11/20/2007

November 20, 2007

Dear WMS/BICS Coordinator:

The purpose of this letter is to inform Local District WMS/BICS coordinators of an enhancement to the WMS Client Identification Number (CIN) Consolidation process that was recently migrated to WMS Production on 10/22/07. It will allow a faster and more direct resolution with less processing steps to follow, by giving you an on line capability to remedy most multiple CIN occurrences. It will also require that you assign a new security function to the staff designated to carry out the on line CIN Consolidation task.

The OTDA-IT Customer Response Center (formerly known as the WMS Help Desk), currently has a mailbox set up to receive all WMS CIN Consolidation Forms via e-mail to mailbox OTDA.SM.WMSCIN. Effective immediately, upstate Local Districts will now be able to complete the WMS CIN Consolidation process directly on line when consolidating multiple CIN situations within their district, and will only need to use the 'old' process of e-mailing multiple CIN's to OTDA when they involve multiple district involvement. So if the multiple CIN's do not have other district involvement, the Local District will be able to complete CIN Consolidation online, resolving the situation immediately.

For this new on line process, a new security function of 0188 - CIN Consolidation has been made available in NYSeWebstar under the TTSS Menu, for assignment to staff performing the new on line CIN Consolidation. Please work with your Local District TTSS Administrator to identify appropriate staff for this on line CIN Consolidation security function. Staff can access the data entry screen for CIN Consolidation via the WMS Menu, screen WMSMNU, selection F7 -- NS Data Entry & Disposition (WCINC1) CIN consolidation.

For questions or comments regarding the new upstate WMS CIN Consolidation process, or any of the attachments, please contact the OTDA-IT Customer Response Center at 1-800-342-3010.

Thank you for your continued cooperation.

Sincerely,

Rich DeFichy

Richard DeFichy, Asst. Director
NYS OTDA Bureau of IT

Attachments:
-Attachment I – Factors to consider when determining CIN retention
-Attachment II – WMS CIN Consolidation Form
-Attachment III – BICS CIN Consolidation regarding NR Expenditure Report
-Attachment IV – BICS CIN Consolidation Form

Attachment I

Some factors to consider when determining which CIN to retain:

- Retain the CIN with the most current or extensive MA coverage history on WMS. This is a factor because MA data is passed to other systems from WMS. This data is individually related not case related. CIN's are also the primary identifier on the MA-ID benefit card.

- If MA coverage is not a factor, other guidelines should be used. These guidelines become more useful when both CIN's are active, both have similar MA coverage or neither has MA coverage. Please keep in mind if determined that neither CIN has an advantage regarding MA coverage the retention decision becomes somewhat more subjective. The following may aid in determination.

Both CIN's are Active, but CIN A has multiple case involvements, keep CIN A

Both CIN's are Inactive and have similar case involvement, but CIN B has a longer history in its cases. Keep CIN B

Both CIN's are Active, have similar case involvement, but CIN B is the CIN in a Services case with current Purchase of Service paylines. Keep CIN B.

CIN A is Active, but only recently in a HEAP Opening and has no other case involvement. CIN B is inactive, but has multiple case involvements with recent activity. Keep CIN B. Complete undercare on Active HEAP case to reflect corrected CIN.

In the above scenario, either CIN may have been selected for retention. A general rule would be to retain the CIN that would cause the minimum amount of negative impact on local processing. There may be other factors such as the need to closely monitor certain clients, and the retention of one CIN in this tracking effort over the other CIN facilitates this locally. It may also be perceived as beneficial to retain an Inactive CIN when the other is Active, even though this would involve a WMS transaction to inactivate that CIN to be deleted.

A decision must also be made whether to add the retained CIN to active cases where removal of the deleted CINs may result in loss of benefits.

If the multiple CIN situations involve an individual who is active in cases in other Local Districts, consultation with the other districts will be required to decide which district should initiate the request for CIN Consolidation.

In MA cases it may be necessary to delete the individual(s) or close the case associated with the CIN to be deleted. If the CIN to be deleted is not in MA Managed Care (MA MC) or Family Health Plus (FHP), follow normal closing/deletion procedures. If the CIN to be deleted is in MA MC or FHP Local District staff should first disenroll the recipient effective the first of the next month or the first of the following month depending upon whether the disenrollment transaction is done before or after the Managed Care pulldown. If the CIN to be disenrolled is within the guarantee period (first 6 months of enrollment), Local District staff will need to first shorten the guarantee period to the end of the day before the effective date of the disenrollement. Then either close the case or delete the individual of the CIN to be deleted. The effective date of the closing or deletion should be the day before the disenrollment effective date on the PCP subsystem. Examples: Closing/deletion transaction done on 11/03/06 the disenrollment effective date should be 12/1/06 and the case closing/deletion effective date should be 11/30/06. For a closing/deletion transaction done on 11/27/06, the disenrollment effective date should be 1/1/07, and the case closing/deletion effective date should be 12/31/06.

Attachment 1 continued

System Requirements for CIN Consolidation

In deciding which CIN to retain, consideration must be given to the System Requirements for CIN Consolidation. These are:

1) If an individual has more than two CINs, only two may be consolidated at one time. Note: If the CIN consolidation program encounters two or more requests for with the same retained CIN, one request will be processed and the other requests will remain on the request file for the next CIN consolidation run.

2) The CIN to be deleted must be associated with an Individual Status of 11 - Denied, 13 - Deceased, 15 - Deleted or 20 - Closed in all cases in which it is used at the time of the running of the NYSDSS CIN Consolidation program. (The CIN to be retained may have any Individual Status).

3) The CIN to be retained cannot be associated with an Unborn individual.

4) Neither the CIN to be retained nor the CIN to be deleted can be part of a Pending Record at the time of the running of the CIN Consolidation program.

5) Social Security Number - The following table summarizes the rules for SSN retention. An entry of N/A in the table means that the system ignores this information when deciding what action to take. (Note: LD stands for Local District in this table.)

Individual Status Associated with RET (Retain) CIN	SSN Situation	Demographics	Entry on CIN Correction Form	Action
Active (Individual Status = 07, 08, 10)	N/A	N/A	N/A	System keeps SSN associated with retained CIN even if blank
Inactive (Individual Status = 11, 13, 15, 20)	RET CIN and DEL CIN have the same SSN	N/A	N/A	System keeps SSN associated with both RET and DEL CIN.
	RET CIN and DEL CIN have different SSNs	N/A	LD must select either the RET SSN or the DEL SSN	System keeps LD selection; if LD does not select either the RET or DEL SSN, an error message will be generated.
	Neither CIN has an SSN	N/A	N/A	System keeps blank SSN
	Only RET CIN has SSN	Match	N/A	System keeps RET SSN
	Only RET CIN has SSN	Mismatch	LD must select the RET SSN	System keeps the RET SSN; if LD does not select the RET SSN, an error message will be generated.
	Only DEL CIN has SSN	Match	N/A	System keeps DEL SSN
	Only DEL CIN has SSN	Mismatch	LD must select the DEL CIN or blank	System keeps LD selection; if LD selection is not DEL CIN or blank, an error message will be generated.
	Neither has SSN	N/A	N/A	System keeps blank

The SSN Code will be changed to a "1" only if the SSN from the Delete CIN is selected to be kept. In all other circumstances the SSN Code associated with the Retain CIN remains the same.

WMS CIN Consolidation Form

Attachment II

District _____ Unit _____

(1) Retained CIN: [____|____]   (2) Name Last   First [____|____]   (3) SSN [____]

Delete: (4) CIN   (5) Name Last   First [____|____]

(1) Retained CIN: [____|____]   (2) Name Last   First [____|____]   (3) SSN [____]

Delete: (4) CIN   (5) Name Last   First [____|____]

(1) Retained CIN: [____|____]   (2) Name Last   First [____|____]   (3) SSN [____]

Delete: (4) CIN   (5) Name Last   First [____|____]

(1) Retained CIN: [____|____]   (2) Name Last   First [____|____]   (3) SSN [____]

Delete: (4) CIN   (5) Name Last   First [____|____]

(1) Retained CIN: [____|____]   (2) Name Last   First [____|____]   (3) SSN [____]

Delete: (4) CIN   (5) Name Last   First [____|____]

Completed By: _____ Date: _____

Phone Number: _____

INSTRUCTIONS:

(1) Enter CIN to be retained as permanent identifier
(2) Enter Name on file for Retained CIN (Note: Cannot be an Unborn)
(3) Enter SSN to be retained on file
(4) Enter CIN to be eliminated (Note: Must be Inactive in all cases)
(5) Enter name on file for deleted CIN if different than (2)
(6) Mail completed form to: OTDA.SM.WMSCIN

SITUATIONS REQUIRING SUBMITTAL OF THE BICS CIN ACTIVITY CONSOLIDATION REQUEST

Introduction

Multiple CINs occur in WMS when a new CIN is assigned to an individual instead of using an existing CIN. Once it is identified that an individual has 2 CINs, districts use the WMS/CCRS CIN Consolidation (also called CIN Unduplication) process to retain one CIN and delete the other CIN. This process consolidates multiple CINs in WMS and CCRS, and the data from the deleted CIN is linked to the retained CIN.

A problem may result because this process does **not** do anything to the CINs on the BICS database. There are still 2 CINs in BICS. NR payments may exist for CINs previously retained or deleted by the WMS/CCRS CIN Unduplication process because the legal activities, which are necessary to make payments reimbursable, are on the BICS database for one CIN, but not the other.

A new process, the BICS CIN Activity Consolidation, consolidates the 2 CINs on the BICS database. The retained CIN in BICS now has the records attached to both the retained and deleted CINs. Once the legal activities needed to adjust the NR payments are consolidated for both CINs, the Retroactive Claiming process will adjust the NR payments to reimbursable.

If the BICS CIN consolidation Activity process is not performed, the payments will remain NR because the legal activities exist for one CIN and the NR payments exist for the other CIN. The Retroactive Claiming process will not associate the legal activities with the NR payments and, therefore, will not adjust the NR payments.

Conditions Necessary For A BICS CIN Activity Consolidation To Take Place:

1. The CINs that were previously retained or deleted in the WMS/CCRS CIN Unduplication process are on the Services Non-Reimbursable (NR) Expenditure Report with a POS line that is listed as non-reimbursable.
Notes: - The WMS/CCRS CIN Unduplication process **does not** delete CINS from the BICS database.
 - The NR Report may be run as either a 'Now' or 'Overnight' job request from BICS BPR
   Selection 48.

2. The **REASON** given on the NR Report for the POS line is an "**x**" in the **LE** column (Legal Edit)
Note: - If BICS Legal Authority has expired or is missing for any time period within the service period, that portion of the payment is non-reimbursable.

If the conditions in 1 and 2 above are met, the county should:

a. Inquire on WMS Individual Inquiry, WINQ02, CIN And SSN Inquiry selection D, Other Identifiers, to verify that the CIN on the NR Report was retained or deleted by the WMS/CCRS CIN Unduplication process.

b. Inquire on BICS Services Inquiry (Screen 13, Individual Inquiry, Legal Activities) to verify that the NR payments exist for one of the CINs but the legal activities, necessary to adjust the NR payment to reimbursable, exist for the other CIN.

Note: - The legal activities, necessary to adjust the NR payments for the retained CIN, are on the BICS
    database for the deleted CIN.
                                    OR

    The legal activities, necessary to adjust the NR payments for the deleted CIN, are on the BICS
    database for the retained CIN.

3. If all of the above are so, **send** in a BICS CIN Activity Consolidation request as per the attached memo instructions.

"providing temporary assistance for __permanent__ change"

Attachment IV

BICS CIN Activity Consolidation Form

District: _____

Old CIN: _____   **Old Case Number:** _____

New CIN: _____   **New Case Number:** _____

Requested By: _____

Title: _____

Telephone No: _____

Date: _____

INSTRUCTIONS:

   (1) Enter District Code
   (2) Enter Old CIN
   (3) Enter Case Number for Old CIN
   (4) Enter New CIN
   (5) Enter Case Number for New CIN
   (6) Enter Requester's name
   (7) Enter Requester's Title
   (8) Enter Requester's Telephone Number
   (9) Enter the date
   (10) Mail to OTDA.SM.WMSCIN