Correcting EAP Errors

Review, Verify, Document

Before authorizing a service request/benefit, make sure to review the Eligibility Summary for the case:

Review the information/results under each column (Program, Eligibility service period, Benefit Amount, etc.).

If any error is found, navigate to the appropriate screen in the EAP Module and edit the data field, then click **Save+Continue**.

Re-run eligibility for the change/update to become effective.

Click the Eligibility/Service Period hyperlink to review the Eligibility Determination Group (EDG) for the case.

- Click on the Summary tab to review household member detail

- The Notice Reasons tab will display the denial/closure reason for the service request.

- The EAP Income tab will show the income used/calculated for the service request.

- Use the EAP component tab to review the service request that was processed, the vendor, and the benefit amount.

Make sure to add Case level comments to document case actions that require clarification.

When determining how to correct errors in VaCMS, IT'S ALL ABOUT THE TIMING

There are several errors types that can be corrected:

- **The wrong vendor was authorized for the case**

- **The incorrect amount was authorized for the service type**

- **Customer becomes ineligible for the service requested**

Consider all aspects of that particular service request:
- **Payment line,**
- **Client Notice of Action (NOA), and**
- **Vendor Credit Authorization (CA)**

so that all associated actions are completed.

Think of each service request singularly. An authorized service request must be completely closed when an error occurs.

When you authorize payment to a Credit Authorization Bypass (CAB) vendor, the payment line is written.

The CAB vendors for the Cooling component are:

- AEP
- Dominion Energy
- Mecklenburg Electric Cooperative
- Old Dominion Power

From the left Navigation select:

- **Benefit Issuance > EAP > EAP Credit Authorization**
- Search for the case
- Click on the pencil icon for the service request that was approved

Correcting Errors –
ON THE DAY THE ERROR WAS MADE, cont.

5

- On the **EAP Credit Authorization** screen, click the pencil icon of the Pending Issuance.
- Go to the Close CA/Direct pay with no issuance field
- Select "Yes" from the dropdown field
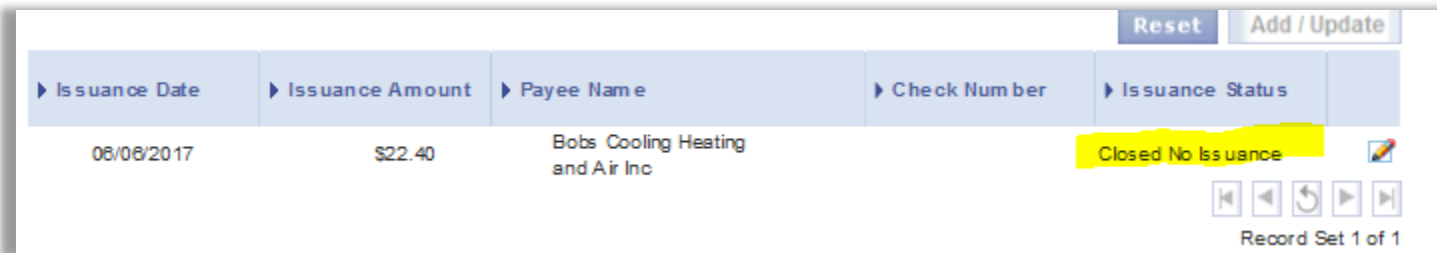

A **Pending Issuance** can be closed for any Cooling or Crisis payment type (utility bill payment, equipment-related service, etc.)

- Click the **ADD/Update** button
- A green message will display at the top of the screen letting you know that the CA will be permanently closed.
- Click **ADD/Update** a second time to close the CA/pending issuance.

Issuance Date	Issuance Amount	Payee Name	Check Number	Issuance Status	
06/06/2017	$22.40	Bobs Cooling Heating and Air Inc		Closed No Issuance	✏

Record Set 1 of 1

✓ You'll also want to suppress any correspondence that has been generated to the customer and vendor.

Remember: You can/should only suppress the correspondence on the day it is generated. After the overnight batch has run, the correspondence has been mailed and cannot be suppressed.

Once the CA/service request has been closed under the Benefit Issuance function, the service request will change to closed in the EAP Streamline flow after the overnight batch has been run.

Look at the Benefit Issuance screen to determine the status of the payment

If payment is "pending issuance", you'll be able to close the CA payment line without the check being sent.

However, if the overnight batch has run after the case has been authorized, the correspondence has been generated and issued (even if the payment is pending issuance).

- Contact the customer and let them know an error has occurred.

- Contact the vendor to request the CA be voided and returned to your agency
  - It will take a day or two for the vendor to receive the CA in the mail. The CA is an authorization to provide service and a "promise to pay" from the Program.
  - It's important that you let the vendor know what's going on, so that when they receive the CA they can void and return it to your agency.

NOTE: The payment line can be closed without issuance until the check status is changed from pending issuance to issued on the EAP Credit Authorization Detail screen.

The CA and NOA have been sent to the customer.

The payment line has changed from "pending issuance" to "issued". A check/warrant number has been assigned to the payment.

Contact the vendor and customer and let them know an error has occurred.

Request the vendor refund the payment made in error.

Contact your Regional Consultant if a payment needs to be made after a refund is issued.

If an error was made in authorization of a security deposit or keying equipment warranty, additional steps are needed to remove the associated coding/flags.

Make sure to review the applicable EAP Policy to determine if/when security deposit or warranty information should be removed/updated.

- On the Left Navigation Bar:
- Under **Benefit Issuance** > **EAP** > **Security Deposit/Warranty**
- Enter the search criteria (SSN, case #)
- Set the Locality field to blank
- Select security deposit or warranty from the dropdown field.

- ➢ Security Deposits with an Approved or Closed status from all program years will be displayed.

- ➢ Unexpired warranties with a closed/paid status will be displayed

This page is used to remove a security deposit from the case or to remove or update equipment warranty data.

Worker comments are required to be entered.

Click Update to save the data (and to update or remove the flag/coding.