AVS 2.0 PORTAL USER GUIDE

Oregon Department of Human Services

Public Consulting Group

2019

PUBLIC CONSULTING GROUP

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REVISION HISTORY

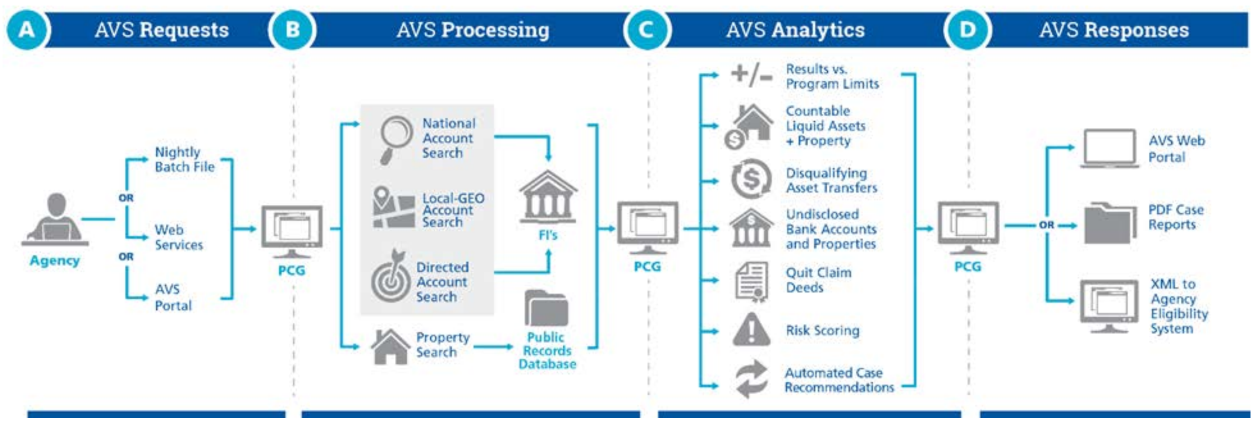
Version Number	Date	Author/Owner	Description of Change
1.0	6/15/18	PCG	Initial draft
2.0	11/1/18	PCG	Edits made in response to state's review
3.0	5/10/19	PCG	Updated for AVS 2.0 Portal

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.

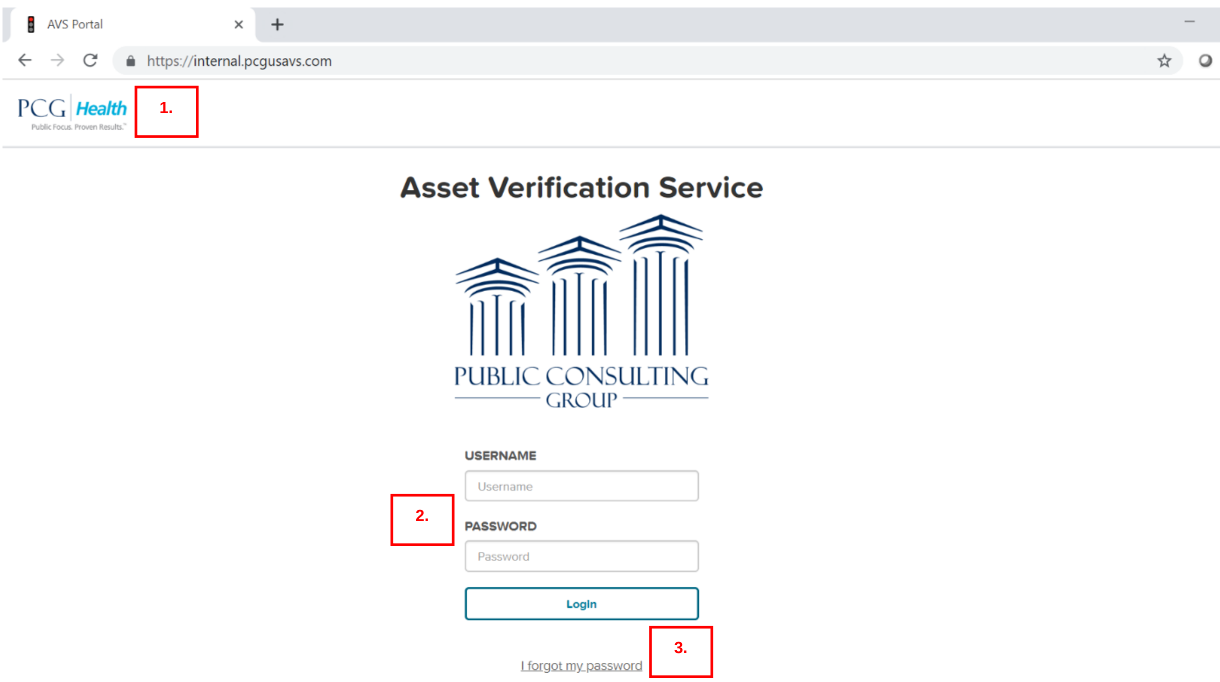


II. PAGE ELEMENTS

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. For the state of Oregon, the AVS Portal URL is: https://or.pcgusavs.com/
2. **Login credentials**: Username and matching password used to login to the AVS Portal.
3. Note: AVS usernames or ID's cannot contain hyphens (-), or slashes (/) (\).
4. **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 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.

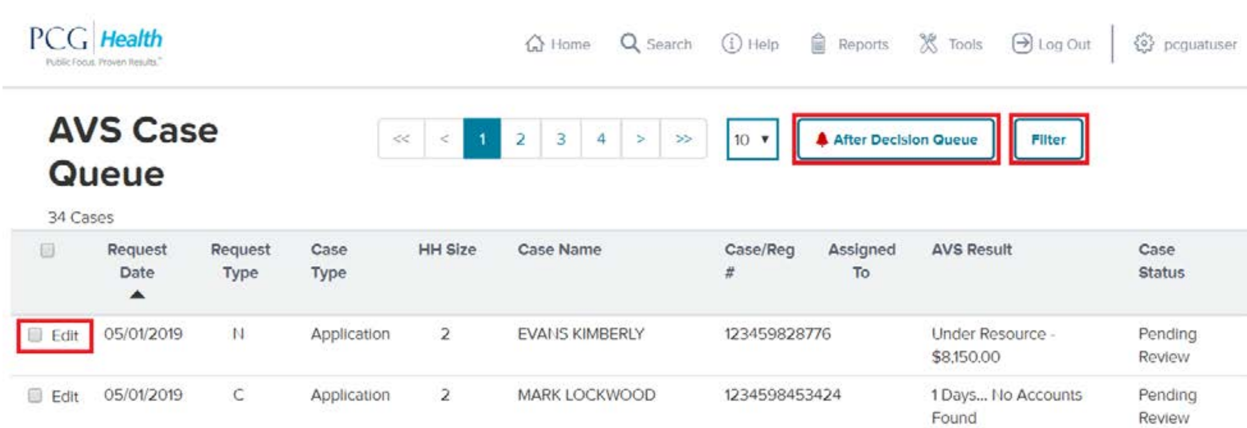
pcguatuser **User Account:** navigate to Edit Profile or Change Password screens.

Help **Help:** navigate to Help screen.

Edit **Case Correction:** edit or update case details.

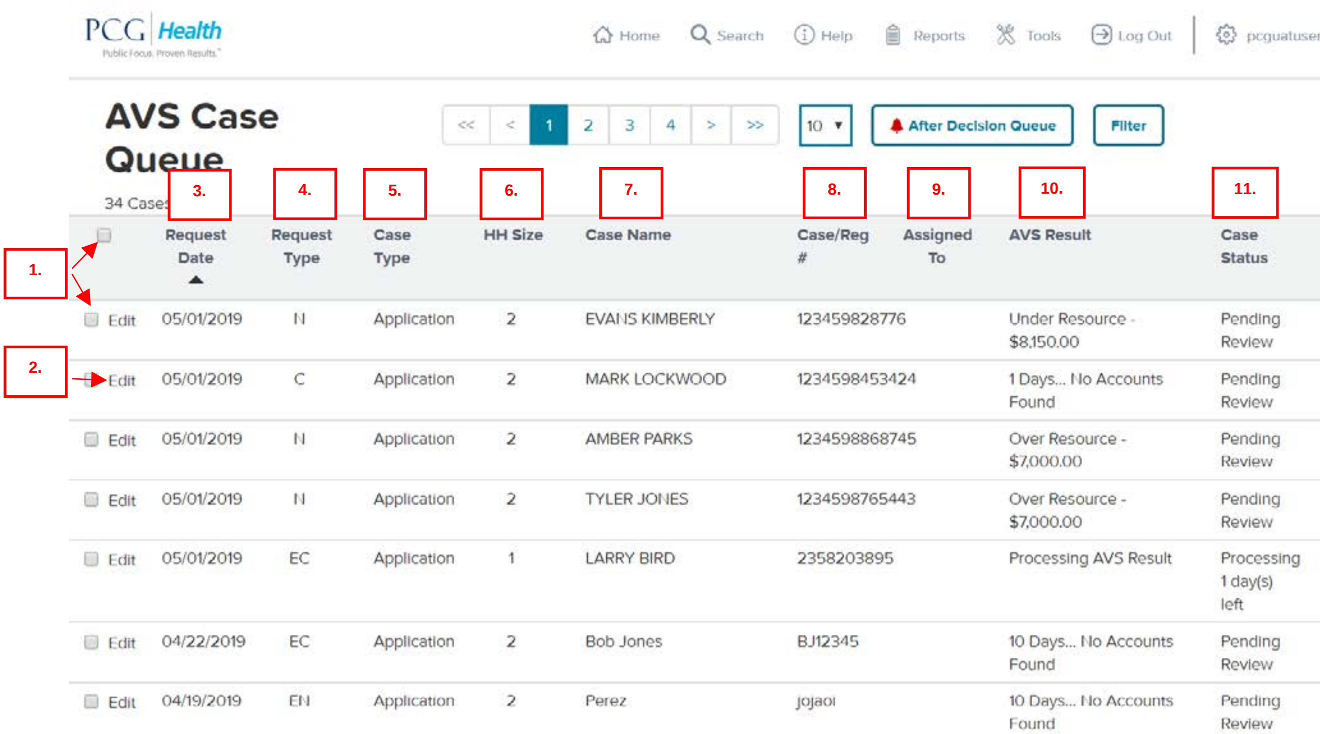
Filter **Filter:** limit view of cases by AVS result, case status, request type, district and/or office.

After Decision Queue **Results After Decision:** if applicable, access and review account information returned after the case was closed. The user will only see this based on security rights and/or cases assigned to them.



Case Queue Layout

Eleven key elements featured in the AVS Portal Case Queue include



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 request.

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(new) or renewal(redetermination) 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. Use format: "LAST, FIRST".

8. **~~Case~~/Reg #**: Oregon is not using Case number. Registry number is the applicant's SSN.

9. **Assigned To**: Oregon is not assigning cases to workers directly. Cases are assigned to a District and Office only.

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.

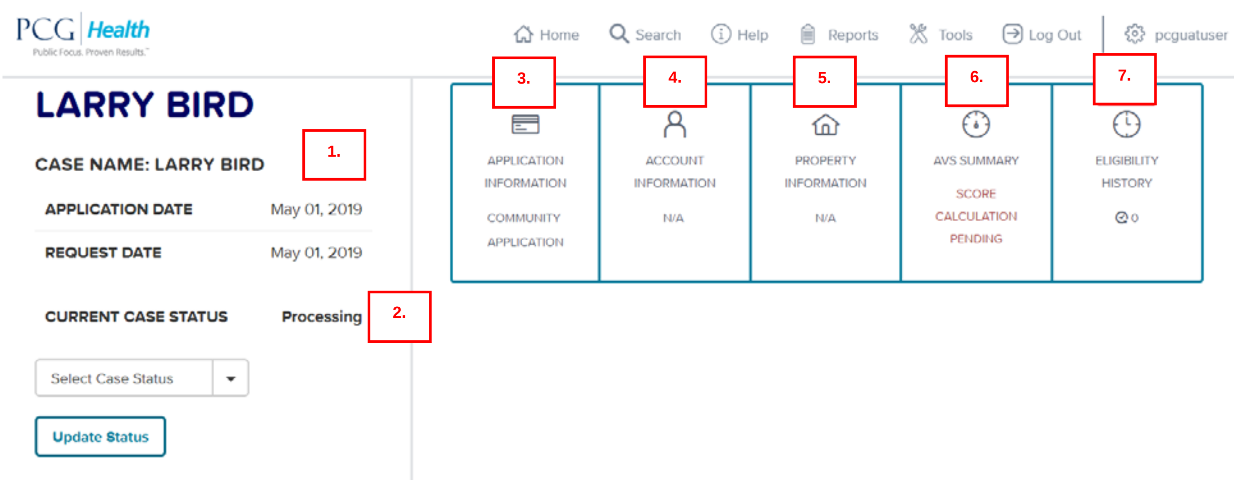
11. **Case Status**: Indicates the current status of the case. Possible case statuses include the following:

- 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. A common error is incorrect combination of Request Type and Household size.

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

- Review in Progress: Oregon is not using.
- Transfer Penalty: Oregon is not using.
- Eligible/Ineligible: Oregon is not using.
- Closed/Withdrawn: This is the only Case Status option for Oregon. Used to close a request out of AVS.

2.3 CASE DASHBOARD

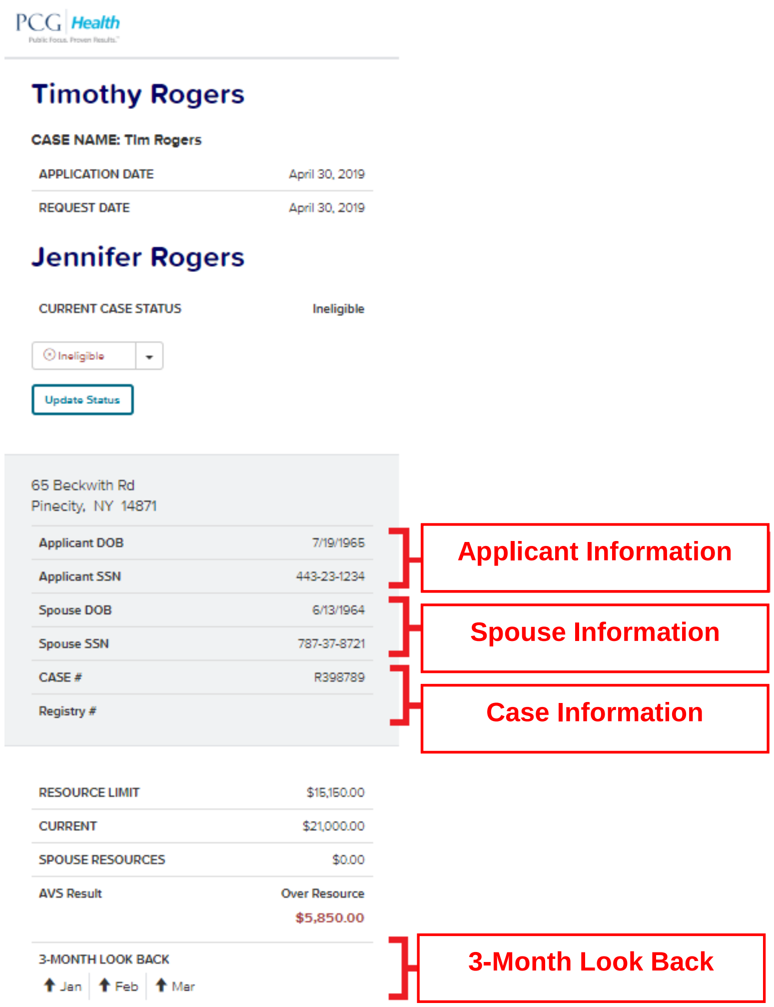


The Case Dashboard allows workers to view all the information necessary to pass a case ‘at-a-glance’. Each of the above numbered areas has a corresponding section in pages 9-17 detailing their purpose and organization.

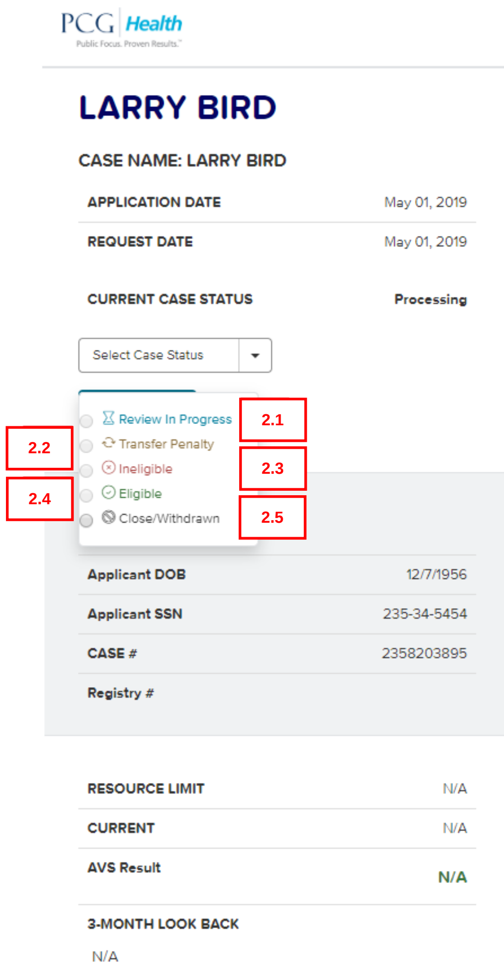
1. Eligibility Bar
2. Eligibility Decision
3. Application Information
4. Account Information
5. Property Information
6. The AVS Summary
7. Eligibility History

1. Eligibility Bar offers a brief synopsis of the selected case. Overviews the case’s name, DOB, SSN, Address, 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.



2. Eligibility Decision indicates whether a case is Pending Review or Closed/Withdrawn. Note: Decisions made in the AVS Portal will not transfer over to the state's eligibility system.



2.1 **Review in Progress**: Oregon is not using.

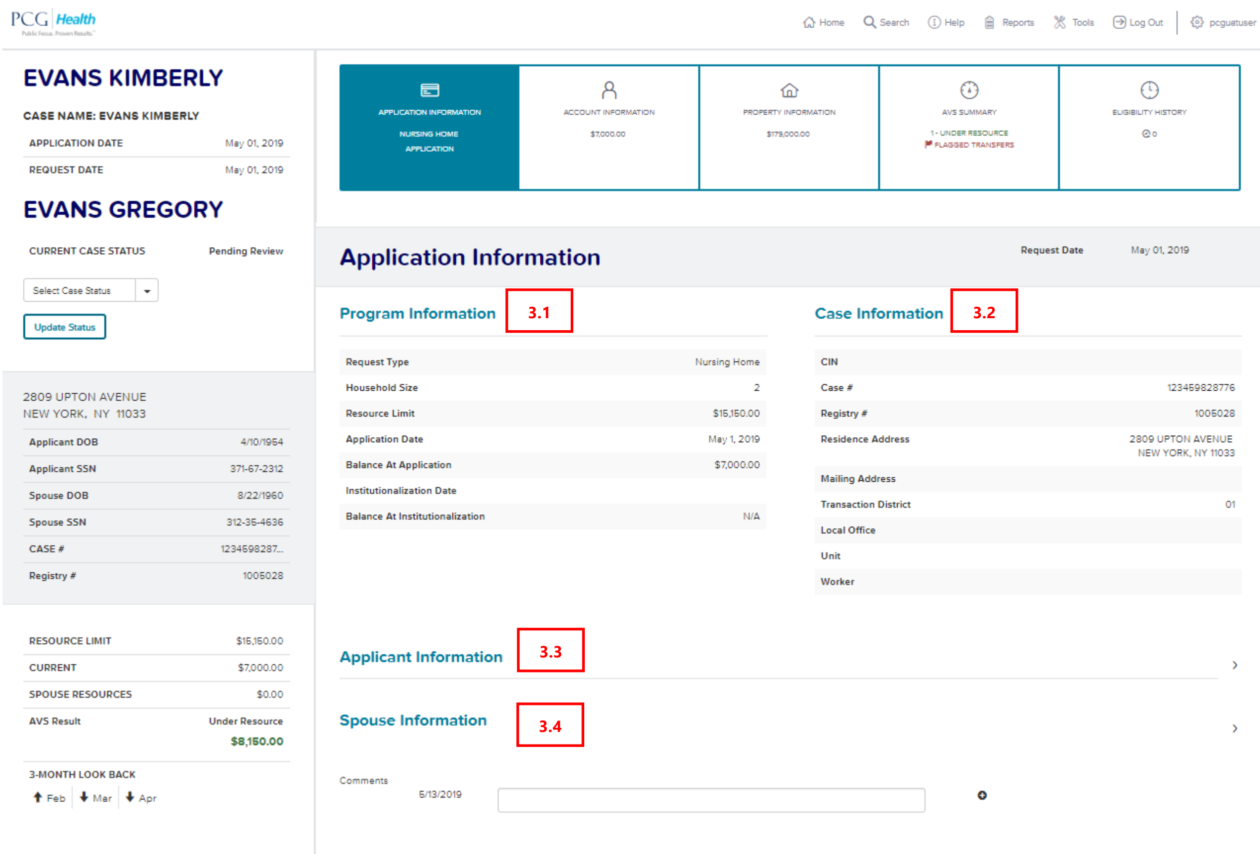
2.2 **Transfer Penalty**: Oregon is not using.

2.3 **Ineligible**: Oregon is not using.

2.4 **Eligible**: Oregon is not using.

2.5 **Close/Withdrawn**: This is the only Case Status option for Oregon. Used to close a request out of AVS.

3. Application Information conveys basic information regarding the request (i.e. OSIPM-LTC) and case type (i.e. application(new) or renewal(redetermination)).



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.

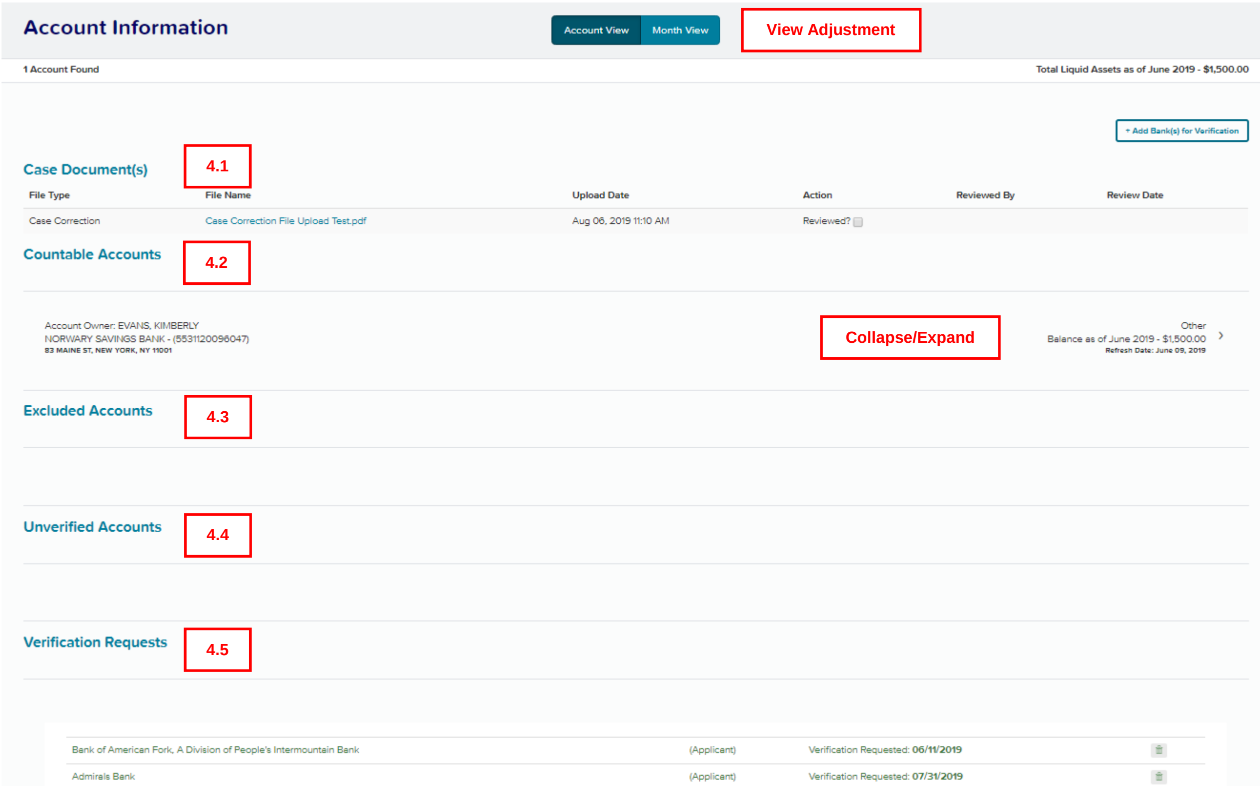
3.2 **Case information**: Includes CIN(Prime #), Registry #, Residence Address, Mailing Address, District and Office.

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 the month of application.

Within the Account information detail, users may view all the account information gathered from an asset request. Account detail, when expanded, includes total account value and balance history (account balances, dates, and interest earned) as well as ownership and joint ownership information.



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 **Case Corrections:** Bank statements or other documentation sent by a financial institution that is not otherwise recorded in the portal. Documents can be downloaded and reviewed here. (i.e. errors reported by user that are substantiated will have the corrected information uploaded here.)

4.2 **Countable Accounts**: Accounts that are considered as part of the overall resource calculation as determined by state policy. Oregon has chosen to not automatically exclude any accounts from AVS. Workers will need to make that determination.

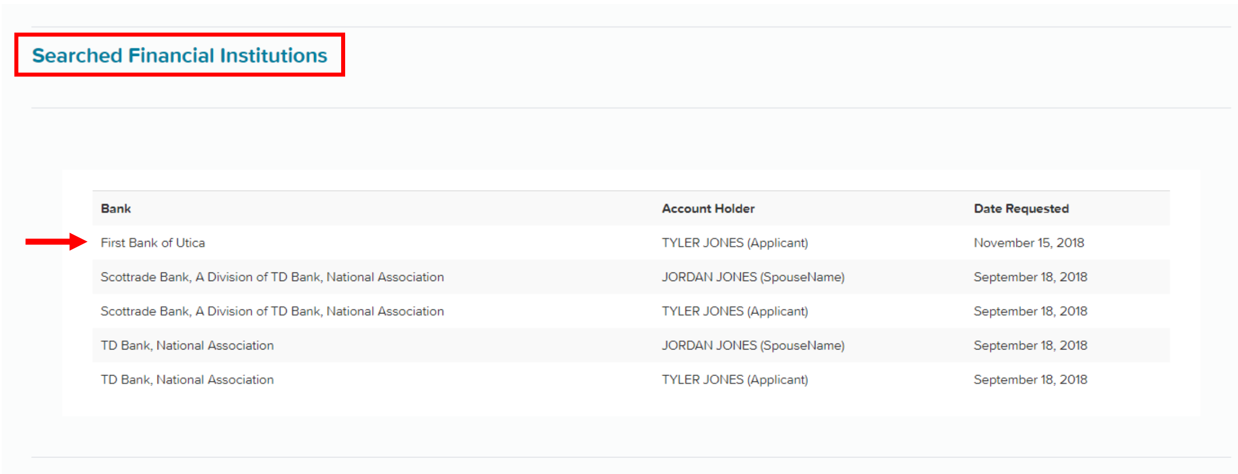
4.3 **Excluded Accounts**: Oregon is not using.

4.4 **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”. Workers will need to review this information and determine if the request needs to be edited and resubmitted.

4.5 **Verification Request/Direct Account Search**: Account inquiry at a known Financial Institution (FI) by selecting the “Add Bank(s) for Verification” link. Can request information from any FI in the United States. If an applicant has stated that they hold an account at a specific FI the worker should add that FI to the request using this feature. This will make sure a request is sent to that FI.

Below the Verification Request tab, a new section will appear in Account Information. This section is called ‘Searched Financial Institutions’. In this section users will be able to see what FI’s were already sent AVS requests via the national account search or the local geo account search. This enhancement will assist in preventing duplicate requests and provide indicators on which banks may have fallen outside the national or local account searches. Below is a screenshot of the enhancement:

The information shown will include the bank's name, account holder and whether they are the applicant or spouse, and lastly the date the bank was requested. This feature will be available on each case in the AVS Portal.

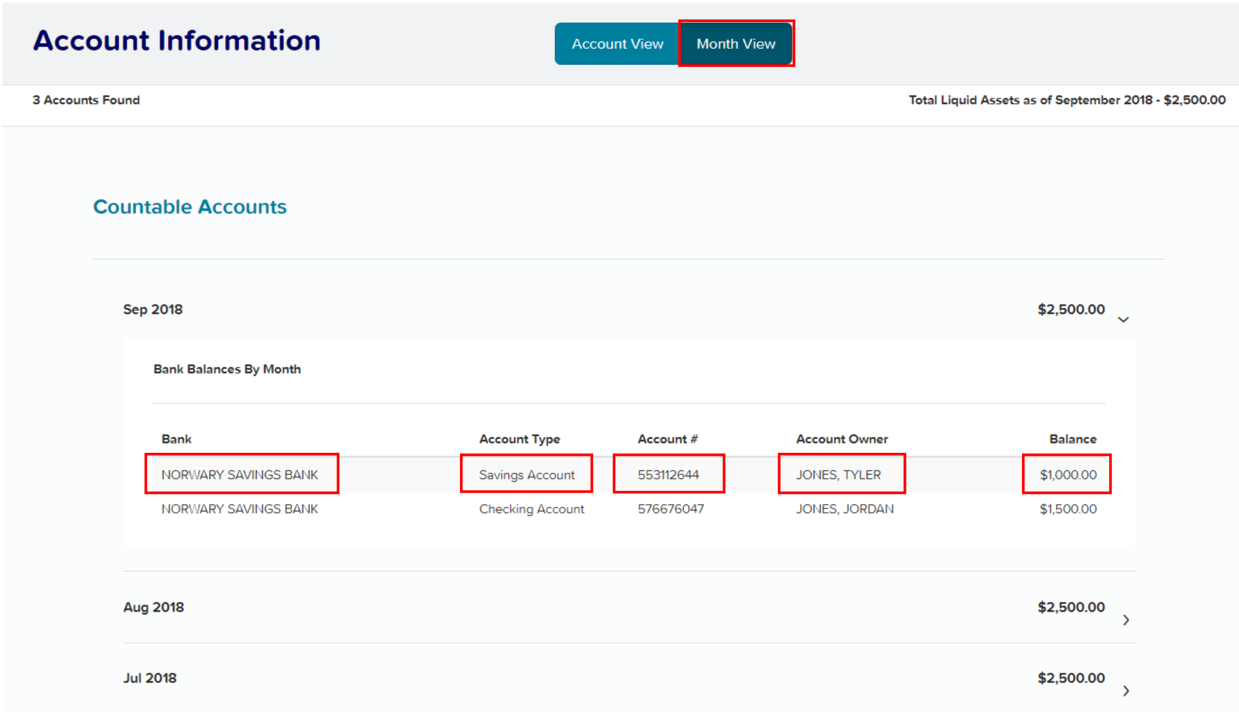

Searched Financial Institutions

Bank	Account Holder	Date Requested
First Bank of Utica	TYLER JONES (Applicant)	November 15, 2018
Scottrade Bank, A Division of TD Bank, National Association	JORDAN JONES (SpouseName)	September 18, 2018
Scottrade Bank, A Division of TD Bank, National Association	TYLER JONES (Applicant)	September 18, 2018
TD Bank, National Association	JORDAN JONES (SpouseName)	September 18, 2018
TD Bank, National Association	TYLER JONES (Applicant)	September 18, 2018

Alternatively, users can 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.

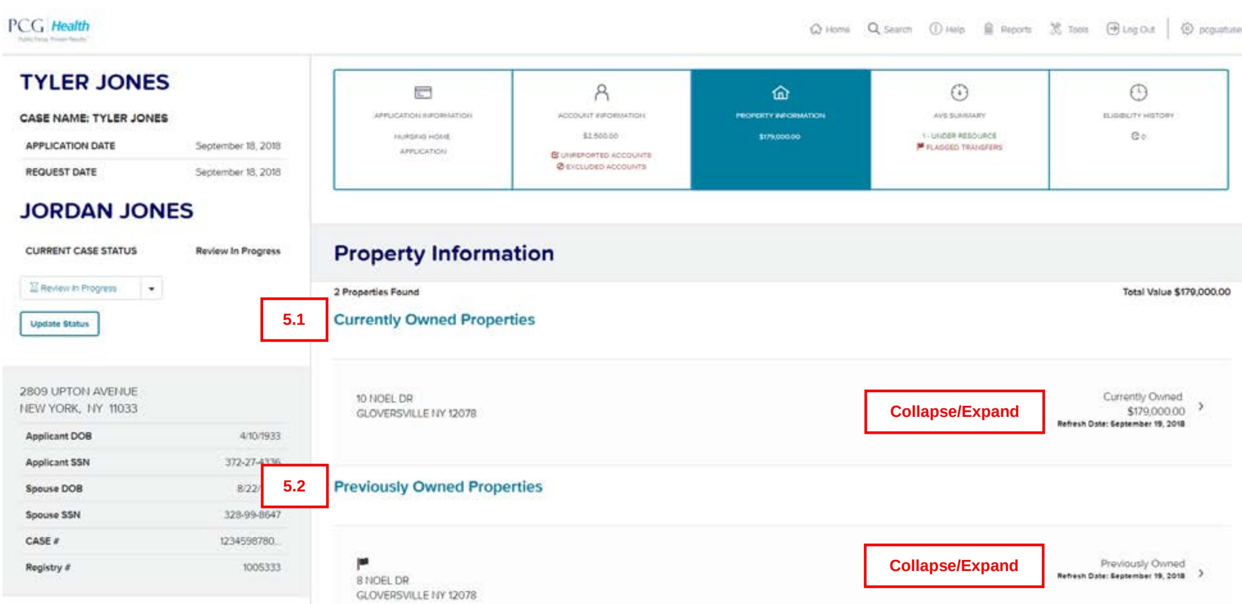
Once a specific row or month is selected, it will drop down and display the financial information for that given time period. If multiple accounts were found for a case, then each account will show in the drop down with its respective monthly balance according to the first minute, of the first day of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

Example on next page.



NOTE: ABLE 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 assessed total value should display for any found property.

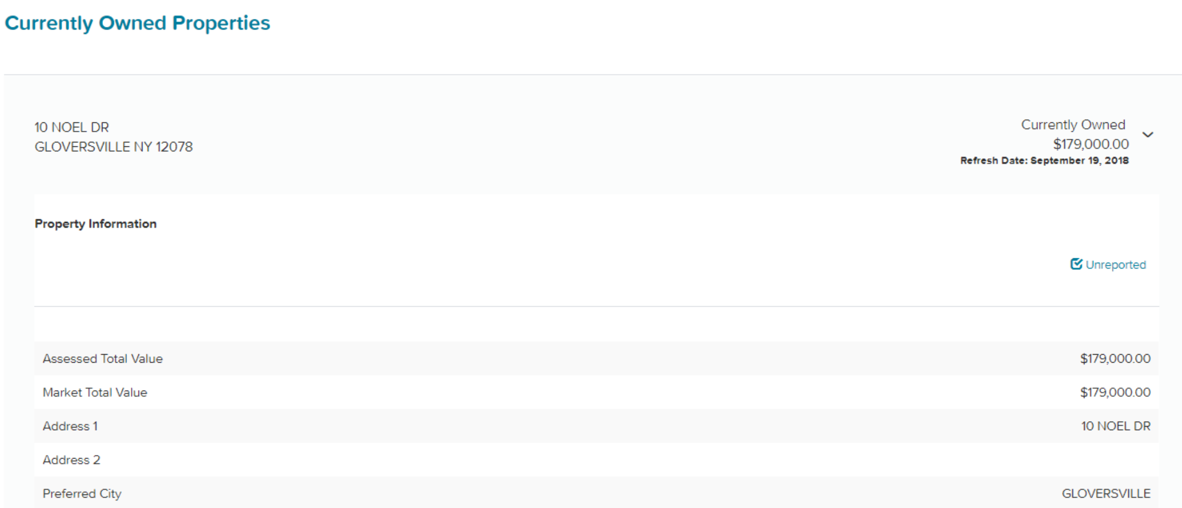


Within the Property Information detail, data is organized depending on whether the property result is for currently or previously owned real property that was sold within the timeframe of the applicable look-back.

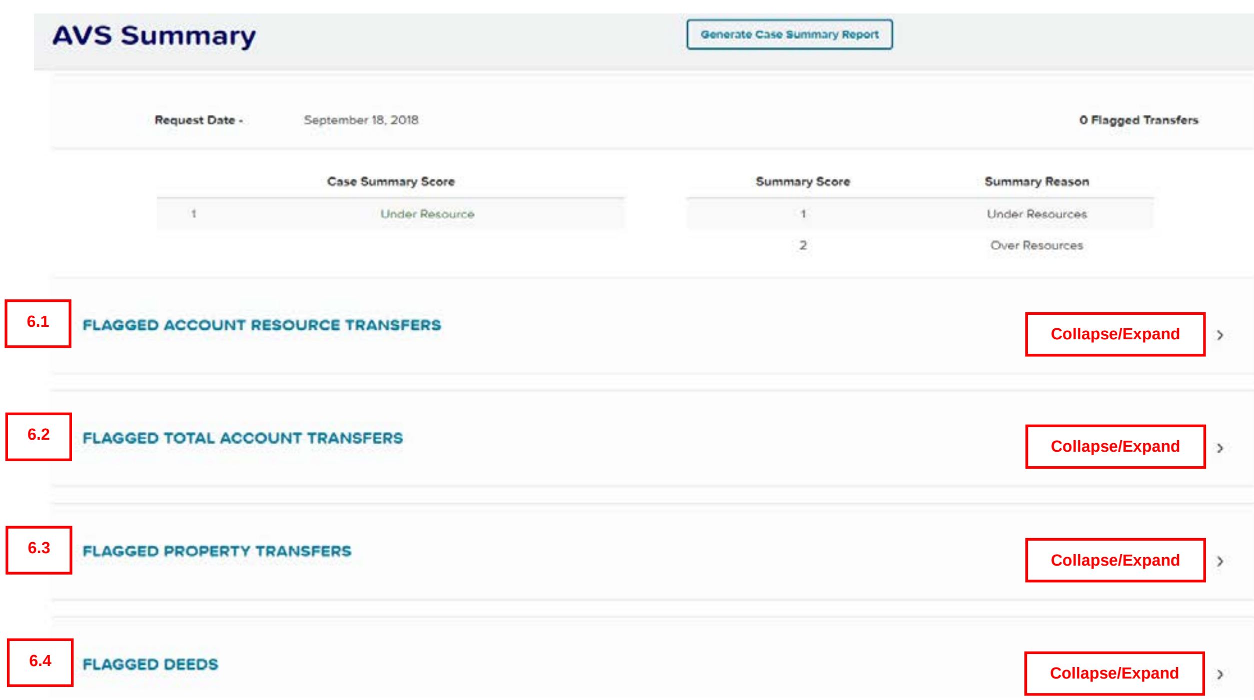
Properties will be matched to an applicant or spouse if their names and SSN's are linked to a deed and assessment record.

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.



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



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 flagged 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.

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	SOUTHHAMPTON,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 $4,680.00
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

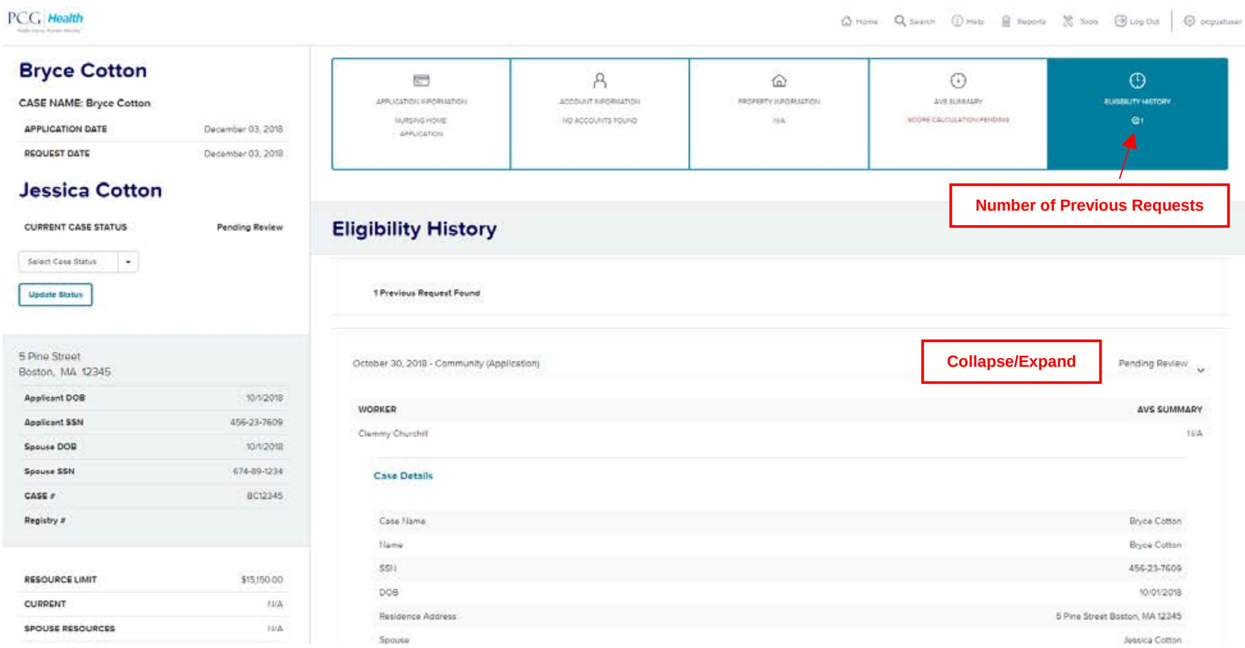
Liquid Assets - Account Balance Details

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 a specific A/R. 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 the case details, program summary, account summary and property summary.



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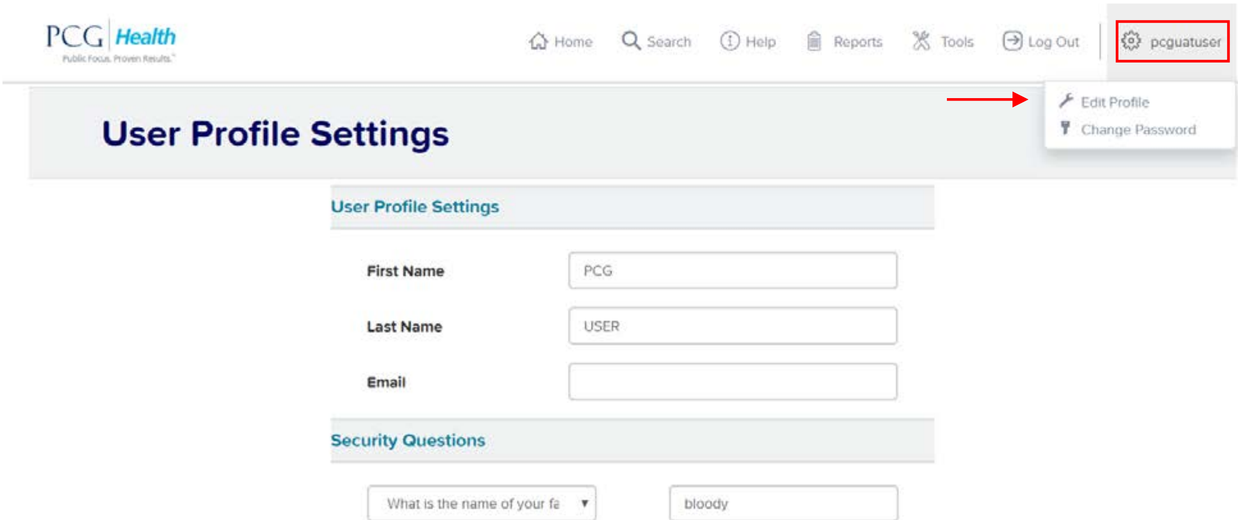
III. AVS USER INSTRUCTIONS

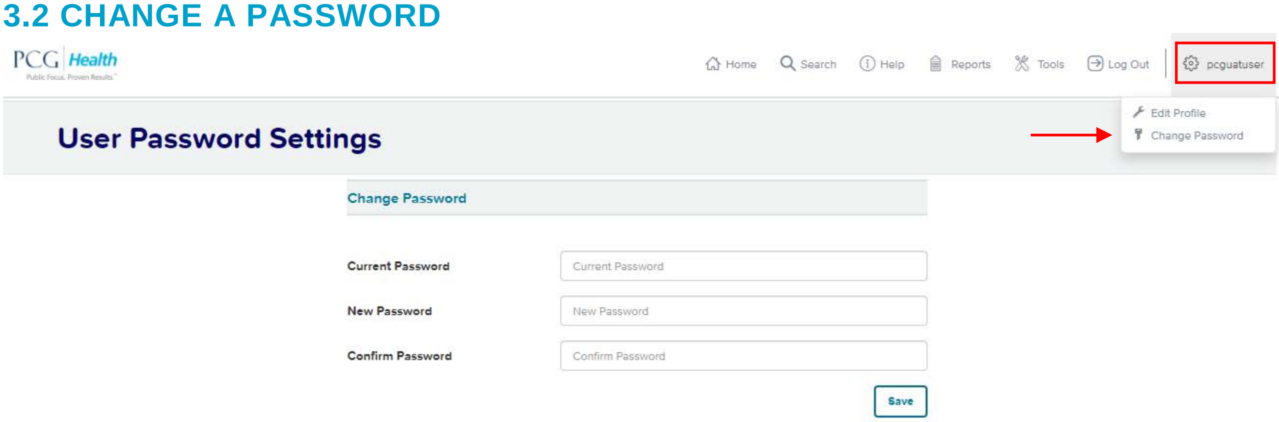
This section is designed to help users review basic portal functions, particularly those processes that can be supported by visual confirmation. Please note that these functions are based on the AVS user role and are not available to all users.

3.1 EDIT PROFILE



- 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.

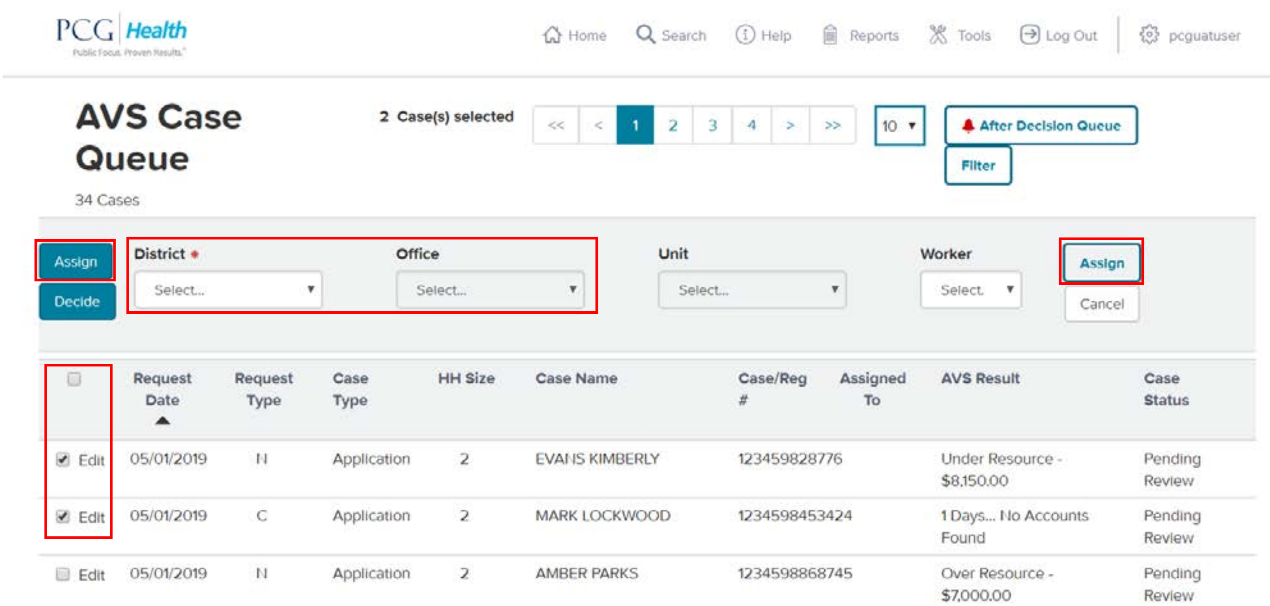
3.2 CHANGE A PASSWORD



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

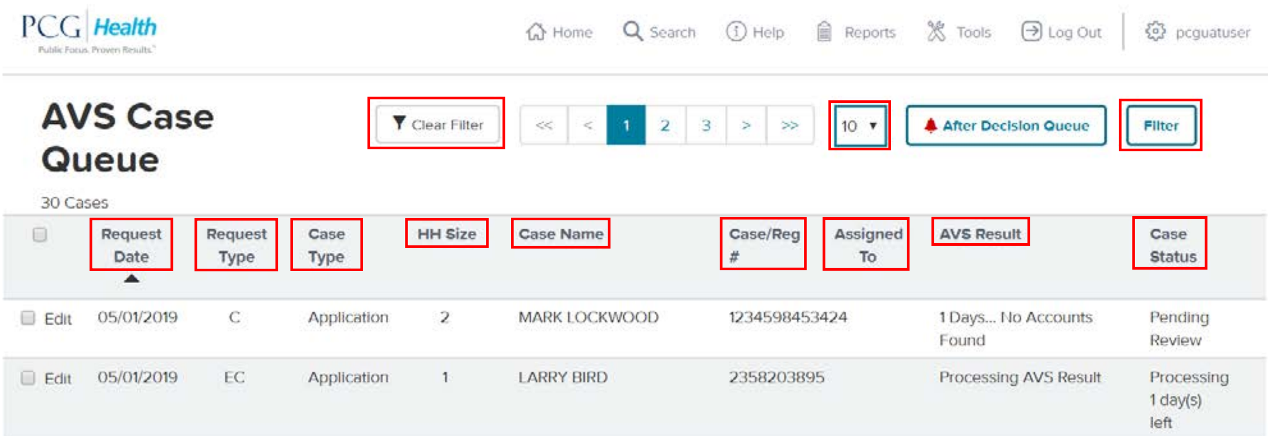
- Choose a password that is a minimum of 6 characters long, contain at least one number, one upper case character [A-Z], one lower case character [a-z], and one special character (!,#,$,@); and,
- Enter the new password information, then select 'Save'. For security reasons, passwords require updates 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



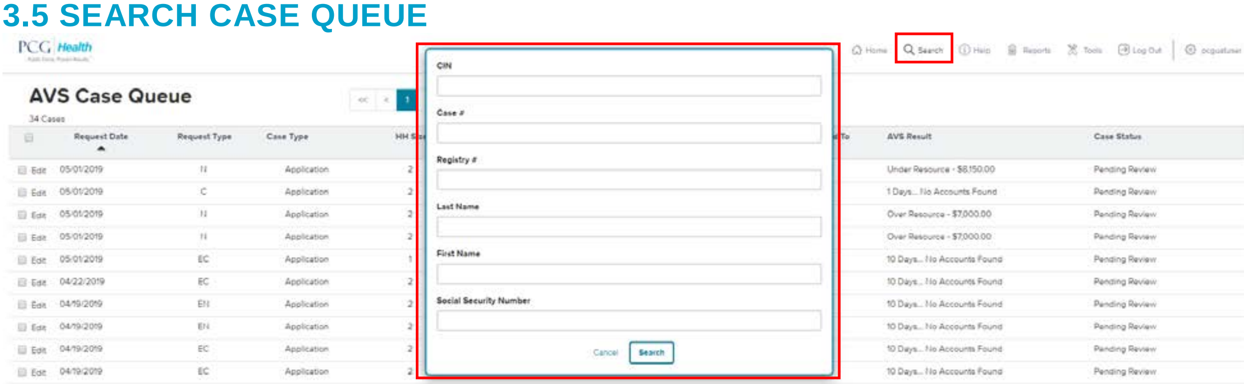
- From the case queue, authorized users can manually assign and/or re-assign cases to different a District and Office. Remember, Oregon is not assigning cases to a unit or worker;
- To re-assign a case, a user may select any number of checkboxes within the case queue to indicate those cases to be assigned;
- Once the cases are selected, choose the new District and Office assignment 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;
- There is no 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

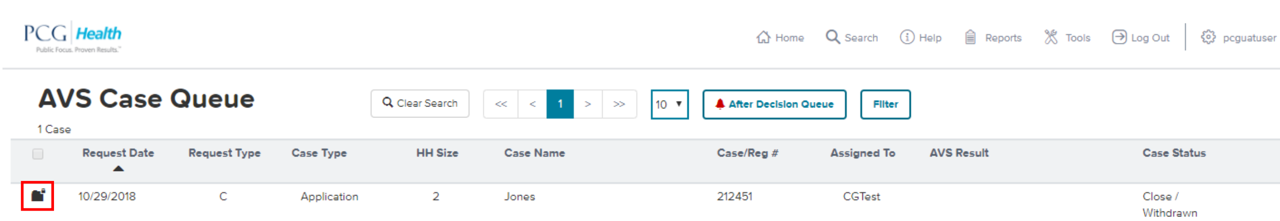


- To organize a case queue, a user may sort by any column by clicking on the underlined header in the case queue;
- To filter for a specific case or group of cases, the user can click ‘Filter’ and set any combination of parameters. Common filters are by a specific District and Office, or AVS result.
- 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.

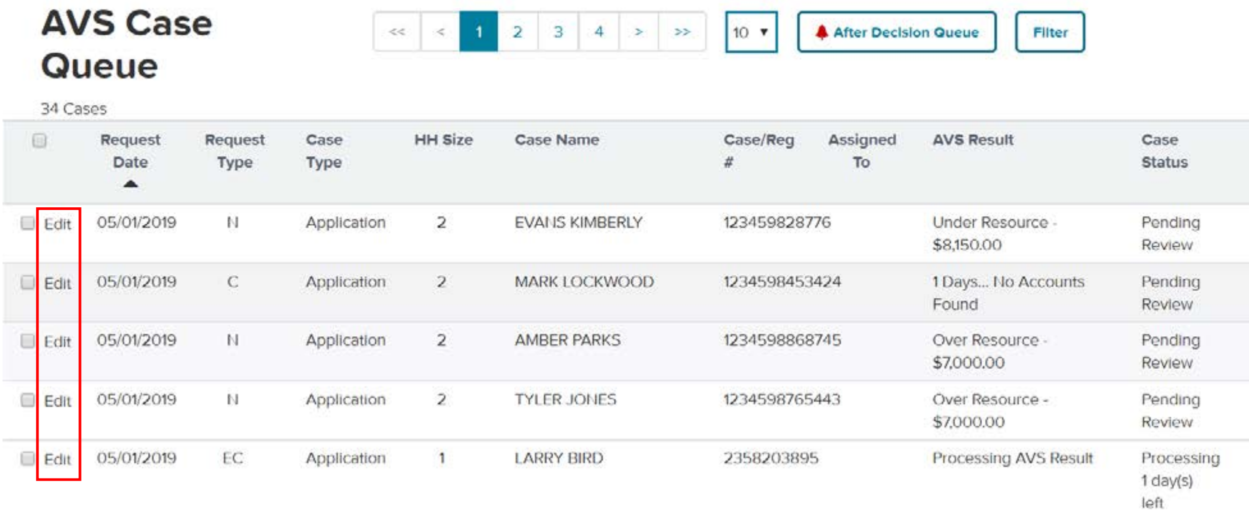
3.5 SEARCH CASE QUEUE



- To search the case queue, click the ‘Search’ icon and enter search parameters followed by ‘Search’: CIN(Prime), Registry Number(applicant SSN), Last Name, First Name, or Social Security Number; and,
- Search results return active cases as well as archived cases which have been Closed/Withdrawn from AVS.
- 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:

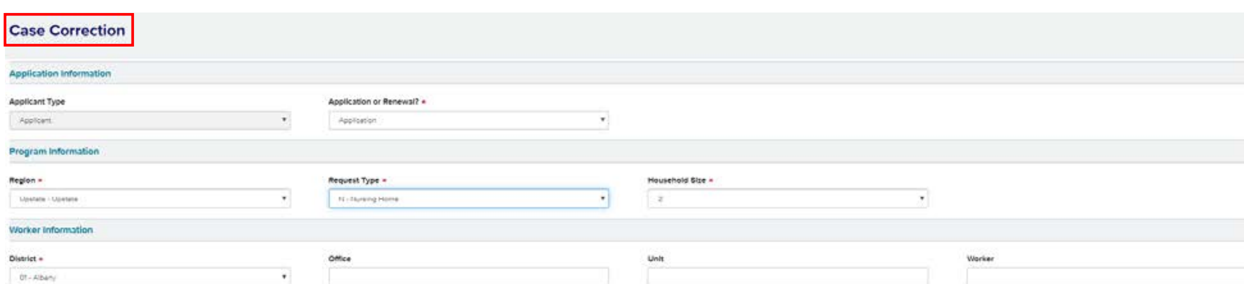


3.6 CASE CORRECTION

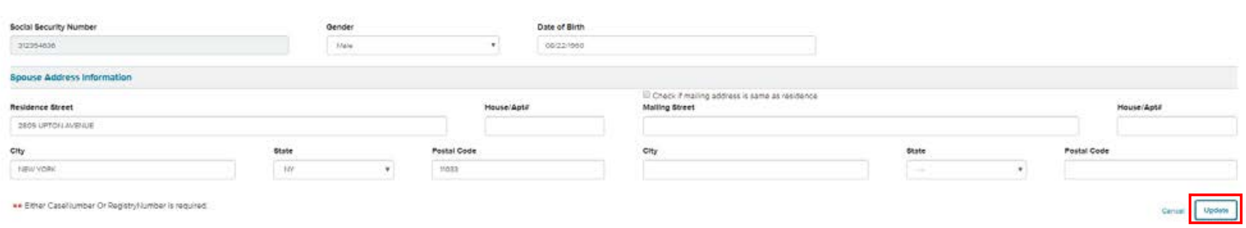


	Request Date	Request Type	Case Type	HH Size	Case Name	Case/Reg #	Assigned To	AVS Result	Case Status
Edit	05/01/2019	N	Application	2	EVANS KIMBERLY	123459828776		Under Resource - $8,150.00	Pending Review
Edit	05/01/2019	C	Application	2	MARK LOCKWOOD	1234598453424		1 Days... No Accounts Found	Pending Review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

- Click the word "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 Closed/Withdrawn cannot be edited.
- After an edit/correction is completed and 'Update' is selected, the portal may produce a pop-up window to make the user is aware of the changes that result in a new request: "Changing any of the fields below will result in new Accuity and LexisNexis Requests - Applicant's Name or any Aliases (addition of alias/removal of alias), 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/Withdrawn and a new request submitted.

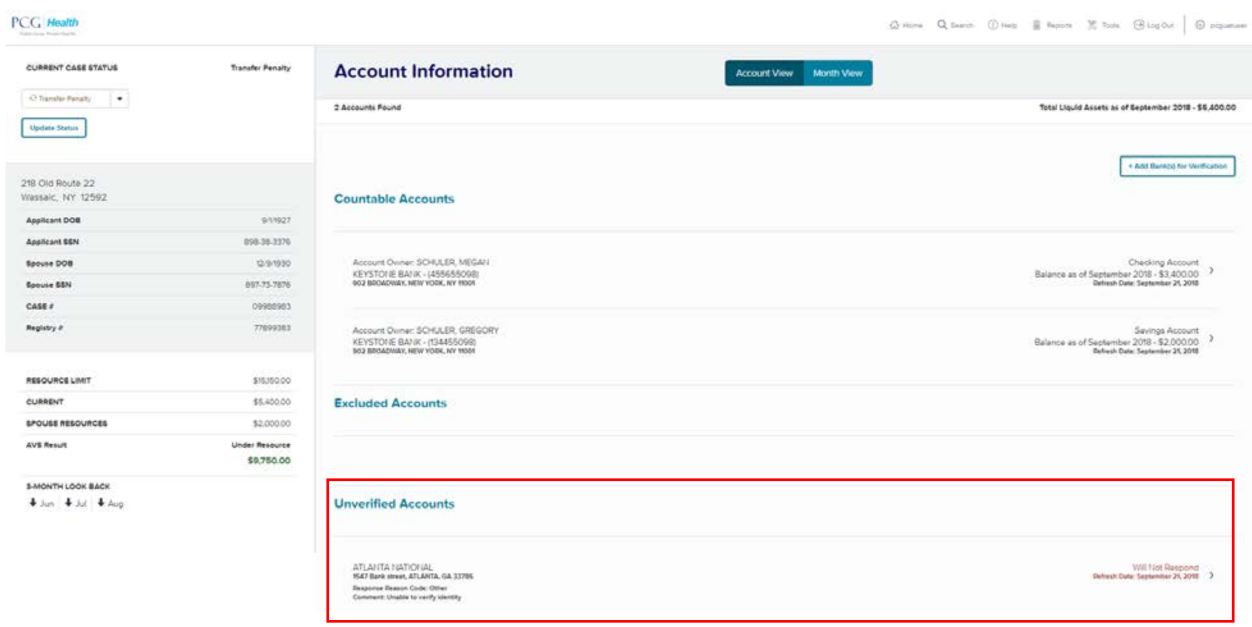


(Case Correction Continued)

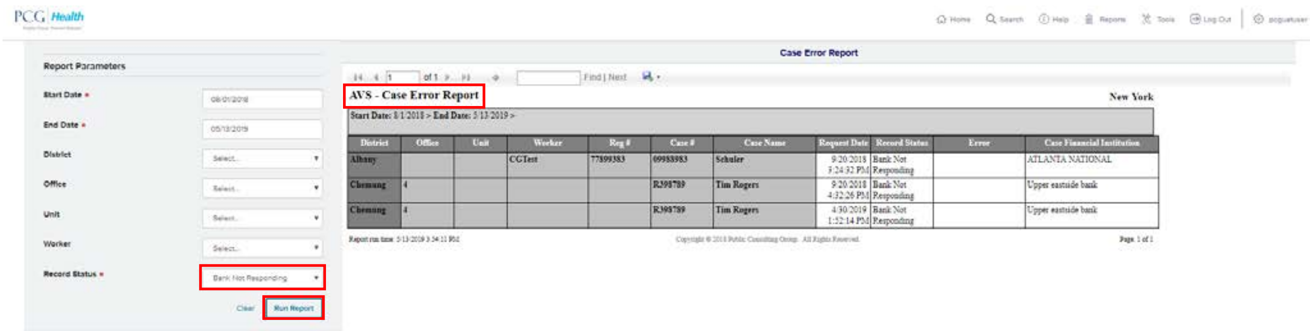


3.7 VERIFY CASE ALERTS

- 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 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 request and re-submit an entirely new request because the SSN cannot be edited in Case Correction.



- 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'.

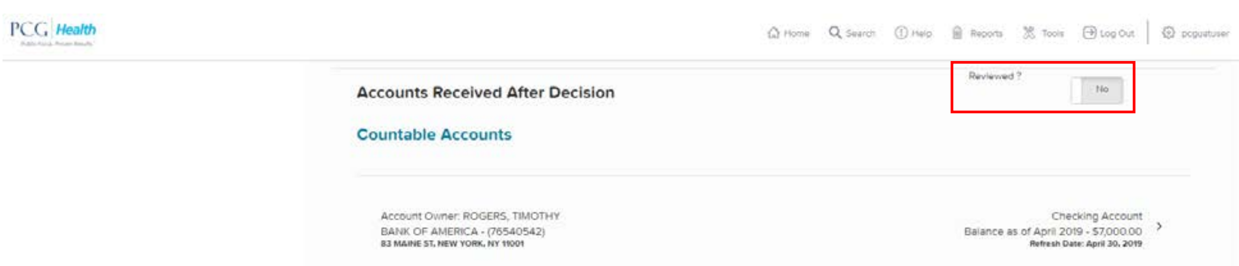


- To generate a report featuring Will Not Respond alerts on cases, users with reporting access are advised to select on the ‘Reports’ icon and select ‘Case Error Report’;
- Next, enter in the Report Parameters such as Start and End Dates and Record Status ‘Banks Not Responding’ and select ‘Run Report’.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

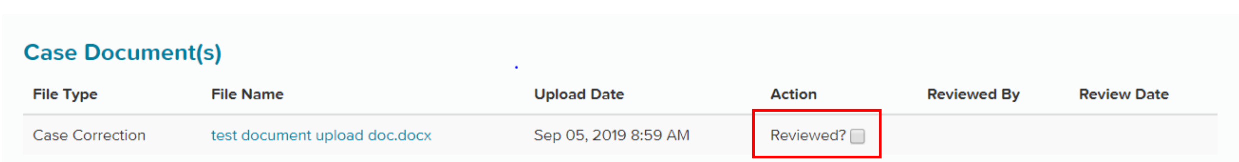
3.8 RESULTS AFTER DECISION QUEUE

To review AVS results received after a case has been closed/Withdrawn, 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, including a paper statement that has been uploaded into the portal under the Case Documents section. 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’. Located at the bottom of the Account Information section.

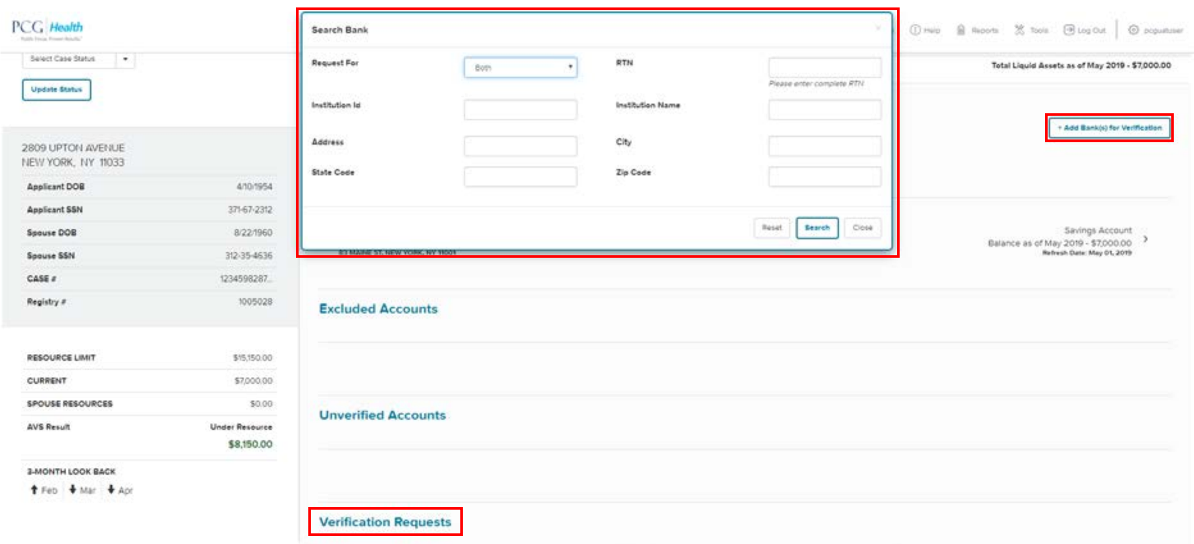


Once a user has reviewed the new bank account information, they will indicate so by selecting Reviewed? = ‘Yes’. Selecting ‘Yes’ will move the case out of the queue and into archived status.

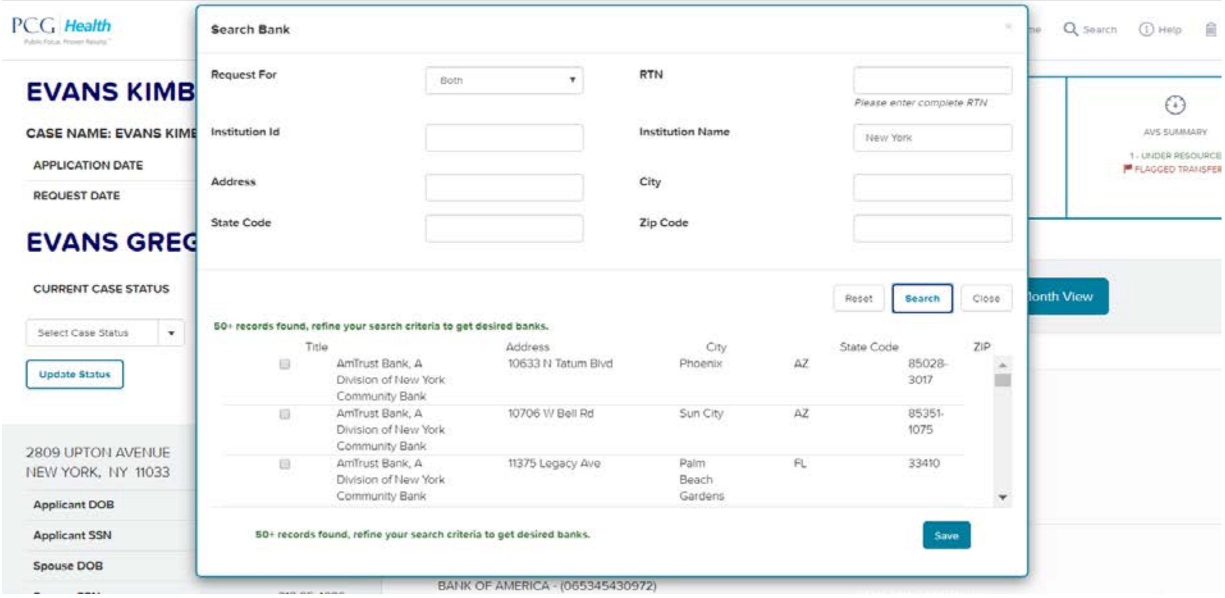


If a case has already been Closed/Withdrawn and a case correction document is uploaded, the case will be sent to the After Decision Queue. Once a user has reviewed the new bank account information, they will indicate so by selecting Reviewed? = ‘Yes’. Checking the box will move the case out of the queue and into archived status.

3.9 SUBMIT A VERIFICATION REQUEST

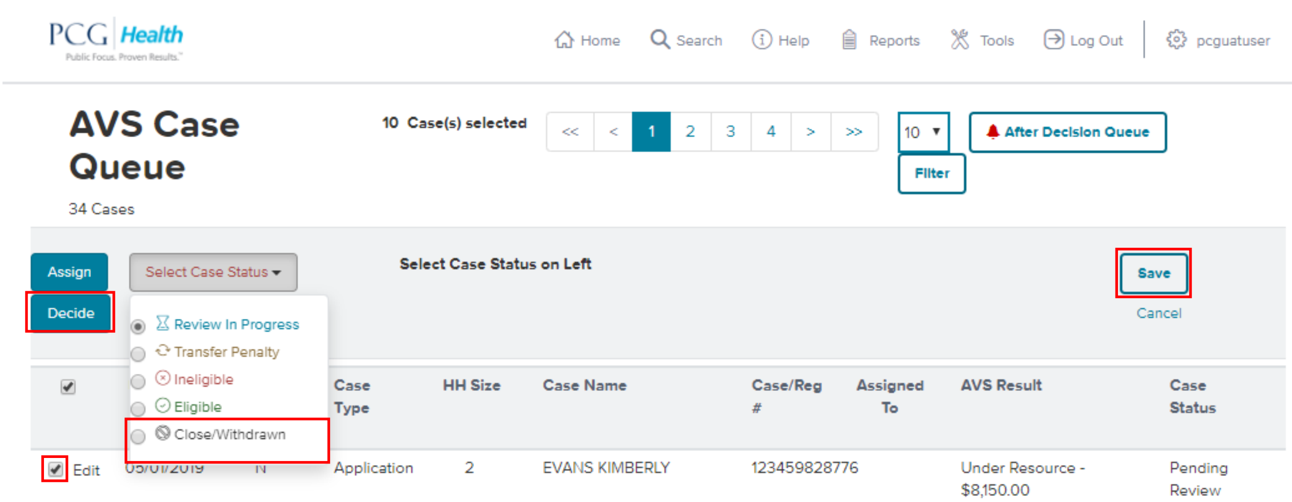


- To request account information on demand, go to the ‘Account Information’ tab and select ‘+Add Banks for Verification’;
- Select from the ‘Request For’ drop-down to select either the applicant, the spouse or both. On joint cases, all three options are available;
- To search for the specific Financial Institution, enter any of the ‘Search Bank’ fields to pinpoint the desired bank;
  - Please note, if searching by institution name users should not enter an abbreviation. i.e. “M&T Bank” should be entered as “Manufacturers and Traders”. If a user cannot locate a bank, review the Financial Institutions document uploaded to the AVS section of Staff Tools for specific spelling.
- 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 the Countable Account sections.

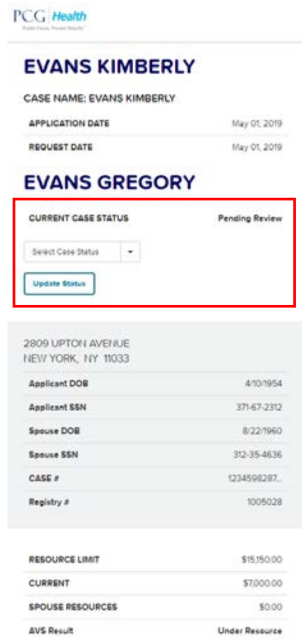


- Verification requests submitted follow the same processing logic as batch or ad hoc requests, except that the processing clock in the case queue resets to 5 days once a verification request has been submitted if the processing countdown at the time of submission was less than 5 days.
- If the 15 day countdown has already expired and the case is in Pending Review status the countdown will not reset. Users will need to track any additional processing time outside of AVS.
- 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.

3.10 CLOSE A CASE



- To update the Case Status, click the checkbox(es) from the case queue followed by 'Decide';
- Select 'Close/Withdrawn' and then select 'Save';
- Select 'Save' to lock in the case's decision. If this is not selected, the decision will not save.
- Note: AVS requests will not automatically close, users must Close/Withdraw the request once all information has been reviewed in order to remove it from the Case Queue and move it to archive.



- Alternatively, a user may 'Close/Withdraw" a case from within the case dashboard as well. To update from within the dashboard users should select 'Close/Withdrawn' from the dropdown and then click 'Update Status' this will close the request and move it to archive status, also removing it from the Case Queue.

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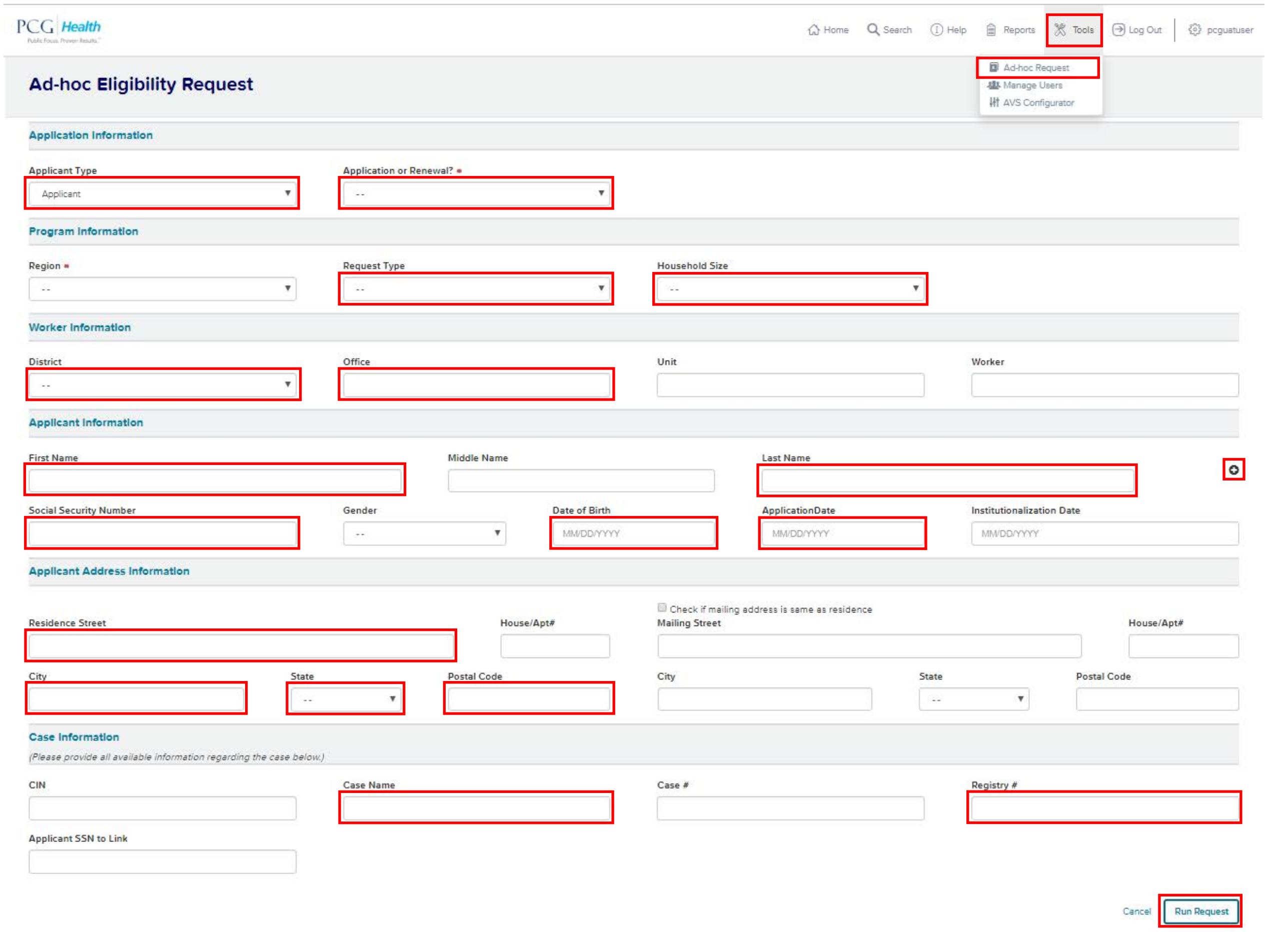
3.11 SUBMIT AN AD HOC REQUEST

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;



- 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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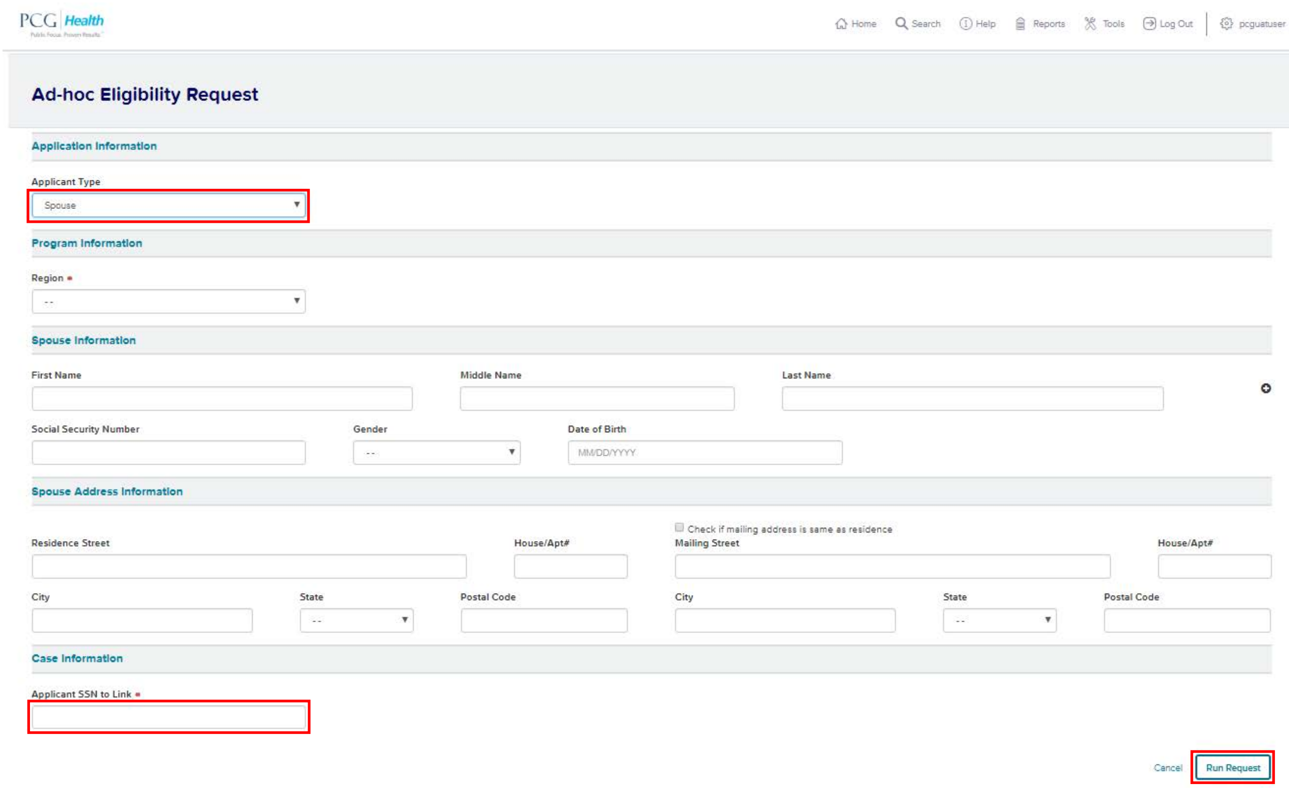
- Another function of the Ad Hoc Request feature is the ability to link a spouse to an application. Linking a spouse to a case will result in the spouse's information being included in the single AVS request.
- Under applicant type select "Spouse". Fill in required fields and include the case's (applicant 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.
- NOTE: Only an OSIPM Medical Only request type with a household size of 2 will accept a spouse. All other request types will delete the spouse's information once submitted. To submit an Ad Hoc request for a spouse on any other request type, such as LTC, the user will need to submit two separate LTC household size of 1 Applicant requests (one for the applicant and another for the spouse) and view the information returned separately. SSN's can be linked for easier searching from the Case Queue, but the requests will always be separate.



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3.12 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 requires a date range in the search parameters and will indicate all cases that had results (accounts) return after an eligibility decision was made. The request date, case number, case name, case status and application date 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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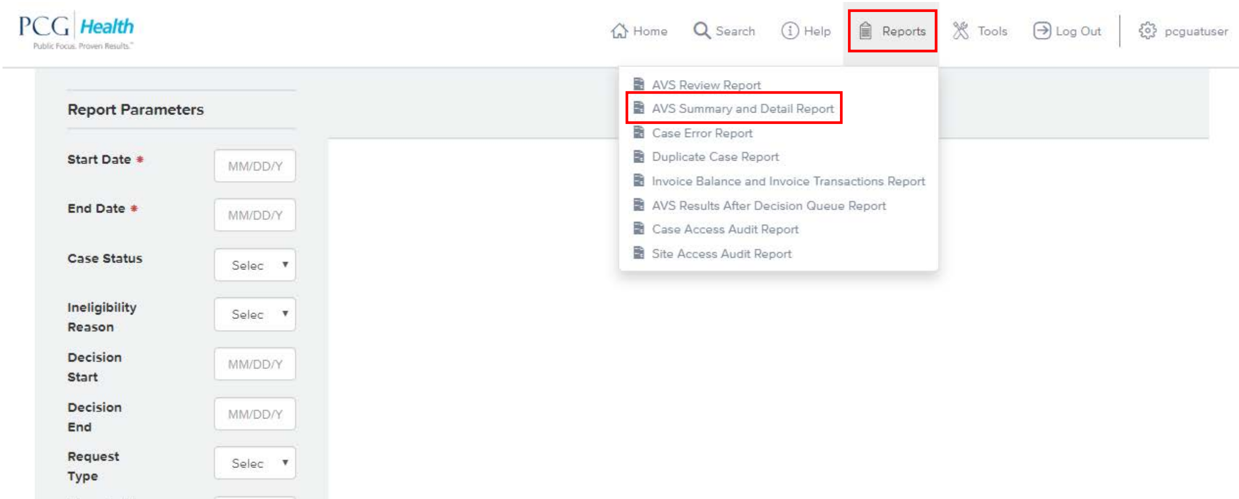
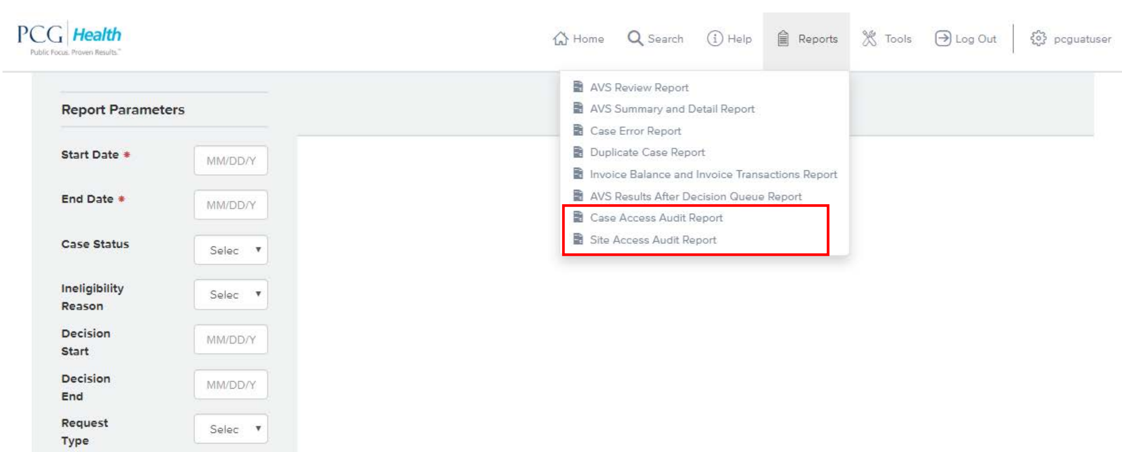
Report	Criteria Selection Options	Output Elements
Case Error Report	Start/End Date Range*	District
	District	Office
	Office	Registry Number
	Record Status (i.e. Error Type) *	Case Name
		Request Date
		Description
		Financial Institution
Site Access Audit Report	Start/End Date Range*	District
	District	Office
	Office	Login Time
		Logout Time
		Session Time
Case Access Audit Report	Start/End Date Range	Registry Number
	District	District
	Office	Office
	Registry Number*	Case Access Time
Ad Hoc Request Audit Report	Start/End Date Range*	District
	District	Office
	Office	Worker ID
	Ad Hoc Request Type*	Registry Number
		Request Date/Time
		Status
		Applicant Type
		Request Type
		Full Name
		Last 4 SSN
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*	Registry Number
		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	

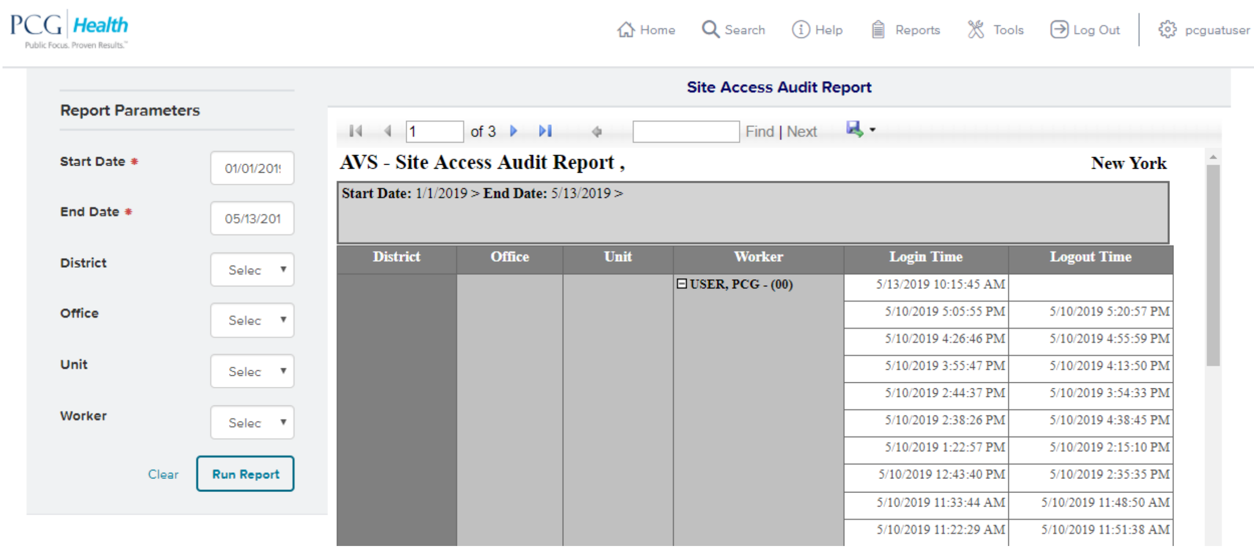
Custom Report Criteria and Output elements (AVS Summary/Detail Report)	
Report Criteria	**Drop-Down Options**
Start/End Date Range	Calendar Start and End Date Selection*
Case Status	New
	Error
	Processing
	Pending Review
	Review in Progress
	Ineligible
	Eligible
	Transfer Penalty
Ineligibility Reason	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
District	Select District 00(Central Office) – D16
Office	(Values dependent on District)
Unit	Oregon is not using
Worker ID	Oregon is not using
Undisclosed Accounts	Oregon is not using
Undisclosed Properties	Oregon is not using
Historical Case Errors	Yes
	No
AVS Summary	1 – Under Resources
	2 – Over Resources
Transfer Flag	Yes
	No
Property Flag	Yes
	No
Excluded Account Flag	Oregon is not using
Case Entry Type	Batch
	Ad-Hoc
Case Type	Application
	Renewal



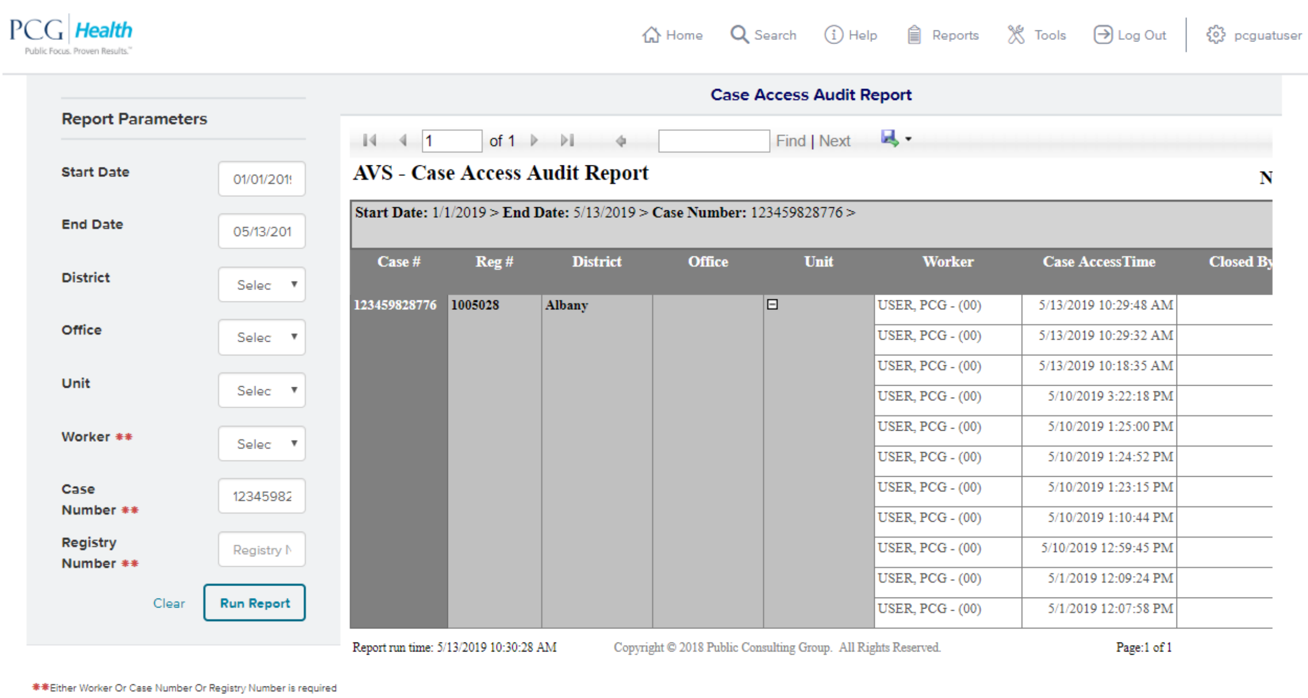
- To generate a summary or detail report, select ‘Reports’ and select ‘AVS Summary and Detail Reports’;
- Enter report parameters, as shown above in the table, combination, and select ‘Run Report’;
- The default report is ‘Summary Report’;
- To generate a ‘Detail Report, click ‘Detail Report’ from the 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.



- 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, districts and offices.



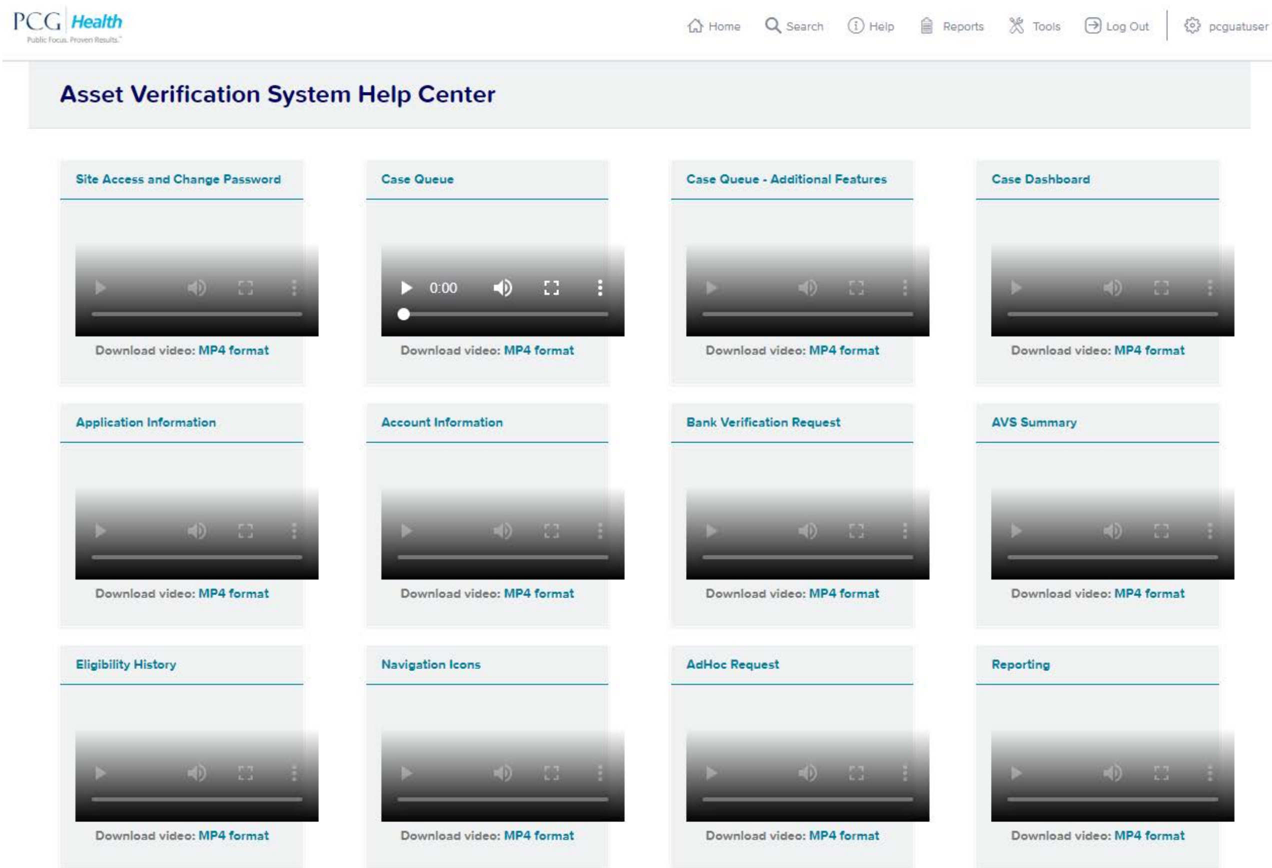
- The Case Access Audit Report date and time stamps of a user's access to specific cases based on worker ID. Either the worker ID, or case/registry number are required fields. For the example below, a start/end date were selected as well as a district, and a user's worker ID. The results then show which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



- 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 are recorded by AVS. 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 exchanged with the database is stored within transaction logs. Authorized user access and changes to secure PCG resources, such as FTP, are recorded.

3.13 INITIATE HELP



To access the Help Center, click ‘Help’ icon. Here, users can access help videos and to review basic portal functions;