



This job aid is designed to help you understand how to process FFM applications in IES.

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Processing FFM Applications in IES for HFS Users-Steps:

Similar to ABE applications, FFM applications are processed through the EDM Inbox in IES. FFM applications are only routed to the ALL KIDS office. Complete the steps below to process an FFM application.

1. On the **Left Navigation** select **EDM** and then select **Inbox**. The **Electronic Documents Inbox** page displays.
2. Select the **Screen New Application** queue from the drop-down list and click **[Search]**. ABE and FFM applications waiting to be processed will appear in the **Search Results** section of the page.



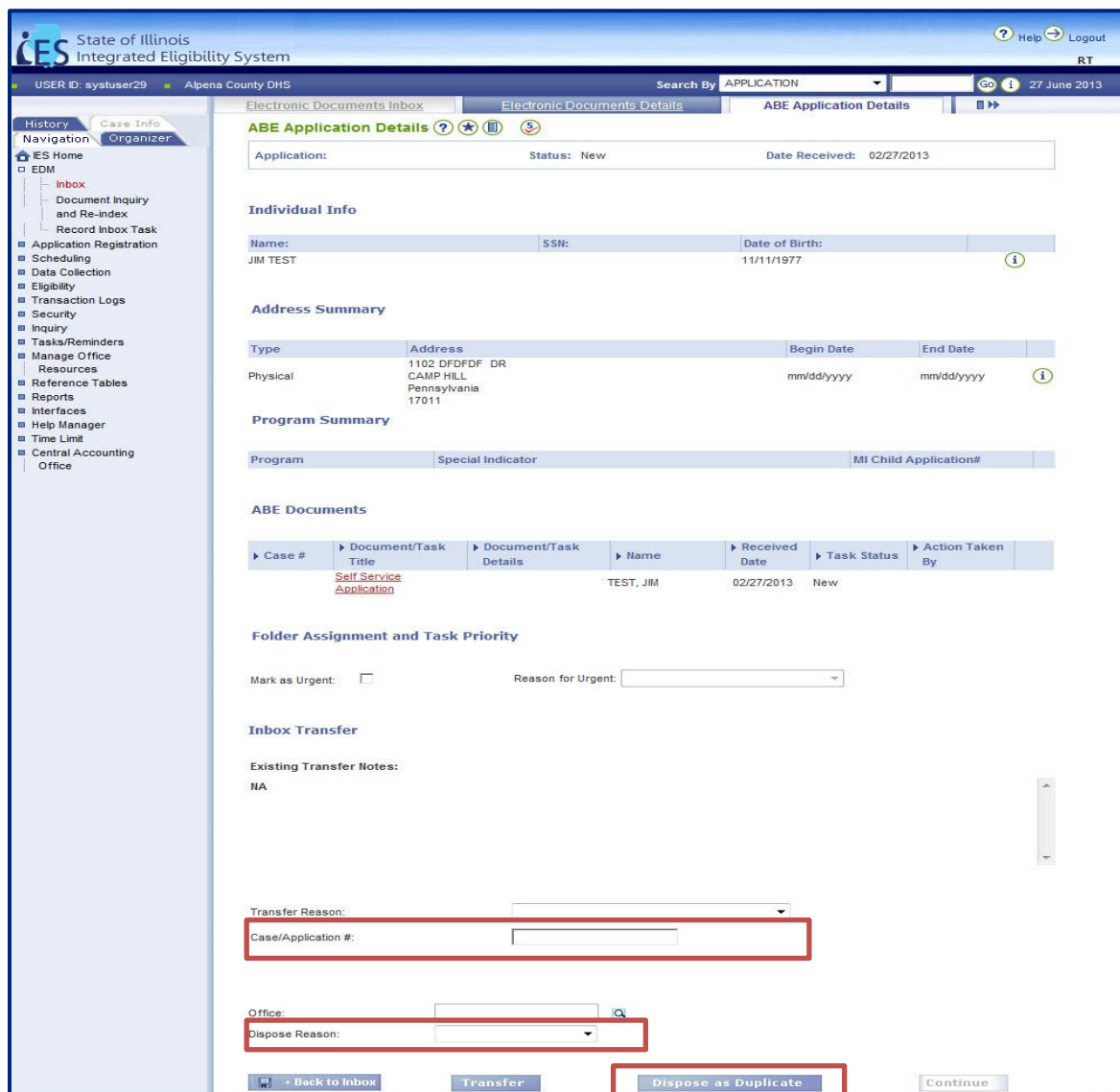
Tip: The Document/Task Title of FFM applications will have the title of an **ABE application**. The **Special Indicator column** will note if the application is an FFM application by displaying either **FFM Non MAGI Application** or **FFM MAGI Application**.

3. Click **[Start Next Document]** and continue to process the application similar to an ABE application.



Tip: Pull up the FFM application while registering the application through **Application Registration** in IES to ensure accuracy of the data in IES. The majority of the data will pre-fill in Application Registration. Similar to paper applications, the FFM PDF will be needed to put all information into IES during Data Collection when information does not prefill.

4. There are two key pieces of information to be aware of when registering an FFM application through Application Registration:
 - a. If you need to *Withdraw* an application on the **Abe Application Details** page because it is a duplicate, you must enter in the corresponding duplicate *Case or Application number* in the **Case/Application #** field, otherwise you will receive an error stating: “*Cannot dispose FFM originating applcation without duplicate case number. Please enter duplicate case number to dispose application as duplicate.*”



State of Illinois Integrated Eligibility System

USER ID: systuser29 Alpena County DHS Search By APPLICATION Go 27 June 2013

Electronic Documents Inbox **Electronic Documents Details** **ABE Application Details**

ABE Application Details

Application: Status: New Date Received: 02/27/2013

Individual Info

Name: JIM TEST SSN: Date of Birth: 11/11/1977

Address Summary

Type	Address	Begin Date	End Date
Physical	1102 DFDPDF DR CAMP HILL Pennsylvania 17011	mm/dd/yyyy	mm/dd/yyyy

Program Summary

Program	Special Indicator	MI Child Application#

ABE Documents

Case #	Document/Task Title	Document/Task Details	Name	Received Date	Task Status	Action Taken By
	Self Service Application		TEST, JIM	02/27/2013	New	

Folder Assignment and Task Priority

Mark as Urgent: ☐ Reason for Urgent:

Inbox Transfer

Existing Transfer Notes:
NA

Transfer Reason:

Case/Application #:

Office:

Dispose Reason:

- b. On the **Register Application-Application** page, IES defaults the **Written Language:** and **Spoken Language:** to *English*. Be sure to cross reference this with the value in the PDF and update if needed. You can view the language preference of the applicant in the FFM PDF in the **Basic Information** section. Please see below.

Your Name	Date of Birth	Gender	Language Preference	County Where You Live
James Homer Ryan Jr.	01/24/1962	Male	English	Cook
Where You Live		Mailing Address		
555 W Madison St, Apt 111 Second Level Address Chicago IL 60661				
How many days a month you live at this address		Currently homeless?		

Register Application - Application ? ★ [icon] [icon] [icon] [icon]

The data has been prefilled from ABE

Application: T10011901 Status: Application pending Date Received:

Reset Next

Application Information

* Date Received: 10 / 02 / 2013

* Written Language: English

* Spoken Language: English

Source: Marketplace

Provider #: [input]

Special Accommodations: [input]

Facilities/ Institutions: [input] [icon]

Facilities/Institutions Name: [input]

- c. From the **Source:** drop down on the **Register Application – Application** page select *Marketplace*. Confirm this field displays *Marketplace* before continuing.
- d. On the **Register Program-Program** page, select *Federally Facilitated Marketplace Application* from the **Application Form Type** drop down. Confirm this field displays *Federally Facilitated Marketplace* before continuing.

Register Program - Program ? ★ [icon] [icon] [icon] [icon]

Application: T10014308 Status: Application pending Date Received: 10/02/2013

Reset Cancel + Add Program Previous Next

* Application Form Type: Federally Facilitated Marketplace Application

Programs

☐ Cash ☐ SNAP ☐ Medical Assistance ☐ Medicare Savings Program

☐ HBWD

* Application Date: 10 / 02 / 2013

* Date Received: 10/02/2013

About the FFM Application PDF:

1. Just like ABE applications, you can view the FFM Application as a PDF. Note – it will look slightly different than an ABE application (see image below):



The screenshot shows a PDF document titled "Federally Facilitated Marketplace Application Transfer" with the IL logo. The content includes a header, a description of the application transfer, sender and receiver information, transfer and application IDs, the number of individuals requesting benefits and in the home, the Illinois application tracking number, and an application summary section.

IL Federally Facilitated Marketplace Application Transfer

This is an application for medical assistance transferred to IES from the Federally Facilitated Marketplace

Sender: Federally Facilitated Marketplace
Receiver: Illinois Integrated Eligibility System
Transfer ID: FM201306211948331
Application ID: MD201305241229951
Individuals requesting benefits on this application: 5
Individuals in the home: 6

The Illinois application tracking number for this case is T15010801.

Application Summary
Here is a summary of what you told us, as well as important information about your rights and responsibilities.

- As planned by CMS, some sections are not populated in the FFM PDF:
 - Dependent Care Information
 - Medical Bills Information
- There are two additional sections in the FFM application that are different from the ABE application. These sections are for reference only:
 - Electronic Attestation
 - Appendix information



Important Information – Known issues!

There are several known issues a worker may run into while registering an FFM application. Please use the workaround table listed below until these issues are resolved.

Known Issue	Workaround
The income start date is populating on the FFM PDF application with only the year. Month and day are not included.	If only a year is populated in the start date of Income in the Other Income section of the FFM PDF, enter the application received date for the Circumstance Start Change Date (CSCD) in IES.
On some FFM PDFs, income information is showing up twice in the Employment Information, Self-Employment Information and Other Income sections.	If the same income information is listed twice, enter only one instance into IES.
Customer address information is appearing twice on the FFM PDF (i.e. home address and mailing address).	If the same address is listed in the Where you live and Mailing Address fields, verify the Where you live address is in IES.
Ethnicity and Race is not populating on all FFM PDFs.	If the FFM PDF does not include information for Race / Ethnicity, enter Unknown .
Tax Household size and Medicaid Household size are not being properly calculated on the FFM PDF.	Use the Relationship Information section in the FFM PDF to enter relationship information into IES. IES will correctly determine household size and tax size.

FFM Applications - Frequently Asked Questions



Q. Why does IES say *The data has been prefilled from ABE*?

A. This is a known defect and will be updated at a later date.

Q. How do I know if an application is from ABE or FFM?

A. There are two places to determine the where the application came from:

1. The **Special Indicator** column in in the **EDM Inbox** when searching for the case/application
2. View the PDF of the application in the Electronic Case Record (ECR)

Q. I do not see the spoken language of the customer on the FFM application, how do I find out this information?

A. The FFM does not always send a Language preference. If a preference is not sent, this field will be blank in the PDF and will default to English in the **Written Language** and **Spoken Language** fields on the **Register Application – Application** page in IES.

Q. What information prefills in IES from the FFM application?

A. Some data will prefill during Application Registration, similar to an ABE application. Not all fields will auto populate; it is best practice to review the FFM PDF while processing the application through Application Registration. Only information entered during Application Registration will prefill during Data Collection. You can enter all other information in IES by referencing the FFM application, similar to a paper application. The below fields prefill during Application Registration from the application sent from the FFM:

- **Register Individual – Individual** page
 - First, Middle, and Last Name
 - Gender
 - Date of Birth
 - SSN
- **Register Application – Application** page
 - Written/Spoken Language
 - Source
 - Primary Applicant First/Middle/Last Name
 - Home / Work phone number
 - Email
- **Register Application – Address** page
 - Street #, Pre-Direction, Str. Name, Street Type, Post-Direction, Address Line 2, County, City, State, Zip
 - Note: It is best practice to verify the address is inputted in IES correctly during Application Registration
- **Register Program – Program** page
 - Address Form Type

Note: More information will prefill in IES from the FFM application in later releases.