CalWIN ISS | Case Review Report and Guide

Guide #7: Review and Update Pending Daily Issuances

CRG Date: 07/06/2022

This guide provides detailed actions that end-users will be required to take to manually update their pending issuance trigger in the conversion process.

Background

In CalWIN, daily issuances are paid via triggers that are written from various processes (i.e., Authorization after EDBC run, Non-System Determined Issuance authorization, claim regrouping, etc.). These triggers can be issued via the nightly batch process, or they can be issued via the Online process (Office Issuance). Issuance triggers that are not paid prior to conversion are **not** being converted to CalSAWS, as CalSAWS utilizes a different mechanism for defining issuances to be paid on any given day. This new mechanism may not pick up older (triggers that are past their issuance date) batch pending daily triggers or daily triggers with an issuance method of Transfer Online (regardless of their issuance date) which could create a scenario where a client/provider is not paid a benefit owed to them.

Figure 1 - CalWIN screenshot Search for Office Issuance page (all data masked to protect PII)

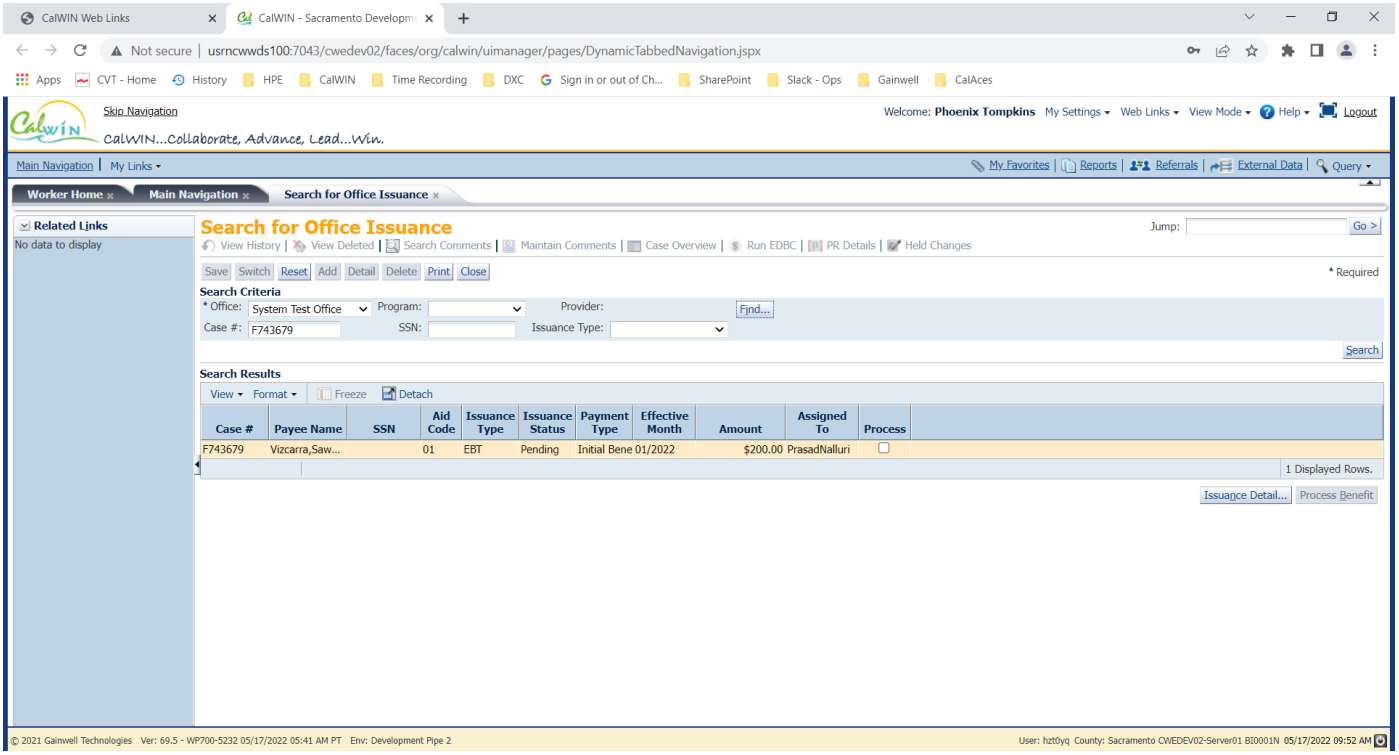


Figure 2 - CalWIN screenshot of Process Office Issuance Detail (all data masked to protect PII)

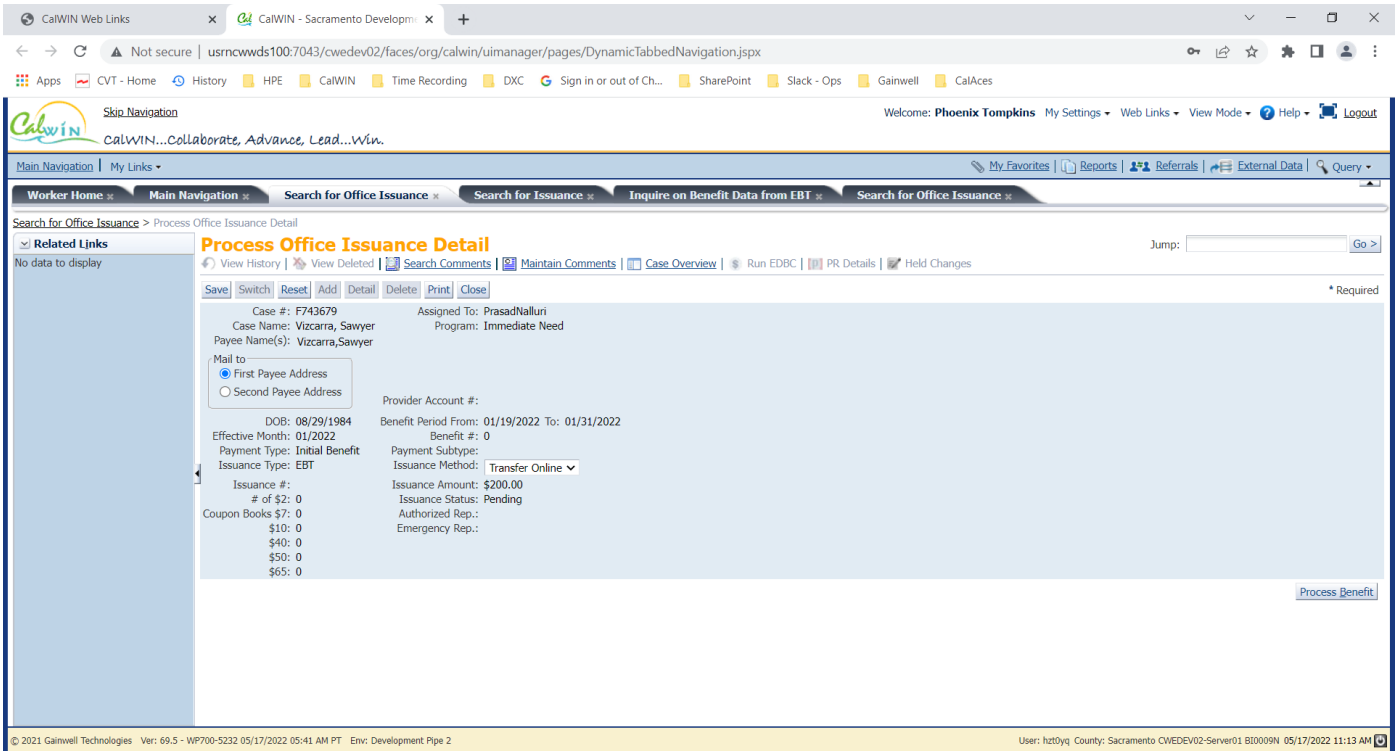


Figure 3 - CalWIN screenshot of Search for Issuance (all data masked to protect PII)

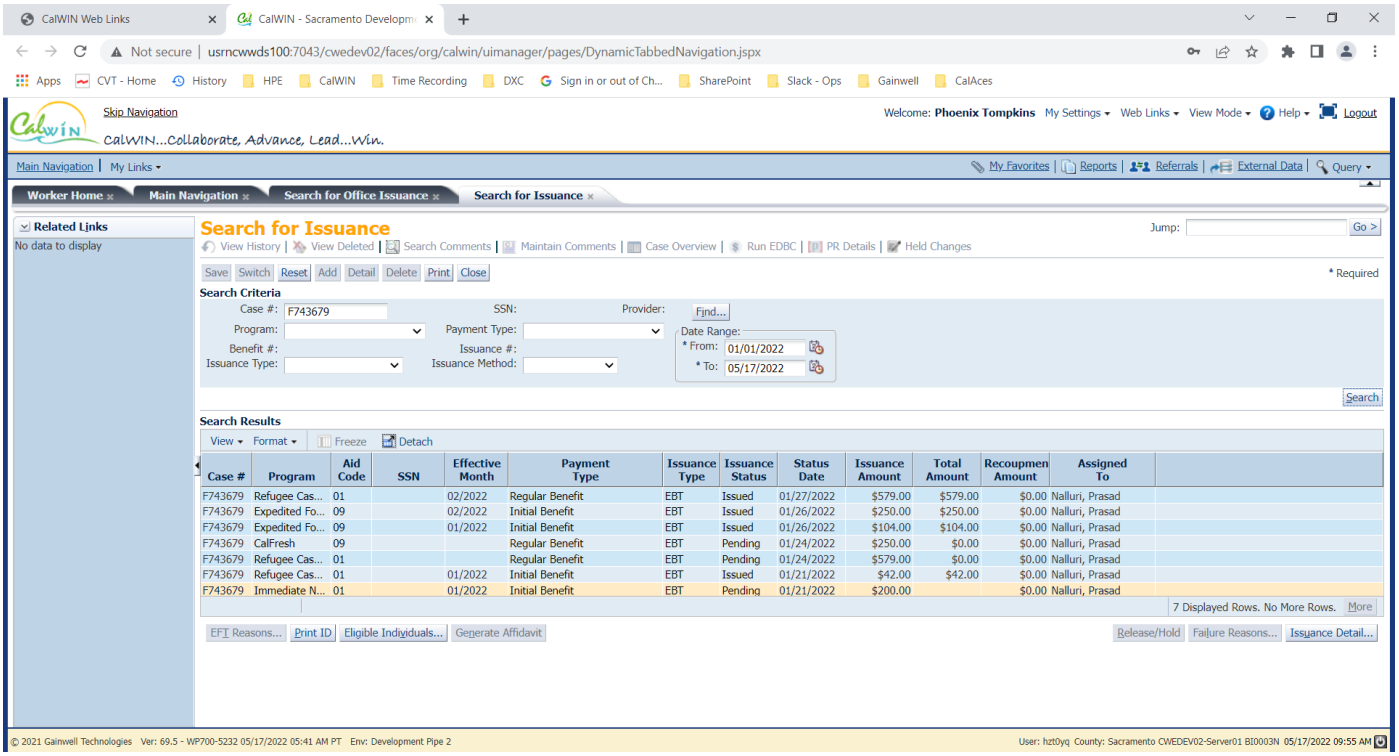


Figure 4 - CalWIN screenshot of Issuance Detail tab on Issuance Detail (all data masked to protect PII)

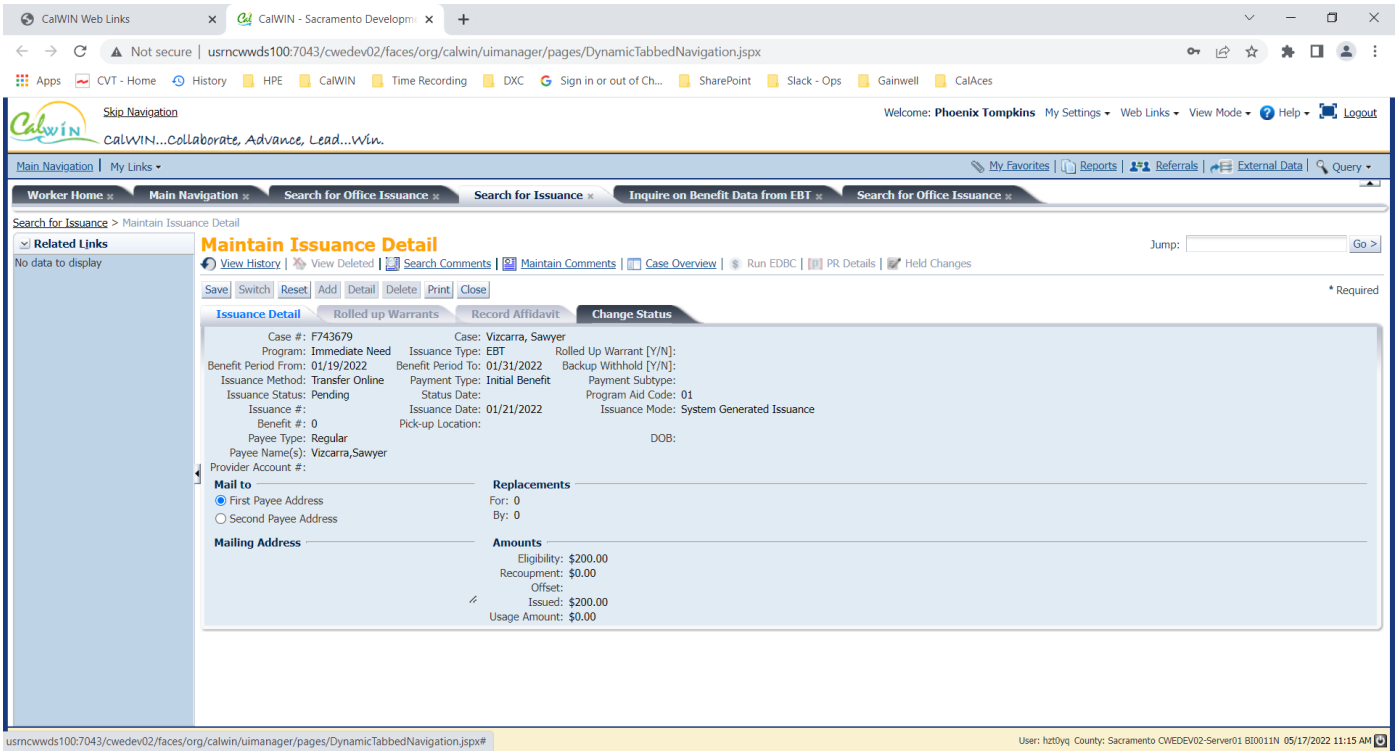


Figure 5 - CalWIN screenshot of Change Status tab on Issuance Detail (all data masked to protect PII)

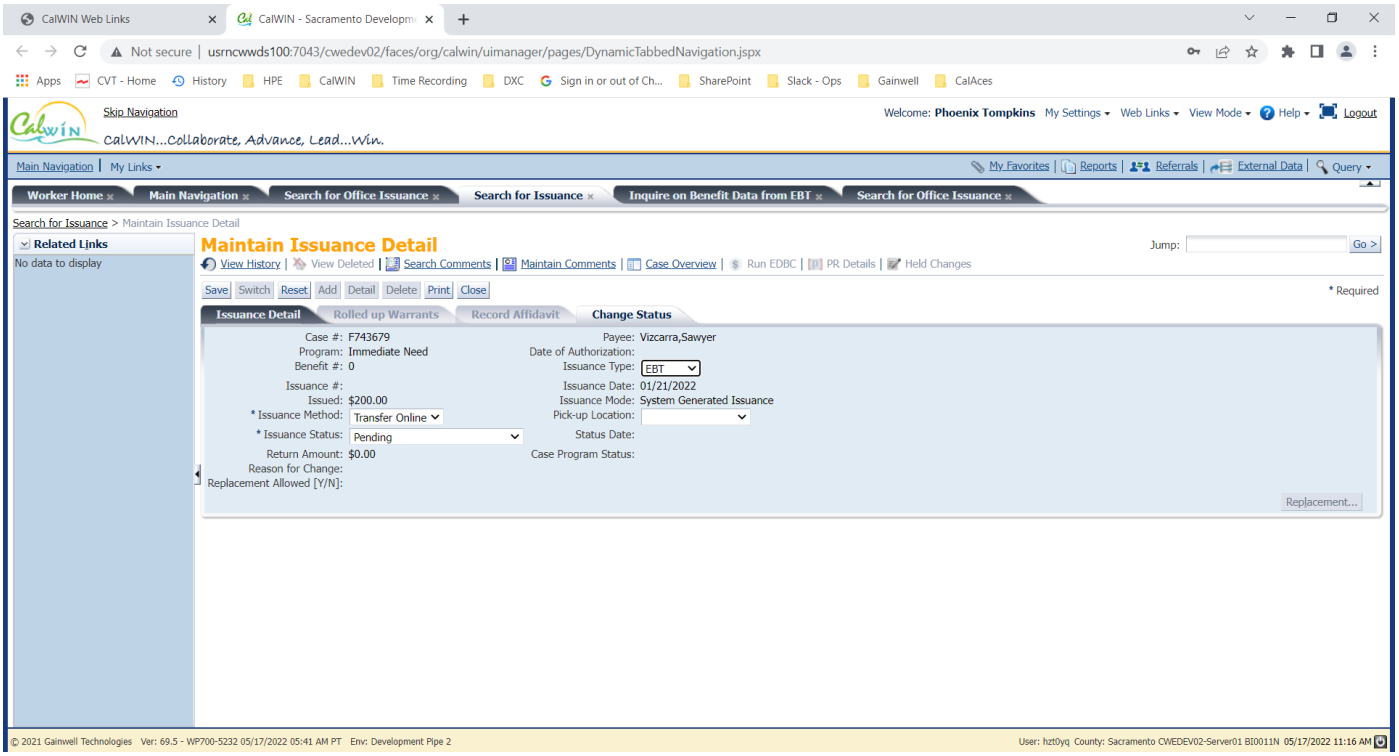
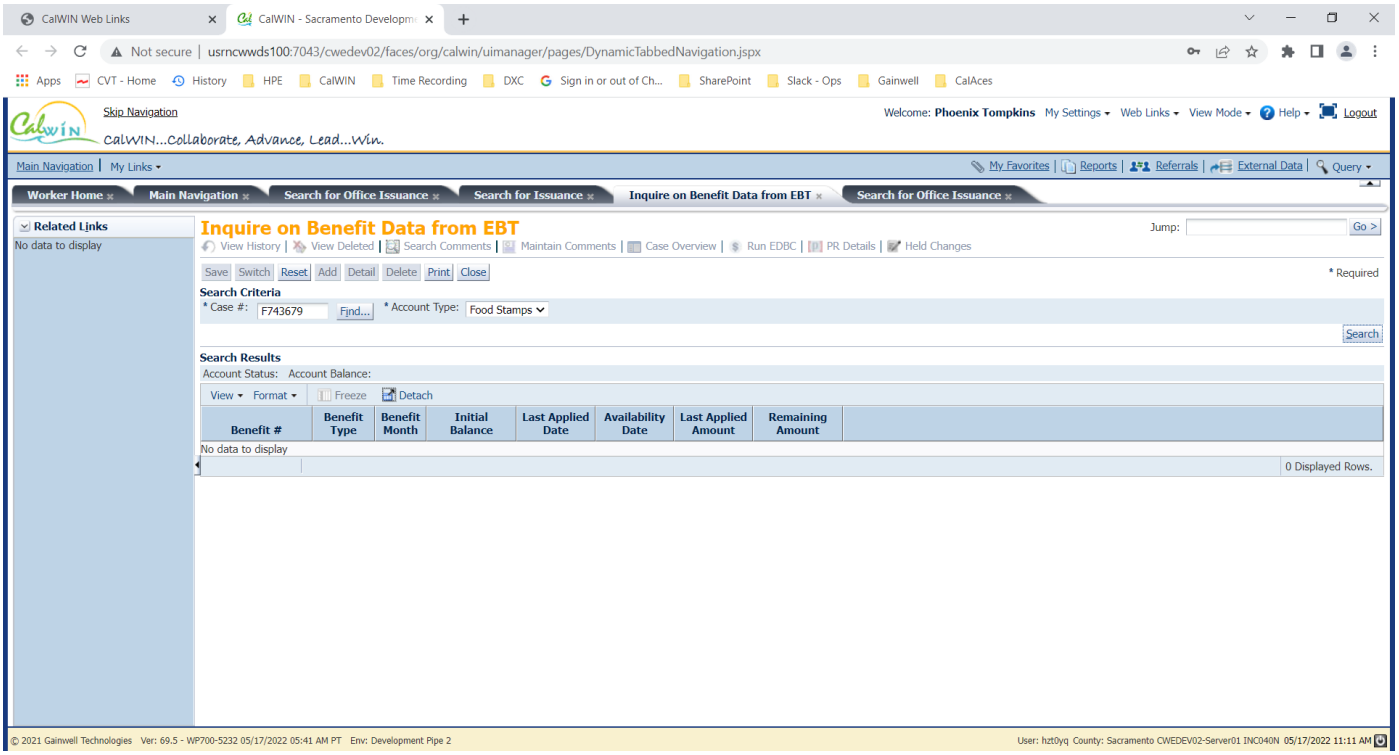


Figure 6 - CalWIN screenshot of Inquire on Benefit Data from EBT (all data masked to protect PII)



Impact Analysis

This Case Review Guide is for daily issuance triggers that are currently in Pending, Hold, or See Worker status and the issuance date of the trigger is less than or equal to the current date the list was run. It also includes EBT benefits where the issuance was generated in CalWIN but was not successfully sent to the EBT vendor (status is EBT Transaction Pending).

These issuance triggers will not be converted to CalSAWS and may, or may not, be picked up by future CalSAWS scans to pay benefits. Counties will need to review these triggers found on the report associated with this case review guide and determine if these triggers should be paid or should be cancelled.

Clean-up Instructions

Case Review Report #x identifies the list of issuance triggers to be reviewed by the county. For each trigger, the county should determine if the issuance should be cancelled or issued.

- If the trigger is setup to be paid by the worker online and is determined it should be paid, then the worker would use the Search for Office Issuance window to pay the benefit.
- If the trigger is setup to be paid by the worker online and is determined it should not be paid, then the worker would use the Search for Issuance window to select the benefit trigger and navigate to the Change Status tab on the Issuance Detail window to mark the status of the issuance to Cancelled.
- If the trigger is setup to be paid via batch, is determined it should be paid, and the issuance date (found on the Issuance Detail tab of the Issuance Detail window), is prior to the last batch cycle, then the worker will need to correct the error that caused the

issuance not to be paid. Once the issue preventing the trigger from being paid is resolved, the next batch cycle will issue the benefit.

- If the trigger is setup to be paid via batch, is determined it should be paid, and the issuance date (found on the Issuance Detail tab of the Issuance Detail window), is not prior to the last batch cycle, then the worker does not need to review this case until the issuance date has had a chance to be processed by a batch cycle.
- If the trigger is setup to be paid via batch and is determined it should not be paid, then the worker would use the Search for Issuance window to select the benefit trigger and navigate to the Change Status tab on the Issuance Detail window to mark the status of the issuance to Cancelled.
- If the trigger has a status of "EBT Transaction Pending", that means the issuance has been issued in CalWIN but has not successfully been sent to the EBT vendor. The worker must review window 'Inquire on Benefit Data from EBT' to determine if the EBT vendor has the benefit.
    - If the EBT vendor has the benefit, then the user should use the Search for Issuance window to select the CalWIN issued benefit and navigate to the Change Status tab on the Issuance Detail window to mark the status of the CalWIN issued benefit to Issued.
    - If the EBT vendor does not have the benefit, then the user should use the Search for Office Issuance window to select the CalWIN issued benefit, click the Process check box on the CalWIN issued benefit, and then select the Process button to attempt to send the benefit to the EBT vendor.
        - Note, if the re-send from the Search for Office Issuance window is unsuccessful (generally because of the communication network error), the user can navigate to and select the row in question on the Search for Office Issuance window and then click the Issuance Detail button to be taken to the Process Office Issuance Detail window. On this window, the worker can change the Issuance Method from Transfer Online to Transfer Batch.

The reports generated for this CRG are available for counties via 3 methods:

1. Delivered monthly to county SFTP Server. The file name is XX_PNDG_DLY_ISS_LIST_yyyy-mm-dd.txt. **Note**, XX will be county code, for example Placer will be 31, San Francisco will be 38)
2. Available in Data Cleansing Tool, where data is refreshed monthly and source CalWIN data is the same as was sent to County SFTP Server. List files will be in the Pending Daily Issuances folder of the Benefit Issuance/Recovery library.
3. A BI catalog report is available for Counties to execute and retrieve this data from CalWIN on demand. The report, DCT Pre-Migration Pending Daily Issuances, will be located in the Consortium Scheduled Reports\Misc. subfolder within each County's Shared Catalog Folder.

Instructions

Following are instructions on how to navigate to the windows/tabs mentioned above.

Review benefit data at EBT vendor via Inquire on Benefit Data from EBT	
Step	**Action**
1.	Use **Case Review Report #x** to select issuance case id.
2.	In the **Select Function** section on the CalWIN **Main Navigation** screen, click **Interface Activities.**
3.	In the **Action** section of the Main Navigation page, expand **EBT Data.**
4.	Highlight the choice for **Inquire on Benefit Data from EBT** then click the **Open** button

Review benefit data at EBT vendor via Inquire on Benefit Data from EBT	
5.	Using the case (from step 1) and select an account type (Cash or Food Stamps) as Search Criteria (Figure 6), and click on **Search** button
6.	**Search Results** are displayed with the issuances known to the EBT vendor.
7.	Review the list to see if your issuance is on the list or not.

Search for Office Issuance window to Process pending Online trigger or CalWIN Issued Benefit in EBT Transfer Error status	
Step	**Action**
1.	Use **Case Review Report #x** to select issuance case id and office.
2.	In the **Select Function** section on the CalWIN **Main Navigation** screen, click **Benefit Issuance and Recovery,**
3.	In the **Action** section of the Main Navigation page, expand **Benefit Issuance.**
4.	Highlight the choice for **Search for Office Issuance** then click the **Open** button
5.	Using the case and office (from Step 1) enter the Search Criteria (Figure 1), and click on **Search** button
6.	**Search Results** are displayed with the existing transfer online benefits available for processing
7.	Scroll down until the issuance is found and highlight it.
8.	Click the Process Checkbox on the row selected.
9.	Click the Process Benefit button to issuance the benefit in CalWIN and send the benefit to CalWIN. The user may see 1 or 2 pop up messages and should click ok on each of them.

Search for Office Issuance window to alter CalWIN Issued Benefit in EBT Transfer Error status issuance method to Transfer Batch.	
Step	**Action**
1.	Use **Case Review Report #x** to select issuance case id and office.
2.	In the **Select Function** section on the CalWIN **Main Navigation** screen, click **Benefit Issuance and Recovery,**
3.	In the **Action** section of the Main Navigation page, expand **Benefit Issuance.**
4.	Highlight the choice for **Search for Office Issuance** then click the **Open** button
5.	Using the case and office (from Step 1) enter the Search Criteria (Figure 1), and click on **Search** button
6.	**Search Results** are displayed with the pending issuances meeting the search criteria
7.	Scroll down until the issuance is found and highlight it.
8.	Click the Issuance Detail… button to be taken to the Process Office Issuance Detail window (Figure 2).
9.	On the Issuance Method dropdown, select the option for Transfer Batch and then click **Save.** Once saved, close the Process Office Issuance Detail window and the Search for Office Issuance window will automatically re-sort and this issuance should no longer be on the list. You can see the issuance trigger again if needed via the Search for Issuance window (Figure 3) and Issuance Details (Figures 4 and 5).

Search for Issuance window to alter CalWIN pending issuance trigger to Cancelled.	
Step	**Action**
1.	Use **Case Review Report #x** to select issuance case id, program and payment month.
2.	In the **Select Function** section on the CalWIN **Main Navigation** screen, click **Benefit Issuance and Recovery,**
3.	In the **Action** section of the Main Navigation page, expand **Benefit Issuance.**
4.	Highlight the choice for **Search for Issuance** then click the **Open** button
5.	Using the case, program, and payment month (from Step 1) enter the Search Criteria (Figure 3), and click on **Search** button
6.	**Search Results** are displayed with the issuances/issuance triggers meeting the search criteria
7.	Scroll down until the issuance is found and highlight it.
8.	Click the Issuance Detail… button to be taken to the Maintain Issuance Detail window (Figures 4 and 5).
9.	On the Maintain Issuance Detail window (Figure 4), select the Change Status tab (Figure 5).
9.	On the Change Status tab (Figure 5), Select Cancelled from the Issuance Status drop down and then click **Save**.

Search for Issuance window to alter CalWIN Issued Benefit from EBT Transfer Error to Issued.	
Step	**Action**
1.	Use **Case Review Report #x** to select issuance case id, program and payment month.
2.	In the **Select Function** section on the CalWIN **Main Navigation** screen, click **Benefit Issuance and Recovery,**
3.	In the **Action** section of the Main Navigation page, expand **Benefit Issuance.**
4.	Highlight the choice for **Search for Issuance** then click the **Open** button
5.	Using the case, program, and payment month (from Step 1) enter the Search Criteria (Figure 3), and click on **Search** button
6.	**Search Results** are displayed with the issuances/issuance triggers meeting the search criteria
7.	Scroll down until the issuance is found and highlight it.
8.	Click the Issuance Detail… button to be taken to the Maintain Issuance Detail window (Figures 4 and 5).
9.	On the Maintain Issuance Detail window (Figure 4), select the Change Status tab (Figure 5).
9.	On the Change Status tab (Figure 5), Select Issued from the Issuance Status drop down and then click **Save**.