

## Knowledge Article – How to Link an IHSS Referral to a CalSAWS Case When a UEID/Error Message Displays

### Issue

User receives a UEID error message when trying to link an IHSS Referral to an existing CalSAWS case.

### How to Resolve

Escalate the ServiceNow Case to an Incident for the Tier 3 team to investigate, then follow steps below as an alternate procedure, which is to add the person to the program first, then link the IHSS referral to the existing CalSAWS Case.

The following steps assume you are in the context of a case.

Step	Action
1.	Place the cursor over <b>Case Info</b> on the <b>Global</b> navigation bar and select <b>Case Summary</b> from the <b>Local</b> navigator.
2.	On the <b>Case Summary</b> page: a. Enter <b>&lt;IHSS Referral Date&gt;</b> on the <b>Display</b> field, then click the <b>View</b> button. b. Click the <b>View Details</b> button on the <b>Medi-Cal</b> program block.
3.	On the <b>Medi-Cal Detail</b> page: a. Click the <b>Edit</b> button. b. Click the <b>Add</b> or <b>Reapply</b> button, on the <b>Program Persons</b> page section to add the IHSS referral person.
4.	The <b>Medi-Cal Person Detail</b> page displays if adding a person and the <b>New / Reapplication Detail</b> page displays if reapplying. a. Complete all required fields including Name of the person(s) applying, Application Date, Beginning Date of Aid (BDA) and Requested Medi-Cal Type. b. Click the <b>Save and Return</b> button.
5.	On the <b>Medi-Cal Detail</b> page, click the <b>Save and Return</b> button.
6.	Return to the <b>IHSS Referral Search</b> page and follow the steps to link the referral to the case.

If steps in the alternate procedure do not work, log an additional comment on the incident ticket and include information listed in the **Information to Include in the ServiceNow Ticket** section, if it was not initially provided.

### Information to Include in the ServiceNow Ticket

- CalSAWS Case Number
- IHSS Referral Number
- IHSS Date Being Linked
- UEID Number