IES Network Scanning

Electronic Routing of Forms and Documents in IES
Overview of the Network Scanning Initiative

- We are deploying a new third-party scanning software called **DataCap** which will interface with IES.
- DataCap will be loaded on each person's PC.
- DataCap will read **barcodes** on state forms and notices to identify case numbers and type of form.
- DataCap will interface with IES to determine case status and will **automatically create and route EDM inbox tasks** base on the information gathered.
- This training explains how staff use DataCap software loaded on MFDs (Xerox machines) and Personal Computers.
Scanning Overview

Document Received in FCRC
- may be received in person, mail, or fax

Scan document into DataCap using MFD
- confirmation page prints from MFD

Login to DataCap to verify the information
- Do this at your desktop

DataCap exports the documents to Content Manager

Content Manager exports the documents to IES

IES creates a task and routes document to appropriate queue
The Role of Scanning in Progressing a Case

1. Send
- Correspondence sent to the customer
- Options to return are MMC, CSU fax/address
- CSU return envelope
- Exceptions: New Applications and LTC

2. Return
- Customer mails or faxes the completed form to CSU OR
- Drops it in the Local Office

3. Scan
- CSU or Local Office scans the form

4. Review
- CSU or Local Office reviews the document in Datacap and validates

5. Storage
- Documents are sent from Datacap to Content Manager for permanent storage

6. IES
- Content Manager sends the document to IES

7. Task
- In IES creates a task for worker action and the document is posted in the ECR

8. Action
- A caseworker claims the task from the queue and completes the case action
Scanning Overview

1. Documents needing to be scanned at local office can be scanned to the Network Drive or DataCap. Scanners (MFDs) are programed to enable this option.
2. Scans form the same case are scanned into a batch, so that each batch may represent several documents for the same case.
3. Once scanned, each document in the batch must be verified and correctly named via the DataCap software.
4. DataCap may require scanned batches to be “fixed” if DataCap cannot verify the document.
5. Verified and corrected documents will be uploaded to correct IES queue by DataCap.
Newly Barcoded Forms

- There are two kinds of forms utilized:
  - **IES Generated Forms** – forms either systematically or manually generated for a case from IES located in the Correspondence section. Often, these are notices that would automatically be generated by the system.

  - **State Library Forms** – forms that are available in the DHS or HFS forms library. These forms can either be typed or manually completed.
IES Generated Forms

- An IES form is generated and stored in the correspondence section of IES for a particular case.

- It will auto-populate with data that is found within the case, e.g., the local office, date, case number and case name.
State Library Forms

- Library forms are in an editable Adobe pdf and the user can either print and fill out by hand or type information onto the document.

- The barcodes on library forms are dynamic, and will change if information is typed into the form.

- The barcodes contain information as to the kind of form it is and are key in routing the form to the right office, the right case, and the right queue.

- It is essential to use the new Library Forms so they can be routed and stored to the case ECR and tasks created in the correct queues.

- Only use State Library forms if there are no available IES forms. State Library forms will not be stored in the Case correspondence history.
Scanning and IES Processing Steps

1. Your office receives a document in person, mail or fax.
2. Using the MFD (multifunction device) – otherwise known as the Xerox workstations – scan the form into DataCap.
3. Scan documents belonging to one case per one batch.
4. Once scanning is completed, a confirmation page will print out. You will use this to match the ImageID on the confirmation page to the ImageID in the DataCap screen.
5. Log into DataCap to verify the information.
6. Once verified, DataCap will export the form to Content Manager.
7. Content Manager will export to IES and using the barcoded data and data entered in DataCap, will create a task in the correct queue for caseworker actions. The barcode does not contain any personal information.
Using the MFD

1. The Xerox workstations (MFDs) are configured to be able to scan the new barcoded forms into DataCap.
2. On the workstation display screen, select the Network Scanning option.
Using the MFD (cont.)

3. Select 001 Default option to scan the form manually into the Network Folder.

4. Select 002 @IES option to scan the form into DataCap software.

5. Set the form(s) in the feeder tray and press the start button to initiate the scan.
Received Date Batch Cover Sheet

- By default, DataCap will set the received date of the document to the same date it was scanned.
- When document cannot be scanned on the same day as the document received date:
  1. Download the Received Date Batch Cover Sheet pdf
  2. Open it in Adobe Reader.
  3. Type the actual document(s) received date for DataCap to use.
  4. Print the coversheet.
  5. Place coversheet as the 1st page before any documents for which you will need to override the received date.
- When DataCap encounters the Received Date Batch Coversheet, it will set the received date to that entered on the coversheet for all documents that follow until the end of the batch. The Received Date Coversheet can be reused as many times as is appropriate since it is not case specific.
Confirmation Sheet

- Once the document scan is complete, a confirmation page will print out.
- The page will contain an image identification number, which is used to locate it in the list of DataCap items that have been scanned. In the below example, the image identification number is 20160429134036.
- Confirmation pages will vary from office to office and scanner to scanner.
Logging into DataCap on your Computer Desktop

The Application Field should default to IES

Use your illinois.gov UserID and Password

Station will default to your local office name
## Job Type

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>File Job</td>
<td>Import images from your local computer into Datacap</td>
</tr>
<tr>
<td>Folder Job</td>
<td>Import images that were scanned at MFD and stored to network file folder</td>
</tr>
<tr>
<td>Email Job</td>
<td>Import images received from Datacap email inboxes</td>
</tr>
<tr>
<td>Fax Job</td>
<td>Import images received from Datacap fax numbers</td>
</tr>
</tbody>
</table>
Task Options

- Each job is comprised of tasks. The tasks listed below correspond to the seven basic steps of scanning.

<table>
<thead>
<tr>
<th>Application Step</th>
<th>Task Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Page input</td>
<td>FileFolder, ScanFolder, EmailScan, FaxScan</td>
</tr>
<tr>
<td>Page identification</td>
<td>PrePageID, PageID, ManualPageID</td>
</tr>
<tr>
<td>Document assembly</td>
<td>Profiler, DocIntegrityFixup</td>
</tr>
<tr>
<td>Data recognition</td>
<td>Profiler</td>
</tr>
<tr>
<td>Data validation</td>
<td>Profiler</td>
</tr>
<tr>
<td>Data verification</td>
<td>Verify</td>
</tr>
<tr>
<td>Data export</td>
<td>PreExport, Export, ExportCM</td>
</tr>
</tbody>
</table>
Operation Status

- The Status column shows the status of the current operation.

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pending</td>
<td>Waiting to execute</td>
</tr>
<tr>
<td>Running</td>
<td>Task is executing currently</td>
</tr>
<tr>
<td>Done</td>
<td>Task has completed successfully</td>
</tr>
<tr>
<td>Aborted</td>
<td>Task has completed unsuccessfully, error information is in the log files</td>
</tr>
</tbody>
</table>
Using DataCap
The Operations Page

› Once you log into DataCap, the first screen that you see is the Operations page.

› This page shows the tasks that DataCap can perform when a document is scanned.

› All of these tasks won’t be done for every document scanned – but they are available options that can be selected.

› You can choose any of the available task type shortcuts or you can choose the Monitor tab on the top to enable you to see all the scanned documents and their current task status on the Job Monitor Page.
Using DataCap
The Job Monitor Page

- The Job Monitor page allows you to see all the documents scanned in one batch and which task step they are in.
Using DataCap
The Job Monitor Page (cont.)

- Refresh rate should be set to 10 sec (1).

- Office ID should be selected to filter for only your office (2). The #’s in the filter will correspond to your office #.

- Most of these columns allow you to filter for what you need (further explanation in the following pages).

- The viewable columns can be changed to your preference by clicking on the show column selection buttons at the bottom of the screen (3).

- As good practice, the following columns should be viewable: QID(4), Batch ID(5), Job(6), Task(7), Status(8), Operator(9), Docs(10), Pages(11), Image ID(12) and Office ID(2).

- The page numbers on the bottom of the screen allow you to go between pages(14).
Using DataCap
The Job Monitor Page (cont.)

1. Obtain the ImageID from bottom of DataCap Confirmation sheet.
2. Locate the ImageID on the Job Monitor page.
3. Select the QID hyperlink for that record.
4. DataCap will then guide you through the tasks needed to complete each document.

Note: Only records for your office have active hyperlinks.
Using DataCap
The Job Monitor Page (cont.)

- **Batch column** will display the Batch# for your document.
  - The Batch# formats is yyyyymmdd.000####,
    - e.g., If the day you scan is 07/25/2016, your batch will resemble 20160725.000001
  - The Batch field can be filtered for a specific date.
    - e.g., To search a specific date of 07/25/2016, enter 20160725% in the search box at the top of the column. (% = a wildcard symbol for unlimited characters to be used at the beginning or end of search criteria).
Using DataCap
The Job Monitor Page (cont.)

- **Job column** will display the document import type, e.g., File, Folder, Fax or Email Job.

- **Task column** will display the task status of the document, e.g., DocFixup, VerifyFormID, Verify and ExportCM.

- **Status column** will display whether the task is Pending, Running, On Hold or Job Done.

<table>
<thead>
<tr>
<th>Job</th>
<th>Task</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Folder Job</td>
<td>ExportCM</td>
<td>Job done</td>
</tr>
<tr>
<td>Folder Job</td>
<td>ExportCM</td>
<td>Job done</td>
</tr>
<tr>
<td>Folder Job</td>
<td>ExportCM</td>
<td>Job done</td>
</tr>
<tr>
<td>Folder Job</td>
<td>ExportCM</td>
<td>Job done</td>
</tr>
<tr>
<td>Folder Job</td>
<td>ExportCM</td>
<td>Job done</td>
</tr>
<tr>
<td>Fax Job</td>
<td>ExportCM</td>
<td>Job done</td>
</tr>
<tr>
<td>Fax Job</td>
<td>ExportCM</td>
<td>Job done</td>
</tr>
<tr>
<td>Fax Job</td>
<td>ExportCM</td>
<td>Job done</td>
</tr>
<tr>
<td>Fax Job</td>
<td>ExportCM</td>
<td>Job done</td>
</tr>
<tr>
<td>Folder Job</td>
<td>ExportCM</td>
<td>Job done</td>
</tr>
<tr>
<td>Fax Job</td>
<td>Verify</td>
<td>hold pending</td>
</tr>
<tr>
<td>Fax Job</td>
<td>Verify</td>
<td>pending</td>
</tr>
<tr>
<td>Folder Job</td>
<td>ExportCM</td>
<td>Job done</td>
</tr>
<tr>
<td>Folder Job</td>
<td>ExportCM</td>
<td>Job done</td>
</tr>
</tbody>
</table>

... 41 42 ...
Using DataCap
The Job Monitor Page (cont.)

- **Operator column** displays who is working on a task and who has placed a document on hold.

- **Docs column** will display how many separate documents/forms that were scanned together in one batch.

- **Page column** will display the total # of pages in the batch that were scanned together in one batch.

<table>
<thead>
<tr>
<th>Operator</th>
<th>Docs</th>
<th>Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>IES.QA.Rule1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>IES.QA.Rule2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>gladys.hansen-guerra</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>aaron.favreau</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>irene.ramos</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>IES.QA.Rule3</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>IES.QA.Rule4</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>IES.QA.Rule4</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>IES.QA.Rule2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>IES.QA.Rule2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>IES.QA.Rule2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>IES.QA.Rule2</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>
Using DataCap
The Job Monitor Page (cont.)

- **ImageID column** displays the image ID # from the cover page at time of scanning.

- **OfficeID column** displays the different offices using DataCap. It should be filtered to display your office #, e.g., 20 for Christian County, 79 for Ogle County and 237 for Northwest FCRC

<table>
<thead>
<tr>
<th>ImageID</th>
<th>OfficeID</th>
</tr>
</thead>
<tbody>
<tr>
<td>20160616083103</td>
<td>79</td>
</tr>
<tr>
<td>20160615145325</td>
<td>20</td>
</tr>
<tr>
<td>20160615145320</td>
<td>20</td>
</tr>
<tr>
<td>2016061514807</td>
<td>20</td>
</tr>
<tr>
<td>20160615144212</td>
<td>237</td>
</tr>
<tr>
<td>20160615143750</td>
<td>20</td>
</tr>
<tr>
<td>20160615123454</td>
<td>237</td>
</tr>
<tr>
<td>20160615100126</td>
<td>20</td>
</tr>
<tr>
<td>20160615092656</td>
<td>20</td>
</tr>
<tr>
<td>20160615092647</td>
<td>20</td>
</tr>
<tr>
<td>20160615092332</td>
<td>20</td>
</tr>
</tbody>
</table>
Using DataCap
The Job Monitor Page (cont.)

- After completing each individual task, DataCap will return you to the monitor screen where you will select the same QID link once again to move onto the next step process in the task.

- The task is complete when the task column reads ExportCM and the status column reads Job Done.
Using DataCap

The DocFixup Screen

- You will only be prompted to use DocFixUp if DataCap requires further clarification as to the document type and document order, e.g., Main page, trailing page.
- The DocFixup task screen is where you will choose the type of document you have scanned using the drop down menu.
- For each IES generated form, you will need to select from the drop down menu either IES main page or IES trailing page.
- For each State Library form, you will need to select from the drop down menu the form # that corresponds to the document, e.g., 2378B Main Page, 2378B Trailing Page.
- The pages that need to be verified in DocFixup will be highlighted in blue.
Using DataCap
The DocFixup Screen (cont.)

- **Verifications** – For each verification* in the batch, use the drop down menu to choose:
  Verification_With_Form_MainPage;
  Verification_With_Form_TraillingPage;
  Verification_Without_Form_MainPage;
  Verification_Without_Form_TraillingPage.

- **Blank Pages** – For blank pages in DocFixUp, select “Blank Page” from the drop down menu to remove from your batch.

*Verifications refers to supporting documentation submitted by the client, e.g., Birth Certificate, ID, bank statements.
Using DataCap

The DocFixup Screen (cont.)

- **Reorder Documents** – In DocFixup, documents can be reordered by choosing the left and right arrows above the page to be moved.

- **Rotate Documents** – In DocFixup, documents can also be rotated by using the rotate icon above the page to be rotated. This will rotate the document in 90 degree intervals.
Using DataCap
The DocFixup Screen (cont.)

- **Hold Button** – If you are unsure about any of the documents or cannot finish the verification process, you can place the batch on hold by selecting the Hold button at the top of the page. This function is available to you during any of the DataCap tasks.

- **Done Button** – Once you are finished verifying all the pages in DocFixup, you can submit by using the Done button at the top of the page. You will then be returned to the monitor screen, where the next task will be VerifyFormID or Verify.
Using DataCap

The VerifyFormID Screen

- The VerifyFormID task will only occur if DataCap does not recognize the document FormID, Form Version, or PageID.
- The Form ID, Form Version and Page ID can be either entered manually or by hovering the mouse pointer over the required field on the form.
- This may need to be done for several pages where these fields are not recognized by DataCap.
Using DataCap
The Verify Screen

- The worker will always be routed to the Verify Screen as the **final task**.

- Depending on what is required, DataCap may prompt worker to enter:
  - Correspondence ID (IES barcode)
  - The Case number or Application number
  - First Name
  - Last Name
  - The Received date
Using DataCap

The Verify Screen (cont.)

- Note: Document Batch tree on the lower Right Hand side of the screen has red and blue page icons.
  - **Red page icons** – documents that will need to be verified.
  - **Blue page icons** – documents that do not require any further verification.
  - The icons will change from red to blue if verification was successful.
Using DataCap
The Verify Screen with Verifications

- If the batch contains verifications, use the verification type dropdown and select the correct type of verification.
- Your menu options are:
  - Assets
  - Changes
  - Expenses
  - Income
  - Medical
  - Non-financial
  - Overpayment
  - Other
  - Spenddown
  - Returned/Undeliverable Mail
Using DataCap
The Verify_FormID Screen with Verifications – LTC Offices

- LTC offices will have more options for verifications
Using DataCap
The Verify Screen

- Once the verification process is complete, a pop-up message will prompt the worker to either click "OK" to submit the documents or "Cancel" to make edits.

- Once the worker has clicked "Ok" to submit, the batch is routed to Content Manager.

- Once DataCap has finish processing the batch, it should appear on the Monitor Screen as Task = Export CM and Status = Job Done.
Content Manager

- Content Manager sends the batch to IES, routing it to the correct case and IES EDM inbox queue.
IES Verification

- You will now be able to log into IES and find your documents in the EDM inbox.

- Batches usually take 15 minutes to move from CM to IES.
Using Datacap Example 1
New Application

1. Receive application – Application's will be received by the local office via mail, fax or drop off.

2. Run clearances – Before scanning application, you should check clearances in IES to determine if this is a new application, program add, member add or redetermination.

3. Scan Document – If this is a new application, you will scan the application into DataCap and obtain a confirmation page.
Using Datacap Example 1
New Application (cont.)

4. **Obtain ImageID** – use the Image ID that is on your confirmation page to locate the Image ID in DataCap.

5. **Select QID #** – You will now follow the Image ID ending in 113517 to the batch# 20160808.000001 and QID# 11674 and select the hyperlink.
Using Datacap Example 1
New Application (cont.)

6. **Complete DocFixup (if needed)** –
   - Start the DocFixup task and verify your documents using the drop down menu.
   - The pages that need to be verified will be highlighted in blue.
   - When finished verifying in DocFixup, you will Done.
   - You will be returned to the Job Monitor Page to continue the verification process and once again select the QID hyperlink.
Using Datacap Example 1
New Application (cont.)

7. **Complete Verify** –
   - This is where you will enter the applicants first name, last name, date of application
   - Click Submit when done to Export to CM.
Using DataCap Example 1
New Application (cont.)

- Example: Content Manager has exported your new application to IES and assigned a T#, Dawn Bright T05384387.
- You should be able to find your application in the EDM inbox, screen new application queue, using applicant first and last name.
- Start application registration.
Using DataCap Example 2
Redetermination Form

1. Rede Received –
   While most redeterminations will be sent to CSU for scanning, local office may still receive via in person, mail or drop off.

2. Scan Rede –
   - scan redetermination and any verifications into DataCap together and obtain a confirmation page
Using Datacap Example 2
Redetermination Form (cont.)

4. **Obtain ImageID** – use the Image ID that is on your confirmation page to locate the Image ID in DataCap.

5. **Select QID** – follow the Image ID ending in 112029 to the batch# 20160810.000257 and QID# 12031 and select the hyperlink.

<table>
<thead>
<tr>
<th>Date &amp; Time Sent</th>
<th>Recipient Information</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/10/2016 11:21 AM</td>
<td>Illinois.gov\EIS\datacap_test\Scan\Input\LTC\AE9901309_20160810112029\XSM00000001.TIF</td>
<td>Completed</td>
</tr>
</tbody>
</table>

12031 20160810.000257 Folder Job DocFixup pending 2016-08-10 11:17:30 0 10 20160810112029 20
Using Datacap Example 2
Redetermination Form (cont.)

5. **Complete DocFixup** – start the DocFixup task and verify your documents using the drop down menu.
   - The pages that need to be verified will be highlighted in blue.
   - When you are finished verifying in DocFixup, you will enter Done.

- You will be returned to the Job Monitor Page to continue the verification process and once again select the QID hyperlink.
Using Datacap Example 2
Redetermination Form (cont.)

6. **Complete Verify** – start the Verify task.
   - This is where you will enter the Correspondence ID, Case #, Client first and last name, and date noticed was received.
   - For verifications that are submitted with the redetermination, you will verify the verifications type, you can leave the correspondence ID blank, complete Case #, client first and last name and date.
   - Click Submit when done to Export to CM.
Using Datacap Example 2
Redetermination Form (cont.)

- Content Manager has exported your redetermination and verifications to IES.
- You should now be able to find your redetermination in the EDM inbox using the customers case number and selecting either the interview required—initiate rede or no interview required—initiate rede queue.
- You will now be able to start the redetermination task.