case. This feature is separate from the respective program’s total look back period. This allows users to see the case’s resource limit status in the immediate three months prior to application. Below this feature is program’s asset limit as set by the state.

PCG Health
Public. Prosa. Proven Results.™

Timothy Rogers

CASE NAME: Tim Rogers

APPLICATION DATE: April 30, 2019

REQUEST DATE: April 30, 2019

Jennifer Rogers

CURRENT CASE STATUS: Ineligible

▾

65 Beckwith Rd Pinecity, NY 14871	
Applicant DOB	7/19/1965
Applicant SSN	443-23-1234
Spouse DOB	6/13/1964
Spouse SSN	787-37-8721
CASE #	R398789
Registry #	

RESOURCE LIMIT \$15,150.00

CURRENT \$21,000.00

SPOUSE RESOURCES \$0.00

AVS Result Over Resource
\$5,850.00

3-MONTH LOOK BACK
↑ Jan | ↑ Feb | ↑ Mar

Applicant Information

Spouse Information

Case Information

3-Month Look Back

2. Eligibility Decision indicates whether a case is Pending Review, currently under review (i.e. Review in Progress) or, if the review is complete, the determination that was made (i.e. Transfer Penalty, Ineligible, or Eligible). Note: Decisions made in the AVS Portal will not transfer over to the state’s eligibility system.

LARRY BIRD

CASE NAME: LARRY BIRD

APPLICATION DATE May 01, 2019

REQUEST DATE May 01, 2019

CURRENT CASE STATUS **Processing**

Select Case Status ▼

- Review In Progress **2.1**
- Transfer Penalty **2.2**
- Ineligible **2.3**
- Eligible **2.4**
- Close/Withdrawn **2.5**

Applicant DOB 12/7/1956

Applicant SSN 235-34-5454

CASE # 2358203895

Registry #

RESOURCE LIMIT N/A

CURRENT N/A

AVS Result **N/A**

3-MONTH LOOK BACK

N/A

2.1 Review in Progress: When a worker updates the case status from “Pending Review” to “Review in Progress”, it signifies to workers, supervisors, and reporting that the case is currently being worked. This step is required. Users will be prevented from deciding cases without first selecting ‘Review in Progress’. Also, once a case is selected as “Review in Progress” a spouse cannot be added to that case.

2.2 Transfer Penalty: Indicates that the applicant is neither eligible nor ineligible, but that an account transfer occurred that is affecting the individual’s level of service.

2.3 Ineligible: Indicates that the case is currently unable to be considered for benefits. Ineligibility can be a record with any of the following reasons:

- Over Resources – Financial Accounts
- Over Resources – Real Property
- Over Resources – Real Property and Financial Accounts
- Other

2.4 Eligible: Indicates that the case satisfies current requirements for benefits.

2.5 Close/Withdrawn: Signifies a cancellation or removal of a case since the initial request (N/A – currently under consideration for development)

3. Application Information conveys basic information regarding the request (i.e. nursing home) and case type (i.e. application or renewal).

PCG Health
North York, North Carolina

Home Search Help Reports Tools Log Out | pcguser

EVANS KIMBERLY
CASE NAME: EVANS KIMBERLY
APPLICATION DATE: May 01, 2019
REQUEST DATE: May 01, 2019

EVANS GREGORY
CURRENT CASE STATUS: Pending Review
Select Case Status
Update Status

2809 UPTON AVENUE
NEW YORK, NY 11033

Applicant DOB	4/10/1964
Applicant SSN	371-67-2312
Spouse DOB	8/22/1960
Spouse SSN	312-36-4636
CASE #	1234598287...
Registry #	1005028

RESOURCE LIMIT	\$15,150.00
CURRENT	\$7,000.00
SPOUSE RESOURCES	\$0.00
AVS Result	Under Resource
	\$8,150.00

3-MONTH LOOK BACK
Feb Mar Apr

APPLICATION INFORMATION
NURSING HOME APPLICATION

ACCOUNT INFORMATION
\$7000.00

PROPERTY INFORMATION
\$19,000.00

AVS SUMMARY
1- UNDER RESOURCE
PLACED TRANSFERS

ELIGIBILITY HISTORY

Application Information Request Date: May 01, 2019

Program Information 3.1

Request Type	Nursing Home
Household Size	2
Resource Limit	\$15,150.00
Application Date	May 1, 2019
Balance At Application	\$7,000.00
Institutionalization Date	
Balance At Institutionalization	N/A

Case Information 3.2

CIN	
Case #	123459828776
Registry #	1005028
Residence Address	2809 UPTON AVENUE NEW YORK, NY 11033
Mailing Address	
Transaction District	01
Local Office	
Unit	
Worker	

Applicant Information 3.3

Spouse Information 3.4

Comments 5/13/2019

Within the Application Information, each section can be collapsed or expanded to display specifics regarding the case:

3.1 Program information: Includes Request Type, Household Size, Resource Limit, Application Date, Balance at Application, Institutionalization Date, and Balance at Institutionalization.

3.2 Case information: Includes CIN, Case #, Registry #, Residence Address, Mailing Address, Transaction District, Local Office, Unit and Worker.

3.3 Applicant information: Includes Name, Date of Birth, and Address.

3.4 Spouse information (if applicable): Includes Name, Date of Birth, Address, Applying? (asking whether the Spouse is also an Applicant or not), and Spouse SSN. If a spouse's information was not provided at the time of request, it will not display unless it is later added.

4. Account Information displays the value of current resources as of month of application. Here, two flags could potentially display from the Case Dashboard view if one or both conditions are met. Unreported Account, one of the potential flags, is selected by users who discover that an account was previously undisclosed. Excluded Accounts, the second potential flag, alerts users of the presence of excluded from the resource calculation. Examples: annuity, custodial (guardianship) or burial/funeral accounts. Therefore, any time one of these accounts appear, the excluded account flag is triggered automatically.

Within the Account information detail, users may view all the account information gathered from asset request. Account detail, when expanded, includes total account value, balance history (account balances, dates, and interest earned), and the ability to flag previously undisclosed accounts.

The screenshot displays the 'Account Information' page for a case with status 'Pending Review'. The page is divided into several sections:

- Account Information:** Shows '1 Account Found' and 'Total Liquid Assets as of May 2019 - \$7,000.00'. A 'View Adjustment' button is highlighted in red.
- Countable Accounts (4.1):** A section for accounts included in the resource calculation.
- Excluded Accounts (4.2):** A section for accounts not included in the resource calculation.
- Unverified Accounts (4.3):** A section for accounts where identity could not be verified.
- Verification Requests (4.4):** A section for account inquiries at known Financial Institutions.

Additional details include a 'Collapse/Expand' button, account owner information (PARKS, AMBER), account number (7457630972), and a balance of \$7,000.00 as of May 2019. The page also shows resource limits and AVS results.

To maintain organization, individual accounts are divided automatically into categories (Countable Accounts, Excluded Accounts, Unverified Accounts, or Verification Requests). Furthermore, individual accounts can be viewed either in Account View or Month View. The default view is the Account View and from the Account View, users can access the Verification Request functionality (see Submit a Verification Request).

4.1 Countable Accounts: Accounts that are considered as part of the overall resource calculation as determined by state policy.

4.2 Excluded Accounts: Accounts that are not included in the overall resource calculation as determined by state policy.

4.3 Unverified Accounts: A response from a specific bank stating that the identity requested cannot be verified. If a Name, for example, did not match SSN at the Financial Institution, there is not only an alert in the Case Queue but, there is a corresponding "Will Not Respond" message within the "Unverified Accounts".

4.4 Verification Request: Account inquiry at a known Financial Institution (FI) by selecting the "Add Bank(s) for Verification" link. Can search for and request information from any FI in the United States.

Users can also adjust the view of the account information to 'Month View' from the default view which is 'Account View'. The information remains the same, the display is the only change. Users can review any and all financial information that was returned with the balances on a month by month basis. Each month will show as a separate row.

Once a specific row or month is selected, it will drop down and display the financial information for that given time period. If multiple accounts were found for a case, then each account will show in the drop down with its respective monthly balance according to the first minute, of the first day of each month. The FI name, account type, account number, owner, and balance will all still display. Example below:

Account Information

Account View

Month View

3 Accounts Found

Total Liquid Assets as of September 2018 - \$2,500.00

Countable Accounts

Month	Total Balance															
Sep 2018	\$2,500.00															
<table border="1"> <thead> <tr> <th>Bank</th> <th>Account Type</th> <th>Account #</th> <th>Account Owner</th> <th>Balance</th> </tr> </thead> <tbody> <tr> <td>NORWARY SAVINGS BANK</td> <td>Savings Account</td> <td>553112644</td> <td>JONES, TYLER</td> <td>\$1,000.00</td> </tr> <tr> <td>NORWARY SAVINGS BANK</td> <td>Checking Account</td> <td>576676047</td> <td>JONES, JORDAN</td> <td>\$1,500.00</td> </tr> </tbody> </table>		Bank	Account Type	Account #	Account Owner	Balance	NORWARY SAVINGS BANK	Savings Account	553112644	JONES, TYLER	\$1,000.00	NORWARY SAVINGS BANK	Checking Account	576676047	JONES, JORDAN	\$1,500.00
Bank	Account Type	Account #	Account Owner	Balance												
NORWARY SAVINGS BANK	Savings Account	553112644	JONES, TYLER	\$1,000.00												
NORWARY SAVINGS BANK	Checking Account	576676047	JONES, JORDAN	\$1,500.00												
Aug 2018	\$2,500.00															
Jul 2018	\$2,500.00															

NOTE: SSA Direct Express and ABLÉ accounts will display as “Checking” or “Savings” accounts and will not be identified separately from other checking or savings accounts at this time. Guardianship accounts will display as custodial accounts as well.

5. Property Information displays the value of any currently or previously owned properties from within the lookback period. Both the market and accessed total value should display for any found property.

The screenshot shows the PCG Health application interface. On the left, there is a sidebar with case information for Tyler Jones and Jordan Jones. The main content area includes a summary of account information (Application, Account, Property, AVE, and Eligibility) and a 'Property Information' section. The 'Property Information' section is divided into 'Currently Owned Properties' and 'Previously Owned Properties'. Red boxes highlight specific elements: '5.1' points to the 'Currently Owned Properties' header, '5.2' points to the 'Previously Owned Properties' header, and 'Collapse/Expand' buttons are shown next to property entries.

Within the Property Information detail, data is organized depending on whether the property result is for currently or previously owned real property that was sold within the timeframe of the applicable look-back. Users must click the “Unreported” checkmark when a property was not disclosed by the applicant.

Properties will be matched to an applicant or spouse if their names and SSN’s are linked to a deed and assessment record.

5.1 Currently Owned Property: a current property or residence that is associated with the A/R’s name (or A/R’s spouse) during the applicable lookback period of the respective program.

5.2 Previously owned property: a former property or residence that is associated with the A/R’s name (or A/R’s spouse) during the applicable lookback period of the respective program.

Currently Owned Properties

10 NOEL DR
GLOVERSVILLE NY 12078

Currently Owned
\$179,000.00
Refresh Date: September 19, 2018

Property Information

Unreported Account Flag

 → Unreported

Assessed Total Value	\$179,000.00
Market Total Value	\$179,000.00
Address 1	10 NOEL DR
Address 2	
Preferred City	GLOVERSVILLE

6. AVS Summary aggregates all the suspicious transfers or properties of an individual who is potentially ineligible based on available information.

AVS Summary

6.5

Generate Case Summary Report

Request Date - September 18, 2018 0 Flagged Transfers

Case Summary Score	Summary Score	Summary Reason
1	1	Under Resource
	2	Over Resources

6.1

FLAGGED ACCOUNT RESOURCE TRANSFERS

Collapse/Expand

>

6.2

FLAGGED TOTAL ACCOUNT TRANSFERS

Collapse/Expand

>

6.3

FLAGGED PROPERTY TRANSFERS

Collapse/Expand

>

6.4

FLAGGED DEEDS

Collapse/Expand

>

A risk score is used to indicate whether the applicant is Under or Over Resources. Therefore, if an applicant/beneficiary was under resources, the risk score displayed in the portal would be **1 – Under Resource**. If the applicant/beneficiary was over resources, the risk score displayed in the portal would be **2 – Over Resource**. Additionally, if any suspicious asset transfers occurred, a Flagged Transfers signal would appear in the Case Dashboard view.

Furthermore, clicking on a specific month from the Flagged Account Resource Transfers drop-down in the AVS Summary effectively links the user to the Account Information (Account View) listing the flagged account. Likewise, clicking on a Flagged Total Account Transfers links the user to the Account Information (Month View) to the month with the flagged total account transfer.

The AVS Summary summarizes results into the following categories:

6.1 Flagged Account Resource Transfers: A list of detectable excessive transfers in individual accounts.

6.2 Flagged Total Account Transfers: List of detectable excessive transfers in total accounts.

6.3 Flagged Property Transfers: Properties sold for < 80% of market value.

6.4 Flagged Deeds: Sold properties with Quit Claim deeds.

6.5 Generate Case Summary Report: selecting this option will export all data within the case summary section, plus each bank account that was found and their monthly balances, into a printable format. A new tab will open after generating the report and will allow users to print out the data. See next page for an example.

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The AVS Summary Report

Asset Verification Services (AVS) Results Report

Case Name	DEOL	Countable Resources Received After Decision	
Case Number		Applicant Name	GENSEN DEOL
Registry Number	030932	Applicant SSN	036462541
Program Type	Nursing Home	Spouse Name	
Household Size	2	Spouse SSN	
Resource Limit	\$14,850.00	Spouse Applying?	No
Current Countable Resources	\$5,000.00	Address	65 CLEMONT AVE
Excluded Resources		City, State & Zip	ALBANY, NY 12005
Amount Countable Resources Over/Under at Decision or Today (if no decision)	Under \$9,850.00	Application Date	11/16/2017
Eligibility Decision	PENDING_REVIEW	AVS Request Date	11/16/2017
Eligibility Decision Date		Report Generation Date	05/17/2018
Results After Decision	No		

Liquid Assets Discovered

Financial Institution	Account Number	Account Type	Account Holder(s)	Countable	Previous Month's Account Balance	Application Month's Account Balance
Citi Bank	2222225644	CHECKING	Gensen, Deol	Yes	\$5,500.00	\$5,000.00

Property Assets Discovered

Address 1	City, State, Zip	Purchase Date	Market Value	Assessed Value	Sale Date	Sale Price
1 HICKORY HILL DR	SOUTHAMPTON, NY 11968	20/15/1223	\$179,000.00	\$179,000.00		\$79,000.00
8 NOEL DR	GLOVERSVILLE, NY 12078	20/15/1223	\$500,000.00	\$5,000,000.00		\$79,000.00

AVS Results Summary

Flagged Asset Transfer	Over/Under Resource	Amount Over/Under	Owned Property Value
Yes	Over	\$13,000.00	\$500,000.00

Flagged Month(s)	Flagged Reason(s)
April 2018	Increase \$4,880.00
April 2018	Increase \$10,180.00
April 2018	Increase \$14,176.00
April 2018	Increase \$15,000.00
March 2018	Increase \$3,834.00
March 2018	Increase \$5,000.00
February 2018	Increase \$2,500.00
December 2017	Decrease \$2,022.00
December 2017	Decrease \$5,022.00
November 2017	Increase \$2,233.00
November 2017	Increase \$5,233.00
April 2017	Decrease \$3,228.00
April 2017	Decrease \$7,028.00
April 2017	Decrease \$13,484.00
March 2017	Increase \$3,153.00
March 2017	Increase \$6,953.00
March 2017	Increase \$13,259.00
September 2016	Decrease \$5,514.00
September 2016	Decrease \$11,542.00
August 2016	Increase \$5,503.00
August 2016	Increase \$11,509.00
June 2016	Decrease \$5,577.00

Liquid Assets - Account Balance Details

Citigroup - 222221865 - SAVINGS - Robert, Kennedy

Look-Back Months	Month	Balance	Interest Earned	Flag	Flagged Amount
1	April, 2018	\$1,400.00	\$0.00		
2	March, 2018	\$1,654.00	\$0.00		
3	February, 2018	\$1,486.00	\$0.00		

7. **Eligibility History** identifies the number of times a request has been processed through the AVS Portal for this applicant/beneficiary. Cases that have not previously been entered into the AVS Portal will have an eligibility history of zero (0).

- For cases that do have an eligibility history, the previous case's request will display for review.
- Users will be able to see which user was assigned to the previous case, along with the case details, program summary, account summary, property summary and any comments another user left on the case.

The screenshot displays the AVS Portal interface. On the left, a sidebar shows case details for Bryce Cotton and Jessica Cotton. The main content area features a navigation menu with options like 'APPLICATION INFORMATION', 'ACCOUNT INFORMATION', 'PROPERTY INFORMATION', 'AVS SUMMARY', and 'ELIGIBILITY HISTORY'. The 'ELIGIBILITY HISTORY' tab is selected, showing '1 Previous Request Found'. A red callout box labeled 'Number of Previous Requests' points to the '01' in the 'ELIGIBILITY HISTORY' tab. Another red callout box labeled 'Collapse/Expand' points to a dropdown arrow next to the request date 'October 30, 2018 - Community (Application)'. Below this, a table displays case details for Bryce Cotton, including name, SSN, DOB, and residence address.

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III. AVS USER INSTRUCTIONS

This section is designed to help users review basic portal functions, particularly those processes that can be supported by visual confirmation. Please note that these functions are based on the AVS user role and are not available to all users.

3.1 EDIT PROFILE

The screenshot displays the AVS user interface. At the top, the PCG Health logo is on the left, and navigation links (Home, Search, Help, Reports, Tools, Log Out) are in the center. On the right, a user profile icon labeled 'pcguatuser' is highlighted with a red box. A dropdown menu is open from this icon, with a red arrow pointing to the 'Edit Profile' option. Below the navigation bar, the 'User Profile Settings' section is visible. It includes input fields for 'First Name' (containing 'PCG'), 'Last Name' (containing 'USER'), and 'Email'. Below this is the 'Security Questions' section, which has a dropdown menu with the text 'What is the name of your favorite...' and an input field containing the word 'bloody'.

- ▶ To access Edit Profile, users can select the settings icon and select the first option from the drop down.
- ▶ Users can only edit their first or last name, along with their email address. Only State Admins or Security users can edit another person's user role.
- ▶ Another option in Edit Profile is for users to select security questions for their AVS profile. Users can select three questions from the drop-down menu options.
- ▶ Answers are then entered in to the right in accordance with the respective question. Please note that answers will be case sensitive. Security questions will be used if a user cannot remember their AVS password. Please see page 5 for a reference.

3.2 CHANGE A PASSWORD

The screenshot displays the AVS user interface for password settings. At the top, the PCG Health logo is on the left, and navigation links (Home, Search, Help, Reports, Tools, Log Out) are in the center. On the right, a user profile icon labeled 'pcguatuser' is highlighted with a red box. A dropdown menu is open from this icon, with a red arrow pointing to the 'Change Password' option. Below the navigation bar, the 'User Password Settings' section is visible. It includes input fields for 'Current Password', 'New Password', and 'Confirm Password'. A 'Save' button is located at the bottom right of the form.

- ▶ To update a password, sign into the AVS Portal;
- ▶ Click the 'Settings' icon from the navigation;
- ▶ Select 'Change Password' from the drop-down menu;

- ▶ Choose a password that is a minimum of 6 characters long, contain at least one number, one upper case character [A-Z], one lower case character [a-z], and one special character (!, #, \$, @); and,
- ▶ Enter the new password information, then select 'Save'. For security reasons, passwords require updates on a 90-day cycle.
- ▶ Users cannot recycle any of their 10 most recent passwords. The Portal will block any attempt.
- ▶ If you are a new user or have been locked out of your account, an admin will have to reset your password. The admin will provide the temporary password, which would be used along with your username on the log-in screen. After logging, in a pop-up message above will appear and you will use the temporary password provided by the admin in the current password section. Then you will create a new password and confirm the new password. After selecting "Save" you can continue reviewing in the portal. Once you log out of the portal, you will then be able to log back in using the username and new password you just created.

3.3 ASSIGN A CASE

The screenshot shows the 'AVS Case Queue' interface. At the top, there is a navigation bar with 'Home', 'Search', 'Help', 'Reports', 'Tools', 'Log Out', and 'pcguatuser'. Below the navigation bar, the title 'AVS Case Queue' is displayed, along with '2 Case(s) selected' and a pagination control showing '1' of 4 pages. A dropdown menu is set to '10' and there is an 'After Decision Queue' button. A 'Filter' button is also present. Below the title, there are four dropdown menus for 'District', 'Office', 'Unit', and 'Worker', each with a 'Select...' option. To the left of these dropdowns is an 'Assign' button and to the right is another 'Assign' button and a 'Cancel' button. Below the assignment fields is a table with the following columns: Request Date, Request Type, Case Type, HH Size, Case Name, Case/Reg #, Assigned To, AVS Result, and Case Status. The table contains three rows of data, each with an 'Edit' checkbox in the first column.

	Request Date	Request Type	Case Type	HH Size	Case Name	Case/Reg #	Assigned To	AVS Result	Case Status
<input checked="" type="checkbox"/> Edit	05/01/2019	H	Application	2	EVAHS KIMBERLY	123459828776		Under Resource - \$8,150.00	Pending Review
<input checked="" type="checkbox"/> Edit	05/01/2019	C	Application	2	MARK LOCKWOOD	1234598453424		1 Days... No Accounts Found	Pending Review
<input type="checkbox"/> Edit	05/01/2019	H	Application	2	AMBER PARKS	1234598868745		Over Resource - \$7,000.00	Pending Review

- ▶ From the case queue, authorized users can manually assign and/or re-assign cases to different districts, offices, units, and workers;
- ▶ To re-assign a case, a user may select any number of checkboxes within the case queue to indicate those cases to be assigned;
- ▶ Once the cases are selected, choose the new, District, Office, Unit, Worker assignments from the drop-down above the case queue;
- ▶ The re-assignment process is complete once the assignment fields are selected and the 'Assign' button is clicked;
- ▶ The case, once assigned, moves from the initial Case Queue to the Case Queue of that worker who must review the case next; and,
- ▶ There is no a limit to the number of times a case can be assigned or re-assigned and any updates to case assignment are reflected instantly.

3.4 ORGANIZE CASE QUEUE

The screenshot shows the 'AVS Case Queue' interface. At the top, there is a navigation bar with 'Home', 'Search', 'Help', 'Reports', 'Tools', 'Log Out', and a user profile 'pcguatuser'. Below the navigation bar, the page title 'AVS Case Queue' is displayed. To the right of the title, there are several controls: a 'Clear Filter' button, a pagination control showing '1' of 3 pages, a page size dropdown set to '10', an 'After Decision Queue' button, and a 'Filter' button. Below these controls, a table lists 30 cases. The table has columns for 'Request Date', 'Request Type', 'Case Type', 'HH Size', 'Case Name', 'Case/Reg #', 'Assigned To', 'AVS Result', and 'Case Status'. The first two rows of data are visible, showing cases for 'MARK LOCKWOOD' and 'LARRY BIRD'.

- ▶ To organize a case queue, a user may sort by any column by clicking on the underlined header in the case queue;
- ▶ To filter for a specific case or group of cases, the user can click 'Filter' and set any combination of parameters. Common filters are to filter by worker ID, program type or AVS result.
- ▶ Filters will remain in place until a user opts to clear the applied parameters;
- ▶ To cancel the filter, click 'Clear Filter';
- ▶ To control the number of cases displaying in the case queue, a user may update the page size from the drop-down. The pre-set choices for page size are 10, 15, 20 or 25 cases per page.

3.5 SEARCH CASE QUEUE

The screenshot shows the 'AVS Case Queue' interface with a search modal open. The modal is titled 'Search' and contains input fields for 'CIN', 'Case #', 'Registry #', 'Last Name', 'First Name', and 'Social Security Number'. There are 'Cancel' and 'Search' buttons at the bottom of the modal. The background shows a table with 34 cases, with the first few rows visible. The search modal is highlighted with a red box.

- ▶ To search the case queue, click the 'Search' icon and enter search parameters followed by 'Search': CIN, Case Number, Registry Number, Last Name, First Name, or Social Security Number; and,
- ▶ Search results return active cases as well as archived cases which have since left the working case queue.
- ▶ After a search is completed, archived cases are denoted by a lock symbol and cannot be re-assigned or edited by using Case Correction. See example below:

The screenshot shows the 'AVS Case Queue' interface with a search filter applied. The page title is 'AVS Case Queue'. There is a search bar with 'Search' and a 'Clear Search' button. The pagination control shows '1' of 1 page. The page size dropdown is set to '10'. There is an 'After Decision Queue' button and a 'Filter' button. Below these controls, a table lists 1 case. The table has columns for 'Request Date', 'Request Type', 'Case Type', 'HH Size', 'Case Name', 'Case/Reg #', 'Assigned To', 'AVS Result', and 'Case Status'. The first row of data shows a case for 'Jones' with a lock icon in the 'Request Date' column.

3.6 CASE CORRECTION

AVS Case Queue

34 Cases

<< < 1 2 3 4 > >>
10 ▾
After Decision Queue
Filter

	Request Date	Request Type	Case Type	HH Size	Case Name	Case/Reg #	Assigned To	AVS Result	Case Status
<input type="checkbox"/>	05/01/2019	N	Application	2	EVAIS KIMBERLY	123459828776		Under Resource - \$8,150.00	Pending Review
<input type="checkbox"/>	05/01/2019	C	Application	2	MARK LOCKWOOD	1234598453424		1 Days... No Accounts Found	Pending Review
<input type="checkbox"/>	05/01/2019	N	Application	2	AMBER PARKS	1234598868745		Over Resource - \$7,000.00	Pending Review
<input type="checkbox"/>	05/01/2019	N	Application	2	TYLER JONES	1234598765443		Over Resource - \$7,000.00	Pending Review
<input type="checkbox"/>	05/01/2019	EC	Application	1	LARRY BIRD	2358203895		Processing AVS Result	Processing 1 day(s) left

- ▶ Click the words “Edit” to navigate to a screen pre-populated with case information that is ready for correcting/editing. The screenshot on the next page shows what the correction page will look like.
- ▶ Only active cases can be corrected using this tool. Cases that have been decided cannot be edited.
- ▶ After an edit, or correction is completed and ‘Update’ is selected, the portal may produce a pop-up window to make the user aware of the changes that result in a new request: “Changing any of the fields below may result in new Accuity and LexisNexis Requests - Applicant's Name or any Aliases (addition of alias/removal of alias), Region, Request Type, HH Size, Application Type, Application Date, Renewal Date, Institutionalization Date, Street, House/Apartment, City, State and Zip Code”.
- ▶ The Applicant Type and the Social Security Number cannot be edited in case correction. If an SSN is wrong, the case will need to be closed and a new request submitted either with Ad Hoc Request or batch file.

Case Correction

Application Information

Applicant Type: Applicant Application or Renewal?: Application

Program Information

Region: Utah Request Type: N - Ranking Home Household Size: 2

Worker Information

District: 01 - Albany Office: Unit: Worker:

Social Security Number: Gender: Male Date of Birth:

Spouse Address Information

Residence Street: House/Apt#: Mailing Street: House/Apt#:

City: State: NY Postal Code: City: State: NY Postal Code:

** Either Case Number Or Registry Number is required.

Cancel Update

(Case Correction Continued)


3.7 VERIFY CASE ALERTS

PCG Health Last Login : June 10, 2019 2:09 PM
Public Focus. Proven Results.™

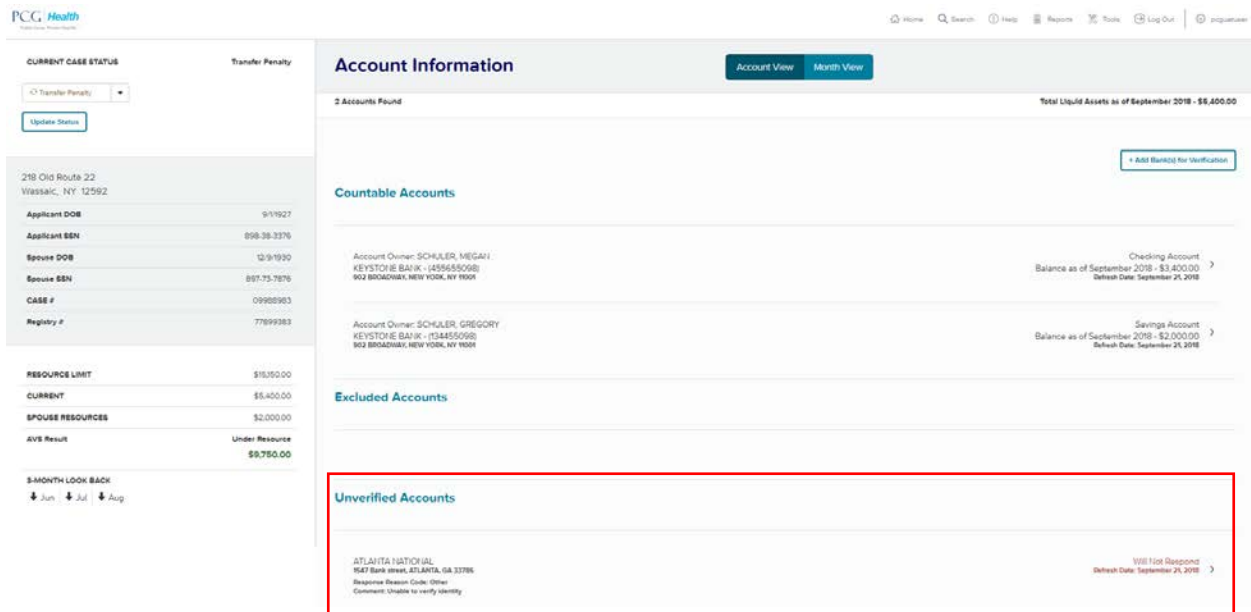
Home Search Help Reports Tools Log Out pcpuatuser

AVS Case Queue

1670 Cases

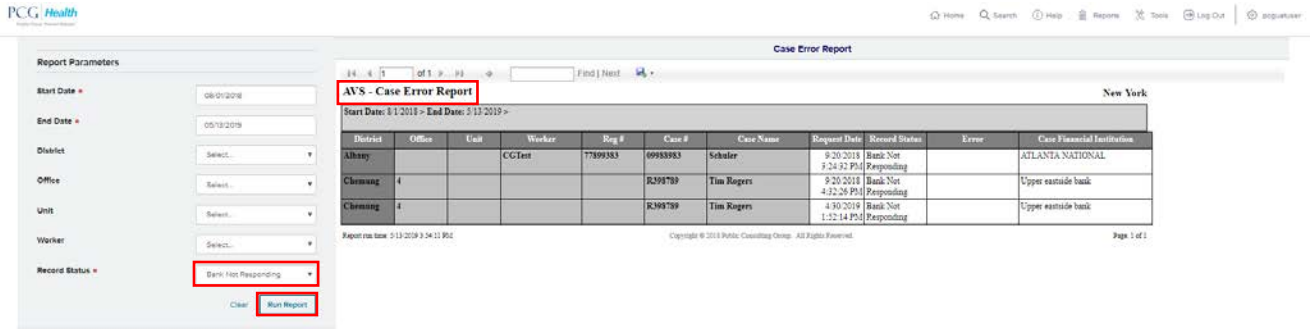
	Request Date	Request Type	Case Type	HH Size	Case Name	Case/Reg #	Assigned To	AVS Result	Case Status
	Edit 09/07/2018	EN	Application	1	MISLASTC FIRSTC	00020075883H		Over Resource - \$40,000.00	Pending Review

- ▶ The Will Not Respond case queue icon (red exclamation point) signals to users that the case contains an unverified account from a Financial Institution (FI) that is currently unable to validate the identity associated with the request (see next page for example will not respond message);
- ▶ This almost always means that the applicant does in fact own an account at said FI, but there was a potential validation issue on the bank's side. An example of a validation issue is that the name on the AVS request might not exactly match what the bank has on file, therefore the bank does not feel comfortable with releasing the account information. Instead they send a 'Will Not Respond' message that can include a reason message stating what validation issue there was with this case.
- ▶ To rectify any identity issues, such as an incorrect name or DOB, users should navigate to the Case Correction tool and edit the name or DOB as needed. Once the user updates the case with the corrected information the AVS request will automatically be sent out to the FI's or Lexis Nexis.
- ▶ Please note that if the bank comments that the SSN is incorrect the user will have to close out the case and re-submit an entirely new request via Ad Hoc Request or batch file because the SSN cannot be edited in Case Correction.



The screenshot displays the 'Account Information' section of the AVS Case Dashboard. On the left, there is a 'CURRENT CASE STATUS' sidebar with fields for Applicant DOB, Spouse DOB, CASE #, and Registry #. The main area shows 'Account Information' with a 'Total Liquid Assets as of September 2018 - \$5,400.00'. Under 'Countable Accounts', two accounts are listed: a Checking Account at KEYSTONE BANK and a Savings Account at KEYSTONE BANK. Below this, the 'Unverified Accounts' section is highlighted with a red box, showing an account at ATLANTA NATIONAL with a 'Will Not Respond' status and a comment: 'Unable to verify identity'.

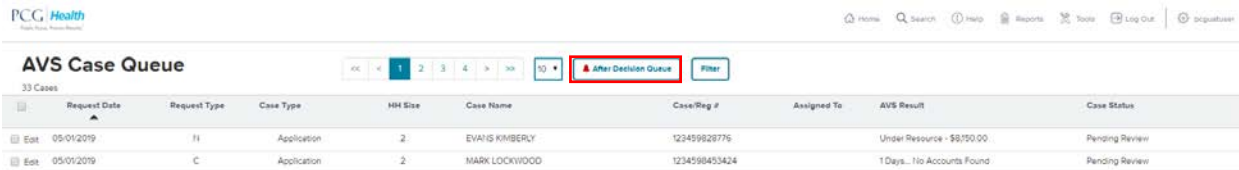
- ▶ To view the actual will not respond message users can select the 'Account Information' section, located in the Case Dashboard.
- ▶ Sometimes the FI's will include a comment along with the reason which will assist the user in identifying what the issue is with the AVS request. Common comments are 'Unable to verify identify, or 'Incorrect SSN'.



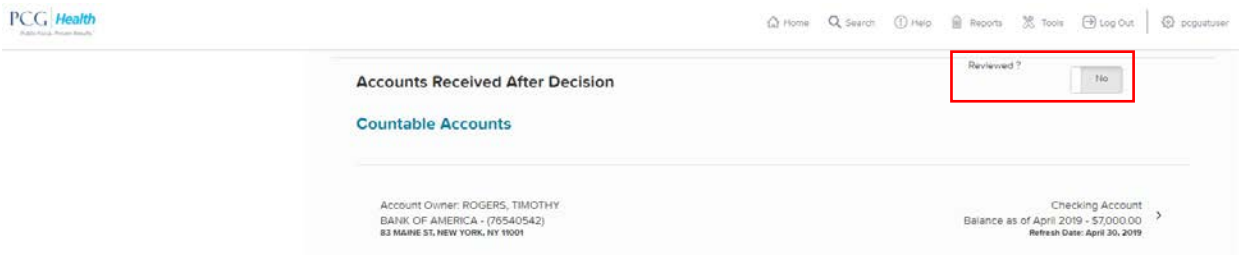
- ▶ To generate a report featuring Will Not Respond alerts on cases, users with reporting access are advised to select on the 'Reports' icon and select 'Case Error Report';
- ▶ Next, enter in the Report Parameters such as Start and End Dates and Record Status 'Banks Not Responding' and select 'Run Report'.
- ▶ The report will identify which cases have a 'Will Not Respond' message, along with the bank's name and worker information if applicable.

3.8 RESULTS AFTER DECISION QUEUE

To review AVS results received after a case has been closed, select the After Decision Queue alert (red bell icon). This alert will only display if the AVS Portal receives a response from an FI after a decision was made on a case. PCG developed an entirely different queue to track these instances.

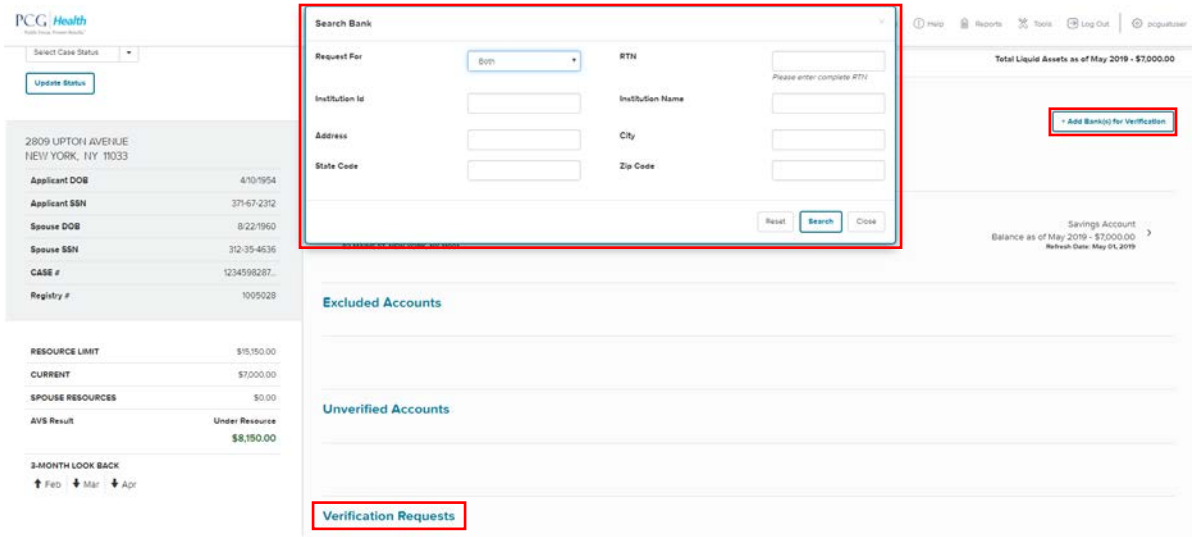


Select the alert icon and chose which case to review. Then navigate to the Account Information section and scroll down to the bar titled 'Accounts Received After Decision'

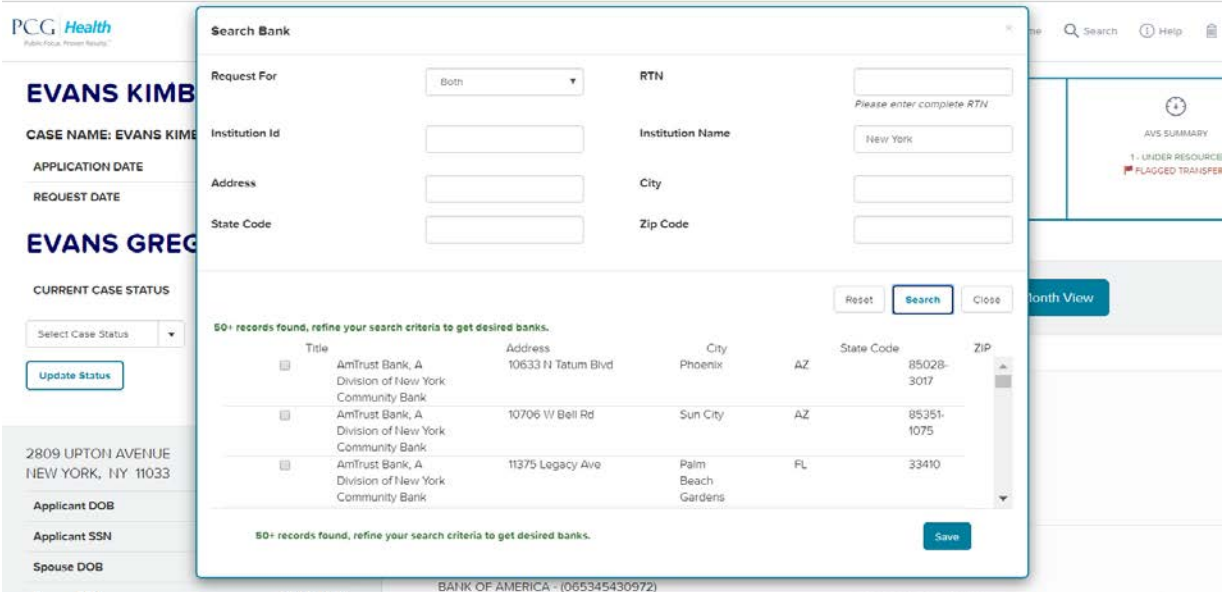


Once a user has reviewed the new bank account information, he or she will indicate so by selecting Reviewed? = 'Yes'. Selecting 'Yes' will move the case out of the queue and into archived status.

3.9 SUBMIT A VERIFICATION REQUEST



- ▶ To request account information on demand, go to 'Account Information' and select 'Add Additional Banks'; Note: users should allow 3-5 days for the national and local geo-account searches to be completed before sending any manual verification requests
- ▶ Select from the 'Request For' drop-down to select either the applicant, the spouse or both. On joint cases, all three options are available;
- ▶ To search for the specific Financial Institution, enter any of the 'Search Bank' fields to pinpoint the desired bank;
 - Please note, if searching by institution name users will have to enter in the bank's full name and not an abbreviation. Ex: M&T Bank = Manufacturers and Traders Trust Company.
- ▶ Once located, click the checkbox next to the bank the user wishes to contact and click 'Save';
- ▶ Immediately, a green bank verification request appears in the Verification Requests section;
- ▶ Once a 'Verification Request' returns with a valid response, the valid response moves to either Countable or Excluded Account sections, depending on the account type. Until the request is answered, the green bar remains; and,



- ▶ Verification requests submitted follow the exact processing logic as batch or ad hoc requests, except that the processing clock in the case queue resets to 5 days once a verification request has been submitted if the processing countdown at the time of submission was less than 5 days.
- ▶ If a bank has already been sent an AVS request, either via the National Account search, or through the Local Geo-Search, the bank(s) in question will not be searchable in the Verification tool to prevent duplicate AVS requests.
- ▶ Note: cases have a maximum 90-day window to receive account responses from FI's. After the 90 days has expired any new bank response will not be populated;
 - Example: a bank verification request that is sent on the 88th day for case has a low probability of getting a response back from the requested FI.

3.10 INITIATE A CASE REVIEW

Case Type	HH Size	Case Name	Case/Reg #	Assigned To	AVS Result	Case Status
Application	2	EVANS KIMBERLY	123459828776		Under Resource - \$8,150.00	Pending Review
Application	2	MARK LOCKWOOD	1234598453424		1 Days... No Accounts Found	Pending Review

- ▶ When a case transitions to 'Pending Review', users can then initiate a case review;
- ▶ To update case status from 'Pending Review' to 'Review in Progress', click the checkbox(es) from the case queue followed by the 'Decide' option;
- ▶ Users must first Select 'Review in Progress' and click 'Save' before determining case's eligibility;

Sadie Adler
CASE NAME: Sadie Adler
APPLICATION DATE: December 03, 2018
REQUEST DATE: December 03, 2018
CURRENT CASE STATUS: Review In Progress
Review In Progress

Sadie Adler
CASE NAME: Sadie Adler
APPLICATION DATE: December 03, 2018
REQUEST DATE: December 03, 2018
CURRENT CASE STATUS: Review In Progress
Review In Progress
Update Status

2 Red Drive
West Elizabeth, NY 12071
Applicant DOB: 12/1/1976
Applicant SSN: 056-72-8113

- ▶ Alternatively, a user may update to 'Review in Progress' from within the case as well. Access the case dashboard and navigate to the 'Eligibility Decision' section;
- ▶ From there select 'Review in Progress',

3.11 CLOSE A CASE

- ▶ To update eligibility on a case, click the checkbox(es) from the case queue followed by 'Decide';
- ▶ Select 'Transfer Penalty', 'Ineligible' or 'Eligible' as applicable and then select 'Save';
- ▶ If 'Ineligible' is selected, the user will be prompted to select one of four reasons for ineligibility;
- ▶ Select 'Save' to lock in the case's decision. If this is not selected, the decision will not save.

- ▶ Alternatively, a user may update a case to 'Review in Progress' and then decide it from within the case dashboard as well. To update users can select any of the eligibility options from the 'Current Case Status' section.

3.12 SUBMIT AN AD HOC REQUEST

To submit a case manually into the AVS Portal authorized users can selected the tools icon and then select 'Ad Hoc Request'. Below is a screenshot of the Ad Hoc Request page with common mandatory fields highlighted in red;

The screenshot shows the 'Ad-hoc Eligibility Request' form in the AVS Portal. The form is divided into several sections: Application Information, Program Information, Worker Information, Applicant Information, Applicant Address Information, and Case Information. Red boxes highlight mandatory fields: Applicant Type, Application or Renewal?, Region, Request Type, Household Size, District, Office, Unit, Worker, First Name, Middle Name, Last Name, Social Security Number, Date of Birth, Application Date, Institutionalization Date, Residence Street, House/Apt#, Mailing Street, City, State, and Postal Code. The 'Run Request' button is also highlighted.

To successfully submit an Ad Hoc Request user must complete all mandatory fields before selecting 'Run Request'. If a mandatory field is omitted the user will be blocked from submitting the request

- ▶ A case must contain a valid social security number, DOB and residence information to be submitted into the AVS Portal. AVS searches are based off the applicant's name, SSN, DOB and address.
- ▶ Note, if the request features more than one 'Name', click the addition sign after the Last Name field within the Applicant Information section. This allows users to submit up to seven additional names or aliases on the request if applicable;
- ▶ Once all mandatory fields are completed the user must select 'Run Request' at the bottom of the page.

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- ▶ Another function of the Ad Hoc Request feature is the ability to link a spouse to an application. Linking a spouse to a case will result in the spouse’s information being included in the AVS request.
- ▶ To submit an Ad Hoc request combining a spouse into an existing case the household size designation on the case must be set to two (2). Users can edit a case in Case Correction to change this if necessary.
- ▶ Next, under applicant type select “Spouse”. Fill in required fields and include the case’s (applicant that was already added into the Portal) SSN in the “Applicant SSN to link” field to link the spouse to the active case;
- ▶ Note: applicant and spouse names must be alpha numeric with the exception of hyphens (-), and cannot exceed 50 characters.
- ▶ Select ‘Run Request’ to link the spouse to the desired case. To verify search for the specific case and view to ensure the spouse has been properly linked.

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Ad-hoc Eligibility Request

Application Information

Applicant Type *
Spouse

Program Information

Region *
--

Spouse Information

First Name Middle Name Last Name
Social Security Number Date of Birth (MM/DD/YYYY)

Spouse Address Information

Residence Street House/Apt# Mailing Street House/Apt#
City State Postal Code City State Postal Code
 Check if mailing address is same as residence

Case Information

Applicant SSN to Link *

Cancel Run Request

[Rest of this Page Left Intentionally Blank]

3.13 GENERATE A REPORT

AVS Portal Reporting Dashboard

PCG's AVS Web Portal features a reporting dashboard which allows authorized users to generate standard or customized reports. Reports are as follows:

- ▶ **Case Error Report (Standard):** identifies all cases that have had a Will Not Respond message return from a bank within the selected date range. Case errors only applicable to batch file cases, not manually entered through Ad Hoc Request.
- ▶ **Site Access Audit Report (Standard):** identify users who log in and out of AVS and when.
- ▶ **Case Access Audit Report (Standard):** capture the cases users access and when.
- ▶ **Ad hoc Request Audit Report (Standard):** log all Ad Hoc AVS requests submitted and by whom.
- ▶ **AVS Review Report (Standard):** This report is broken into four sections; Summary, Current Status, Financial Results, and Property Results. The report offers a review of AVS activity such as; number of cases, requests, identified accounts, and cases over assets etc. for the selected time period.
- ▶ **Invoice Balance Report (Standard):** identify all current account balances discovered within a user-selected time period.
- ▶ **Invoice Transaction Report (Standard):** identify all AVS transactions submitted through the AVS within a user-selected time period.
- ▶ **The Results After Decision Queue Report (Standard):** This report only required a date range in the search parameters and will indicated all cases that had results (accounts) return after an eligibility decision was made. The request date, case number, case name, case status, application date and any worker information associated with the case will be shown in the report.
- ▶ **Summary/Detail Report (Custom):** Both summary and details reports can be run using any of the criteria detailed on the next page. These reports run at the case level and can show how many cases have been ingested, processed, decided, etc.

NOTE: Each of the above reports can only be assigned to state designated users as add-on roles by PCG. If users are not assigned any reporting add on roles by PCG then access to the reports will be blocked.

NOTE: Required data entry points for all reports will be denoted with a red asterisk in the AVS Portal.

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Standard Report Selection Criteria and Output Elements		
Report	Criteria Selection Options	Output Elements
Case Error Report	Start/End Date Range*	County
	County	Office
	Office	Unit
	Unit	Worker
	Worker	Registry Number
	Record Status (i.e. Error Type)	Case Number
		Case Name
	Request Date	
	Description	
	Financial Institution	
Site Access Audit Report	Start/End Date Range*	County
	County	Office
	Office	Unit
	Unit	Worker
	Worker	Login Time
		Logout Time
	Session Time	
Case Access Audit Report	Start/End Date Range*	Case Number
	County	County
	Office	Office
	Unit	Unit
	Worker	Worker
	Case Number	Case Access Time
Ad Hoc Access Audit Report	Start/End Date Range*	County
	County	Office
	Office	Unit
	Unit	Worker ID
	Worker	Case Number
	Ad Hoc Request Type*	Request Date/Time
		Status
		Applicant Type
		Request Type
	Full Name	
	Last 4 SSN	
	Case Number	
Invoice Balance Report	Start Date*	Request Date
	End Date*	Request ID
		Name
		Financial Institution Name
		Account Number
	Current Account Balance	
Invoice Transaction Report	Start Date*	Request Date
	End Date*	Request ID
		Case Name
		First
		Middle
	Last	
Results After Decision Queue Report	Start Date*	Request Date
	End Date*	Case # / Registry #
		Case Name
		Case Status
	Application Date	
AVS Review Report	Start/End Date*	See next page

AVS Review Report	
Summary	Results
# Requests	
# Cases	
# Identified Accounts	
\$ Current Account Balances Identified	
# Cases Over Program Limits	
% Cases Over Program Limits	
\$ Market Value Currently Owned Properties Identified	
% Cases with Owned Property	
Current Status	Results
Current # Open Cases	
Current # Closed Cases	
Current # Results After Decision Alerts	
Current # Open Cases Over Program Limits	
Financial Results	Results
# Cases Total Balance \$0 to \$50K	
# Cases Total Balance \$50k to \$100K	
# Cases Total Balance \$100k to \$250K	
# Cases Total Balance \$250k to \$500K	
# Cases Total Balance \$500k to \$1MM	
# Cases Total Balance over \$1MM	
# Identified Undisclosed Accounts	
# Potentially Disqualifying Account Transfer Flags	
Property Results	Results
# Properties identified	
# Properties > \$100K Market Value	
Total \$ Market Value Identified Properties	
# Quit Claim Deeds Identified	
# Identified Undisclosed Properties	
# Potentially Disqualifying Property Transfer Flags	

Custom Report Criteria and Output elements	
Report Criteria	Drop-Down Options
Start/End Date Range	Calendar Start and End Date Selection*
Case Status	New
	Error
	Processing
	Pending Review
	Review in Progress
	Ineligible
	Eligible
Ineligibility Reason	Transfer Penalty
	Over Resources – Financial Accounts *note instances of spouse IRA
	Over Resources – Real Property
	Over Resources – Real Property and Financial Accounts
Decision Date Range	Other
Decision Date Range	Calendar Start and End Date Selection
Request Type	Agency-specific program and/or category designations
County	01 Kent
	03 New Castle
	05 Sussex
Office	(Values dependent on County)
Unit	(Values dependent on Office)
Worker ID	(Values dependent on Unit)
Undisclosed Accounts	Yes
	No
Undisclosed Properties	Yes
	No
Historical Case Errors	Yes
	No
AVS Summary	1 – Under Resources
	2 – Over Resources
Transfer Flag	Yes
	No
Property Flag (in development)	Yes
	No
Excluded Account Flag	Yes
	No
Case Entry Type	Batch
	Ad-Hoc
Case Type	Application
	Renewal

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Report Parameters

Start Date * MM/DD/Y

End Date * MM/DD/Y

Case Status Selec ▼

Ineligibility Reason Selec ▼

Decision Start MM/DD/Y

Decision End MM/DD/Y

Request Type Selec ▼

- AVS Review Report
- AVS Summary and Detail Report
- Case Error Report
- Duplicate Case Report
- Invoice Balance and Invoice Transactions Report
- AVS Results After Decision Queue Report
- Case Access Audit Report
- Site Access Audit Report

- ▶ To generate a summary or detail report, select 'Reports' and select 'AVS Summary and Detail Reports';
- ▶ Enter report parameters, as shown above in the table, combination, and select 'Run Report';
- ▶ The default report is 'Summary Report';
- ▶ To generate a 'Detail Report, click 'Detail Report' from the toggle and click 'Run Request';
- ▶ To Export a report, select 'Export Drop-down Menu' to select an export format.
- ▶ To generate other standard reports, select either 'Case Error Report, Site Access Audit Report or Ad Hoc Request Report' from 'Reports' drop-down and complete requested fields before selecting 'Run Request'; See descriptions below:
- ▶ PCG tracks and monitors all user activity within the AVS Web Portal and provides standard Site Access Audit Reports and Case Access Audit Reports, each of which can be generated by authorized user roles at the push of a button.

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Home Search Help Reports Tools Log Out pcpuatuser

Report Parameters

Start Date * MM/DD/Y

End Date * MM/DD/Y

Case Status Selec ▼

Ineligibility Reason Selec ▼

Decision Start MM/DD/Y

Decision End MM/DD/Y

Request Type Selec ▼

- AVS Review Report
- AVS Summary and Detail Report
- Case Error Report
- Duplicate Case Report
- Invoice Balance and Invoice Transactions Report
- AVS Results After Decision Queue Report
- Case Access Audit Report
- Site Access Audit Report

- ▶ **The Site Access Audit Report** includes a log of each user's login and logout dates and times and can be customized by the user to include specific date ranges, counties, offices, units, and/or workers.

Report Parameters

Start Date * 01/01/2019

End Date * 05/13/2019

District Selec

Office Selec

Unit Selec

Worker Selec

Clear Run Report

Site Access Audit Report

AVS - Site Access Audit Report , New York

Start Date: 1/1/2019 > End Date: 5/13/2019 >

District	Office	Unit	Worker	Login Time	Logout Time
			USER, PCG - (00)	5/13/2019 10:15:45 AM	
				5/10/2019 5:05:55 PM	5/10/2019 5:20:57 PM
				5/10/2019 4:26:46 PM	5/10/2019 4:55:59 PM
				5/10/2019 3:55:47 PM	5/10/2019 4:13:50 PM
				5/10/2019 2:44:37 PM	5/10/2019 3:54:33 PM
				5/10/2019 2:38:26 PM	5/10/2019 4:38:45 PM
				5/10/2019 1:22:57 PM	5/10/2019 2:15:10 PM
				5/10/2019 12:43:40 PM	5/10/2019 2:35:35 PM
				5/10/2019 11:33:44 AM	5/10/2019 11:48:50 AM
				5/10/2019 11:22:29 AM	5/10/2019 11:51:38 AM

- ▶ **The Case Access Audit Report** date and time stamps of a user's access to specific cases based on worker ID. Either the worker ID, or case/registry number are required fields. For the example below, and start/ end date were selected as well as a district (county), and a user's worker ID. The results then show which exact cases that user has accessed in the selected timeframe.
- ▶ Users could choose to simply select the case or registry number along with the desired timeframe and see the list of users that have accessed the specific case being searched.

Report Parameters

Start Date 01/01/2019

End Date 05/13/2019

District Selec

Office Selec

Unit Selec

Worker ** Selec

Case Number ** 12345982

Registry Number ** Registry

Clear Run Report

Case Access Audit Report

AVS - Case Access Audit Report N

Start Date: 1/1/2019 > End Date: 5/13/2019 > Case Number: 123459828776 >

Case #	Reg #	District	Office	Unit	Worker	Case AccessTime	Closed By
123459828776	1005028	Albany			USER, PCG - (00)	5/13/2019 10:29:48 AM	
					USER, PCG - (00)	5/13/2019 10:29:32 AM	
					USER, PCG - (00)	5/13/2019 10:18:35 AM	
					USER, PCG - (00)	5/10/2019 3:22:18 PM	
					USER, PCG - (00)	5/10/2019 1:25:00 PM	
					USER, PCG - (00)	5/10/2019 1:24:52 PM	
					USER, PCG - (00)	5/10/2019 1:23:15 PM	
					USER, PCG - (00)	5/10/2019 1:10:44 PM	
					USER, PCG - (00)	5/10/2019 12:59:45 PM	
					USER, PCG - (00)	5/1/2019 12:09:24 PM	
					USER, PCG - (00)	5/1/2019 12:07:58 PM	

Report run time: 5/13/2019 10:30:28 AM Copyright © 2018 Public Consulting Group. All Rights Reserved. Page:1 of 1

**Either Worker Or Case Number Or Registry Number is required

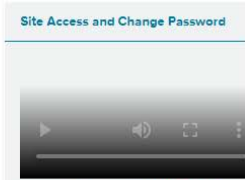

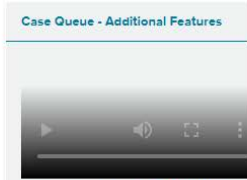
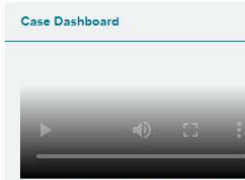
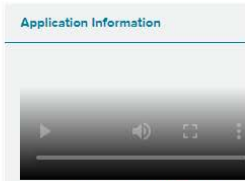
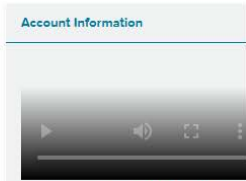

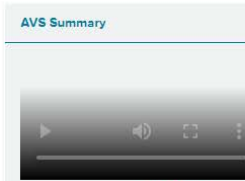
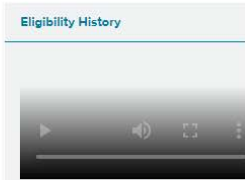
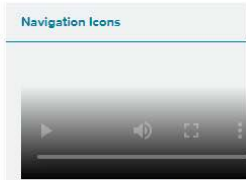
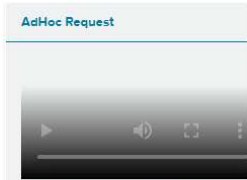
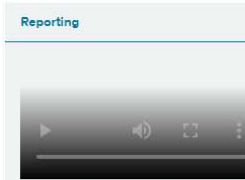
- ▶ Each of these user management reports can be exported and/or printed in commonly used formats, including Excel, Word, PDF, and more.
- ▶ User actions that modify data and visits in “view only” context to the Portal defined by the user’s role are recorded by the PCG application. Audit records include information to identify the user performing the action, date/time of change, fields modified, change type, system area of occurrence, and any users associated with the modification. All non-authenticated access attempts to the application as well as all HTTP requests for authenticated users are logged and archived. Information exchange with the database is stored within transaction logs. Authorized user access and changes to secure PCG resources, such as FTP, are recorded.

3.14 INITIATE HELP

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Home Search Help Reports Tools Log Out | pcguser

Asset Verification System Help Center

<p>Site Access and Change Password</p>  <p>Download video: MP4 format</p>	<p>Case Queue</p>  <p>Download video: MP4 format</p>	<p>Case Queue - Additional Features</p>  <p>Download video: MP4 format</p>	<p>Case Dashboard</p>  <p>Download video: MP4 format</p>
<p>Application Information</p>  <p>Download video: MP4 format</p>	<p>Account Information</p>  <p>Download video: MP4 format</p>	<p>Bank Verification Request</p>  <p>Download video: MP4 format</p>	<p>AVS Summary</p>  <p>Download video: MP4 format</p>
<p>Eligibility History</p>  <p>Download video: MP4 format</p>	<p>Navigation Icons</p>  <p>Download video: MP4 format</p>	<p>AdHoc Request</p>  <p>Download video: MP4 format</p>	<p>Reporting</p>  <p>Download video: MP4 format</p>

1. To access the Help Center, click ‘Help’ icon. Here, users can access help videos and to review basic portal functions;
2. The AVS User Guide and AVS Training Presentation are also available for review to provide additional user support.
3. For any issues regarding logging in to the portal, please contact the following email address: avshelp@pcgus.com





Maryland Department of Human Services

Asset and Real Property Resource Verification Portal Training

Agenda:

- Checklist for Success
- Portal Demonstration
 - Case Queue
 - Application Information
 - Account Information
 - Property Information
 - Eligibility History
 - User Support
- Question and Answer



Checklist for Success: A User's Guide to AVS

Questions to check for understanding:

- [✓] Why are States using AVS?
- [✓] How does AVS work?
- [✓] How is a case assigned?
- [✓] How are case queues organized?
- [✓] How do I review case detail?
- [✓] Where do I go to add information about a spouse?
- [✓] How do I decide on a case?
- [✓] How are cases archived within the portal?
- [✓] Exactly how do I set up a new user?
- [✓] How do I edit a case?
- [✓] How does the Portal help users generate reports?
- [✓] How can I review basic functionalities within the portal?

CMS Mandated electronic, Asset Verification System (AVS):

Section 1940 of the Social Security Act and CMS Memorandum 011309 require all states to implement an Asset Verification System (AVS) to verify the assets of Medicaid aged, blind and disabled applicants and recipients in a way that is “consistent with the approach taken by SSA...”

CMS' AVS Requirement	PCG's AVS
Request and response system must be electronic:	Requests and responses will be communicated via web portal.
System must be secure based on recognized industry standards:	Adheres to NIST standards, The Financial Modernization Act of 1999 (Gramm-Leach Bliley), Privacy Act of 1974, Computer Security Act of 1987, OMB Circular A-130, Health Insurance Portability and Accountability Act of 1996, and more.
Must establish and maintain a database of financial institutions to participate:	Network of 100 percent of the financial institutions (FIs) in the United States.
Requests must also be sent to FIs other than those identified by the applicant:	Every request is process through the Early Warning Service network of the largest national banks AND Geographic Undisclosed Account Radial Detection (GUARD) application to detect both national and local accounts.
Responses must include information on both open and closed accounts going back for a period of up to 5 years:	All responses feature up to 60 months of account balances, account owners, earned interest, open/close dates, account types, and account locations.
AVS must provide evidence that the search was completed even if no assets are located:	All requests resulting in no accounts being located are identified based on the FI and request date and a “No Accounts Found” message will display.

Benefits of AVS:

Introducing an electronic, automated asset verification will not only reduce enrollment levels by discovering ineligible and/or fraudulent applicants and beneficiaries, but will also increase worker productivity through the introduction of automation into the eligibility determination process.

Program Integrity:

Assurance that only those members who are truly eligible continue to receive benefits.

Cost Savings:

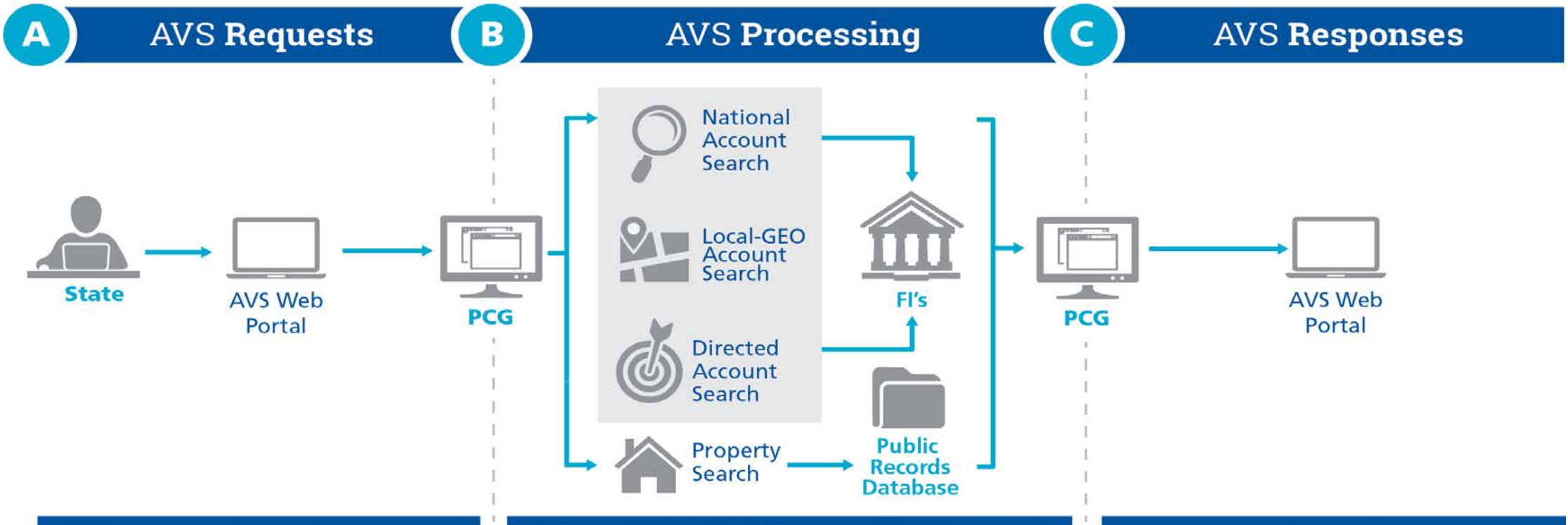
Increased eligibility determination accuracy and reduced worker errors.

Time Savings:

Reduced staff time spent collecting and reviewing physical documents and navigating disparate data sources.



How PCG's AVS Works:



Comprehensive
Asset Search

- National account search for any accounts maintained by the largest banks.
- Local account search based on geographic proximity.
- Directed account search to query any financial institution.

Portal Access:


Production Environment

- <https://md.pcgusavs.com>

Demo Environment

- <http://demo.pcgusavs.com/>

ASSET VERIFICATION SERVICE



Username

Password

Login

[I forgot my password](#)

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VER. 8.0

Case Queue:

The Case Queue screen serves as a user's "home" screen.

Case Queue:

The Case Queue is the first screen to display after logging into AVS, where users may:

- View cases assigned to self and / or district, office, or unit, depending on user role;
- Choose the number of cases on a single page by selecting from page size drop-down;
- Sort the field of cases clicking column headers once; and,
- Filter for unassigned cases, by AVS Result, Case Status, District, Office, Unit, or Worker, Request Type, or any combination.
- Enable users to make instant edits to and initiate new AVS requests on an existing case.

	Request Date	Request Type	Case Type	HH Size	Case Name	Case/Req #	Assigned To	AVS Result	Case Status
<input type="checkbox"/>	01/15/2016	M	Renewal	1	BARRY WILLIAMS	AVS787		Under Resource - \$9,654.34	Processing <i>11 day(s) left</i>
<input checked="" type="checkbox"/>	01/15/2016	O	Renewal	1	SARA ROBBINS	AVS988		Under Resource - \$2,142.78	Processing <i>11 day(s) left</i>
<input type="checkbox"/>	01/15/2016	C	Renewal	2	HEATHER KELLY	AVS339		Under Resource - \$6,548.88	Processing <i>11 day(s) left</i>
<input type="checkbox"/>	01/15/2016	C	Renewal	2	MICHAEL KELLY	AVS109		Under Resource - \$8,548.88	Processing <i>11 day(s) left</i>

Will Not Respond Indicator

Case Queue Definitions

AVS RESULT:

- Processing AVS Result: case is within 15 calendar days of initial request.
- Under Resources - \$X: when countable resources are at or below program threshold.
- Over Resources - \$X: when countable resources are above program threshold.
- 15 Days... No Accounts Found: no accounts recovered between 15-90 calendar days.
- No Accounts Found: no accounts recovered after 90 days.

CASE STATUS:

- New: represents cases which have been created (i.e. mid-day) but not yet launched.
- Error: alerts users of inconsistencies.
- Processing 'X' days left: case that is awaiting results within 15 days of the initial request.
- Pending Review: 15+ calendar days have passed and case is ready for review.
- Review in Progress: case is under review.
- Transfer Penalty: disqualifying transfer of assets.
- Ineligible: available resources are in excess of the resource level.
- Eligible: available resources are below resource level.
- Close/withdrawn: indicates that the case is closed or withdrawn & should not receive any additional account information.

Case Discovery:

In addition to sorting and filtering, users may:

- Search the case queue by entering criteria listed in the box beside or drop-down below.
- Search will return partial matches i.e. three consecutive digits in SSN field may return multiple matches.
- Search results will display active case in addition to those which have left the working case queue and moved to eligibility history.

The screenshot displays the PCG Health AVS Case Queue interface. The top navigation bar includes the PCG Health logo, the user name 'pcguatuser', and the location 'Dist. 01 / Local Office 1 / Unit State'. A search icon is highlighted with a red box. Below the navigation bar, the 'AVS Case Queue' title is shown, followed by pagination controls (First, Previous, 2, 3, 4, 5, 6, Next, Last). The main table lists case details with columns for Request Date, Request Type, Case Type, HH Size, Case Name, Case/Reg #, Assigned To, and AVS Result. A search overlay is visible on the right side, featuring a search bar and several input fields for CIN, Case #, Registry #, Last Name, First Name, and Social Security Number. The overlay also includes a 'Search' button and a 'Cancel' button.

	Request Date	Request Type	Case Type	HH Size	Case Name	Case/Reg #	Assigned To	AVS Result
<input type="checkbox"/>	01/15/2016	M	Renewal	1	BARRY WILLIAMS	AVS787		Under Resource - \$9,654.34
<input checked="" type="checkbox"/>	01/15/2016	O	Renewal	1	SARA ROBBINS	AVS988		Under Resource - \$2,142.78
<input type="checkbox"/>	01/15/2016	C	Renewal	2	HEATHER KELLY	AVS339		Under Resource - \$6,548.88
<input type="checkbox"/>	01/15/2016	C	Renewal	2	MICHAEL KELLY	AVS109		Under Resource - \$8,548.88
<input type="checkbox"/>	01/15/2016	N	Renewal	1	MICHELLE POWERS	AVS116		Under Resource - \$3,407.00
<input type="checkbox"/>	01/15/2016	N	Renewal	2	HENRY TRAYLOR	AVS128		Over Resource - \$6,593.00
<input type="checkbox"/>	01/15/2016	N	Application	2	Barb Suffolk	382726222	jtr001	Processing AVS Result
<input type="checkbox"/>	01/15/2016	C	Application	2	Max Scruton	MAVS18174	kpowers	Processing AVS Result
<input type="checkbox"/>	01/15/2016	C	Application	2	Thomas Albert	022840222	YPOU	Processing AVS Result

Case Queue: Case Assignment

Automatic Case Assignment:

- Each batched case sent to PCG may feature district, office, unit, and worker.
- Codes unique to a specific worker will appear in the Assigned To column, while the remaining assignment information will exist within application information.
- If cases do not feature all of this data or if the batch lists a worker who is not currently set up, the case will be auto-assigned based on lowest level of detail available (i.e. if a worker is not listed, case will be assigned to unit).

Manual Case Assignment:

- From the case queue, authorized users can manually assign and/or re-assign cases to either district, offices, units, or workers.

The screenshot shows the AVS Case Queue interface. At the top, there is a header with the PCG Health logo and the text "Public Focus. Proven Results.™". The user is logged in as "pcgokadmin" and is viewing "Dist. 24 / Local Office C / Unit 20". The page title is "AVS Case Queue" and it shows "1 Case(s) selected". There are navigation buttons for "First", "Previous", "1", "2", "3", "4", "5", "Next", and "Last". The "Page Size" is set to "10" and there are "14629 Cases" in total. A "Filter" button is also present.

Below the header, there is a form for manual assignment. It includes a "Decide" button, a "District" dropdown menu, an "Office" dropdown menu, a "Unit" dropdown menu, and a "Worker" dropdown menu. An "Assign" button and a "Cancel" button are also visible.

At the bottom, there is a table with the following columns: Request Date, Request Type, Case Type, HH Size, Case Name, Case/Reg #, Assigned To, AVS Result, and Case Status. The table contains one row with the following data: Request Date: 12/04/2015, Request Type: Application, Case Type: Application, HH Size: Application, Case Name: Application, Case/Reg #: Application, Assigned To: Application, AVS Result: Application, Case Status: New.

Three red boxes with arrows point to the following elements:

1. Select case or cases: Points to the checkbox in the first column of the table.
2. Select Assignment: Points to the "District" dropdown menu.
3. Assign or Reassign: Points to the "Assign" button.

Case Queue: Case Decision

Case Decisions:

- Review in Progress: Case is currently being reviewed by AVS User.
- Transfer Penalty: Disqualifying transfer of assets.
- Ineligible: Available resources are in excess of the resource level.
- Eligible: Available resources are below resource level.
- Close/Withdrawn: Case has been closed or withdrawn.

Case Decision Methods:

- Manual case dashboard: best for updating eligibility on a single case.
- Manual case queue Page: best for updating eligibility for several cases at once.

1. Select case or cases 2. Select Decision 3. Save

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AVS Case Queue
1622 Cases

10 Case(s) selected

pcguatuser

Assign

Decide

Select Case Status on Left








Save

Cancel

<input checked="" type="checkbox"/>	Request Date	Request Type	Case Type	HH Size	Case Name	Case/Reg #	Assigned To	AVS Result	Case Status
<input checked="" type="checkbox"/>	10/06/2017	EN	Application	1	PABLOBLACK LOUIS	00020074105G		Under Resource - \$1,350.00	Pending Review
<input checked="" type="checkbox"/>	10/03/2017	EN	Application	1	ORILEY NORMAN	00020074096 H		Under Resource - \$10,982.00	Pending Review

Navigation Icons:

Navigation icons available from every screen to connect users to all portal resources:

-  Case Queue: return to Home Screen.
-  Search: pinpoint cases by CIN, Case #, Registry #, Name, and/or SSN.
-  Reporting: if applicable, access to AVS Summary and Detail Report, Case Error Report, Site Access Audit Report, Case Access Audit Report, and Ad hoc Request Audit Reports.
-  Tools: if applicable, navigate to Ad-hoc Request or Manage Users screens.
-  User Account: navigate to Edit Profile or Change Password screens.
-  Help: navigate to Help Screen.
-  Case Correction: edit or update case details.



Filter: limit view of cases by assignment status, AVS result, case status, request type, district, office, unit, and/or worker.



Results After Decision: if applicable, access and review account information returned after the case closed.

Case Dashboard:

The Case Dashboard serves as the worker's access point to a specific case.

Case Dashboard:

The Case Dashboard provides a snapshot profile of the case:

The Case Dashboard for TIG ANDREWS provides a snapshot profile of the case. The dashboard is divided into several sections:

- Applicant Information:** Name(s) of applicant and spouse (if applicable), DOB, and SSN. Case and Registry Numbers. Application and AVS Request Dates.
- Address:** 45 CENTRE STREET, CONCORD, NH 03301.
- Case #:** TA2323
- Application Date:** February 10, 2016
- Request Date:** July 18, 2016
- AVS Result:** Over Resource
- 3-Month Look Back:** Nov, Dec, Jan (indicators for under/over resource).
- Resource Limit:** \$14,850.00
- Eligibility Decision:** Pending Review (Displays current status of the request).
- Application Information:** Nursing Home Application (Identifies Request Type and whether case is App or Ren.).
- Account Information:** Total countable resources including spousal resources: \$15,598.00.
- Property Information:** Indicates total value of currently owned property: \$19,000.00.
- AVS Summary:** Current summary of portal review: 2 - Over Resource.
- Eligibility History:** Number of historical cases: 0.

Application Information:

The Application Information screen provides details on the applicant, type of application, and spouse.

Application Information:

The Application Information screen details program information, case information, and spouse information. Spouse information will be featured in the application information section when the following scenarios occur:

- If an applicant or recipient is listed as HHS of 2, the case will accept the addition of a spouse.
- Spouses—can be added by way of an Ad Hoc Request (later described).
- Spouse's name, date of birth and SSN will appear in the Blue Margin.
- Additionally, spousal address and whether they are applying or non-applying will be captured in the primary Application Information (see right).
- If both spouses share the same Request Type and Registry#/Case Number, then the couple will display together in one case.

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MARTY DECKER
Case Name: MARTY DECKER
DOB SSN
4/2/1947 | 538-37-9206

Susan Decker
8/14/1949 | 484-73-7377
487 SWARTZ LANE
ALBANY, NY 19292

Case # Registry #
898069

Application Date
December 15, 2015

Request Date
January 08, 2016

AVS Result
Over Resource
\$110.00

3-Month Look Back
↑ Sep ↑ Oct ↑ Nov

Resource Limit
\$30,000.00

Eligibility Decision
Processing

Application Information
MBI-WPD
Application

Account Information
\$30,110.00

Property Information
N/A

AVS Summary
2 - Over
Resource

Eligibility History

Application Information
Request Date - January 8, 2016

PROGRAM INFORMATION

CASE INFORMATION

SPOUSE INFORMATION

Name	Susan Decker
Date of Birth	08/14/1949
Address	487 Swartz Lane Albany, NY 19292
Applying?	No
Spouse SSN	484-73-7377

COMMENTS
1/8/2016

Collapse/Expand Application Information sections.

Account Information:

The Account Information screen provides AVS results.

Account Information – Account View:

View that focuses on organizing results by account type and verification requests.

- Bank Verification Request Tool: Feature which enables AVS users to request account information at a specific bank on demand.
- Countable Accounts: All account types which should be counted toward total resources including Checking, Savings, CD, XMAS Club, Money Market, Trust, Rent Security, Other, Annuity, IRA, Life Insurance.
 - NOTE: SSA Direct Express and ABLE accounts will show as Checking or Savings accounts.
 - NOTE: Custodial accounts are the same as Guardianship accounts in the AVS Portal
- Unverified Accounts: Instances when a financial institution will not respond to a request due to an account closing or name and SSN failing to match.
- Verification Requests: Any accounts requested using bank verification tool. The responses will populate into the countable accounts or excluded accounts section of this page.

The screenshot displays the 'Account Information' page in 'Account View'. At the top, it shows '1 Account Found' and 'Total Liquid Assets \$1,887.22'. A button 'Add Additional Bank(s) for Verification' is visible. The page is organized into four main sections, each highlighted with a red box:

- COUNTABLE ACCOUNTS:** Contains one account for 'ALBERT YUAN' at 'GREATER BANK OF NY'. A red box highlights the account details, and a callout box states: 'Users can indicate a previously-unreported account, which can be exported in reports.' A red arrow points from the text 'Collapse/Expand sections.' to a small icon in the top right of this section.
- EXCLUDED ACCOUNTS:** Currently empty.
- UNVERIFIED ACCOUNTS:** Contains one entry for 'ForestWood Credit Union' with a 'Response Reason Code: Other' and a comment 'account closed 12/31/14'. A red box highlights this entry, and a callout box states: 'Will Not Respond'. A red arrow points from the text 'Instances when a financial institution will not respond...' to this section.
- VERIFICATION REQUESTS:** Contains one entry for 'Bank of America, National Association' with a 'Verification Requested: 1/19/2016' status. A red arrow points from the text 'Any accounts requested using bank verification tool...' to this section.

Account Information – Month View:

Selecting any month will reveal the accounts maintained during the month and corresponding balances.

Norman Carey
Case Name: Norman Carey
DOB: 2/4/1969 | SSN: 293-46-9979
19 Cushing Loop
Albany, NY 01430

Case #: MAVS43728 | Registry #: 132831

Application Date: December 24, 2015
Request Date: December 26, 2015
AVS Result: Under Resource
\$14,751.58
3-Month Look Back: Sep, Oct, Nov
Resource Limit: \$21,750.00
Current Resources: \$98.42
Spouse Resources

Eligibility Decision
Pending Review

Application Information
Nursing Ho... Application

Account Information
\$98.42

Property Information
N/A

AVS Summary
1 - Under Resource
Flagged Transfers

Eligibility History

Account Information | Account View | Month View
1 Account Found | Total Liquid Assets \$98.42

COUNTABLE ACCOUNTS

Month	Balance
Dec 2015	\$98.42
Nov 2015	\$917.38
Oct 2015	\$2.99
▼ Sep 2015	\$4,388.29
▲ Aug 2015	\$25,298.00
Jul 2015	\$387.39

Bank Balances By Month

Bank	Account Type	Account #	Account Owner	Balance
BANK OF AMERICA	Checking Account	34598753463	NORMAN CAREY	\$4,388.29

Arrows indicate significant increases/decrease in account balances from month-to-month.

Collapse/Expand sections.

Selecting any month will reveal the account information for that month.

Account Information - Bank Verification Requests

On demand, a user can identify which specific banks(s) to send a AVS request. Select one branch.

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Dist. 01 / Local Office 1 / Unit State

BILL WENNING
Case Name: BILL WENNING
DOB 4/7/1976 | SSN 163-21-2111
156 BASKETBALL RD
ALBANY, NY 62203

Case # MAVS34719 | Registry # 732949

Application Date
December 24, 2015

Request Date
December 26, 2015

AVS Result
Over Resource
\$6,239.22

3-Month Look Back
↑ Sep ↑ Oct ↑ Nov

Resource Limit
\$20,000.00

Current Resources
\$26,239.22

Account Information | Account View | Month View

Search Bank

Institution Id:
Address:
State Code:
RTN:
Please enter complete RTN

Title:
City:
Zip Code:

Reset Search Close

	Title	Address	City	State Code	ZIP
<input type="checkbox"/>	Banco Popular North America	2852 Broadway -111th St	New York City	NY	10025
<input type="checkbox"/>	Banco Popular North America	90 W 96th St	New York City	NY	10025
<input type="checkbox"/>	Bank of America, National Association	2770 Broadway	New York City	NY	10025-2805
<input type="checkbox"/>	Bank of America, National Association	808 Columbus Ave	New York City	NY	10025
<input type="checkbox"/>	Bank of America, National Association	2574 Broadway	New York City	NY	10025-5652

Save

Total Liquid Assets **\$26,239.22**

+ Add Additional Bank(s) for Verification

Savings Account
\$26,239.22
Refresh Date: December 23, 2015

Case Queue of Accounts Received After Decision:

To review AVS results received after a case is closed, select the Case Queue alert.

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pcguatuser
Dist. 01 / Local Office 1 / Unit State

AVS Case Queue
581 Cases

<< < 1 2 3 4 5 > >> 10 5 Cases Filter

	Request Date	Request Type	Case Type	HH Size	Case Name	Case/Req #	Assigned To	AVS Result	Case Status
<input type="checkbox"/>	07/27/2016	N	Application	1	PETER CHEESMAN	7831359		Processing AVS R	
<input type="checkbox"/>	07/26/2016	N	Application	2	SANDY FRANKS	SF9823		Under Resource	

Select Review Case Queue alert.

PCG Health
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pcguatuser
Dist. 01 / Local Office 1 / Unit State

JEAN JACKSON
Case Name: JEAN JACKSON
DOB 7/1/2002 | SSN 093-25-8411
4 BLUE STREET
CONCORD, NY 03301
Case # JJ1234 Registry #
Application Date July 13, 2016
Request Date July 13, 2016
AVS Result N/A
3-Month Look Back N/A
Resource Limit \$14,850.00

Eligibility Decision
Processing

Application Information
Nursing Ho... Application

Account Information
N/A

Property Information
N/A

AVS Summary
Score

Account Information
Account View Month View
2 Accounts Found Total Liquid Assets as of July 2016 - \$0.00

UNVERIFIED ACCOUNTS

VERIFICATION REQUESTS

Accounts Received After Decision

Reviewed? Yes

Account Owner: JEAN JACKSON
CHASE DOG BANK - (1234567993)
7 DOWNING STREET, ALBANY, NY 12202

Checking Account
Balance as of July 2016 - \$0.00
Refresh Date: July 14, 2016

Select 'Yes' to indicate that the new Account Information was reviewed and to remove Account Information alert from Review Case Queue.

Property Information:

The Property Information screen provides details on the properties currently and previously owned by applicants.

Property Information:

The Property Information screen displays currently and previously owned properties within the program's look-back as well as potentially disqualifying property transfers.

NOTE: Results will not include timeshares. Life estates may display, depending on how the property's deed was recorded. Property matched to applicant using name and SSN.

TIG ANDREWS
Case Name: TIG ANDREWS
DOB 7/22/1998 | SSN 345-89-2231
45 CENTRE STREET
CONCORD, NH 03301

Case # TA2323 | Registry #

Application Date: February 10, 2016
Request Date: July 18, 2016
AVS Result: Over Resource \$748.00
3-Month Look Back: Nov, Dec, Jan

Eligibility Decision
Processing

Application Information
Nursing Ho... Application

Account Information
\$15,598.00

Property Information
\$19,000.00

AVS Summary

Property Information

2 Properties Found | Total Value \$19,000.00

CURRENTLY OWNED PROPERTIES

8 NOEL DR
GLOVERSVILLE, NY 12078
Currently Owned
\$19,000.00
Refresh Date: July 19, 2016

PREVIOUSLY OWNED PROPERTIES

Sold December 28, 2014
Previously Owned
Refresh Date: July 18, 2016

Quit Claim Flag: Deed Type = Quit Claim

Collapse/Expand sections.

User can identify properties which were previously unreported

Currently Owned and Previously Owned Property information is categorized and can be selected by expanding header

AVS Summary:

The AVS Summary screen summarizes AVS results and highlights flagged scenarios.

AVS Summary:

The AVS Summary screen indicates eligibility/ineligibility recommendations and lists all flags, including:

- Case Summary Score: A reason-based score generated relative to resource calculations and limits.
- Flagged Account Resource Transfers: Catalogs a list of detectable excessive transfers in individual accounts.
- Flagged Total Account Transfers: Catalogs list of detectable excessive transfers in total accounts.
- Flagged Property Transfers: Properties sold for <80% of market value will be flagged.
- Flagged Deeds: Sold properties with Quit Claim deeds will also be flagged.

The screenshot shows the AVS Summary interface. At the top, it displays 'Request Date - January 15, 2016' and '4 Flagged Transfers'. A 'Generate Case Summary Report' button is in the top right. Below this, there are two summary boxes: 'Case Summary Score' showing a score of 1 with the reason 'Under Resource', and a table with 'Summary Score' and 'Summary Reason' showing scores 1 (Under Resources) and 2 (Over Resources). The main content area is divided into sections: 'FLAGGED ACCOUNT RESOURCE TRANSFERS', 'FLAGGED TOTAL ACCOUNT TRANSFERS', 'FLAGGED PROPERTY TRANSFERS', and 'FLAGGED DEEDS'. A table under 'FLAGGED TOTAL ACCOUNT TRANSFERS' has columns for Month(s), Account(s), Account Owner(s), Account Type, Increase/Decrease, and Change Amount. A red box highlights the text 'Collapse/Expand sections.' next to the 'FLAGGED TOTAL ACCOUNT TRANSFERS' header. A table row shows a flag for November 2014 with a change amount of \$81,478.

Month(s)	Account(s)	Account Owner(s)	Account Type	Increase/Decrease	Change Amount
November 2014	-	-	-	^	\$81,478

AVS Summary Report:

The AVS Summary Report is available for every case and will export a detailed rundown of the financial and property results as well as any flags associated with the case to a printable format.

- Upon selecting “Generate Case Summary Report” a new tab will open and the relevant information will display
- The report is separated into four sections once generated:
 1. The applicant’s, program’s and request’s information.
 2. All liquid assets that were discovered. Specifically; FI name, account number/type, owner’s name. if it’s a countable account, the previous month’s balance, and the application month’s balance
 3. Property Information: details on currently and previously owned properties; including location, value and sales price.
 4. States if the case is over/under assets, and by how much. Will show any flagged account transfers too.
 5. The specific bank accounts that were found, and the monthly balances in accordance to the program’s lookback period

AVS Summary 0 Flagged Transfers

Request Date - March 26, 2018

Generate Case Summary Report

Case Summary Score		Summary Score	Summary Reason
2	Over Resource	1	Under Resources
		2	Over Resources

FLAGGED ACCOUNT RESOURCE TRANSFERS

Month(s)	Account(s)	Account Owner(s)	Account Type	Increase/Decrease	Change Amount
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FLAGGED TOTAL ACCOUNT TRANSFERS

Month(s)	Account(s)	Account Owner(s)	Account Type	Increase/Decrease	Change Amount
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Eligibility History:

The Eligibility History screen maintains details of all previous AVS requests.

Eligibility History:

The Eligibility History screen details previous AVS requests. If changes to the case come through batch, the change will be memorialized in the Eligibility History.

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Andy Miller
Case Name: Andy Miller
DOB 9/28/1959 | SSN 329-27-1111
29 Lark Street
Albany, NY 19191

Case #	Registry #
MAVS4001	889998

Application Date
October 29, 2015

Request Date
January 13, 2016

AVS Result
N/A

3-Month Look Back
N/A

Resource Limit
\$30,000.00

Current Resources
N/A

Spouse Resources
N/A

Eligibility Decision
Processing

Application Information
MBI-WPD
Application

Account Information
N/A

Property Information
N/A

AVS Summary
Score Calculation
Pending

Eligibility History
1

Eligibility History

1 Previous Request Found

December 10, 2015 - MBI-WPD (Application) Eligible

WORKER AVS SUMMARY

0 - Excessive Transfers

CASE DETAILS

Case Name	ANDY MILLER
Name	ANDY MILLER
SSN	329-27-1111
DOB	09/28/1959
Residence Address	29 LARK STREET ALBANY, NY 19191
Spouse	
Spouse SSN	
Case #	
Registry #	889998

PROGRAM SUMMARY

Request Date	December 10, 2015
Transaction District	01
Office	
Unit	NYDOH
AVS Result	\$0.00 - Under Resource
Eligibility Decision Date	January 13, 2016

Reporting:

The Reporting screen generates user-customized summary and detail level reports.

Summary Report:

Authorized users can select specific criteria to generate customized summary reports.

Report Criteria Options:

- Start/End Date
- Case Status
- Ineligibility Reason
- Decision Start/End Date
- Request Type
- Household Size
- District/Office/Unit/Worker Combination
- Undisclosed Accounts/Properties
- Transfer Flags
- App or Renewal
- Account and Property Transfer Flags
- Batch or Ad-Hoc

Note: PCG grants access to each report as requested by the state for AVS users.

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AVS Summary Report

Summary Report Detail Report

1 of 1 Find | Next

AVS - Summary Report NY

Report Criteria	Entered Criteria	Total # AVS Results	Cases Matching All Criteria
Start Date To End Date	11/1/2015 - 1/18/2016	178	1
Case Status	PROCESSING	65	
Ineligibility Reason	--	0	
Decision Start Date To End Date	--	0	
Request Type	--	0	
Household Size	2	230	
District	Upstate/66	5	
Office	--	0	
Unit	--	0	
Worker	--	0	
Undisclosed Accounts	--	0	
Undisclosed Properties	--	0	
Historical Case Errors	--	0	

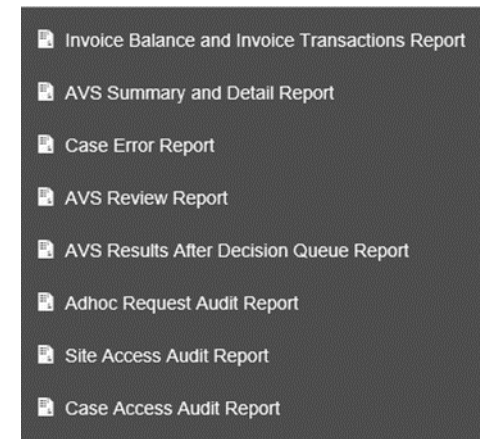
Users can quickly toggle to see the case details meeting each report selection criteria.

Standard Reports:

Authorized users can also generate standard reports at the push of a button.

Standardized Reports:

- Case Error Report: feature all case errors within a given district, office, unit or time frame, including missing required fields, invalid data format, program error, invalid SSN, invalid DOB, cannot validate identity per FI or LN, and not found per LN.
 - Bank Not Responding Report
- Site Access Audit Report: identify users who log in and out of AVS.
- Case Access Audit Report: capture the cases users access and when.
- Ad hoc Request Audit Report: log those Ad Hoc submitted and by whom.
- Duplicate Report: a complete list of submitted cases that meet duplication criteria.



Case Number	Reg #	Name	Case Status	App / Ren Date
CASE06	831773	ARNIE PALMER	PENDING REVIEW	04/15/2015
CASE07	810368	BETTY HANDY	PENDING REVIEW	01/28/2015
CASE09	810037	SANDY PEARS	PENDING REVIEW	01/29/2015
CASE10		ERICA BOYCE	ERROR	05/24/2015
CASE11	831773	SALLY POWERS	ERROR	04/15/2015
CASE10	810368	BEN DOHERTY	PENDING REVIEW	01/28/2015

Other reports such as the Site Access Audit Report and the Case Access Audit report can be accessed through the Reporting icon as well.

Ad Hoc Requests:

Users can submit ad hoc AVS requests outside of the standard batch process.

Ad Hoc Requests:

Submitting ad hoc requests also allows users to create a new case manually if needed.

Ad Hoc Request Functionality: Create a new case.

- **New case creation:** Submitting an ad hoc application will allow users to create a new, independent case outside of the batch process for any reason.
- Workers or case managers who have access to this feature would select Ad Hoc Request from the Tools section
- Complete all required fields within the Ad Hoc page
- Possible to submit applications and renewals (re-determinations).

The screenshot shows the 'Ad-hoc Eligibility Request' form in the PCG Health system. The form is organized into several sections:

- APPLICATION INFORMATION:** Includes 'Applicant Type' (dropdown menu with 'Applicant' selected) and 'Application or Renewal?' (dropdown menu with '--' selected).
- PROGRAM INFORMATION:** Includes 'Region' (dropdown menu with '--' selected), 'Request Type' (dropdown menu with '--' selected), and 'Household Size' (dropdown menu with '--' selected).
- WORKER INFORMATION:** Includes 'District' (dropdown menu with '--' selected), 'Office' (text input field), 'Unit' (text input field), and 'Worker' (text input field).
- APPLICANT INFORMATION:** Includes 'First Name' (text input field), 'M.I.' (text input field), 'Last Name' (text input field), 'Social Security Number' (text input field), 'Gender' (dropdown menu with '--' selected), 'Date of Birth' (text input field with 'MM/DD/YYYY' placeholder), 'Application Date' (text input field with 'MM/DD/YYYY' placeholder), and 'Institutionalization Date' (text input field with 'MM/DD/YYYY' placeholder).

The top of the page features the PCG Health logo and the tagline 'Public Focus. Proven Results.' on the left, and the user's name 'pcguatuser' and location 'Dist. 01 / Local Office 1 / Unit State' on the right, along with navigation icons.

Example Worker Scenario: If a worker identifies an applicant or beneficiary who, for some reason, was not included in the application or renewal batch file, they can manually intervene by submitting the case to AVS via ad hoc.

Ad Hoc Requests:

Submitting ad hoc requests also allows users to add a spouse to a case, including their accounts.

Ad Hoc Request Functionality: Adding a Spouse to a Case.

- **Combine a Spouse into an Existing Case:** To submit a spouse (applying or non-applying) via ad hoc follow these steps:

1. Select “Spouse” under the “Applicant Type” field.
2. Then enter in the spouse’s information in the appropriate fields under “Spouse Information”.
3. Finally, by including the existing case’s SSN in “Applicant SSN to Link field”, the spouse’s information and accounts will be linked to the existing case provided the registry # and/or case # are the same.

- Note, if the registry # and/or case # are different, a new case will be created for the ad hoc entry.

Workers may submit an ad hoc request for applying and non- applying spouse, applications and renewals.

Example Worker Scenario: If you would like to add a spouse to a case in order to capture their assets to obtain a complete view of applicant resources, a spouse can be added to the case via ad hoc.

User Support:

Support is available by email, phone, and within the portal.

User Support:

State users can obtain support via email, phone, and through the Portal. The State can decide who has access to the PCG support email if necessary.

Support Options

- Portal Support:
 - Email: mdavshelp@pcgus.com
 - Portal: Help Section of portal

The screenshot displays the PCG Health Asset Verification System Help Center. The page features a teal header with the PCG Health logo and the tagline "Public Focus. Proven Results.™". The user is logged in as "pcguatuser" with the location "Dist. 01 / Local Office 1 / Unit State". The main content area is titled "Asset Verification System Help Center" and contains several video tutorials, each with a play button, a progress bar, and a download link for MP4 or WebM format. The videos are categorized as follows:

- Site Access and Change Password (1:28)
- Icon Legend (1:10)
- Case Queue (4:00)
- Case Queue - Additional Features (1:44)
- Case Dashboard (2:18)
- Application Information (0:51)
- Account Information (1:21)

A red-bordered box highlights the text: "Portal will host a variety of training videos, FAQs, the User Guide, and other useful tools in User Support section."

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Review of the Checklist for Success: A User's Guide to AVS

Questions to check for understanding:

- [✓] Why are States using AVS?
- [✓] How does AVS work?
- [✓] How is a case assigned?
- [✓] How are case queues organized?
- [✓] How do I review case detail?
- [✓] Where do I go to add information about a spouse?
- [✓] How do I decide on a case?
- [✓] How are cases archived within the portal?
- [✓] Exactly how do I set up a new user?
- [✓] How do I edit a case?
- [✓] How does the Portal help users generate reports?
- [✓] How can I review basic functionalities within the portal?



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