# AVS 2.0 PORTAL USER GUIDE

**Oregon Department of Human Services** 

Public Consulting Group 2019



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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:





- 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: <u>https://or.pcgusavs.com/</u>
- 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.

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	Q Search	i) He	elp	Reports	۲ 💥	ools	⊖ Log Out	绞 pcguatus	er
	Home	Case Que	eue: retur	n to the	Home s	creen.				
Q	Search Search: pinpoint cases by Registry #, Name and/or SSN.									
â	Reports	Reporting: if applicable, access to AVS Summary and Detail Report, Case Error Report, Site Access Audit Report, and Ad hoc Request Audit Reports.								
X	Tools	Tools: if applicable, navigate to Ad hoc Request or Manage Users screens.								
ŵ	pcguatuser	ser User Account: navigate to Edit Profile or Change Password screens.								
i	i Help: navigate to Help screen.									
	Edit Case Correction: edit or update case details.									
F	ilter	Filter: lim	it view of	cases b	oy AVS re	esult, cas	se statu	s, request	type, district and	/or office.
•	After Decision Qu	ret rig	sults Afte urned afte hts and/or	er Deci er the ca cases	<b>sion:</b> if a ase was o assigned	pplicable closed. to them	e, acces The use I.	ss and revi er will only	ew account infor see this based o	mation n security
Р	PCG Health				☆ Home	Q Search	(i) Help	Reports	💥 Tools \ominus Log Out	🔅 pcguatuser
	AVS Cas Queue	se	~	< 1	2 3 4	> >>	10 🔻	After Decisio	Filter	
).	Request     Date	Request Type	Case I Type	HH Size	Case Name		Case/Reg #	Assigned To	AVS Result	Case Status
	Edit 05/01/2019	И	Application	2	EVANS KIMB	ERLY	12345982	8776	Under Resource - \$8,150.00	Pending Review
0	Edit 05/01/2019	C	Application	2	MARK LOCKV	VOOD	12345984	53424	1 Days No Accounts Found	Pending Review

	PCG	Health a. Proven Results."				A Home Q Search	🛈 Help 🗎 Reports	💥 Tools 🕘 Log Out	🔅 poguatuse
	AV	/S Cas	e	<	< < 1	2 3 4 > >>	10 V After Decis	Ion Queue	
	34 Ca	3.	4.	5.	6.	7.	8. 9.	10.	11.
1.		Request Date	Request Type	Case Type	HH Size	Case Name	Case/Reg Assigned # To	AVS Result	Case Status
	🗍 Edit	05/01/2019	Ы	Application	2	EVANS KIMBERLY	123459828776	Under Resource - \$8,150.00	Pending Review
2.	Edit	05/01/2019	С	Application	2	MARK LOCKWOOD	1234598453424	1 Days No Accounts Found	Pending Review
	Edit	05/01/2019	ы	Application	2	AMBER PARKS	1234598868745	Over Resource - \$7,000.00	Pending Review
	Edit	05/01/2019	И	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
	Edit	04/22/2019	EC	Application	2	Bob Jones	BJ12345	10 Days No Accounts Found	Pending Review
	Edit	04/19/2019	EN	Application	2	Perez	Jojaoi	10 Days No Accounts	Pending

#### 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.

Timothy Rogers	6	
CASE NAME: Tim Rogers		
APPLICATION DATE	April 30, 2019	
REQUEST DATE	April 30, 2019	
Jennifer Rogers	5	
CURRENT CASE STATUS	Ineligible	
⊙ Ineligible  ▼ Update Status		
5 Beckwith Rd inecity, NY 14871		
A 17 - 1905	7404005	
Applicant DOB	7/19/1965	Applicant Information
Applicant DOB Applicant SSN Spouse DOB	7/19/1965 443-23-1234 6/13/1964	Applicant Information
Applicant DOB Applicant SSN Spouse DOB Spouse SSN	7/19/1965 443-23-1234 6/13/1964 787-37-8721	Applicant Information Spouse Information
Applicant DOB Applicant SSN Spouse DOB Spouse SSN CASE #	7/19/1965 443-23-1234 6/13/1964 787-37-8721 R398789	Applicant Information Spouse Information
Applicant DOB Applicant SSN Spouse DOB Spouse SSN CASE # Registry #	7/19/1965 443-23-1234 6/13/1964 787-37-8721 R398789	Applicant Information Spouse Information Case Information
Applicant DOB Applicant SSN Spouse DOB Spouse SSN CASE # Registry # RESOURCE LIMIT	7/19/1965 443-23-1234 6/13/1964 787-37-8721 R398789 \$15,150.00	Applicant Information Spouse Information Case Information
Applicant DOB Applicant SSN Spouse DOB Spouse SSN CASE # Registry # RESOURCE LIMIT CURRENT	7/19/1965 443-23-1234 6/13/1964 787-37-8721 R398789 \$15,150.00 \$21,000.00	Applicant Information Spouse Information Case Information
Applicant DOB Applicant SSN Spouse DOB Spouse SSN CASE # Registry # RESOURCE LIMIT CURRENT SPOUSE RESOURCES	7/19/1965 443-23-1234 6/13/1964 787-37-8721 R398789 \$15,150.00 \$21,000.00 \$20,00	Applicant Information Spouse Information Case Information

**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.

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	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		
2.2			
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		

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- 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)).

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EVANS KIMBE				PROPERTY		AV	S SUMMARY		EUGIBILITY HISTORY
APPLICATION DATE	May 01, 2019	NURSING HOME APPLICATION	\$7,000.00	\$175	8,000.00	1- UN PLAC	DER RESOURCE		©٥
REQUEST DATE	May 01, 2019								
EVANS GREG	ORY								
CURRENT CASE STATUS	Pending Review	Application Inform	ation				R	lequest Date	May 01, 2019
Select Case Status   Update Status		Program Information 3.	1		Case Inf	ormation	3.2		
		Request Type	1	Nursing Home	CIN				
2809 LIPTON AVENUE		Household Size		2	Case #				123459828776
NEW YORK, NY 11033		Resource Limit		\$15,150.00	Registry #				1005028
Applicant DOB	4/10/1954	Application Date		May 1, 2019	Residence A	Address			2809 UPTON AVENUE NEW YORK NY 11033
Applicant SSN	371-67-2312	Balance At Application		\$7,000.00	Mailing Add	iress			
Spouse DOB	8/22/1960	Institutionalization Date			Transaction	District			01
Spouse SSN	312-35-4636	Balance At Institutionalization		N/A	Local Office				
CASE #	1234598287				Unit				
Registry #	1005028				Worker				
RESOURCE LIMIT	\$15,150.00	Applicant Information	3.3						>
AVS Result	\$0.00 Under Resource \$8,150.00	Spouse Information	3.4						>
3-MONTH LOOK BACK		Comments 5/13/2019					o		

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.

Account Information	n	Account View Month View	View Adjustment		
1 Account Found					Total Liquid Assets as of June 2019 - \$1,500.00
Case Document(s)	.1				+ Add Bank(s) for Verification
File Type F	ile Name	Upload Date	Action	Reviewed By	Review Date
Case Correction C	ase Correction File Upload Test.pdf	Aug 06, 2019 11:10 AM	Reviewed?		
Countable Accounts	.2				
Account Owner: EVANS, KIMBERLY NORWARY SAVINGS BANK - (5531120 83 Maine ST, New YORK, NY 11001	098047)		Collapse/	Expand	Other Balance as of June 2019 - \$1,500.00 > Refresh Date: June 09, 2019
Excluded Accounts	.3				
Unverified Accounts	1.4				
Verification Requests	.5				
Bank of American Fork, A Divisi	on of People's Intermountain Bank	(Applicant)	Verification Requested: 0	5/11/2019	±
Admirals Benk		(Applicant)	Verification Requested: 0	7/31/2019	Ť

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.

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
	TVLER IONES (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.

Acco	unt Information	Acco	unt View Month Vie	we		
3 Accounts F	Found			Tot	al Liquid Assets as of September 2018 - 9	\$2,500.00
с	ountable Accounts					
	Sep 2018				\$2,500.00	
	Bank Balances By Month					
	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:** 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.

CG Health				Q Homi	Q Search 🕕 Help 🚔 Reports	💥 Tools 🕞 Log Out   💿 pogu
TYLER JONES CASE NAME: TYLER JONES APPLICATION DATE REQUEST DATE	September 18, 2018 September 18, 2018	алисстон молнитон налист нем жисстон	А иссочит иновиклон 115000 В инверсито Ассонта Фенсиной Ассонта	СС) Мосиченти на соемилочи вляковоко	ANS SUMMARY 1. UNDER RESOURCE MILLIOGED TRUNSFERE	ELBBALTY HOTOMY Co.
URRENT CASE STATUS	S Review In Progress 5.1	Property Informa 2 Properties Found Currently Owned Proper	ation			Total Value \$179,000.
2809 UPTON AVENUE IEW YORK, NY 11033 Applicant DOB	4/10/1933	10 NOEL DR GLOVERSVILLE NY 12078			Collapse/Expand	Currently Owned \$179,000.00 Refresh Dole: September 19, 2018
Applicant SSN Spouse DOB	372-27-4336 8/22/ 5.2	Previously Owned Prope	erties			
CASE # Registry #	1234598780.	P 8 NOEL DR			Collapse/Expand	Previously Owned Refresh Date: Eeptember 19, 2018

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.

**Currently Owned Properties** 

10 NOEL DR GLOVERSVILLE NY 12078	Currently Owned \$179,000,00 Refresh Date: September 19, 2018
Property Information	C 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 flagged transfers or properties of an individual who is potentially ineligible based on available information.

Request Date - September 18, 2018		O Flagged Transfe
Case Summary Score	Summary Score	Summary Reason
1 Under Kesource	2	Over Resources
PLAGGED TOTAL ACCOUNT TRANSFERS		Collapse/Expand
FLAGGED PROPERTY TRANSFERS		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 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.

## AVS Summary Report ANS Fortal Ø ustpsguserscom × Q Share Browser WebEx • × Q

#### Asset Verification Services (AVS) Results Report

Case Name	DEOL	Countable Resources Received After Decision	
Case Number	1	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	1	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	i –	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	SOUTHHAMPT ON,NY 11968	20/15/1223	\$179,000.00	\$179,000.00		\$79,000.00
8 NOEL DR	GLOVERSVILL E,NY 12078	20/15/1223	\$500,000.00	\$5,000,000.00		\$79,000.00

#### AVS Results Summary

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		

× 🗟 Convert 💌 🕼

**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.

muco Cotton		A			and the second se	
ryce Cotton		8	A	<u>ش</u>	•	G
SE NAME: Bryce Cotton		APPLICATION (RPORMATION)	ACCOUNT INFORMATION	PROPERTY INFORMATION	AVE SUMBALIFY	EXCELUTY HISTORY
PLICATION DATE	December 03, 2018	HURSHIGHONE APPUCATION	He Accounts Found	214	SCORE CALCULATION PERDING	er
DUEST DATE	December 03, 2018					
essica Cotton					Number of Bro	/
RRENT CASE STATUS	Pending Review	Eligibility History			Number of Fre	vious Requests
lect Case Status						
pdate Status		1 Previous Request Found				
ine Street		October 30, 2018 - Community (Appli	cation)		Collapse/Expand	Pending Review
ton, MA 12345						
elicant DOB	30/1/2018	WORKER				AVS 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.

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User Profile Settings		Change Passwe
User Profile Settings		
First Name	PCG	
Last Name	USER	
Email		
Security Questions		

- 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**

PCG Health Public Focus, Proven Resulta"		습 Home ⊂Q Sear	ch (i) Help	Reports	💥 Tools	⊖ Log Out
User Password	d Settings					Edit Profile     Change Password
	Change Password					
	Current Password	Current Password				
	New Password	New Password				
	Confirm Password	Confirm Password				
			Save			

- ► 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.

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Assign Decide	District •		offi	ice Select	Vnit V	ict		Select.  Cano	gn cel
	27 - C								
8	Request Date	Request Type	Case Type	HH Size	Case Name	Case/Reg #	Assigned To	AVS Result	Case Status
🗐	Request Date 05/01/2019	Request Type N	Case Type Application	HH Size	Case Name	Case/Reg # 12345982877	Assigned To	AVS Result Under Resource - \$8150.00	Case Status Pending Review
Edit	Request Date 05/01/2019 05/01/2019	Request Type N C	Case Type Application Application	HH Size	Case Name EVANS KIMBERLY MARK LOCKWOOD	Case/Reg # 12345982877/ 12345984534	Assigned To	AVS Result Under Resource - \$8150.00 1 Days No Accounts Found	Case Status Pending Review Pending Review

#### **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.

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	/S Cas Jeue	e	•	Clear Filter	< 1 2	3 > >> 10 •	After Decision Queue	Filter
30 Ca	Request Date	Request Type	Case Type	HH Size	Case Name	Case/Reg # To	AVS Result	Case Status
🗏 Edit	05/01/2019	С	Application	2	MARK LOCKWOOD	1234598453424	1 Days No Accounts Found	Pending Review
🗌 Edit	05/01/2019	EC	Application	1	LARRY BIRD	2358203895	Processing AVS Result	Processing 1 day(s) left

#### 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**

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e,	Request Date	Request Type	Case Type	HH S =		e To	AVS Result	Case Status
E Edit	05/01/2019		Application	- 2	Registry #		Under Resource - \$8,150.00	Pending Review
li) East	05/01/2019	c	Application	2			1 Days No Accounts Found	Pending Review
🗐 Eat	05/01/2019	iu -	Application	2	Last Name		Over Resource - \$7,000.00	Pending Review
E Edit	05/01/2019	74	Application	2			Over Resource - \$7,000.00	Panding Review
ill Eat	05:01/2019	EC	Application	1	First Name		10 Days No Accounts Found	Pending Review
13 Edit	04/22/2019	EC	Application	2			10 Days No Accounts Found	Pending Review
ii) Eas	04/19/2019	EN	Application	2	Social Security Number		10 Days No Accounts Found	Panding Review
💷 Est	04/19/2019	EN.	Application	2			10 Days No Accounts Found	Pending Review
ill Edit	04/19/2019	EC	Application	2	Cancel Search		10 Days No Accounts Found	Panding Review
E Eat	04/19/2019	EC	Application	2			10 Days No Accounts Found	Pending Review

- 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 reassigned or edited by using Case Correction. See example below:

PCG Public For	Health					لَيُ Home	Q Search (i)	Help 🔒 Reports	💥 Tools	⊖ Log Out 🚯 pcguatuser
<b>Δ\</b> 1 Cas	VS Case	Queue		Q Clear Search	< < 1 >	>> 10 T After Decision C	Dueue Filter			
	Request Date	Request Type	Case Type	HH Size	Case Name	Case/Reg #	Assigned To	AVS Result		Case Status
	10/29/2018	С	Application	2	Jones	212451	CGTest			Close / Withdrawn

#### **3.6 CASE CORRECTION**

Q	ueue							
34 C	ases							
0	Request Date	Request Type	Case Type	HH Size	Case Name	Case/Reg Assigned # To	AVS Result	Case Status
Edit	05/01/2019	ы	Application	2	EVANS KIMBERLY	123459828776	Under Resource - \$8,150.00	Pending Review
Edit	05/01/2019	С	Application	2	MARK LOCKWOOD	1234598453424	1 Days No Accounts Found	Pending Revlew
Edit	05/01/2019	Й	Application	2	AMBER PARKS	1234598868745	Over Resource - \$7,000.00	Pending Review
Edit	05/01/2019	Ē.	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.

Analizant Tune		Application or Beneval?			
Apploant	•	Appletion	*		
Program Information					
Region -		Request Type =		Household Size +	
Lipstate - Upstate	•	ti - Surang Home	•	2	
Worker Information					
District +		Office		Unit	Worker
01 - Albeny	•				



#### 3.7 VERIFY CASE ALERTS

PCC	G Health Last	Login : June 10,	2019 2:09 PM		🟠 Home	Q Search (i) He	lp 🗎 Report	s 💥 Tools 🕣 Lo	g Out 🔅 pcguatuser
<b>A</b> 1670	VS Case O Cases	Queu	e	« < 1	2 3 4 5 > >>	10 🔻 🌲 Afte	r Decision Queue	Filter	
	Request Date	Request Type	Case Type	HH Size	Case Name	Case/Reg #	Assigned To	AVS Result	Case Status
<b>0</b> () E	Edit 09/07/2018	EN	Application	1	MISLASTC FIRSTC	00020075883H		Over Resource - \$40,000.0	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 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.

PCG Health				© Hora Q Barch () H	es 🖩 Report 🐰 Sole 🕒 Log Out 🗍 😳 preparate
CURRENT CASE STATUS	Transfer Penalty	Account Information	Account View Month View		
C Transfer Penalty •		2 Accounts Pound			Total Liquid Assets as of September 2018 - \$5,400,00
218 Old Route 22 Wassald, NY 12592		Countable Accounts			+ Add Bankp) for Welfcation
Applicant DOB	9/1/1927				
Applicant BEN	898-38-3376				
Spoure DOB	12/9/1930	Account Oviner SCHULER, MEGATI			Checking Account
Spouse SEN	897-75-7876	KEYSTOTE BANK - (435655048) 902 BROADWAY, NEW YORK, NY 1901			Balance as of September 2018 - \$3,400.00 Defiesh Date: September 21, 2018
CASE #	09985963				
Registry #	77899383	Account Ovimer: SCHULER, GREGORY KEYSTONE BANK - (134455098) Iso3 Iliso4d/way, Hew Yolak, NY Yesen			Savings Account Balance as of September 2018 - \$2,000,00 Balance 20,2016
RESOURCE LIMIT	\$15,350,00				
CURRENT	\$5,400.00	Excluded Accounts			
SPOUSE RESOURCES	\$2,000.00				
AVE Result	Under Resource \$9,750.00				
S-MONTH LOOK BACK \$ Jun \$ Jut \$ Aup		Unverified Accounts			
		ATLAVITA INSTICUES. NATI Bask small, ALANTA, GA. 33785 Baskation Bassan Cohol Otem Cammana, Unable to verify starting			Will Hol Respond Defeat/Cole: Taplember 24, 2018 3

- 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'.

								Case	Error Report			
eport Parameters		14.4.5	of 1 >	10 0	1	Find   Next	д.					
art Date •	08/01/2018	AVS - Ca	se Error R	eport		POR CALL COME					New York	
ul Date .	Start Date: \$12015 - End Date: \$122019 -											
	05/13/2019	District	Office	Unit	Worker	Regil	Case #	Case Name	Request Date Record State	a Error	Case Financial Institution	
driet	Select.	Alhany		1	CGTest	77899383	09983983	Schuler	9/20/2018 Bank Not 9/24/32 PM Remonding		ATLANTA NATIONAL	
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n.	Select.	 Chemang	4			1	R393739	Tim Rogers	4/30/2019 Bank Not 1:52/14 PM Responding		Upper eastside bank	
ther	Seac.	Report run tane :	513/2009/3-54/10/9	52			Copyright	6 2018 Public Counting Group.	All Fights Frontied.		Page 1 of 1	
cord Status =	Provide State Provide											

- 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.

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A	/S Case Qu	leue	Đ	x x 1 2 3	1 4 > >> 50 • 🚺 🔺 AM	er Decision Queue			
10:	Request Date	Request Type	Сане Туре	HH Size	Case Name	Case/Reg #	Assigned To	AV\$ Result	Case Status
E Eat	05/01/2019	.11	Application	2	EVANS KIMBERLY	123459828776		Under Resource - \$8/150.00	Pending Review
E) Est	05/01/2019	c	Application	2	MARK LOCKWOOD	1234598453424		1 Days No Accounts Found	Pending Review

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.

PCG Health	۵. ۵	Home	Q Search	() Help	Reports	🐰 Tools	🕀 Log Ou	t 🛛 🕲 popuetuser
	Accounts Received After Decision Countable Accounts				Reviews	d?	No	
	Account Owner: ROGERS, TIMOTHY BANK OF AMERICA - (75540542) B3 MARE ST, NEW YORK, NY 1901				Balance	Ch as of April 2 Refresh (	ecking Accou 019 - 57,000.0 Date: April 30, 20	int > 00 >

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.

(	Case Document(s)										
	File Type	File Name	Upload Date	Action	Reviewed By	Review Date					
	Case Correction	test document upload doc.docx	Sep 05, 2019 8:59 AM	Reviewed?							

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.

CG Health		Search Bank			× 1	🗊 Help 🔒 Reports 💥 Tools 🕑 Log Cut 🗍 🎯 popular
Serect Case Status •		Request For	Both	* RTN	Please enter complete RTN	Total Liquid Assets as of May 2019 - \$7,000.00
		Institution Id		Institution Name		
2809 UPTON AVENUE NEW YORK, NY 11033		Address		City		+ Add Bank(e) for Verification
Applicant DOB	4/10/1954	SLINE CODE		20 Code		
Applicant SSN	371-67-2312	-				
Spouse DOB	8/22/1960				Reset Search Close	Savings Account
Spause SSN	312-35-4636	BO MARKE ST. NEW YOR	SK: NY 11001		)	Refresh Date: May DL 2019
CASE #	1234598287					
Registry #	1005028	Excluded Accou	unts			
RESOURCE LIMIT	\$15,150.00					
CURRENT	\$7,000.00					
SPOUSE RESOURCES	\$0.00	Unuarified Accord	aunte .			
AVS Result	Under Resource \$8,150.00	Unvernied Acco	ound.			
3-MONTH LOOK BACK T Feb   T Mar   T Apr		Verification Rec	quests			

#### **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.

PCG Health	Search Bank						8	ne . Q. Searc	n 🛈 Help 🗎
EVANS KIMB	Request For	Both	•	RTN					
						Please enter complete	e RTN		$\odot$
CASE NAME: EVANS KIME	Institution Id			Institution Name		New York			AV5 SUMMARY
APPLICATION DATE									1 - UNDER RESOURCE FLAGGED TRANSPER
REQUEST DATE	Address			City					
www.comercom	State Code			Zip Code					
EVANS GREG									
CURRENT CASE STATUS						Rosot Search	Close	Ionth View	
Select Case Status	50+ records found, r	efine your search criteria to get	desired banks.						
	TI	tie	Address	City		State Code	ZIP		
Update Status	U	Amīrust Bank, A Division of New York Community Bank	10633 N Tatum Bivd	Phoenix	AZ	85028- 3017	Ê		
_	0	AmTrust Bank, A Division of New York	10706 W Bell Rd	Sun City	AZ	85351- 1075			
2809 UPTON AVENUE	13	AmTrust Bank, A	11375 Legacy Ave	Palm	FL	33410			
NEW YORK, NY 11033		Division of New York		Beach					
Applicant DOB		Community Bank		Gardens			*		
Applicant SSN	50+ records	found, refine your search criter	ia to get desired banks.			Save			
Spouse DOB									

- 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

PCG Health Public Focus. Proven Results."		☆ Home Q Search	(i) Help	X Tools → Log Out	🖏 pcguatuser
AVS Case Queue 34 Cases	10 Case(s) selected	< 1 2 3	4 > >> 10 T	After Decision Queu	•
Assign Select Case Status ▼ Decide Subscript Select Case Status ■ Select Case Status ■ Select Case Status ■	Select Case Status	on Left			ave
O Ineligible     O Eligible     O Eligible     S Close/Withdrawn	Case HH Size Type	Case Name	Case/Reg Assigned # To	AVS Result	Case Status
Edit 05/01/2019 14	Application 2	EVANS KIMBERLY	123459828776	Under Resource - \$8,150.00	Pending Review

- ► 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.

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 •	
The second second	
opene some	
NEW YORK NY 11033	
NEW YORK, INY 11033 Applicant DOB Applicant SSN Spouse DOB Spouse SSN CASE #	410.1954 371-67-2312 8/22.1960 312-35-4636 1234598287
NEW YORK, NY 11033 Applicant DOB Applicant SSN Secure DOB Secure SSN CASE # Registry #	4:0/1954 371-67-2312 8:22/1960 312-35-4636 1234598287 1005028
NEW YORK, IY' 11033 Applicant DOB Applicant SSN Spouse DOB Spouse SSN CASE # Registry # REGOURCE LIMIT	4101954 371-67-2312 8/227960 312-35-4636 1234598287. 1005028 \$1515000
NEX/ YORK, IV/ 1033 Applicant DOB Applicant DOB Service SSN CASE # Resource LIMIT CURRENT	4/10/1954 371-67-2312 8/22/1960 312-35-4636 122/45/982367 1005028 \$15,150.00 \$7,000.00
NEXV YORK, IYY 11033 Applicant DOB Applicant SEN Secure SEN CASE # Registry # RESOURCE LIMIT CURRENT SPOUSE RESOURCES	4:001955 371-67-2312 8:221960 312-35-4638 1224596287 1005028 \$15:50:00 \$7:000.00 \$7:000.00
NEXV YORK, IYY 1033 Applicant DOB Applicant SEN Secure SEN CASE # Registry # Registry # RESOURCE LIMIT CURRENT SPOUSE RESOURCES AVS Result	4:10/195 371-67-231 8:22/196/ 312-35-463 1224598287 100502 \$15,5500 \$15,5500 \$7,000,01 \$7,000,01 \$0,00 Under Resource

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;

CG Health				බ Home Q Sean	th ① Help	🔒 Reports 💥 Tools	Log Out	<ul><li>pcgua</li></ul>
Ad-hoc Eligibility Request						Ad-hoc Request  All Manage Users  If AVS Configurator	]	
pplication information								
Applicant Type	Application or Rene	wai? •	v					
rogram Information								
sgion + Y	Request Type		Household Size	2	×			
/orker Information								
istrict	Office		Unit			Worker		
pplicant information								
st Name	Gender	Middle Name Date of Bi	irth	Last Name ApplicationDate		Institutionalization Date		[
		MM/DD/	YYYYY.	MMDD/YYYY		MM/DD/YYYY		
isidence Street		House/Apt#	Check if mail Mailing Street	ng address is same as residence			House/Apt#	,
ty Sti	<b>v</b>	Postal Code	City		State	Pos	tal Code	
ase Information Nease provide all available information regarding the case be	low.)							
N	Case Name		Case #			Registry #		
pricent Sarv to LINK								
							Cancel	un Reques

- 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 <u>Applicant</u> 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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Ad-hoc Eligibility Request										
Application Information										
Applicant Type Spouse										
Program Information										
Region •										
Spouse Information										
First Name		Middle Name			Last Name					0
Social Security Number	Gender	*	Date of Birth							
Spouse Address Information										
Residence Street		House/Aj	ot#	Check if mailing ad Mailing Street	ldress is same as residenc	e			House/Ap	ot#
City State	<b>.</b>	Postal Code		City		State	¥	Postal	Code	
Case Information										
Applicant SSN to Link =									Cencel	Run Request

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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
<b>.</b>	Start/End Date Range*	District
	District	Office
	Office	Registry Number
	Record Status (i.e. Error Type) *	Case Name
		Request Date
Case Error Report		Description
		Financial Institution
	Start/End Date Range*	District
	District	Office
	Office	
Site Access Audit	Once	
Report		Sopoien Time
	Start/End Data Dance	
	Stan/End Date Range	Registry Number
	District	District
Case Access Audit		
Report	Registry Number*	Case Access Time
	Start/End Date Range*	District
	District	Office
	Office	Worker ID
	Ad Hoc Request Type*	Registry Number
		Request Date/Time
Ad Hoc Request Audit		Status
Report		Applicant Type
		Request Type
		Full Name
		Last 4 SSN
	Start Date*	Request Date
	End Date*	Request ID
Invoice Balance		Name
Report		Financial Institution Name
		Account Number
		Current Account Balance
	Start Date*	Request Date
	End Date*	Request ID
Invoice Transaction		Case Name
Report		First
		Middle
		Last
	Start Date*	Request Date
	End Date*	Registry Number
Results After Decision		Case Name
Queue Report		Case Status
		Application Date
AVS Review Report	Start/End Date*	See next page

AVS Review Repo	rt
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*
	New
	Error
	Processing
Case Status	Pending Review
	Review in Progress
	Ineligible
	Eligible
	Transfer Penalty
	Over Resources – Financial Accounts
Ineligibility Peason	Over Resources – Real Property
mengionity Reason	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
HISTORICAL CASE EITORS	No
AVS Summary	1 – Under Resources
Avo Summary	2 – Over Resources
Transfor Flag	Yes
	No
Property Flag	Yes
	No
Excluded Account Flag	Oregon is not using
	Batch
	Ad-Hoc
	Application
Case Type	Renewal

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Report Parameters		AVS Review Report           AVS Summary and Detail Report           Case Error Report
Start Date *	1/DD/Y	<ul> <li>Duplicate Case Report</li> <li>Invoice Balance and Invoice Transactions Report</li> </ul>
End Date *	1/DD/Y	<ul> <li>AVS Results After Decision Queue Report</li> <li>Case Access Audit Report</li> </ul>
Case Status	ec T	圖 Site Access Audit Report
Ineligibility Reason	elec 🔻	
Decision MN	//DD/Y	
Decision MN	N/DD/Y	
Request Type	elec v	

- 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.

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Report Parameters	AVS Review Report     AVS Summary and Detail Report     Case Error Report     Case Error Report
Start Date * MM/DD/	Duplicate Case Report Invoice Balance and Invoice Transactions Report
End Date *	AVS Results After Decision Queue Report     Case Access Audit Report
Case Status Selec	Site Access Audit Report
Ineligibility Reason	•
Decision MM/DD/	
Decision MM/DD/	
Request Selec	T
422 12 122	

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.

					Site Access Audit R	eport	
leport Paramet	ers	14 4 1	of 3 🕨 🔰	4	Find   Next	<b>"</b> .	
itart Date *	01/01/201!	AVS - Site Ac	ccess Audit F	Report ,			New York
nd Date 🛊	05/13/201	Start Date: 1/1/20	19 > End Date: 5/	/13/2019 >			
District		District	Office	Unit	Worker	Login Time	Logout Time
	Solor V						moBe an mane
	Selec 🔻				USER, PCG - (00)	5/13/2019 10:15:45 AM	
Office	Selec V				USER, PCG - (00)	5/13/2019 10:15:45 AM 5/10/2019 5:05:55 PM	5/10/2019 5:20:57 PM
Office	Selec V				USER, PCG - (00)	5/13/2019 10:15:45 AM 5/10/2019 5:05:55 PM 5/10/2019 4:26:46 PM	5/10/2019 5:20:57 PM 5/10/2019 4:55:59 PM
Office Jnit	Selec V Selec V				□ USER, PCG - (00)	5/13/2019 10:15:45 AM 5/10/2019 5:05:55 PM 5/10/2019 4:26:46 PM 5/10/2019 3:55:47 PM	5/10/2019 5:20:57 PM 5/10/2019 4:55:59 PM 5/10/2019 4:13:50 PM
Office Jnit	Selec V Selec V				□USER, PCG - (00)	5/13/2019 10:15:45 AM 5/10/2019 5:05:55 PM 5/10/2019 4:26:46 PM 5/10/2019 3:55:47 PM 5/10/2019 2:44:37 PM	5/10/2019 5:20:57 PM 5/10/2019 4:55:59 PM 5/10/2019 4:13:50 PM 5/10/2019 3:54:33 PM
Office Jnit Vorker	Selec V Selec V Selec V				USER, PCG - (00)	5/13/2019 10:15:45 AM 5/10/2019 5:05:55 PM 5/10/2019 4:26:46 PM 5/10/2019 3:55:47 PM 5/10/2019 2:44:37 PM 5/10/2019 2:38:26 PM	5/10/2019 5:20:57 PM 5/10/2019 4:55:59 PM 5/10/2019 4:13:50 PM 5/10/2019 3:54:33 PM 5/10/2019 3:54:33 PM
Office Unit Worker	Selec V Selec V Selec V				USER, PCG - (00)	5/13/2019 10:15:45 AM 5/10/2019 5:05:55 PM 5/10/2019 4:26:46 PM 5/10/2019 3:35:47 PM 5/10/2019 2:44:37 PM 5/10/2019 2:38:26 PM 5/10/2019 1:22:57 PM	5/10/2019 5:20:57 PM 5/10/2019 4:55:59 PM 5/10/2019 4:13:50 PM 5/10/2019 3:54:33 PM 5/10/2019 3:54:33 PM 5/10/2019 4:38:45 PM 5/10/2019 2:15:10 PM

- 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.

		Case Access Audit Report									
Report Parame	ters	III of 1 ▷ ▷I ◆ Find   Next 🔍 •									
Start Date	01/01/201!	AVS - Cas	se Access	Audit Report			,				
End Date	05/13/201	Start Date: 1	1/2019 > <b>End</b>	<b>Date:</b> 5/13/2019 >	Case Number: 1	23459828776 >					
District		Case #	Reg #	District	Office	Unit	Worker	Case AccessTime	Closed 1		
	Selec *	123459828776	1005028	Albany			USER, PCG - (00)	5/13/2019 10:29:48 AM			
Office	Selec 🔻						USER, PCG - (00)	5/13/2019 10:29:32 AM			
							USER, PCG - (00)	5/13/2019 10:18:35 AM			
Jnit	Selec 🔻						USER, PCG - (00)	5/10/2019 3:22:18 PM			
Vorker <b>*</b> *	Color -						USER, PCG - (00)	5/10/2019 1:25:00 PM			
	Selec *						USER, PCG - (00)	5/10/2019 1:24:52 PM			
ase	12345982						USER, PCG - (00)	5/10/2019 1:23:15 PM			
Number **							USER, PCG - (00)	5/10/2019 1:10:44 PM			
Registry	Registry N						USER, PCG - (00)	5/10/2019 12:59:45 PM			
tumber ee							USER, PCG - (00)	5/1/2019 12:09:24 PM			
Clea	ar Run Report						USER, PCG - (00)	5/1/2019 12:07:58 PM			

\*\*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 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

**3.13 INITIATE HELP** 

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.

#### PCG Health ☆ Home 🔍 Search ③ Help 🔒 Reports 💥 Tools 🕞 Log Out 🛛 🕸 pcguatuser Asset Verification System Help Center Site Access and Change Password Case Queue Case Queue - Additional Features Case Dashboard 0:00 11 Download video: MP4 format Download video: MP4 format Download video: MP4 format Download video: MP4 format Application Information Account Information Bank Verification Request AVS Summary Download video: MP4 format Download video: MP4 format Download video: MP4 format Download video: MP4 format Eligibility History Navigation Icons AdHoc Request Reporting Download video: MP4 format Download video: MP4 format Download video: MP4 format Download video: MP4 format

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

