



## Fact Sheet: **Case Linking and Case Linking Verification**

This fact sheet provides information about case linking and verification.

### **What is Case Linking?**

- Case linking is when a BenefitsCal customer account is linked to a person record within CalSAWS.
- A customer may exist on multiple cases within CalSAWS, and therefore multiple cases may display on the customer's dashboard within BenefitsCal. Cases display when:
  - The individual is a Primary Applicant on a program and,
  - The individual is not marked permanently out of home and,
  - The case is allowed to show data on the portal; there is no active customer privacy record in CalSAWS.

### **What is Two-Step Verification for Case Linking?**

Two-step verification is a secure way for customers to prove their identity and link their cases.

**Note:** Please be aware that verification for Case Linking is **different from** two-step verification for BenefitsCal login.

**Login Two-Step Verification** is a verification **code** that customers enter on BenefitsCal when they log in.

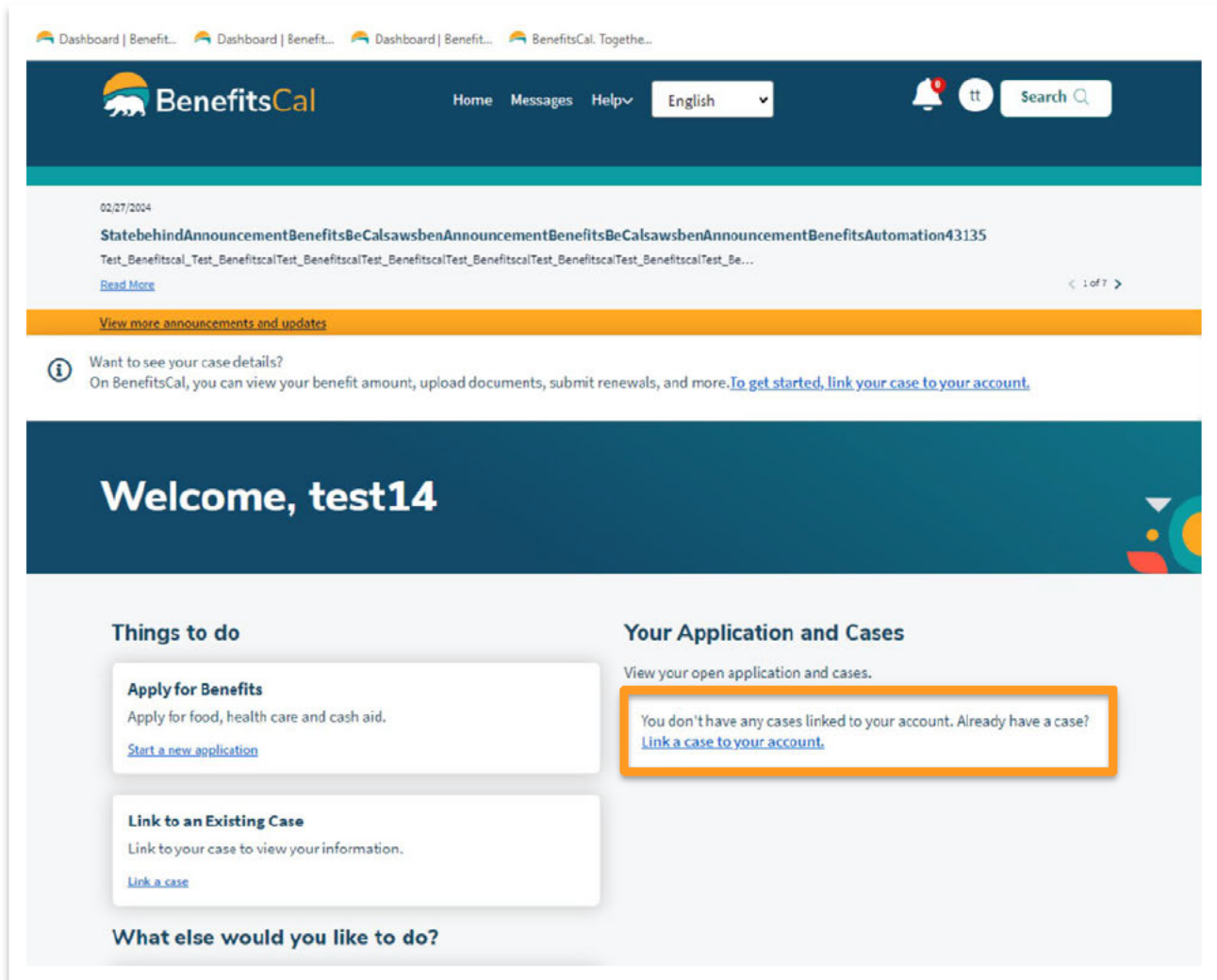
**Case Linking Verification** is a verification **link** customers must click from their email/phone.

### **Case Linking Verification Steps**

After logging in, the customer lands on their **Welcome** screen. The following are the steps a customer must follow to successfully complete Case Linking Verification.

**Note:** All examples throughout this FACT sheet contain mock data.

Step 1) Customers are prompted by a **Welcome** screen when they log in and need to click on the **Link to an Existing Case** hyperlink.



Step 2) Customers enter the following information to link a case to a BenefitsCal account and then click the **Next** button:

- Date of Birth (DOB)
- Zip Code
- County
- Case Number

**Enter the following information to link your case to your account.**

To link your case, make sure you're the Primary Applicant.

Who's the Primary Applicant? ▼

What if I have more than one case? ▼

Date of Birth (required)

Zip Code (required)

93638

County (required)

Madera ▼

Case Number (required)

You can find this on your EBT card (if you have one) or in your notices.

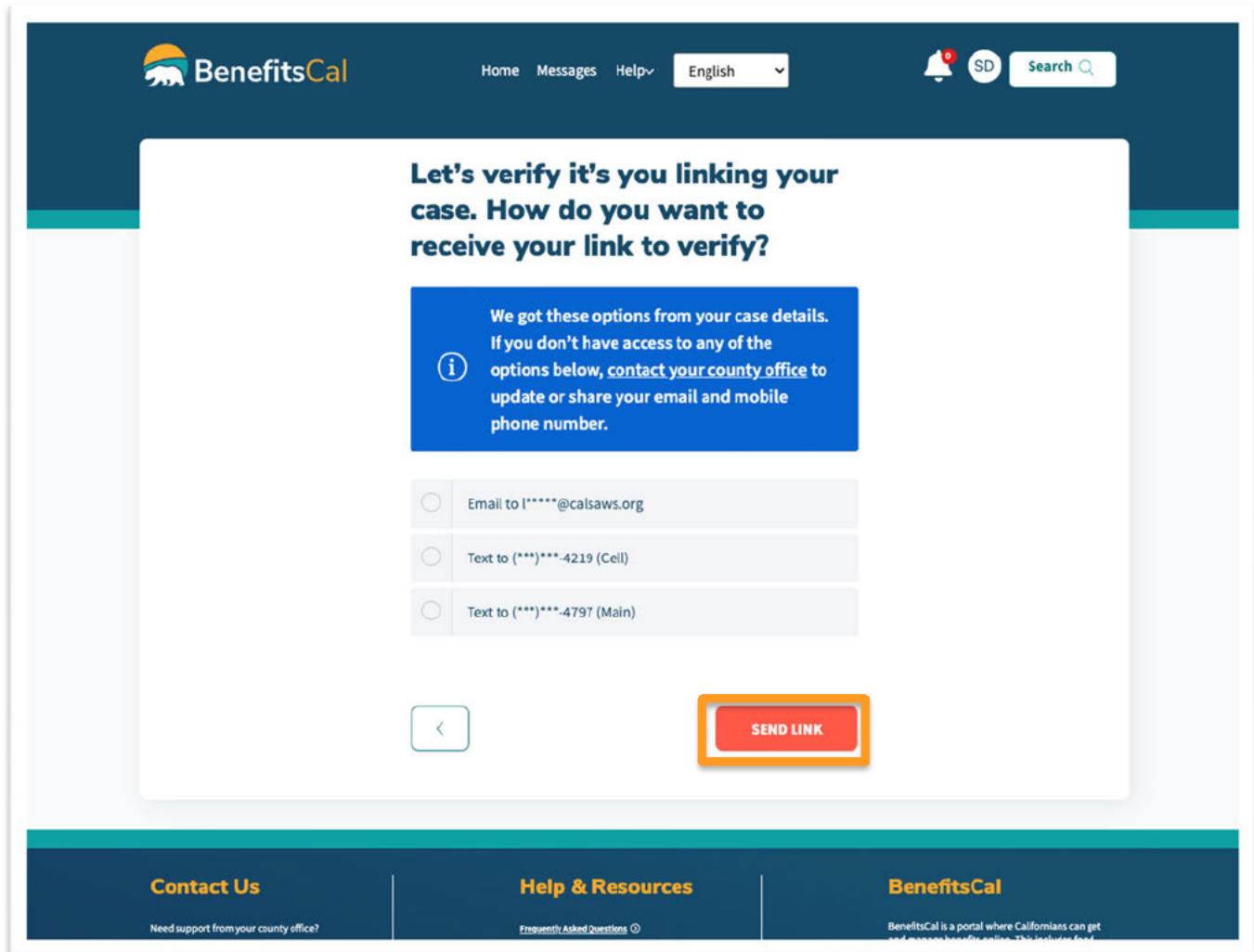
**Note:** The first two digits on your EBT card are your county code. Enter the next seven digits for your case number.

< Next

**Note:** The web page informs them that they must be the Primary Applicant to link their case.

Step 3) Next customers are asked to verify their identity to link cases.

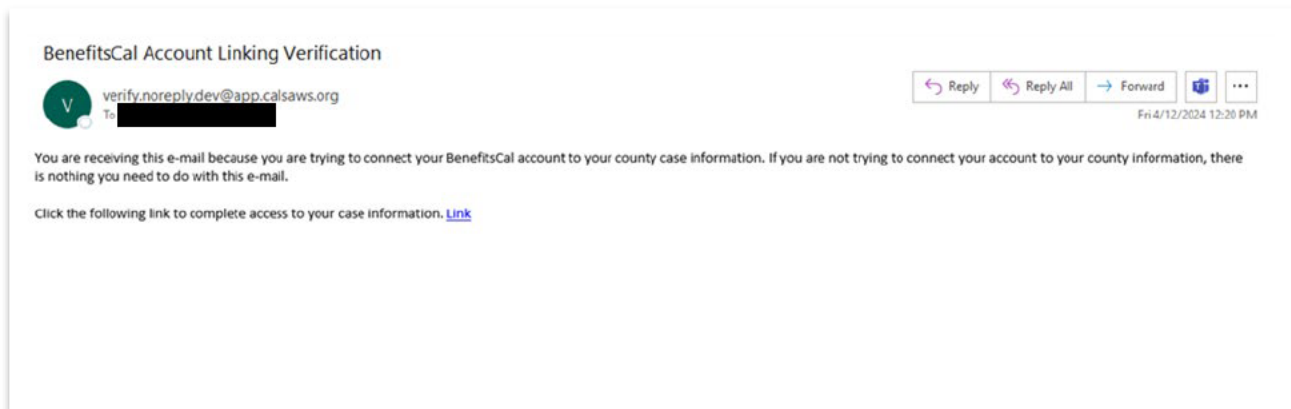
The email address and phone number from their case details appear. If the correct email address or phone number is shown, they can select the radio button and then click the **Send** button.



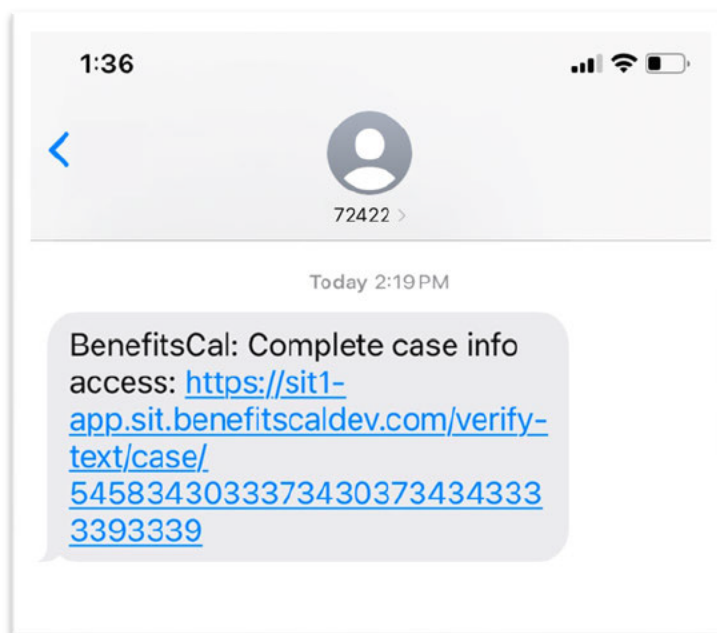
#### Notes:

- A customer must have an email address or phone number (Cell, Main, Message, Home, or Work) listed on the case to self-verify identity as part of the case link action.
- If the email/phone number is incorrect or inaccessible, they are notified to contact their county office to update the email address or phone number in the case details.
- The verification email or text may take up to 15 minutes to arrive.
- Once the link is received, the customer needs to click the link within 24 hours, or it will expire, and they will need to start the verification process again.
- The email address does not have to be the same as the email address used for their BenefitsCal account. Similarly, the phone number may not be the same as the phone number in their BenefitsCal account.

Step 4) After clicking the **Send** button, the customer receives a special verification link by email or by text message. If the customer has opted to receive the verification link by email, they will receive a special verification link from [Verify.NoReply@App.CalSAWS.org](mailto:Verify.NoReply@App.CalSAWS.org) (see email screen shot below).

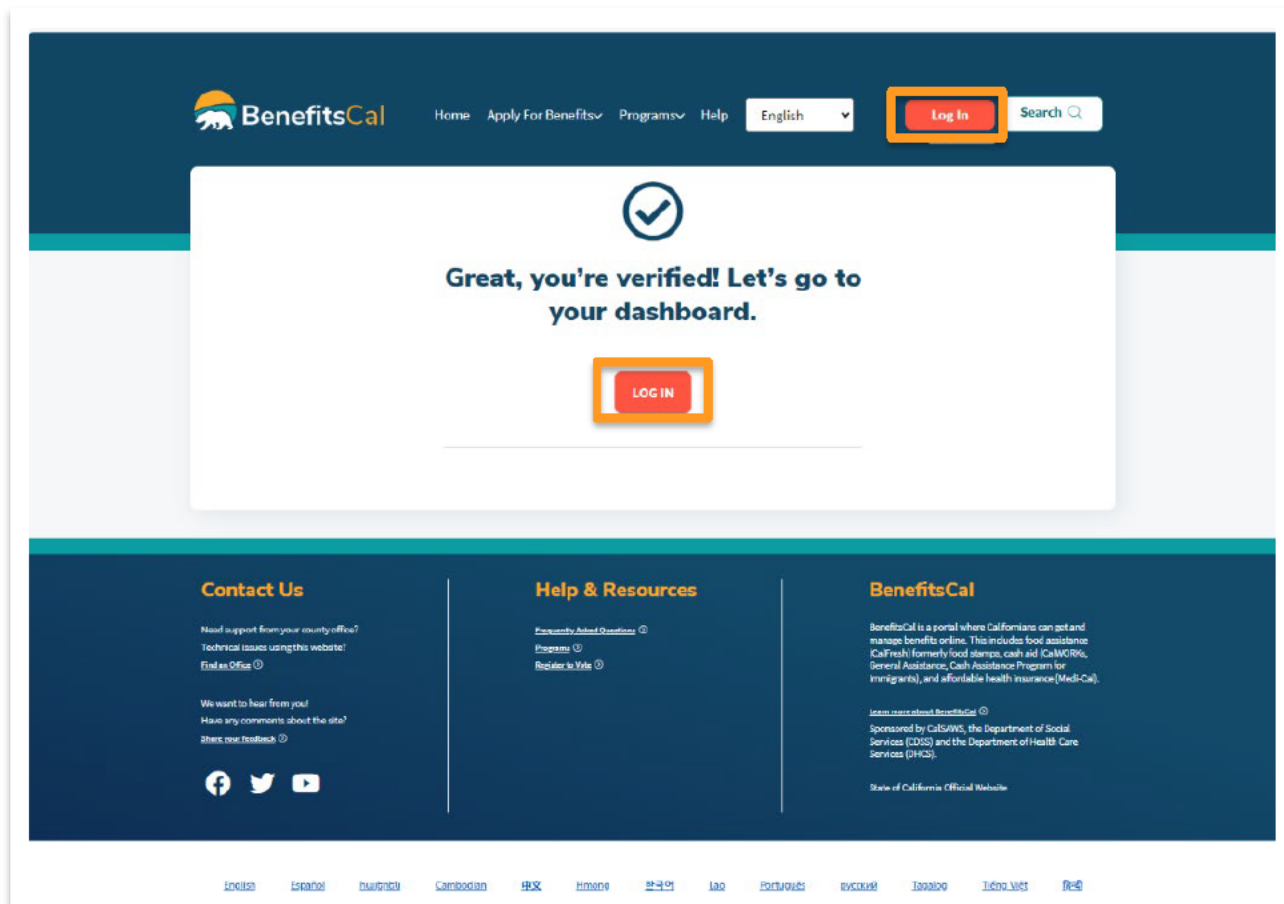


If the customer has opted to receive the verification link by text message, they will see this link on their mobile phone, and should click on it. The text message will come from 72422 (see mobile phone screen shot below).

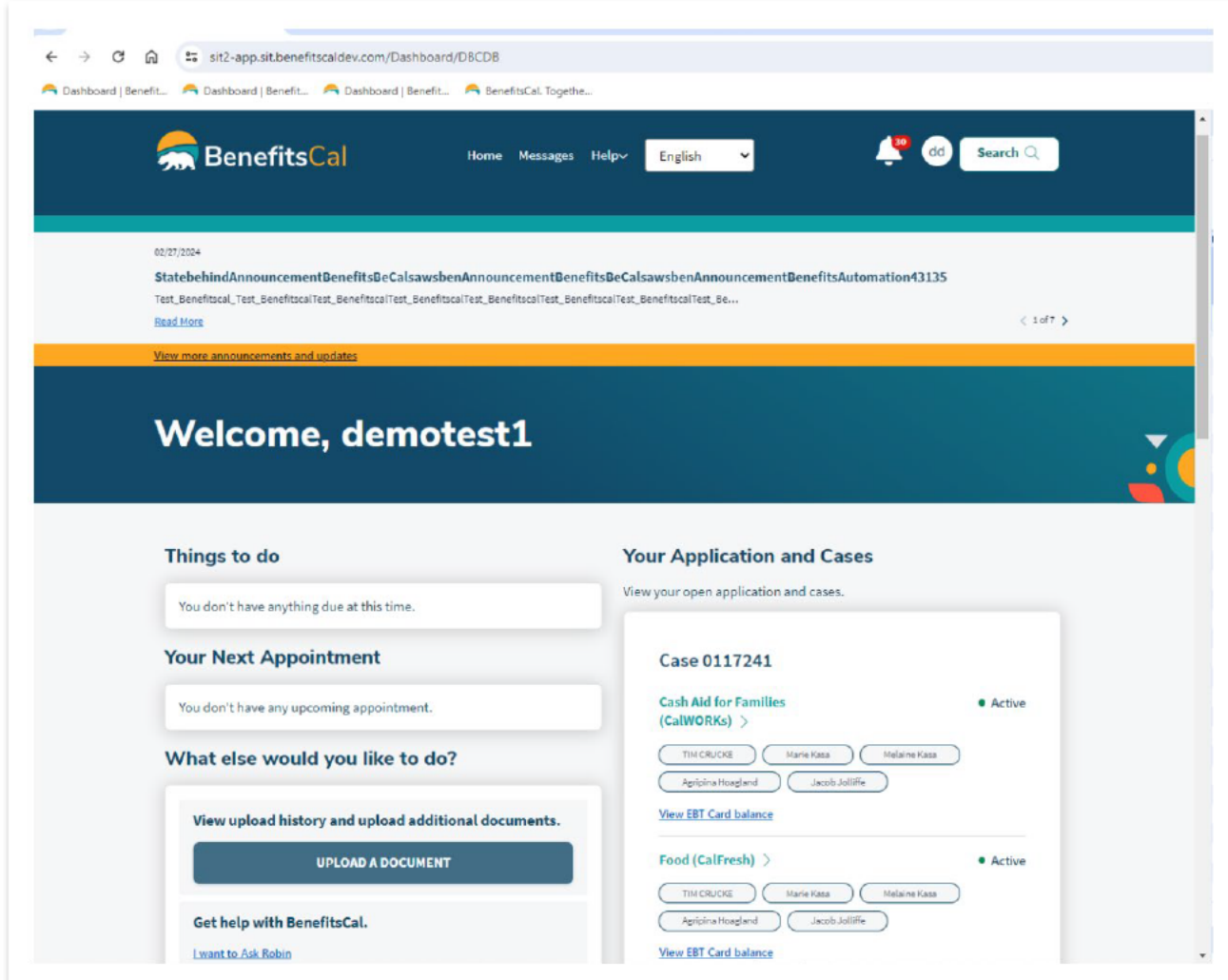


Step 5) After clicking on the verification link through email or text (based on customer selection), the customer has successfully completed verification, and the web page (below) will appear.

To view their linked cases on their dashboard, customers need to log back in to BenefitsCal by clicking a **Log In** button.



Step 6) Once the case is linked successfully, case details can be seen on the dashboard.



## Customer Email/Phone Number Assistance Scenarios

1. **Scenario:** Customer tried to link their case on BenefitsCal and selected an active email or phone number as presented on the screen but did not receive the email or text verification link.
  - Ask them to check spam/junk folders for the link.
  - If they find the link, ask them to try again to link their cases. If the link is not expired, they can still use it.
2. **Scenario:** Customer tried to link their case on BenefitsCal and did not see their current email address/phone number as an option, or they do not have an email address/phone number on CalSAWS, and they are calling the county case worker to provide an active email address/phone number.
  - To update email/phone number on the case, navigate to the **Contact Detail** screen and update their email address/phone number. Note: Only phone numbers under the Cell,



Main, Message, Home, or Work “Type” will be shown as phone options for case linking verification on BenefitsCal.

- Once the email/phone number is added to the customer's contact details in CalSAWS, ask them to retry the case-link action.

Contact Detail

\*- Indicates required fields

Resend E-mail Verification

Edit

Close

Name: \*

Voice Print

No

E-mail Address:

john.doe@testcalsaws.org

Allow E-mail Reminder

E-Notification:

E-mail Status:

Pending Verification

Customer ID:

Phone Numbers

Number	Type	IVR Consent	Text Message	Text Message Status
(462)646-1553	ext. Cell	Opt-In	Opt-Out	No Response

Resend E-mail Verification

Edit

Close

For additional support on assisting customers with self-identification, please reference the CalSAWS case link job aid

Assistance with Processing a Case-Link Request After Customer Identity Verification

The customers are presented with a message that the case link request has been submitted for a county review on the BenefitsCal self-service portal when the customer's information cannot be uniquely determined at CalSAWS to process an automatic case link, even after a customer's identity is successfully verified.

A manual review of the submitted case linking data is required to process the request. Follow the process below to review the request and take action.



- On the **Case Link Request Search** screen, search for the registrant's name using both name fields.

**Case Link Request Search**

\*- Indicates required fields

Registration Status: \*  
Pending

Request Date Range  
Begin Date: 01/29/2022 End Date: 04/29/2022

Registrant First Name: Registrant Last Name:

Search

Results per Page: 25 Search

**Search Results Summary** Results 1 - 25 of 109

1 2 3 4 5 Next

Registrant Name	Request Date	Request Type	Request Status
[REDACTED]	03/09/2022	Link	Pending
[REDACTED]	03/09/2022	Link	Pending
[REDACTED]	03/09/2022	Link	Pending
[REDACTED]	03/09/2022	Link	Pending
[REDACTED]	03/08/2022	Link	Pending
[REDACTED]	03/08/2022	Link	Pending
[REDACTED]	03/08/2022	Link	Pending
[REDACTED]	03/08/2022	Link	Pending
[REDACTED]	03/08/2022	Link	Pending
[REDACTED]	03/08/2022	Link	Pending

- Click the **Submit** button next to the registrant's name in the **Search Results Summary** screen section.

- On the **Case Link Select Person Summary** screen, a green oak tree icon appears next to data on the screen that was entered by the customer on the SSP, and the data without the green oak tree icon is the data that is currently in CalSAWS.
- The green oak tree icon provides a reference point to confirm that what was entered in the SSP matches with information in CalSAWS.

**Case Link Select Person Summary**

Continue Reject Cancel

Case Number: [Redacted]

Linked Status: Pending

First Name: [Redacted]

Middle Name: [Redacted]

Last Name: [Redacted]

SSN: [Redacted]

Date of Birth: [Redacted]

Gender: Female

Female

Address Line 1: [Redacted]

City: Kansas City

Savannah

State: CA

CA

Zip Code: 89855

31492

Phone Number: [Redacted]

Continue Reject Cancel

The counties may consider rejecting a Case Link Request for various reasons.

Possible scenarios include:

- Any of the associated cases have an active Children Services program.
- The Primary Applicant has an active Customer Privacy record or,
- The individual requesting the Case Link is not actually the Primary Applicant on any program, or,
- The Primary Applicant is already linked to another account.

The following scenarios and screenshots provide examples of the person summary screen validation message displayed when the applicant is not a Primary Applicant or already has another linked account.

**Scenario 1:**

This is an example of a screen a county worker may see if the customer is not the Primary Applicant on the case.

If the person selected is not a Primary Applicant, then after clicking the **Continue** button, the case worker will see the screen below and the validation message, “Unable to link person to this account, Retta Haw is not the Primary Applicant listed on this case.”

- **Note:** This is just an example of a Person Summary.

Case Link Select Person Summary

Unable to link person to this account, Retta Haw is not the Primary Applicant listed on this case.

Cancel

Case Number:

First Name:

SSN:

Address Line 1:

Zip Code:

31020

31020

Phone Number:

Middle Name:

Date of Birth:

City:

Norman

Norman

Linked Status:

Pending

Last Name:

Gender:

Female

Female

State:

CA

CA

Cancel

**Scenario2:**

This is an example of a screen a county worker may see if the customer is already linked to another BenefitsCal account.

If the person selected is already linked to another account, then after clicking the **Continue** button, the case worker will see the screen below and the validation message, "Unable to link person to this account, Ilene Roberts is already linked to another account."

- **Note:** This is just an example of a Person Summary.

Case Link Select Person Summary

Unable to link person to this account; Ilene Roberts is already linked to another account.

Cancel

Case Number:

Linked Status:

Pending

First Name:

Middle Name:

Last Name:

SSN:

Date of Birth:

Gender:

Male

Male

Address Line 1:

City:

Mesquite

Mesquite

State:

CA

CA

Zip Code:

64627

64627

Phone Number:

Cancel

**For additional support**

For additional support assisting customers with Processing a Case Link Request, Rejecting a Case Link Request, or Unlinking a Primary Applicant from the self-service portal account, please reference the CalSAWS case link job aid 