

[CA-254677] PR/SAR7 ENHANCEMENTS TO REDUCE HYLAND BARCODE EXCEPTIONS

Created: 01/04/2023 08:25 AM - Updated: 01/04/2023 08:25 AM

Status:	New
Project:	CalSAWS
Component/s:	None
Fix Version/s:	None

Type:	CER	Assignee:	Joel M. Acevedo
Reporter:	Frederick Gains		
Labels:	None		

<i>Main</i>	
Region #:	6
County:	Los Angeles
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Programs Impacted:	CalFresh, CalWORKs
Request:	<p>Justification / Request Summary: Prior to SCR 245231 (22.09) BenefitsCal uploaded images created a PR/RE Task yet failed to update the Customer Reporting page. After the implementation of SCR 245231 , BenefitsCal uploaded images that fail to update the Customer Reporting page land into the Barcode Verification queue.</p> <p>Issue: PR/RE Images Uploaded via BenefitsCal are landing into the Barcode Verification queue in very high numbers. This causes staff to manually review/index the image before a Task can generate, this places the county at risk in not complying with time sensitive reports which may result in a reduction or stop in benefits. The main issue with SCR 245231 is the number of images failing into the Barcode Verification queue outweigh the images successfully updating the receipt of the Customer Reporting List page.</p>
Recommendation:	<p>1. Proposed Recommendation: BenefitsCal Document Upload – Make the following document type values dynamic, selectable only while the link to complete the SAR7/Renewal questions are available online.</p> <ul style="list-style-type: none"> a. CalFresh Recertification b. CalWORKS Redetermination c. Medi-Cal Renewal d. Periodic Report (SAR7) <p>This will reduce the number of images indexed as SAR7/Renewals outside of the reporting period. This will also increase the success rate of the Imaging API Handling logic updating the report from Sent to Receive.</p> <p>2. Hyland – Modify the Imaging API Handling logic created with SCR 245231 to allow the tasks to successfully generate even when the Customer Reporting page cannot be updated.</p> <p>3. CalSAWS – Add an indicator to the SAR7/Renewal tasks if the Customer Reporting record was not updated. This will allow staff the ability to priorities what tasks need to be reviewed especially when getting close to the monthly cutoff</p>
Area(s) Impacted:	Imaging, Reports, Self Service Portal, Task Mgmt
Committee:	Self Service Portal

Attachments
CER - SAR7 Enhancement to reduce Barcode Verification Exceptions.doc (127 kB)