



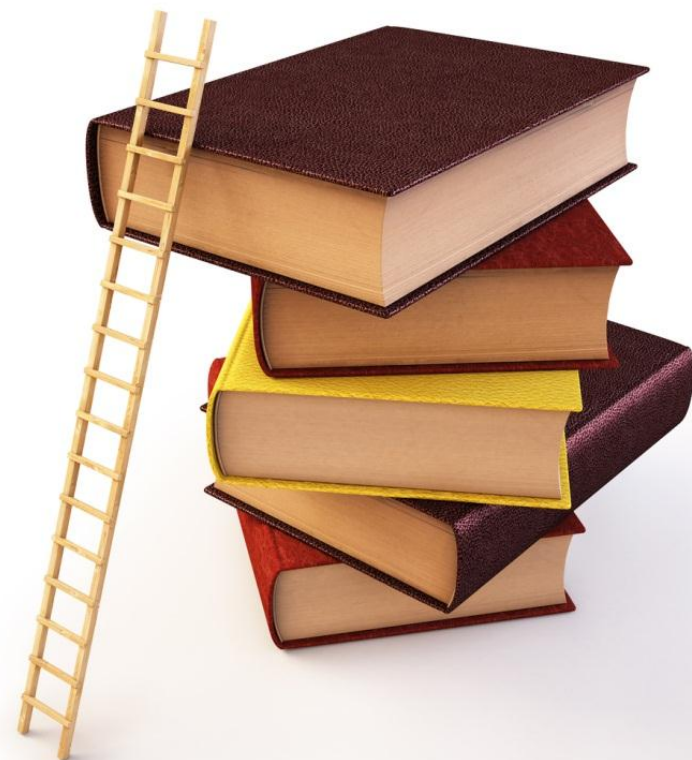
Eligibility and Certification








Module Learning Objectives:

After completing this module, you will be able to:

- Run eligibility after data collection so that IES can automatically determine eligibility and calculate benefits for the requested programs
- Upload documents to applications/cases
- View budget information and validate eligibility results for each program
- View and interpret the eligibility determination for the case
- Process an override of the eligibility determination for household individuals
- Certify results of eligibility after you verify they are accurate to start benefits for the customer
- View where telephonic signatures are saved



Steps to Process a Case

	<p>1. Enter case information in Data Collection</p>
	<p>2. Run eligibility and review the budgets for accuracy</p> <p> If verifications are pending, IES will generate a VCL after you run eligibility.</p>
	<p>3. Certify the results</p> <p> After you certify a program, IES will send the case to the CDB to issue benefits.</p>

Important Things to Remember

- Cases are not sent to the CDB and benefits are not issued until you certify the results of eligibility
- You are not finished when you run eligibility
- You can make changes to cases in IES until you certify
- After certification you can only make changes in ACM/IPACS until Phase 2
- After Phase 2 changes to cases will only be made in IES



Certifying EDGs

If **ALL EDGs** are approved or denied, certify the entire case.

Even if **one or more EDGs** are PENDING, you can usually certify those that have been approved or denied.

Except these special cases:

- CASH cannot be certified as approved while Medical remains pending
- CASH cannot be certified as approved while Medical is denied
- Medical cannot be certified as approved while SNAP remains pending
- CASH cannot be certified as approved while SNAP remains pending

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Note:

- Medical can be certified as approved while TANF remains pending



When is Certification Complete?

- You must complete the driver flow
- Keep going if there is a **[Next]** button
- There are TWO certification pages
- Second Certification page is labeled Certification (2 of 2)
 - It is also known as the TAR page (Type Action Reason)
 - It is required to send the case to the CDB for benefits calculation
- Case Status changes to Approved or Denied



Who Can Certify a Case?

- Any caseworker in their assigned office
- DHS/HFS Central Office



NEXT STOP

