PROCESSING WEB CHANGE REPORTS

Temporary Assistance, MO HealthNet for Kids, Pregnant Women and Parents, Child Care and Food Stamp participants can report changes online.

Once the online change report is submitted by the participant, it displays on the Web Change Report Search (FWHL or WEBRSRCH) screen. Overnight an alert is generated and displays on the eligibility specialist's Alert/Reminder List on the Alert/Reminder (FM7M or ALREMIND) screen.

For most of the changes reported online, the eligibility specialist has the option to accept and move each change reported directly to FAMIS. The Web Interface (FWH2) screen displays a summary of the reported changes. In addition, the Online Change Report Summary (WB145) is available to view all changes reported in one document. This is a good reference tool to use while making decisions whether to move reported changes directly to FAMIS.

Follow these steps to process an online change report submitted by the participant through the Missouri Benefits Center.

Step 1

To access the Online Change Report Summary (WB145) to review changes reported through the Missouri Benefits Center:

- Type FMVM or DOCQUE on the command line. The Document Queue (FMVM or DOCQUE) screen displays.

- Tab to the DCN field and type in the DCN for the head of household and press enter. The Online Change Report Summary (WB145) is listed under Document Id (Doc Id) as WB145. The status displays as PRNTD.

- Tab to the Com field next to the WB145 and type 'P' and press F23=PRINT to print the document or type 'S' and press F18-VIEWDOC to view the document.

  NOTE: If viewing the WB145 instead of printing consider opening a second session so you can toggle back and forth between the Online Change Report Summary and FAMIS eligibility screens.

If the document is printed it can be filed in the case record, but is not required to be retained in the case record.

Step 2

To view the Web Change Report

From the Alert/Reminder List screen

- Type FM7M or ALREMIND on the command line and press enter (ctrl). The Alert/Reminder List (FM7M or ALREMIND) screen displays.

- Type "S" in the "C" field next to the web change report alert (The alert appears as "FILED CHANGE REPORT REQUIRES ACTION") and press F15=REVIEW to go to the Web Select Interface (FWHM) screen .

From the Web Change Report Search screen

- Type FWHL or WEBRSRCH on the command line and press enter (ctrl). The Web Change Report Search (FWHL or WEBRSRCH) screen displays all change reports submitted for the county in which the eligibility specialist is based.
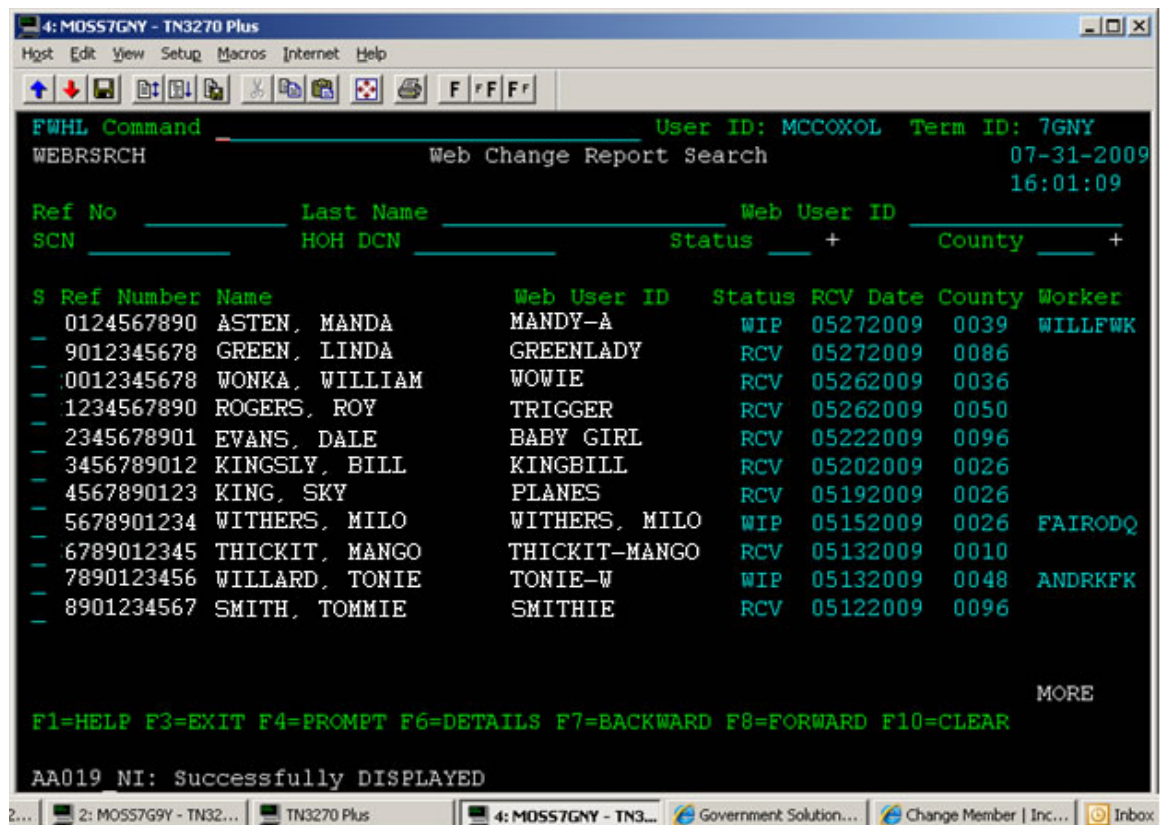
You can search for a specific change report by typing the Ref No (which is listed on the Online Change Report Summary), Last Name, Web User Id, SCN, or HOH DCN and press enter (ctrl).

- Type "S" in the field next to the change report you wish to display, and press F6=DETAILS.
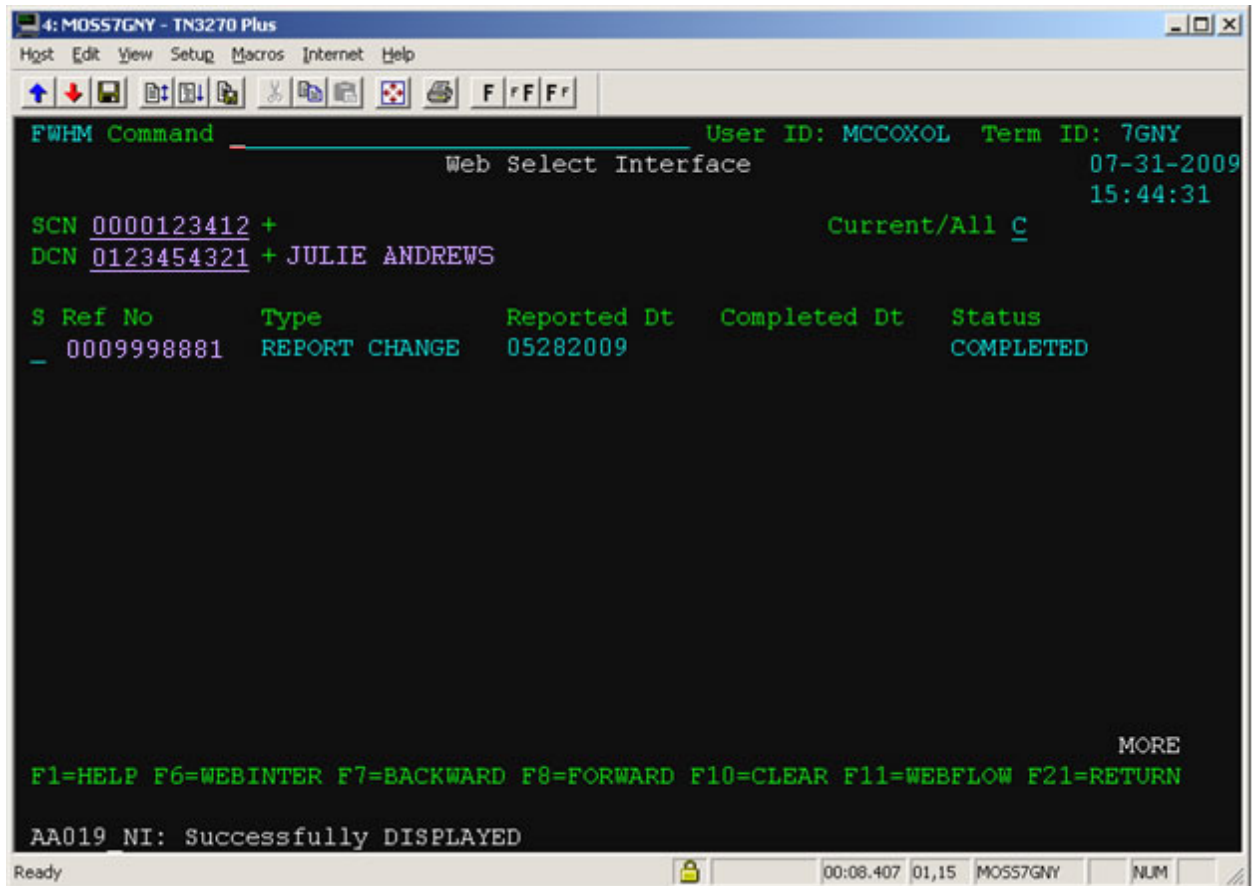
Step 3

The Web Select Interface (FWHM or WEBFACE) screen displays.

The Web Select Interface (FWHM or WEBFACE) screen displays the SCN, DCN and Participant Name at the top of the page for the selected web change report. If the SCN, DCN, or Participant Name is not displayed or the information is not for the desired participant type the SCN and DCN in the corresponding fields and press enter (ctrl). The Web Select Interface (FWHM or WEBFACE) screen displays current web change reports for the participant.

Type "A" in the Current/All field to view all web change reports that have been submitted for a participant.

The Web Select Interface (FWHM or WEBFACE) screen displays the status of the change report:

- RECEIVED ,
- WORK IN PROGRESS ,or
- COMPLETED.

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4: MOSS7GNY - TN3270 Plus                                                    _|□|x|
Host  Edit  View  Setup  Macros  Internet  Help

FWHM Command _____  User ID: MCCOXOL   Term ID: 7GNY
                     Web Select Interface                        07-31-2009
                                                                 15:44:31
SCN 0000123412 +                          Current/All C
DCN 0123454321 + JULIE ANDREWS

S Ref No      Type           Reported Dt   Completed Dt   Status
_ 0009998881  REPORT CHANGE  05282009                     COMPLETED




                                                                   MORE
F1=HELP F6=WEBINTER F7=BACKWARD F8=FORWARD F10=CLEAR F11=WEBFLOW F21=RETURN

AA019 NI: Successfully DISPLAYED
Ready                                      🔒      00:08.407 01,15  MOSS7GNY    NUM
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Step 4

The eligibility specialist can process each change reported individually, or enter a
flow to process all changes reported.

To process each change reported individually:

- Type "S" in the "S" field next to the change report and press
 F6=WEBINTER. The Web Interface (FWH2) screen displays.
- Go to

To enter a flow to process all changes reported:

- Type "S" in the "S" field next to the change report and press
  F11=WEBFLOW.   The screen for the first change reported displays.
- Go to .

Step 4a

If accessed by F6=WEBINTER, the Web Interface (FWH2) screen lists all
changes reported by the participant. There is an area on the Web Change

Report for the participant to type additional information which does not fit into a change report category. If there is additional information, it displays on the first line.
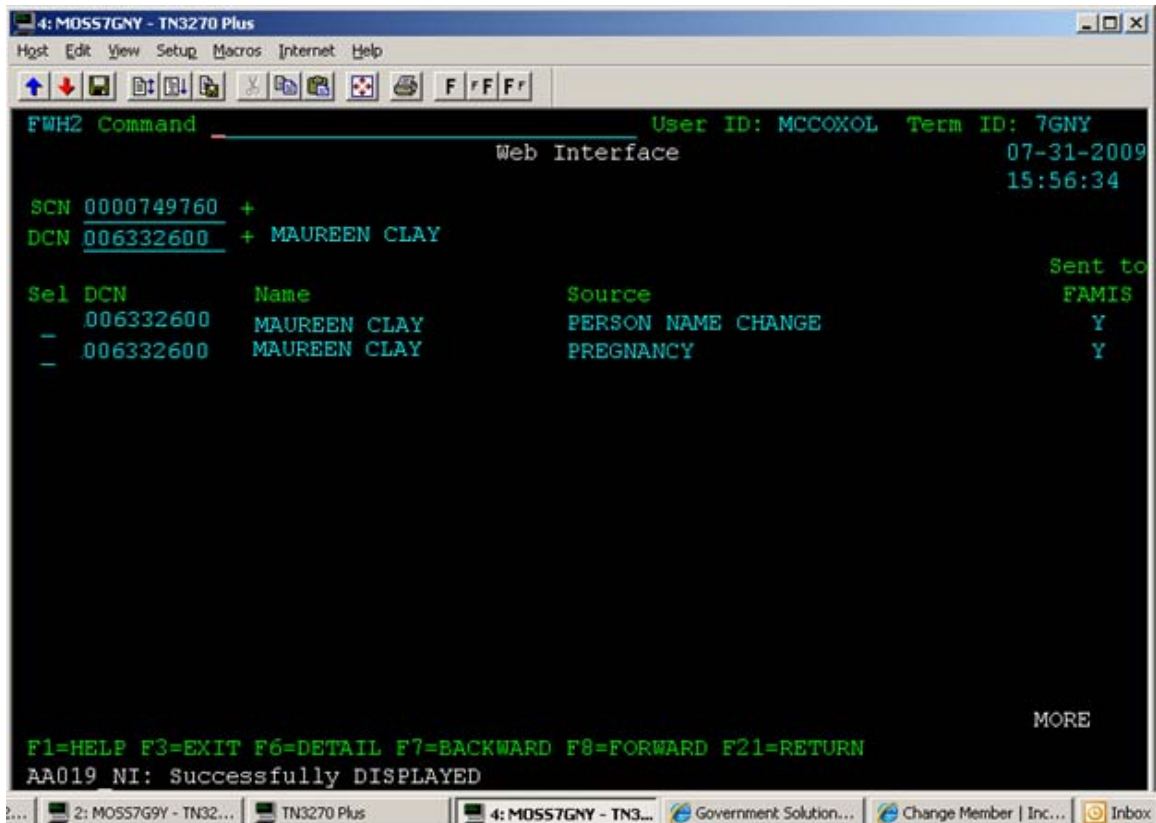
- Type "S" in the SEL field next to each reported change (multiple selection is allowed) and press F6=DETAIL. A Web screen displays for each reported change selected.

  Example: WEB SHELTER EXPENSE, WEB NET WORTH, or WEB HEALTH INSURANCE DETAILS screen.

  - If the change is one that can be committed directly to a FAMIS screen, such as a change in income, the question, "Do you want to update this information to FAMIS (Y/N)" displays.

  - If the change reported is a Supercase address change and the address is not CD1P compliant and/or requires a school district code and the response is "Y", the Supercase Address/Supercase Transfer (FM0A or ADDRESS) screen displays. Enter an override and/or school district code to update the address to FAMIS. Press F21=RETURN to return to the Web SCN Address screen.

- If the change requires additional action by the eligibility specialist and can not be committed directly to a FAMIS screen, such as a name change or add a person, the question "Did you update these information changes in FAMIS (Y/N)?" displays.

  Examples include updating SUPD for a name change, adding a member to the Supercase, establishing relationships, and adding a person to the EU.

  NOTE: A question does not display for additional information to the eligibility specialist. This information is for viewing purposes only. Information displaying on the Web Additional Information (FWHX) screen cannot be committed to FAMIS. To save any information provided, copy it and paste it as a comment on the appropriate screen or at EU Member Role.

- Press F6=DETAILS to review the information currently in FAMIS.

- Press F21=Return to return to the detail screen for the reported change.

- **For changes that can be committed directly to the FAMIS screen**, type "U" on the command line and type "Y" or "N" to either update or not update the reported change to FAMIS.

  - If "Y" is entered the message "Information successfully sent to FAMIS" displays at the bottom of the screen.

  - If "N" is entered the message "Successfully Updated" displays at the bottom of the screen.

  - Press F24=NEXTSELC to view the Web screen for the next reported change that was selected and repeat the process above.

  - Proceed to Step 5.

Step 4b

If accessed F11=WEBFLOW, a Web screen for each reported change displays.

Example: WEB SHELTER EXPENSE, WEB NET WORTH, or WEB HEALTH INSURANCE DETAILS screen.

- If the change is one that can be committed directly to a FAMIS screen, such as a change in income, the question, "Do you want to update this information to FAMIS (Y/N)" displays.

- If the change reported is a Supercase address change and the address is not CD1P compliant and/or requires a school district code and the response is "Y", the Supercase Address/Supercase Transfer (FM0A or ADDRESS) screen displays. Enter an override and/or school district code to update the address to FAMIS. Press F21=RETURN to return to the Web SCN Address screen.

- If the change requires additional action by the eligibility specialist and can not be committed directly to a FAMIS screen, such as a name change or add a person, the question "Did you update these information changes in FAMIS (Y/N)?" displays.

  Examples include updating SUPD for a name change, adding a member to the Supercase, establishing relationships, and adding a person to the EU.

  NOTE: A question does not display for additional information to the eligibility specialist. This information is for viewing purposes only. Information displaying on the Web Additional Information (FWHX) screen cannot be committed to FAMIS. To save any information provided, copy it and paste it as a comment on the appropriate screen or at EU Member Role.

- Press F6=DETAILS to review the information currently in FAMIS.

- Press F21=Return to return to the detail screen for the reported change.

- **For changes that can be committed directly to the FAMIS screen**, type "U" on the command line and type "Y" or "N" to either update or not update the reported change to FAMIS.

  - If "Y" is entered the message "Information successfully sent to FAMIS" displays at the bottom of the screen.

  - If "N" is entered the message "Successfully Updated" displays at the bottom of the screen.

- Press F11=FLOWFWD to flow to each subsequent reported change, and type a 'U" update on command line and enter "Y" or "N" to update the change to FAMIS. You can access previous screens in the change report flow by pressing F23=FLOWBWD. Press F11=FLOWFWD and the Web Select Interface (FWHM) screen appears with a status of completed.

- Proceed to .

Step 5

Once all reported changes have been reviewed and a "Y" or "N" response has been entered, the Web Interface (FWH2) screen displays. A "Y" or "N" displays under the column "Sent to FAMIS".

Press F21=RETURN to return to the Web Select Interface (FWHM or WEBFACE) screen. The status shows COMPLETED (CMP).

If the status shows something other than COMPLETED, all changes were not updated with "Y" or "N".

Step 6

The verification code is blank for changes committed to FAMIS from the Web Change Report. The eligibility specialist must enter the appropriate verification code on each screen corresponding to the information reported on the change report, if verification has been received.

Type EDRES on the command line to complete an eligibility determination.

The system generates and sends an FA325 Request for Information form overnight to request any necessary verification. The eligibility specialist may print the FA325 Request for Information and mail or give to participant instead of waiting for the system to generate one overnight.

Step 7

Enter verification when received and complete the eligibility determination. For additional assistance refer to FAMIS User Guide AUTHORIZING AN ACTION.